



AUDIT COMMITTEE SUPPLEMENTARY PAPERS

Wednesday, 25 October 2023 at 6.30 pm
Council Chamber, Hackney Town Hall,
Mare Street, London, E8 1EA

Members of the Committee:

Councillor Anna Lynch (Chair)
Councillor Sharon Patrick (Vice-Chair)
Councillor Sophie Conway
Councillor Zoe Garbett
Councillor Margaret Gordon
Councillor Shaul Krautwirt
Councillor Lee Laudat-Scott
Councillor Yvonne Maxwell
Councillor Caroline Selman
Councillor Gilbert Smyth

Dawn Carter-McDonald
Interim Chief Executive
Published on: Thursday, 19 October 2023
www.hackney.gov.uk

Contact: Mark Agnew
Governance Officer
governance@hackney.gov.uk

Audit Committee
Wednesday, 25 October 2023
Order of Business

6 Performance Report (Pages 7 - 18)

Appendix 1 - Performance Indicators

Public Attendance

The Town Hall is open. Information on forthcoming Council meetings can be obtained from the Town Hall Reception.

Members of the public and representatives of the press are entitled to attend Council meetings and remain and hear discussions on matters within the public part of the meeting. They are not, however, entitled to participate in any discussions. Council meetings can also be observed via the live-stream facility, the link for which appears on the agenda front sheet of each committee meeting.

On occasions part of the meeting may be held in private and will not be open to the public. This is if an item being considered is likely to lead to the disclosure of exempt or confidential information in accordance with Schedule 12A of the Local Government Act 1972 (as amended). Reasons for exemption will be specified for each respective agenda item.

For further information, including public participation, please visit our website <https://hackney.gov.uk/menu#get-involved-council-decisions> or contact: governance@hackney.gov.uk

Rights of Press and Public to Report on Meetings

The Openness of Local Government Bodies Regulations 2014 give the public the right to film, record audio, take photographs, and use social media and the internet at meetings to report on any meetings that are open to the public.

By attending a public meeting of the Council, Executive, any committee or sub-committee, any Panel or Commission, or any Board you are agreeing to these guidelines as a whole and in particular the stipulations listed below:

- Anyone planning to record meetings of the Council and its public meetings through any audio, visual or written methods they find appropriate can do so providing they do not disturb the conduct of the meeting;
- You are welcome to attend a public meeting to report proceedings, either in 'real time' or after conclusion of the meeting, on a blog, social networking site, news forum or other online media;
- You may use a laptop, tablet device, smartphone or portable camera to record a written or audio transcript of proceedings during the meeting;
- Facilities within the Town Hall and Council Chamber are limited and recording equipment must be of a reasonable size and nature to be easily accommodated.
- You are asked to contact the Officer whose name appears at the beginning of this Agenda if you have any large or complex recording equipment to see whether this can be accommodated within the existing facilities;
- You must not interrupt proceedings and digital equipment must be set to 'silent' mode;
- You should focus any recording equipment on Councillors, officers and the public who are directly involved in the conduct of the meeting. The Chair of the meeting will ask any members of the public present if they have objections to being visually recorded. Those visually recording a meeting are asked to

respect the wishes of those who do not wish to be filmed or photographed. Failure to respect the wishes of those who do not want to be filmed and photographed may result in the Chair instructing you to cease reporting or recording and you may potentially be excluded from the meeting if you fail to comply;

- Any person whose behaviour threatens to disrupt orderly conduct will be asked to leave;
- Be aware that libellous comments against the council, individual Councillors or officers could result in legal action being taken against you;
- The recorded images must not be edited in a way in which there is a clear aim to distort the truth or misrepresent those taking part in the proceedings;
- Personal attacks of any kind or offensive comments that target or disparage any ethnic, racial, age, religion, gender, sexual orientation or disability status could also result in legal action being taken against you.

Failure to comply with the above requirements may result in the support and assistance of the Council in the recording of proceedings being withdrawn. The Council regards violation of any of the points above as a risk to the orderly conduct of a meeting. The Council therefore reserves the right to exclude any person from the current meeting and refuse entry to any further council meetings, where a breach of these requirements occurs. The Chair of the meeting will ensure that the meeting runs in an effective manner and has the power to ensure that the meeting is not disturbed through the use of flash photography, intrusive camera equipment or the person recording the meeting moving around the room.

Advice to Members on Declaring Interests

If you require advice on declarations of interests, this can be obtained from:

- The Monitoring Officer;
- The Deputy Monitoring Officer; or
- The legal adviser to the meeting.

It is recommended that any advice be sought in advance of, rather than at, the meeting.

Disclosable Pecuniary Interests (DPIs)

You will have a Disclosable Pecuniary Interest (*DPI) if it:

- Relates to your employment, sponsorship, contracts as well as wider financial interests and assets including land, property, licenses and corporate tenancies.
- Relates to an interest which you have registered in that part of the Register of Interests form relating to DPIs as being an interest of you, your spouse or civil partner, or anyone living with you as if they were your spouse or civil partner.
- Relates to an interest which should be registered in that part of the Register of Interests form relating to DPIs, but you have not yet done so.

If you are present at any meeting of the Council and you have a DPI relating to any business that will be considered at the meeting, you **must**:

- Not seek to improperly influence decision-making on that matter;
- Make a verbal declaration of the existence and nature of the DPI at or before the consideration of the item of business or as soon as the interest becomes apparent; and
- Leave the room whilst the matter is under consideration

You **must not**:

- Participate in any discussion of the business at the meeting, or if you become aware of your Disclosable Pecuniary Interest during the meeting, participate further in any discussion of the business; or
- Participate in any vote or further vote taken on the matter at the meeting.

If you have obtained a dispensation from the Monitoring Officer or Standards Committee prior to the matter being considered, then you should make a verbal declaration of the existence and nature of the DPI and that you have obtained a dispensation. The dispensation granted will explain the extent to which you are able to participate.

