

# Performance Indicator Management Report

## Quarterly Information








During 2010-2011 NHDC will collect and report on 61 performance indicators. 33 are collected on a quarterly (or monthly) basis and 28 are reported annually or as and when information is available.





The performance information in this report separates the performance indicators into NHDC's 3 main priorities:

- **Town Centres**
- **Green Issues**
- **Sustainable Development**

The remainder of the indicators are reported as Continuous Improvement (it includes those previously grouped under 'other indicators')

### The key for the report

PI Status	
	The return for this PI has met or exceeded the target figure.
	The return for this PI has not achieved the target figure but it is within the agreed tolerance range.
	The return for this PI has not achieved the target figure and it is outside the agreed tolerance range.
	Covalent cannot calculate the status of this PI. For example, officers may not have entered a target figure on to the system.
	This is a data-only PI and a traffic light status is not applicable.







Short / Long Trends	
	The return for this PI has improved compared with the same time last year.
	The return for this PI has worsened compared with the same time last year.
	The return for this PI has not changed compared with the same time last year.
	Covalent cannot calculate the trend for this PI, as previous data is not available for comparison.













## Town Centres

PI Code	Short Name	Last Update	Current Value	Current Target	Status	Short Term Trend	Latest Note
BV170a	Visits to and Use of museums & galleries - All Visits	Q3 2010/11	77914	43600			
BV170b	Visits to and use of Museums & galleries - Visits in Person	Q3 2010/11	24266	23800			
BV170c	Visits to and use of museums - school groups	Q3 2010/11	4456	3500			
LI028	% of reported graffiti/bill-posters or stickers removed within the timescale	December 2010	100%	100%			0 instances reported in Dec
LI029	% of street cleanliness complaints put right within the timescale	December 2010	100%	100%			1 out of 1 complaint rectified within timescale
NI15	Serious violent crime rate per 1,000 population	January 2011	0.13	0.23			
NI16	Serious acquisitive crime rate per 1,000 population	January 2011	7.50	6.04			As a result of the number of incidents in preceding months Serious Acquisitive Crime for January has exceeded the cumulative target threshold. Police report that traditionally there is often an increase in dwelling burglary in the Autumn and Winter months. Proactive police operations continue to be deployed across North Herts to combat both burglary other and dwelling burglary offences.
NI20	Assault with injury crime rate per 1,000 population	January 2011	2.91	2.47			The number of incidents exceeds the cumulative target set for this month, however there has been an 11% decrease (n= 4) in the number of offences in January compared to December 2010. It must be noted that assault with injury incidents are low in North Herts.























## Green issues













PI Code	Short Name	Last Update	Current Value	Current Target	Status	Short Term Trend	Latest Note
NI191	Kg residual waste per household	December 2010	337kg	350kg			Due to the prolonged bad weather over the Christmas and New Year period the effects of the additional / non-collection of materials still have not been reflected in this months tonnage info.
NI192	% of household waste sent for reuse, recycling and composting	December 2010	51.46%	53.26%			The additional waste as generated through Christmas and New Year is starting to be reflected within the tonnage sent to landfill. The prolonged severe weather will influence this indicator still further.
NI193	% of municipal waste sent to landfill	December 2010	50.83%	47.51%			The weather conditions over the Christmas period and suspended collection services will have effected the potential landfill rates. These however will not be seen until some time in Feb 2011

## Sustainable Development

PI Code	Short Name	Last Update	Current Value	Current Target	Status	Short Term Trend	Latest Note
BV204	% of planning appeals allowed	Q3 2010/11	46.7%	25%			7 out of 15 appeals. The percentage of appeals against the decisions made on applications during April to December was 1.3% of all decisions. 1247 applications were determined, which could be subject to the appeal process, with only 16 appeal decisions received (15 out of the 16 decisions received have counted towards the BV204 definition). 0.6% of decisions made by this Council have been overturned. The seven appeals that have been allowed all have been contrary to the Council's decision and there are no part decisions which agree with the Council's views. Whilst this is a high percentage, having examined the Inspectors' conclusions they have all been of a subjective nature and have no direct bearing on how the Council continues to determine applications or the need to re-look at any particular policies.
BV204a	% of all appeals resulting in NHDC's decision or part decision being overturned	Q3 2010/11	43.8%	20%			7 appeals allowed out of 16. One appeal decision did not count towards the BV204 definition. For further comment see BV204.
NI157a	% of major planning applications determined within 13 weeks	January 2011	80.77%	75%			42 out of 52 applications were determined within 13 weeks.
NI157b	% of minor planning applications determined within 8 weeks	January 2011	73.03%	75%			111 out of 152 applications were determined within 8 weeks. The overall percentage has fallen below the target this month principally as a result of the Planning Committee cycle and the completion of unilateral undertakings.
NI157c	% of other planning applications determined within 8 weeks	January 2011	88.13%	89%			683 out of 775 applications were determined within 8 weeks. There was a fall in the monthly performance for January, which has been identified as being the result of negotiations and the subsequent submission of amended plans together with the requirement for some applications to be considered by the Planning Committee.

