

All Performance Indicators from April 2022

Service Area	PI reference	Qtr'ly or Annual	PI Title
Committee Services			
Committee Services	CM01	Qtr	% of minutes/decisions completed by Committee Services within 4 working days
Committee Services	CM02	Qtr	% of Full responses made within 2 working days
Customer Service Centre			
CSC	CS01	Qtr	% of calls answered
CSC	CS04	Qtr	Volume of enquiries submitted on-line
CSC	New PI – To Be Agreed	Annual	Customer Survey – satisfaction and choice of contact
CSC	New PI - TBA	Qtr	Satisfaction with on-line services
CSC	New PI - TBA	Qtr	Avoidable contact (numbers of enquiries that could have been dealt with via the internet or are Herts CC and therefore not applicable as TRDC enquiries)
Community Partnerships			
Community Partnerships	CP49	Qtr	Percentage of cases coming to ASBAG that have an action plan developed
Community Partnerships	CP51	Qtr	Percentage of SWHYAP cases with action plans developed
Community Partnerships	CP50	Qtr	Climate Emergency and Sustainability Action Plan
Community Partnerships	CP27	Qtr	Number of clients support by the Citizens Advice Service (KPI)
Community Partnerships	CP19	Qtr	Number of people with mental health issues supported by the Community Support Service (Herts Mind Network)
Community Partnerships	CP21	Qtr	Number of victims of domestic abuse supported by the Domestic Abuse Casework Service.
Community Partnerships	CP52	Annual	Greenhouse gas emissions reported as CO2 equivalent
Community Partnerships	CP47	Annual	Perception of ASB as a problem in the local area (KPI)
Community Partnerships	CP29a, b, c.	Qtr	Client Debts: Number of clients assisted with debt, the amount of debt written off and the average amount per client of any debts written off.
Community Partnerships	CP05	Annual	Perception of satisfaction with Three Rivers District Council (KPI)
Community Partnerships	CP46	Annual	The perception of value for money from Three Rivers District Council (KPI)
Community Partnerships	CP48	Qtr	Healthy Hub Resident Engagement (number of customers using the Healthy Hub)

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Corporate Services			
Corporate Services	CO02	Annual	To what extent do you know what services Three Rivers District Council provides in your local area
Corporate Services	CO03	Qtr	Percentage of FOI requests responded to, within timeframe
Elections			
Elections	ES01	Annual	Annual Canvass Return – electoral register published on 1 st December (across the district and for individual wards)
Elections	ES02	Qtr	New electoral registrations – monthly alterations to the register including amendments, deletions as well as additions (under rolling registration process – during and outside of elections)
Environmental Protection			
Environmental Protection	EP01	Qtr	Percentage household waste recycled
Environmental Protection	EP10	Qtr	Percentage of household waste sent for reuse, recycling and composting
Environmental Protection	EP17	Annual	Satisfaction with refuse collection
Environmental Protection	EP18	Annual	Satisfaction with doorstep recycling
Environmental Protection	CP02 (EP16)	Annual	Satisfaction with quality/provision of parks and open spaces
Environmental Protection	EP15	Annual	Satisfaction with keeping public land clear of litter and refuse
Environmental Protection	EP11	Qtr	Percentage of collections made on the correct day
Environmental Protection	EP09 (NI 191)	Qtr	Residual household waste per household
Environmental Protection	EP03	Annual	The kg of household waste collected per head per annum
Environmental Protection	EP06	Annual	Tonnes of Household waste collected and sent to landfill
Environmental Protection	EP12	Annual	Percentage of eligible properties signed up to the Garden Waste scheme

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Economic Sustainable Development			
Economic Sustainable Development (ESD)	ESD01	Annual	Net additional homes provided
ESD	ESD02	Annual	Number of affordable homes delivered (gross)
ESD	ESD03	Annual	Housing land supply in years
ESD	ESD06	Annual	Change in employment floorspace
ESD	ESD07	Qtr	Adoption of the Local Plan, with the Draft publication, submission, examination and adoption by 2023
ESD	ESD08	Qtr	Establishment of a timetable and development of a South West Herts Joint Strategic Plan
ESD	ESD10	Qtr	Complete a review of Council Economic Role and Completion of Economic Strategy
ESD	ESD11	Annual	The amount of employment floorspace developed in the employment site allocations
ESD	ESD12	Annual	Business Satisfaction Survey - respondents that agree Three Rivers is a great place to do business
ESD	ESD13	Annual	Business Satisfaction Survey - respondents that agree Three Rivers is improving relationship with the local business community
ESD	ESD04	Annual	Percentage of new homes built on previously developed land
ESD	ESD05	Qtr	Percentage of Conservation Areas in the local authority area with a character appraisal undertaken within the last 10 years.
ESD	ESD09	Qtr – bi-annual	Vacancy rate for town and district centres
ESD	ESD15	Annual	Support for the local economy: Seek investment in the district from the Hertfordshire Growth Board, the Hertfordshire Local Enterprise Partnership and any available sources
ESD	ESD16	Annual	Visit Herts - Increase in the number of Visitors to Three Rivers.
ESD	ESD17	Annual	Visit Herts - Increase in the income from the visitor economy to Three Rivers.
ESD	ESD18	Annual	Visit Herts - Increase in the number of jobs, working in the visitor economy in Three Rivers.