Other Registrable Interests

You will have an 'Other Registrable Interest' (ORI) in a matter if it

- Relates to appointments made by the authority to any outside bodies, membership of: charities, trade unions,, lobbying or campaign groups, voluntary organisations in the borough or governorships at any educational institution within the borough.
- Relates to an interest which you have registered in that part of the Register of Interests form relating to ORIs as being an interest of you, your spouse or civil partner, or anyone living with you as if they were your spouse or civil partner; or
- Relates to an interest which should be registered in that part of the Register of Interests form relating to ORIs, but you have not yet done so.

Where a matter arises at any meeting of the Council which affects a body or organisation you have named in that part of the Register of Interests Form relating to ORIs, **you must** make a verbal declaration of the existence and nature of the DPI at or before the consideration of the item of business or as soon as the interest becomes apparent. **You may** speak on the matter only if members of the public are also allowed to speak at the meeting but otherwise must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.

Disclosure of Other Interests

Where a matter arises at any meeting of the Council which **directly relates** to your financial interest or well-being or a financial interest or well-being of a relative or close associate, you **must** disclose the interest. **You may** speak on the matter only if members of the public are also allowed to speak at the meeting. Otherwise you must not take part in any discussion or vote on the matter and must not remain in the room unless you have been granted a dispensation.







Where a matter arises at any meeting of the Council which **affects** your financial interest or well-being, or a financial interest or well-being of a relative or close associate to a greater extent than it affects the financial interest or wellbeing of the majority of inhabitants of the ward affected by the decision and a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest, you **must** declare the interest. You **may** only speak on the matter if members of the public are able to speak. Otherwise you must not take part in any discussion or voting on the matter and must not remain in the room unless you have been granted a dispensation.



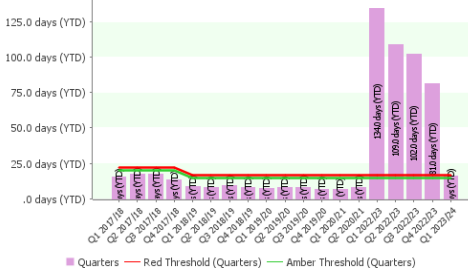


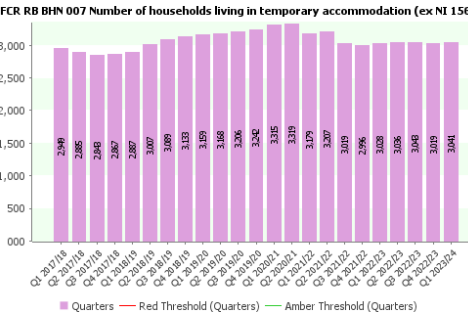
In all cases, where the Monitoring Officer has agreed that the interest in question is a **sensitive interest**, you do not have to disclose the nature of the interest itself.