## Continuous Improvement

PI Code	Short Name	Last Update	Current Value	Current Target	Status	Short Term Trend	Latest Note
BV8	% of invoices paid on time	January 2011	99.66%	99.5%			We continue to maintain performance above target.
BV9	% of council tax collected	January 2011	95.79%	94.7%			
BV10	% of NNDR collected	January 2011	95.59%	90.8%			
BV12	Working Days Lost Due to Sickness Absence	January 2011	5.08 days	7.60 days			
BV174	Racial incidents recorded per 100,000 population	Q3 2010/11	3.23				
BV175	Racial incidents resulting in further action	Q3 2010/11	50%	100%			50% relates to two incidents, one resolved quickly to the client's recorded satisfaction, but for the second despite having taken similar and swift corrective action, we have not received a response of satisfaction from the client and therefore at this stage cannot report 100% compliance as the indicator currently demands; officers responsible for equalities implementation have carried out an independent review and can confirm that all possible actions which could be taken have been implemented.
BV183b	Average length of stay in hostel accommodation (weeks)	January 2011	26.97	27			27 households left temporary accommodation, with a cumulative stay of 728.14 weeks, giving an average of 26.97 weeks.
BV213	No. of households where homelessness was prevented, per 1,000 households	Q3 2010/11	4	4			205 cases (54 cases in Q1, 81 cases in Q2 and 70 cases in Q3). 54,761 households in North Herts. Therefore, this equates to 3.74 cases per 1,000 households, rounded up to 4. In the same period last year (2009/10), a total of 218 households were assisted.
LI012	% of life-critical calls to care-line answered in under 30 seconds	Q3 2010/11	90.5%	80%			
LI015	No of swims and other visits per 1,000 population	December 2010	7321	7586			Total swims/ use per 1000 population is 7,321. The usage for this month is 30 above target and 265 behind target for the year. Contractors continue to target users with advertising campaigns.
LI019	No of collections missed per 100,000 collections of household waste	December 2010	22.83	25			A 'problem address' sheet is now going to be compiled upon a rolling monthly basis to ensure every address within the District is potential addressed for any recurrent collection concerns. Currently there are only circa 10 address upon this database.

PI Code	Short Name	Last Update	Current Value	Current Target	Status	Short Term Trend	Latest Note
LI020	% of missed collections put right within the allowed timescale	December 2010	100%	100%			Veolia continue to perform well in addressing 'justified' missed collections. this action is monitored via the quarterly Partnership Boards
LI026	% of H & E H programmed inspections completed on time	Q3 2010/11	59.8%	92%			492 planned inspections completed on time out of 823 planned inspections.
LI027	% of domestic E H customers who rated the service received as "very good", "good" or "satisfactory"	Q3 2010/11	89.29%	83.5%			
LI031	% of housing register applications that receive a decision on their status within 10 working days	Q3 2010/11	91.09%	80%			By the end of the 3rd quarter, 675 out of 741 decisions were made within 10 working days.
NI156	No. of households living in temporary accommodation	Q3 2010/11	53	51			This PI has not deviated too far from the target despite the current pressures caused by the economic climate. It is clear that there is limited scope to reduce the numbers in temporary accommodation below 50 and that this represents the core number of homeless households in temporary accommodation. Efforts are continually made to limit the use of temporary accommodation and although the level of usage appears to have levelled out, it is important to remember that this return is subject to intermittent increases due to emergency placements.
NI182	Satisfaction of business with local authority regulation services	Q3 2010/11	81%	74%			Functions covered by the survey - <b>Environmental Health and Licensing</b> Number of questionnaires sent in strata 1 - <b>66</b> Number of questionnaires sent in strata 2 - <b>167</b> Number of returns in strata 1 - <b>23</b> Number of returns in strata 2 - <b>69</b> Any variations from the recommended methodology - <b>None</b>