







## 2019/20 Quarter 2 PI Data




For 2019/20, NHDC will report 19 corporate performance indicators. This report presents the red and amber performance indicators, as well as other indicators to note and displays the latest period that officers have updated and activated on Pentana Risk. The full report can be found on the intranet at the following location

<http://intranet.north-herts.gov.uk/home/doing-business/performance-and-risk-management/performance-management>








Performance indicator data is cumulative and represents performance between 1 April 2019 and the end of the latest reporting period. The report will indicate if any data relates to a different reporting period. Where available, the commentary for an indicator will include national benchmarking data. When targets are set, any national minimum requirements are taken into account.





### Key for the Report







Status	
	Data value has met or exceeded the target figure
	Data value has not achieved the target figure but it is within the agreed tolerance range
	Data value has not achieved the target figure and it is outside the agreed tolerance range
	Data value is for information only and a traffic light status is not applicable





Direction of Travel	
	Data value has improved compared with the same time last year
	Data value has deteriorated compared with the same time last year
	Data value has not changed compared with the same time last year
N/A	A direction of travel is not applicable, as the performance indicator was introduced in 2019/20

### Summaries

Status Summary		Direction of Travel Summary	
	8 (Q1 – 7)		8 (Q1 – 8)
	4 (Q1 – 3)		7 (Q1 – 8)
	0 (Q1 – 2)		3 (Q1 – 2)
	7 (Q1 – 7)	N/A	1 (Q1 – 1)

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary
<b>Executive Member for Housing and Environmental Health</b>								
8	REG 1	Rate of homelessness prevention	Q2 2019/20	57.93%	Not Applicable		 Q2 18/19 56.25%	<p>During the first half of 2019/20, there were 145 cases where a Prevention Duty ended (74 in Q1 and 71 in Q2), of which, 84 ended with a positive outcome (34 in Q1 and 50 in Q2). Where homelessness was not prevented, in most cases, a <i>Relief Duty</i> would have been triggered.</p> <p>The Strategic Housing Manager is due to provide an overview of homelessness services and available benchmarking data at the January 2020 meeting.</p>
9	REG 2	Rate of homelessness relief	Q2 2019/20	22.48%	Not Applicable		 Q2 18/19 35.11%	<p>During the first half of 2019/20, there were 129 cases where a Relief Duty ended (67 in Q1 and 62 in Q2). A Relief Duty occurs when a household has become homeless and 29 ended with a positive outcome when the households were successfully rehoused (15 in Q1 and 14 in Q2). Additional data for Q2 only is provided at the end of this report.</p> <p>The Strategic Housing Manager is due to provide an overview of homelessness services and available benchmarking data at the January 2020 meeting.</p>

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary																								
10	LI 035a	Number of households living in temporary accommodation	Q2 2019/20	84	Not Applicable		 Q2 18/19 76	<p>84 households were in temporary accommodation as at 30 September 2019, of which, four were in bed and breakfast accommodation.</p> <p>This was the total number of households accommodated under the relevant legislation by the Council, although placement was with a third party.</p> <p>The Strategic Housing Manager is due to provide an overview of homelessness services and available benchmarking data at the January 2020 meeting.</p>																								
<b>Executive Member for Environment and Leisure</b>																																
15	MI LI 015	Number of visits to leisure facilities	Sept 2019	783,268	785,400		 Sept 18 785,412	<table border="1"> <thead> <tr> <th>Facility</th> <th>2019/20</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>North Herts LC</td> <td>283,025</td> <td>282,527</td> </tr> <tr> <td>Fearnhill</td> <td>6,916</td> <td>6,660</td> </tr> <tr> <td>Letchworth OP</td> <td>33,263</td> <td>48,165</td> </tr> <tr> <td>Hitchin SC</td> <td>184,743</td> <td>176,883</td> </tr> <tr> <td>Archers</td> <td>71,396</td> <td>69,338</td> </tr> <tr> <td>Royston LC</td> <td>203,925</td> <td>201,839</td> </tr> <tr> <td></td> <td><b>783,268</b></td> <td><b>785,412</b></td> </tr> </tbody> </table> <p>The decrease in usage mainly relates to the poor weather experienced over the outdoor pool season compared with last year. SLL continue to promote and encourage casual swimming within the leisure facilities.</p>	Facility	2019/20	2018/19	North Herts LC	283,025	282,527	Fearnhill	6,916	6,660	Letchworth OP	33,263	48,165	Hitchin SC	184,743	176,883	Archers	71,396	69,338	Royston LC	203,925	201,839		<b>783,268</b>	<b>785,412</b>
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<b>Executive Member for Recycling and Waste Management</b>																																
17	NI 192	Percentage of household waste sent for reuse, recycling and composting (Government target is 50% by 2020)	Q2 2019/20	59.64%	60.5%		 Q2 18/19 58.41%	<p>The Q2 2019/20 return is currently a provisional figure, as the spreadsheet calculation includes some estimates for September 2019.</p> <p><b>National Benchmarking</b>            Source: LG Inform</p>																								

Row No.	PI Code	Title	Last Update	Data Value	Target	Status	Direction of Travel	Commentary						
								<p>Latest Quarter - Three-Month Period Sample - Participating English district local authorities</p> <table border="1"> <thead> <tr> <th>Period</th> <th>NHDC</th> <th>Top Quartile</th> </tr> </thead> <tbody> <tr> <td>Q1 2019/20</td> <td>62.41%</td> <td>57.03% to 65.30%</td> </tr> </tbody> </table> <p>NHDC ranked <b>6<sup>th</sup> out of 40</b> (1<sup>st</sup> Quartile)  Update - The provisional figure of 62.41% submitted to meet the LG Inform deadline has subsequently been changed to 59.80%.</p>	Period	NHDC	Top Quartile	Q1 2019/20	62.41%	57.03% to 65.30%
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18	FW 1	Overall tonnage of food waste collected	Sept 2019	2,397	2,490		 Sept 18 1,889	<p>The April to September 2019 return is currently a provisional figure, as the spreadsheet calculation includes some estimates for September 2019. Food Waste collection is on the increase, however the target we have set is challenging. A waste composition analysis audit is planned for later in the year where we will be looking at participation levels, including food waste.</p>						
19	GW 1	Overall tonnage of garden waste collected	Sept 2019	6,059	6,600		 Sept 18 6,234	<p>The April to September 2019 return is currently a provisional figure, as the spreadsheet calculation includes some estimates for September 2019. An amnesty at the commencement of the contract in 18/19 meant that garden waste levels remained high at this time last year. Garden waste sign up currently at 47% compared to 51.3 % this time last year.</p>						

REG2 - Rate of homelessness relief

July to September 2019

Full breakdown of the 48 relief cases that ended in a non-accommodation outcome by reason:

56 Days Elapsed – 33 households

Contact Lost – 6

Application Withdrawn – 5

Refused Offer of Accommodation – 2

No Longer Eligible – 2

Final outcomes for the 33 cases that ended because the 56 days elapsed:

Main Housing Duty Owed (under which the Council must provide suitable long-term accommodation) – 13 households

Not in Priority Need – 15

Intentionally Homeless – 2

Not Homeless – 2

Lost Contact – 1