Q1 Audit Committee Report



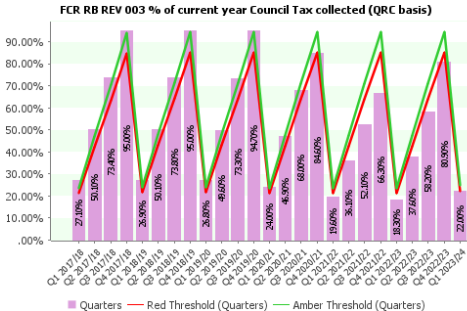


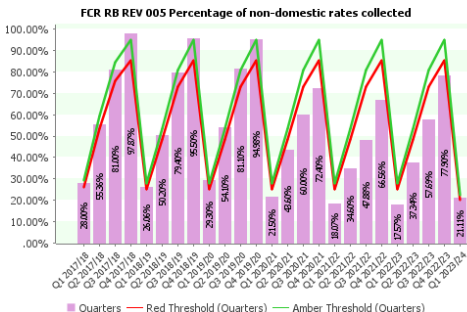




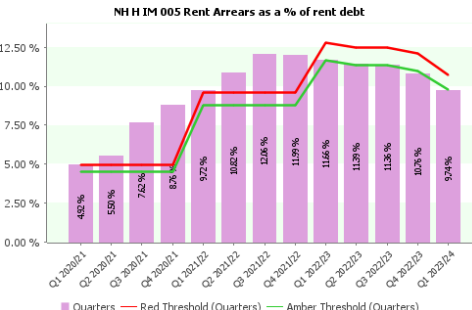


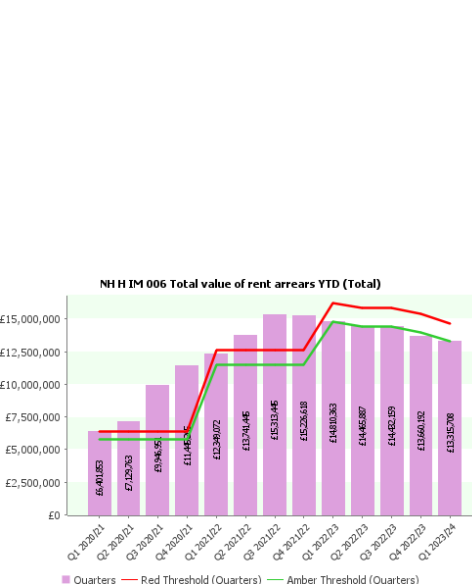
PI Code	Short Name	2021/22	2022/23	Q4 2022/23	Q1 2023/24	Note	Traffic Light	DoT	Performance Data Trend Chart																																																		
		Value	Value	Value	Value																																																						
FCR HROD 001 Page 7	Sickness 12 month rolling average	12.12	12.00	12.00	12.01				<p>FCR HROD 001 Sickness 12 month rolling average</p> <table border="1"> <caption>FCR HROD 001 Sickness 12 month rolling average Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>6.63</td></tr> <tr><td>Q2 2017/18</td><td>6.63</td></tr> <tr><td>Q3 2017/18</td><td>6.94</td></tr> <tr><td>Q4 2017/18</td><td>7.82</td></tr> <tr><td>Q1 2018/19</td><td>7.79</td></tr> <tr><td>Q2 2018/19</td><td>8.87</td></tr> <tr><td>Q3 2018/19</td><td>8.80</td></tr> <tr><td>Q4 2018/19</td><td>8.39</td></tr> <tr><td>Q1 2019/20</td><td>9.48</td></tr> <tr><td>Q2 2019/20</td><td>9.71</td></tr> <tr><td>Q3 2019/20</td><td>10.28</td></tr> <tr><td>Q4 2019/20</td><td>10.77</td></tr> <tr><td>Q1 2020/21</td><td>10.30</td></tr> <tr><td>Q2 2020/21</td><td>9.74</td></tr> <tr><td>Q3 2020/21</td><td>9.59</td></tr> <tr><td>Q4 2020/21</td><td>9.68</td></tr> <tr><td>Q1 2021/22</td><td>10.51</td></tr> <tr><td>Q2 2021/22</td><td>11.17</td></tr> <tr><td>Q3 2021/22</td><td>12.12</td></tr> <tr><td>Q4 2021/22</td><td>12.46</td></tr> <tr><td>Q1 2022/23</td><td>11.93</td></tr> <tr><td>Q2 2022/23</td><td>12.18</td></tr> <tr><td>Q3 2022/23</td><td>12.00</td></tr> <tr><td>Q4 2022/23</td><td>12.01</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	6.63	Q2 2017/18	6.63	Q3 2017/18	6.94	Q4 2017/18	7.82	Q1 2018/19	7.79	Q2 2018/19	8.87	Q3 2018/19	8.80	Q4 2018/19	8.39	Q1 2019/20	9.48	Q2 2019/20	9.71	Q3 2019/20	10.28	Q4 2019/20	10.77	Q1 2020/21	10.30	Q2 2020/21	9.74	Q3 2020/21	9.59	Q4 2020/21	9.68	Q1 2021/22	10.51	Q2 2021/22	11.17	Q3 2021/22	12.12	Q4 2021/22	12.46	Q1 2022/23	11.93	Q2 2022/23	12.18	Q3 2022/23	12.00	Q4 2022/23	12.01
Quarter	Value																																																										
Q1 2017/18	6.63																																																										
Q2 2017/18	6.63																																																										
Q3 2017/18	6.94																																																										
Q4 2017/18	7.82																																																										
Q1 2018/19	7.79																																																										
Q2 2018/19	8.87																																																										
Q3 2018/19	8.80																																																										
Q4 2018/19	8.39																																																										
Q1 2019/20	9.48																																																										
Q2 2019/20	9.71																																																										
Q3 2019/20	10.28																																																										
Q4 2019/20	10.77																																																										
Q1 2020/21	10.30																																																										
Q2 2020/21	9.74																																																										
Q3 2020/21	9.59																																																										
Q4 2020/21	9.68																																																										
Q1 2021/22	10.51																																																										
Q2 2021/22	11.17																																																										
Q3 2021/22	12.12																																																										
Q4 2021/22	12.46																																																										
Q1 2022/23	11.93																																																										
Q2 2022/23	12.18																																																										
Q3 2022/23	12.00																																																										
Q4 2022/23	12.01																																																										
FCR HROD 023	% of employees aged 50 or over	42.6%	44.5%	44.5%	44.6%				<p>FCR HROD 023 % of employees aged 50 or over</p> <table border="1"> <caption>FCR HROD 023 % of employees aged 50 or over Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>37.0%</td></tr> <tr><td>Q2 2017/18</td><td>38.0%</td></tr> <tr><td>Q3 2017/18</td><td>38.1%</td></tr> <tr><td>Q4 2017/18</td><td>38.9%</td></tr> <tr><td>Q1 2018/19</td><td>39.0%</td></tr> <tr><td>Q2 2018/19</td><td>38.8%</td></tr> <tr><td>Q3 2018/19</td><td>38.8%</td></tr> <tr><td>Q4 2018/19</td><td>38.8%</td></tr> <tr><td>Q1 2019/20</td><td>38.8%</td></tr> <tr><td>Q2 2019/20</td><td>38.8%</td></tr> <tr><td>Q3 2019/20</td><td>38.8%</td></tr> <tr><td>Q4 2019/20</td><td>38.8%</td></tr> <tr><td>Q1 2020/21</td><td>39.4%</td></tr> <tr><td>Q2 2020/21</td><td>39.7%</td></tr> <tr><td>Q3 2020/21</td><td>39.9%</td></tr> <tr><td>Q4 2020/21</td><td>39.9%</td></tr> <tr><td>Q1 2021/22</td><td>40.7%</td></tr> <tr><td>Q2 2021/22</td><td>41.5%</td></tr> <tr><td>Q3 2021/22</td><td>41.7%</td></tr> <tr><td>Q4 2021/22</td><td>41.8%</td></tr> <tr><td>Q1 2022/23</td><td>42.4%</td></tr> <tr><td>Q2 2022/23</td><td>43.3%</td></tr> <tr><td>Q3 2022/23</td><td>44.5%</td></tr> <tr><td>Q4 2022/23</td><td>44.6%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	37.0%	Q2 2017/18	38.0%	Q3 2017/18	38.1%	Q4 2017/18	38.9%	Q1 2018/19	39.0%	Q2 2018/19	38.8%	Q3 2018/19	38.8%	Q4 2018/19	38.8%	Q1 2019/20	38.8%	Q2 2019/20	38.8%	Q3 2019/20	38.8%	Q4 2019/20	38.8%	Q1 2020/21	39.4%	Q2 2020/21	39.7%	Q3 2020/21	39.9%	Q4 2020/21	39.9%	Q1 2021/22	40.7%	Q2 2021/22	41.5%	Q3 2021/22	41.7%	Q4 2021/22	41.8%	Q1 2022/23	42.4%	Q2 2022/23	43.3%	Q3 2022/23	44.5%	Q4 2022/23	44.6%
Quarter	Value																																																										
Q1 2017/18	37.0%																																																										
Q2 2017/18	38.0%																																																										
Q3 2017/18	38.1%																																																										
Q4 2017/18	38.9%																																																										
Q1 2018/19	39.0%																																																										
Q2 2018/19	38.8%																																																										
Q3 2018/19	38.8%																																																										
Q4 2018/19	38.8%																																																										
Q1 2019/20	38.8%																																																										
Q2 2019/20	38.8%																																																										
Q3 2019/20	38.8%																																																										
Q4 2019/20	38.8%																																																										
Q1 2020/21	39.4%																																																										
Q2 2020/21	39.7%																																																										
Q3 2020/21	39.9%																																																										
Q4 2020/21	39.9%																																																										
Q1 2021/22	40.7%																																																										
Q2 2021/22	41.5%																																																										
Q3 2021/22	41.7%																																																										
Q4 2021/22	41.8%																																																										
Q1 2022/23	42.4%																																																										
Q2 2022/23	43.3%																																																										
Q3 2022/23	44.5%																																																										
Q4 2022/23	44.6%																																																										



