

Performance Management Panel Performance Indicator Report



Quality Service Indicators Quarter 2 - 2020/21

Traffic Light: Red 4, Green 10, Data Only 1

PI Code & Short Name	Q2 2019			Q3 2019			Q4 2019			Q1 2020			Q2 2020			Short Trend	Long Trend	Latest Notes
	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status	Value	Target	Status			
CSP15 Number of community safety related partnership initiatives	25	25		24	25		14	25		4	9		11	9				These have been held across the borough.
E192 Percentage of household waste sent for reuse, recycling and composting - Hertsmere Estimate	46%	48%		47%	48%		42%	43%		47%	48%		45%	48%				This figure is currently an estimate and has not been verified against all reports. As such it is subject to change.
FIN7 BV9 % of Council Tax collected	57%	57%		84%	84%		98%	98%		28%	29%		55%	57%				Council Tax collection is down due to COVID. No correspondence chasing any debt was sent until 2nd August so we are now paying catch up. Due to the down turn of the economy, we are finding it harder to collect the debt.
FIN8 BV10 Percentage of Non-domestic Rates Collected	56%	57%		84%	84%		98%	98%		30%	29%		54%	57%				As with Council Tax, no correspondence was sent until August. Businesses are suffering and whilst a large number have had a business rate holiday, those that haven't are finding it harder to pay.
HOU22 Percentage of people threatened with homelessness approaching the Council who are issued with a Personal Housing Plan within 10 working days	75%	80%		100%	80%		68%	80%		65%	80%		75%	80%				The production of a PHP is dependent on the person threatened with homelessness providing a range of information to officers. We therefore have limited control over this indicator and will keep the target under review. During this period 247 people approached the Council threatened with homelessness.
HOU23 Percentage of people who are threatened with homelessness and have approached the Council, who the Council has accepted a duty to rehouse	4%	31%		4.2%	31%		2%	31%		14%	31%		3%	31%				The target for this indicator will be reviewed.

NI 156 Number of households living in temporary accommodation	134	175	✔	128	175	✔	138	175	✔	139	150	✔	121	150	✔	↓	↓	We have worked to prevent the need to put people into temporary accommodation due to 'friend and family' evictions. This is to reduce the number of Houses of Multiple Occupation and therefore the risk of Covid transmission.
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	✔	6	13	✔	5	13	✔	11	13	✔	10	13	✔	↑	↓	There has been an increase in new claims and change requests due to coronavirus
ORG4 Working Days Lost Due to Short Term Sickness Absence per employee - Rolling Year	2.7	3.5	✔	2.6	3.5	✔	3.0	3.5	✔	3.1	3.5	✔	3.1	3.5	✔	-	↓	
P&CE9 Participation rates at Hertsmere Leisure owned leisure facilities	366, 287	377, 684	⚠	492, 206	342, 393	✔	238, 290	355, 119	⛔	0	0	⚠	141, 669	N/A	📊	↑	↓	Leisure Centres reopened from the end of July with Covid secure arrangements which have impacted on the capacity of the centres with some parts of facilities remaining closed.
PLA33a Percentage of 'Major' planning applications determined within 13 weeks for the period shown.	83%	69%	✔	90%	69%	✔	89%	69%	✔	100%	69%	✔	100%	69%	✔	-	↑	
PLA33b Percentage of 'minor' planning applications determined within 8 weeks for the period shown.	88%	83%	✔	85%	83%	✔	96%	83%	✔	94%	83%	✔	94%	85%	✔	-	↑	
PLA33c Percentage of 'Other' applications determined within 8 weeks for the period shown.	92%	93%	⚠	95%	93%	✔	94%	93%	✔	98%	93%	✔	98%	93%	✔	-	↑	
SPA6 Percentage of parks and amenities graded acceptable or above	97.0	75.0	✔	94.0	75.0	✔	100.0	75.0	✔	100.0	75.0	✔	91.0	75.0	✔	↓	↓	
SPA10b(ii) Number of missed collections per 100,000 collections - Quarterly	33.1	60.0	✔	35.5	60.0	✔	49.7	60.0	✔	46.0	60.0	✔	37.0	60.0	✔	↑	↑	