

## APPENDIX A

# Quality Service Indicators 2018/19 - Q4 and Year End

**Traffic Light 2018/19:** Red 1; Amber 3; Green 12;    **Q4:** Red 2; Amber 0; Green 13;



PI Code & Short Name	Quarterly Data												Annual Data			Short Trend	Long Trend	Latest Notes
	Q1 2018			Q2 2018			Q3 2018			Q4 2018			2018					
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status			
CSP15 Number of community safety related partnership initiatives	41	25	✓	40	25	✓	47	25	✓	44	25	✓	172	100	✓	↓	↑	Dates and information provided by the partners in the CSP
E192 Percentage of household waste sent for reuse, recycling and composting - Hertsmer Estimate	54%	48%	✓	49%	48%	✓	49%	48%	✓	38%	48%	⬛	46%	50%	⚠	↓	↓	Quarter 4 and year end outturns in line with that of previous years.
FIN7 BV9 % of Council Tax collected	29%	29%	✓	57%	57%	✓	84%	84%	✓	98%	98%	✓	98%	98%	✓	↓	↓	
FIN8 BV10 Percentage of Non-domestic Rates Collected	30%	29%	✓	58%	57%	✓	84%	84%	✓	98%	98%	✓	98%	98%	✓	↑	↑	
HOU22 Percentage of people threatened with homelessness approaching the Council who are issued with a Personal Housing Plan within 10 working days	96%	100%	⚠	86%	100%	⬛	85%	100%	⬛	75%	100%	⬛	86%	100%	⬛	↓	↓	This is a new PI with no baseline data available. Following discussions with the Exec Performance Management Panel the target will be reduced to a more realistic figure for 2019/20.
HOU23 Percentage of people who are threatened with homelessness and have approached the Council, who the Council has accepted a duty to rehouse	11%	31%	✓	23%	31%	✓	13%	31%	✓	9%	31%	✓	9%	35%	✓	↑	↑	
NI 156 Number of households living in temporary accommodation	155	175	✓	142	175	✓	136	175	✓	135	175	✓	133	175	✓	↑	↑	
NI 181 The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit	6	13	✓	8	13	✓	10	13	✓	6	13	✓	8	13	✓	↑	↑	
ORG4 Working Days Lost Due to Short Term Sickness Absence per employee - Rolling	3.4	3.5	✓	3.5	3.5	✓	3.5	3.5	✓	3.0	3.5	✓	3.0	3.5	✓	↑	↑	

Year																		
P&CE9 Participation rates at Hertsmere Leisure owned leisure facilities	408,679	420,404		349,977	365,459		342,393	364,054		355,119	364,054		1,456,168	1,513,971				These figures relate to November 2018 - January 2019 due to reporting timetables associated with the Leisure Contract.
PLA33a Percentage of 'Major' planning applications determined within 13 weeks for the period shown.	60%	68%		86%	68%		50%	68%		89%	69%		76%	68%				Actual exceeds the target so unclear why this is showing as red
PLA33b Percentage of 'minor' planning applications determined within 8 weeks for the period shown.	67%	83%		84%	83%		88%	83%		95%	83%		84%	83%				
PLA33c Percentage of 'Other' applications determined within 8 weeks for the period shown.	81%	93%		95%	93%		94%	93%		93%	93%		91%	93%				
SPA5a Number of green flag award sites													6	5				
SPA6 Percentage of parks and amenities graded acceptable or above	87.0	75.0		84.0	75.0		98.0	75.0		90.0	75.0		90.0	75.0				
SPA10b(ii) Number of missed collections per 100,000 collections	28.7	60.0		28.2	60.0		29.5	60.0		35.4	60.0		30.4	60				