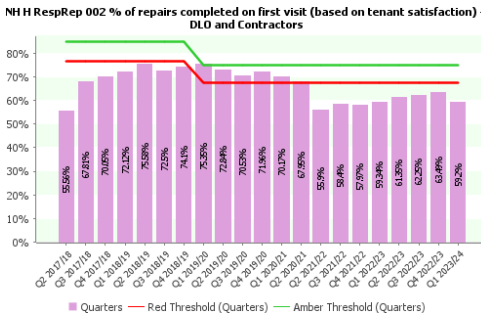


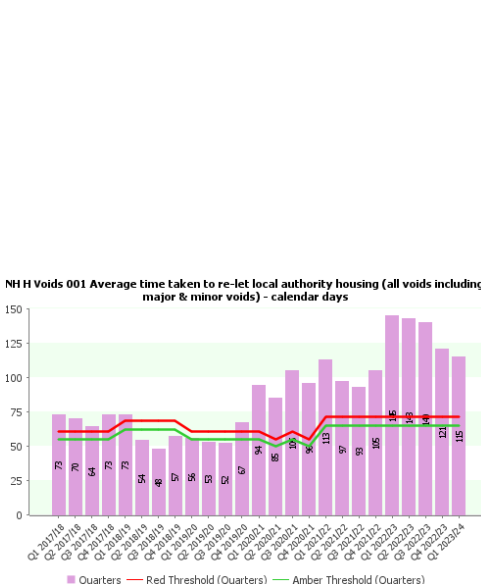
FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	34.63%	36.54%	36.54%	35.92%				<p>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p> <table border="1"> <caption>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>26.46%</td></tr> <tr><td>Q2 2017/18</td><td>25.79%</td></tr> <tr><td>Q3 2017/18</td><td>25.48%</td></tr> <tr><td>Q4 2017/18</td><td>27.01%</td></tr> <tr><td>Q1 2018/19</td><td>25.29%</td></tr> <tr><td>Q2 2018/19</td><td>20.69%</td></tr> <tr><td>Q3 2018/19</td><td>24.65%</td></tr> <tr><td>Q4 2018/19</td><td>29.21%</td></tr> <tr><td>Q1 2019/20</td><td>26.42%</td></tr> <tr><td>Q2 2019/20</td><td>28.15%</td></tr> <tr><td>Q3 2019/20</td><td>28.10%</td></tr> <tr><td>Q4 2019/20</td><td>28.19%</td></tr> <tr><td>Q1 2020/21</td><td>27.91%</td></tr> <tr><td>Q2 2020/21</td><td>29.77%</td></tr> <tr><td>Q3 2020/21</td><td>30.29%</td></tr> <tr><td>Q4 2020/21</td><td>31.37%</td></tr> <tr><td>Q1 2021/22</td><td>30.79%</td></tr> <tr><td>Q2 2021/22</td><td>31.07%</td></tr> <tr><td>Q3 2021/22</td><td>33.62%</td></tr> <tr><td>Q4 2021/22</td><td>34.63%</td></tr> <tr><td>Q1 2022/23</td><td>36.54%</td></tr> <tr><td>Q2 2022/23</td><td>36.54%</td></tr> <tr><td>Q3 2022/23</td><td>36.54%</td></tr> <tr><td>Q4 2022/23</td><td>36.54%</td></tr> <tr><td>Q1 2023/24</td><td>35.92%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	26.46%	Q2 2017/18	25.79%	Q3 2017/18	25.48%	Q4 2017/18	27.01%	Q1 2018/19	25.29%	Q2 2018/19	20.69%	Q3 2018/19	24.65%	Q4 2018/19	29.21%	Q1 2019/20	26.42%	Q2 2019/20	28.15%	Q3 2019/20	28.10%	Q4 2019/20	28.19%	Q1 2020/21	27.91%	Q2 2020/21	29.77%	Q3 2020/21	30.29%	Q4 2020/21	31.37%	Q1 2021/22	30.79%	Q2 2021/22	31.07%	Q3 2021/22	33.62%	Q4 2021/22	34.63%	Q1 2022/23	36.54%	Q2 2022/23	36.54%	Q3 2022/23	36.54%	Q4 2022/23	36.54%	Q1 2023/24	35.92%
Quarter	Percentage																																																												
Q1 2017/18	26.46%																																																												
Q2 2017/18	25.79%																																																												
Q3 2017/18	25.48%																																																												
Q4 2017/18	27.01%																																																												
Q1 2018/19	25.29%																																																												
Q2 2018/19	20.69%																																																												
Q3 2018/19	24.65%																																																												
Q4 2018/19	29.21%																																																												
Q1 2019/20	26.42%																																																												
Q2 2019/20	28.15%																																																												
Q3 2019/20	28.10%																																																												
Q4 2019/20	28.19%																																																												
Q1 2020/21	27.91%																																																												
Q2 2020/21	29.77%																																																												
Q3 2020/21	30.29%																																																												
Q4 2020/21	31.37%																																																												
Q1 2021/22	30.79%																																																												
Q2 2021/22	31.07%																																																												
Q3 2021/22	33.62%																																																												
Q4 2021/22	34.63%																																																												
Q1 2022/23	36.54%																																																												
Q2 2022/23	36.54%																																																												
Q3 2022/23	36.54%																																																												
Q4 2022/23	36.54%																																																												
Q1 2023/24	35.92%																																																												
FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	53.81%	54.50%	54.50%	53.64%				<p>FCR HROD 030a Top 5% of earners: Women (ex BV 11a)</p> <table border="1"> <caption>FCR HROD 030a Top 5% of earners: Women (ex BV 11a)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>48.26%</td></tr> <tr><td>Q2 2017/18</td><td>51.07%</td></tr> <tr><td>Q3 2017/18</td><td>49.78%</td></tr> <tr><td>Q4 2017/18</td><td>52.48%</td></tr> <tr><td>Q1 2018/19</td><td>54.98%</td></tr> <tr><td>Q2 2018/19</td><td>48.26%</td></tr> <tr><td>Q3 2018/19</td><td>48.52%</td></tr> <tr><td>Q4 2018/19</td><td>48.70%</td></tr> <tr><td>Q1 2019/20</td><td>48.70%</td></tr> <tr><td>Q2 2019/20</td><td>46.79%</td></tr> <tr><td>Q3 2019/20</td><td>46.39%</td></tr> <tr><td>Q4 2019/20</td><td>46.39%</td></tr> <tr><td>Q1 2020/21</td><td>51.28%</td></tr> <tr><td>Q2 2020/21</td><td>50.69%</td></tr> <tr><td>Q3 2020/21</td><td>54.09%</td></tr> <tr><td>Q4 2020/21</td><td>53.52%</td></tr> <tr><td>Q1 2021/22</td><td>54.46%</td></tr> <tr><td>Q2 2021/22</td><td>55.11%</td></tr> <tr><td>Q3 2021/22</td><td>53.69%</td></tr> <tr><td>Q4 2021/22</td><td>54.91%</td></tr> <tr><td>Q1 2022/23</td><td>53.39%</td></tr> <tr><td>Q2 2022/23</td><td>53.81%</td></tr> <tr><td>Q3 2022/23</td><td>54.92%</td></tr> <tr><td>Q4 2022/23</td><td>54.46%</td></tr> <tr><td>Q1 2023/24</td><td>53.64%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	48.26%	Q2 2017/18	51.07%	Q3 2017/18	49.78%	Q4 2017/18	52.48%	Q1 2018/19	54.98%	Q2 2018/19	48.26%	Q3 2018/19	48.52%	Q4 2018/19	48.70%	Q1 2019/20	48.70%	Q2 2019/20	46.79%	Q3 2019/20	46.39%	Q4 2019/20	46.39%	Q1 2020/21	51.28%	Q2 2020/21	50.69%	Q3 2020/21	54.09%	Q4 2020/21	53.52%	Q1 2021/22	54.46%	Q2 2021/22	55.11%	Q3 2021/22	53.69%	Q4 2021/22	54.91%	Q1 2022/23	53.39%	Q2 2022/23	53.81%	Q3 2022/23	54.92%	Q4 2022/23	54.46%	Q1 2023/24	53.64%