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Finance			
Finance	FN14	Annual	Private investment, leveraged through the capital investment by the council (simple calculation of amount)
Finance	FN15	Annual	% of Commercial income received
Finance	FN16	Qtr	General Balances are above the risk assessed level
Finance	FN09 (1) SSF2	Qtr	Creditor Payments paid within 30 days
Finance	FN08 SSF3a	Qtr	Compliance with Treasury Management Policy
Finance	FN02	Qtr	System Reconciliations
Finance	FN03	Qtr	Monthly Budget Monitoring Reports
Finance	FN12	Annual	Renewal of Insurance Cover
Finance	FN13	Qtr	Statutory Returns
Housing Services			
Housing	HN03	Annual	Maximum number of households in temporary accommodation throughout the year
Housing	HN01	Qtr	Maximum number of households living in temporary accommodation on the last day of the quarter (snapshot)
Housing	HN10	Qtr	Number of households prevented or relieved from homelessness
Housing	HN06	Qtr	Promote access to private sector lettings in order to prevent and relieve homelessness
Human Resources			
Human Resources	HR08	Annual	Organisational Development Strategy
Human Resources	HR01,	Qtr	Sickness absence - overall absence rate based on average days lost per employee,
Human Resources	HR02,	Qtr	Return to work interview compliance
Human Resources	HR04	Annual	Employee Satisfaction levels
Human Resources	HR05	Annual	Employee motivation levels
HR	HR03	Annual. Report in June	Employee Performance Development Review completion rate
Human Resources	New PI - TBA	Qtr	Percentage completion of mandatory e-learning modules

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Legal Services			
Legal Services	LP01	Qtr	% draft enforcement notices prepared for planning department within 5 working days
Legal Services	LP02	Qtr	% certificates of lawfulness drafted for issue within the 8 week statutory period
Legal Services	LP03	Qtr	% of Section 106 obligations completed within the 8 or 13 week period
Legal Services	LP04	Qtr	% of action for housing possession cases & civil litigation commenced within 15 working days
Legal Services	LP05	Qtr	Contract Oversight (new contracts)
Leisure and Landscape Services			
Leisure and Landscapes	CP02	Annual	Satisfaction with parks and open spaces
Leisure and Landscapes	CP22	Annual	Satisfaction with sports and leisure facilities
Leisure and Landscapes	LL28	Annual	Children's playschemes will be awarded "Good" following an Ofsted inspection
Leisure and Landscapes	LL30	Qtr	Number of attendances at a project supporting vulnerable people
Leisure and Landscapes	LL34	Annual	To Maintain accreditation for Green Flag
Leisure and Landscapes	LL36	Annual	To maintain 'Plus' QUEST accreditation at William Penn Leisure Centre
Leisure and Landscapes	LL37	Annual	To maintain 'Entry' QUEST accreditation for South Oxhey Leisure Centre
Leisure and Landscapes	LL38	Annual	To achieve 'Entry' QUEST accreditation for Rickmansworth Golf Course
Leisure and Landscapes	LL24	Annual	Percentage of people reporting specific health benefits as a result of attending a project supporting vulnerable people
Leisure and Landscapes	New PI - TBA	Qtr - TBA	Number of new trees planted by TRDC Trees and Landscapes Officers
Leisure and Landscapes	New PI - TBA	Annual - TBA	Production of a new Biodiversity Strategy
Leisure and Landscapes	New PI - TBA	Qtr - TBA	Percentage of people reporting an increase in physical activity levels following attendance at a Three Rivers District Council activity
Property Services			
Property Services	PS05	Annual	Occupancy rate for the TRDC estate is above 90%
Property Services	PS06	Qtr	Undertake a review of the Council's energy efficiency options. Establish a base line for the current properties and identify energy saving opportunities
Property Services	PS07	Qtr	Property Investment Strategy Action Plan

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Regulatory Services			
Regulatory Services	EHC01	Qtr	All new food businesses to be inspected within 3 months of opening
Regulatory Services	EHC02	Qtr	All food businesses inspected within 28 days either side of target date (except Category E Premises)
Regulatory Services	EHC05	Qtr	Food establishments in the area which are broadly compliant with food hygiene law.
Regulatory Services	DM01	Qtr	Issue decisions for major applications within 13 week period
Regulatory Services	DM02	Qtr	Issue decisions for minor planning applications within 8 week issue period
Regulatory Services	DM03	Qtr	Issue decisions for other planning applications within 8 week period
Regulatory Services	DM08	Qtr	Percentage of planning application appeals allowed (by PINS)
Regulatory Services	DM09	Qtr	Percentage of planning application decisions that are overturned at appeal by PINS each quarter
Regulatory Services	TTP01	Annual	Production of a Local Walking and Cycling Strategy
Regulatory Services	SU01	Qtr	Land and Property Services – turn around all land and property services within 10 working days
Revenues and Benefits			
Revs and Bens	RB01	Qtr	Percentage of current year Council Tax collected in year
Revs and Bens	RB02	Qtr	Percentage of current year Non Domestic Rate collected in year
Revs and Bens	RB05	Qtr	New claims – average time to process from date of receipt of claim to date claim processed
Revs and Bens	RB04	Qtr	Time taken to process Housing Benefit changes in circumstances
Revs and Bens	RB06 – New PI	Qtr	Percentage of accuracy of Revs and Bens processing. Broken down by both Discounts and Exemptions
Revs and Bens	RB07 – New PI	Qtr	Percentage of HB overpayments recovered