Quarter	Percentage																																																												
Q1 2017/18	48.26%																																																												
Q2 2017/18	51.07%																																																												
Q3 2017/18	49.78%																																																												
Q4 2017/18	52.48%																																																												
Q1 2018/19	54.98%																																																												
Q2 2018/19	48.26%																																																												
Q3 2018/19	48.52%																																																												
Q4 2018/19	48.70%																																																												
Q1 2019/20	48.70%																																																												
Q2 2019/20	46.79%																																																												
Q3 2019/20	46.39%																																																												
Q4 2019/20	46.39%																																																												
Q1 2020/21	51.28%																																																												
Q2 2020/21	50.69%																																																												
Q3 2020/21	54.09%																																																												
Q4 2020/21	53.52%																																																												
Q1 2021/22	54.46%																																																												
Q2 2021/22	55.11%																																																												
Q3 2021/22	53.69%																																																												
Q4 2021/22	54.91%																																																												
Q1 2022/23	53.39%																																																												
Q2 2022/23	53.81%																																																												
Q3 2022/23	54.92%																																																												
Q4 2022/23	54.46%																																																												
Q1 2023/24	53.64%																																																												
CE PPD 021	Number of Stage 1 complaints received by the Council	3863	5384	1477	1351				<p>CE PPD 021 Number of Stage 1 complaints received by the Council</p> <table border="1"> <caption>CE PPD 021 Number of Stage 1 complaints received by the Council</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>738</td></tr> <tr><td>Q2 2017/18</td><td>768</td></tr> <tr><td>Q3 2017/18</td><td>730</td></tr> <tr><td>Q4 2017/18</td><td>714</td></tr> <tr><td>Q1 2018/19</td><td>724</td></tr> <tr><td>Q2 2018/19</td><td>779</td></tr> <tr><td>Q3 2018/19</td><td>665</td></tr> <tr><td>Q4 2018/19</td><td>699</td></tr> <tr><td>Q1 2019/20</td><td>662</td></tr> <tr><td>Q2 2019/20</td><td>651</td></tr> <tr><td>Q3 2019/20</td><td>670</td></tr> <tr><td>Q4 2019/20</td><td>594</td></tr> <tr><td>Q1 2020/21</td><td>441</td></tr> <tr><td>Q2 2020/21</td><td>630</td></tr> <tr><td>Q3 2020/21</td><td>639</td></tr> <tr><td>Q4 2020/21</td><td>805</td></tr> <tr><td>Q1 2021/22</td><td>623</td></tr> <tr><td>Q2 2021/22</td><td>966</td></tr> <tr><td>Q3 2021/22</td><td>1016</td></tr> <tr><td>Q4 2021/22</td><td>1058</td></tr> <tr><td>Q1 2022/23</td><td>1169</td></tr> <tr><td>Q2 2022/23</td><td>1255</td></tr> <tr><td>Q3 2022/23</td><td>1483</td></tr> <tr><td>Q4 2022/23</td><td>1477</td></tr> <tr><td>Q1 2023/24</td><td>1351</td></tr> </tbody> </table>	Quarter	Number of Complaints	Q1 2017/18	738	Q2 2017/18	768	Q3 2017/18	730	Q4 2017/18	714	Q1 2018/19	724	Q2 2018/19	779	Q3 2018/19	665	Q4 2018/19	699	Q1 2019/20	662	Q2 2019/20	651	Q3 2019/20	670	Q4 2019/20	594	Q1 2020/21	441	Q2 2020/21	630	Q3 2020/21	639	Q4 2020/21	805	Q1 2021/22	623	Q2 2021/22	966	Q3 2021/22	1016	Q4 2021/22	1058	Q1 2022/23	1169	Q2 2022/23	1255	Q3 2022/23	1483	Q4 2022/23	1477	Q1 2023/24	1351
Quarter	Number of Complaints																																																												
Q1 2017/18	738																																																												
Q2 2017/18	768																																																												
Q3 2017/18	730																																																												
Q4 2017/18	714																																																												
Q1 2018/19	724																																																												
Q2 2018/19	779																																																												
Q3 2018/19	665																																																												
Q4 2018/19	699																																																												
Q1 2019/20	662																																																												
Q2 2019/20	651																																																												
Q3 2019/20	670																																																												
Q4 2019/20	594																																																												
Q1 2020/21	441																																																												
Q2 2020/21	630																																																												
Q3 2020/21	639																																																												
Q4 2020/21	805																																																												
Q1 2021/22	623																																																												
Q2 2021/22	966																																																												
Q3 2021/22	1016																																																												
Q4 2021/22	1058																																																												
Q1 2022/23	1169																																																												
Q2 2022/23	1255																																																												
Q3 2022/23	1483																																																												
Q4 2022/23	1477																																																												
Q1 2023/24	1351																																																												

FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	N/A	81.0 days (YTD)	81.0 days (YTD)	16.0 days (YTD)	<p>Cyber recovery action has progressed and enabled claim processing times to return to pre-cyber attack levels. However, with a lack of functioning systems and the absence of previous automation the cost of delivering the service has increased due to the need for agency staff to deliver the manual workaround processes in place to achieve these standards.</p>			<p>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</p> 
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 9</p> FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,996	3,019	3,019	3,041	<p>London Local Authorities have made it very clear that we are now experiencing a temporary accommodation crisis as well as a housing crisis.</p> <p>The amount of temporary accommodation needed to fulfil demand for homeless households in Hackney continues to increase. Currently 3041 households are placed in TA, with 1000 placed outside the borough despite the use of 600+ void regeneration properties, the creation of a number of new TA hostels and a £10m RTB buy back programme to boost social housing availability. Despite c.2000 temporary accommodation units within the borough, demand far outstrips supply.</p> <p>We can reasonably predict that the demand for temporary accommodation will grow at around 8% per year in the short to medium term; The council will potentially need to place 1440+ households over the next 12 months, 1550+ in 2023-24, 1670+ in 2024-25, and 1810+ in 2025-26.</p> <p>We have seen major changes this quarter:</p> <ol style="list-style-type: none"> 1. We have been forced to utilise bed and breakfast hotels for families to accommodate them. We currently have eight families in this type of accommodation with nowhere to move them to. 			<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> 

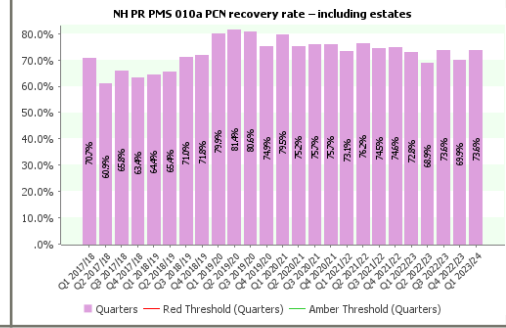
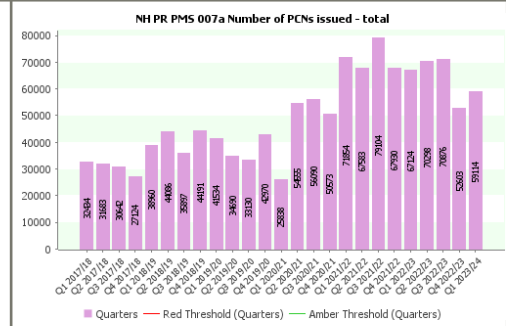
						<ol style="list-style-type: none"> 2. The number of households that are waiting for temporary accommodation continues to grow, with c.25 households awaiting a placement to be found. 3. Homeless households are still presenting on the day and are placed where there is accommodation available, currently Leicester. 4. Approaches from people with successful asylum applications who have been asked to leave Home Office hotels and are now homeless have started to increase with nine households in the last month. 5. Temporary Accommodation providers are leaving the market with currently 207 properties requested back from the Council. This has increased from 147 properties since the last update. There is no alternative temporary accommodation available to move these families into and therefore the Council is being pursued legally for these properties to be returned. 6. The number of children living in TA continues to grow, with 4000 children currently housed. <p>The Temporary Accommodation Delivery Group continues to look at ways to boost more affordable temporary housing in the borough by pursuing lease and purchase deals with landlords, as well as exploring the possibility of development. To date 1x 3 bed unit is progressing to purchase and 1 x 3 bed unit has been found amongst the Councils portfolio and is undergoing works.</p> <p>However, this programme is no longer enough and an urgent injection of stable temporary accommodation is needed. Purchasing of properties and negotiations with investment companies is progressing. Alternatively, investment in supported accommodation</p>			
--	--	--	--	--	--	---	--	--	--



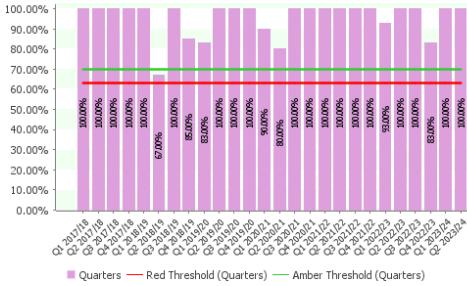


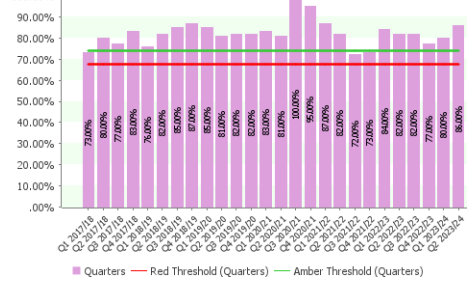


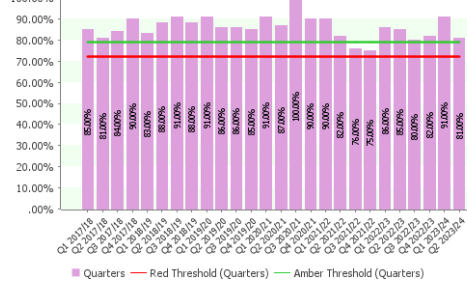
						<p>schemes would free up temporary accommodation and return it to its original purpose but this requires major investment.</p> <p>The sheer volume of TA units, the increasing rates of providers, an increase in utilities and repairs and maintenance costs means that temporary accommodation expenditure will continue to rise this year and next. The risk score has now risen to the maximum reflecting the intense pressures.</p>		
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	66.3%	80.90%	80.90%	22.00%	<p>Council Tax collection at Q1 is 3.35% higher than the 2022/23 collection. We are behind with the forecast which is being reviewed and work will continue to maximise collection while working to support residents impacted by the cyber attack and delays in billing and also now impacted by the cost of living crisis.</p>		 
FCR RB REV 005	Percentage of non-domestic rates collected	66.56%	77.90%	77.90%	21.11%	<p>Collection at Q1 is 3.37% ahead of 2022/23 and although not in line with the forecast remains likely to meet in the in year target</p>		 



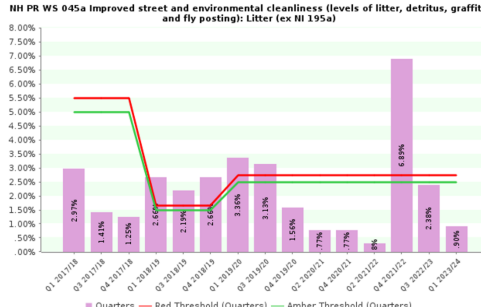


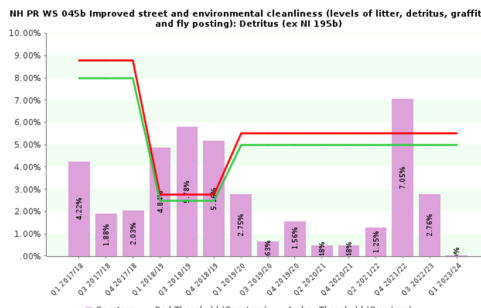


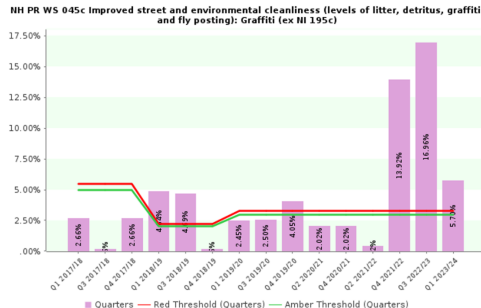
NH H IM 005	Rent Arrears as a % of rent debt	11.99 %	10.76 %	10.76 %	9.74 %	<p>The annual debit is approximately £136.7m. As the rent arrears are at £13,315,708, this means that the Rent Arrears as a % of Rent Debt is calculated to be 9.74% for Q1 2023/24.</p> <p>This is a decrease of 1.02% on the Q4 2023/24 outturn of 10.76%. A 7% rent increase in 2023/24, has augmented the annual rent debit, which has accounted for a significant part of this 1.02%.</p>			 <p>NH H IM 005 Rent Arrears as a % of rent debt</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Arrears as % of rent debt</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>4.92%</td></tr> <tr><td>Q2 2020/21</td><td>5.00%</td></tr> <tr><td>Q3 2020/21</td><td>7.62%</td></tr> <tr><td>Q4 2020/21</td><td>8.0%</td></tr> <tr><td>Q1 2021/22</td><td>9.72%</td></tr> <tr><td>Q2 2021/22</td><td>10.62%</td></tr> <tr><td>Q3 2021/22</td><td>12.0%</td></tr> <tr><td>Q4 2021/22</td><td>11.99%</td></tr> <tr><td>Q1 2022/23</td><td>11.86%</td></tr> <tr><td>Q2 2022/23</td><td>11.97%</td></tr> <tr><td>Q3 2022/23</td><td>11.38%</td></tr> <tr><td>Q4 2022/23</td><td>10.7%</td></tr> <tr><td>Q1 2023/24</td><td>9.74%</td></tr> </tbody> </table>	Quarter	Arrears as % of rent debt	Q1 2020/21	4.92%	Q2 2020/21	5.00%	Q3 2020/21	7.62%	Q4 2020/21	8.0%	Q1 2021/22	9.72%	Q2 2021/22	10.62%	Q3 2021/22	12.0%	Q4 2021/22	11.99%	Q1 2022/23	11.86%	Q2 2022/23	11.97%	Q3 2022/23	11.38%	Q4 2022/23	10.7%	Q1 2023/24	9.74%
Quarter	Arrears as % of rent debt																																				
Q1 2020/21	4.92%																																				
Q2 2020/21	5.00%																																				
Q3 2020/21	7.62%																																				
Q4 2020/21	8.0%																																				
Q1 2021/22	9.72%																																				
Q2 2021/22	10.62%																																				
Q3 2021/22	12.0%																																				
Q4 2021/22	11.99%																																				
Q1 2022/23	11.86%																																				
Q2 2022/23	11.97%																																				
Q3 2022/23	11.38%																																				
Q4 2022/23	10.7%																																				
Q1 2023/24	9.74%																																				
Page 12 NH H IM 006	Total value of rent arrears YTD (Total)	£15,226,618	£13,660,192	£13,660,192	£13,315,708	<p>As at the end of Q1 2023/24, the rent arrears are £13,315,708. The rent arrears decreased by £344,484 in the last quarter - the arrears at the end of Q4 2022/23 were £13,660,192.</p> <p>£13,315,708 includes TMO arrears of £1,577,991. The TMO's arrears have increased by £39,210 in the last quarter - their arrears at the end of Q4 2022/23 were £1,538,781.</p> <p>In Q1 2023/24, total cash received - including DWP payments - is £23,339,645. This is £3.01m higher than what was received last year - £20,327,569 in Q1 2022/23. Housing Benefit (HB) income is £682k lower in Q1 2023/24 than it was last year in Q1 2022/23 - there has been a decrease of 403 in the number of HB claimants, mainly due to the move to Universal Credit.</p> <p>Currently, there are 224 tenants who owe over £10k - combined arrears of £3,304,395. At the same stage last year (Q1 2022/23), there were 203 tenants with combined arrears of £2,709,619, and in March 2020 - at the start of the pandemic - there were only 5 cases that had arrears over £10k, which had a total value £69,264.</p> <p>The Acting Chief Executive has requested performance information on the overall arrears position - combined current arrears, MPA arrears and former tenant arrears. Since the start of 2023/24, this has remained stable - £16,602,041 (Q4 2022/23) to £16,601,904 (Q1 2023/24). £427.7k has moved from Current and MPA arrears to Former Tenant Arrears during Q1 2023/24.</p>			 <p>NH H IM 006 Total value of rent arrears YTD (Total)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total value of rent arrears</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>£6,471,083</td></tr> <tr><td>Q2 2020/21</td><td>£7,125,763</td></tr> <tr><td>Q3 2020/21</td><td>£5,966,305</td></tr> <tr><td>Q4 2020/21</td><td>£11,462,000</td></tr> <tr><td>Q1 2021/22</td><td>£12,348,072</td></tr> <tr><td>Q2 2021/22</td><td>£13,741,446</td></tr> <tr><td>Q3 2021/22</td><td>£15,313,446</td></tr> <tr><td>Q4 2021/22</td><td>£15,264,618</td></tr> <tr><td>Q1 2022/23</td><td>£14,610,303</td></tr> <tr><td>Q2 2022/23</td><td>£14,465,867</td></tr> <tr><td>Q3 2022/23</td><td>£14,402,057</td></tr> <tr><td>Q4 2022/23</td><td>£13,960,192</td></tr> <tr><td>Q1 2023/24</td><td>£13,315,708</td></tr> </tbody> </table>	Quarter	Total value of rent arrears	Q1 2020/21	£6,471,083	Q2 2020/21	£7,125,763	Q3 2020/21	£5,966,305	Q4 2020/21	£11,462,000	Q1 2021/22	£12,348,072	Q2 2021/22	£13,741,446	Q3 2021/22	£15,313,446	Q4 2021/22	£15,264,618	Q1 2022/23	£14,610,303	Q2 2022/23	£14,465,867	Q3 2022/23	£14,402,057	Q4 2022/23	£13,960,192	Q1 2023/24	£13,315,708
Quarter	Total value of rent arrears																																				
Q1 2020/21	£6,471,083																																				
Q2 2020/21	£7,125,763																																				
Q3 2020/21	£5,966,305																																				
Q4 2020/21	£11,462,000																																				
Q1 2021/22	£12,348,072																																				
Q2 2021/22	£13,741,446																																				
Q3 2021/22	£15,313,446																																				
Q4 2021/22	£15,264,618																																				
Q1 2022/23	£14,610,303																																				
Q2 2022/23	£14,465,867																																				
Q3 2022/23	£14,402,057																																				
Q4 2022/23	£13,960,192																																				
Q1 2023/24	£13,315,708																																				



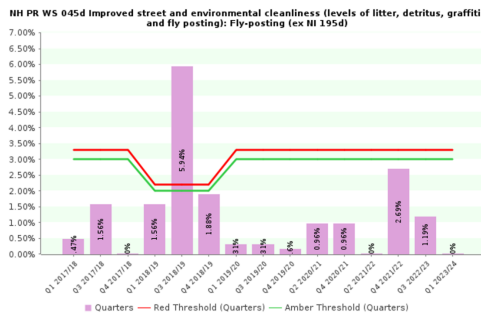


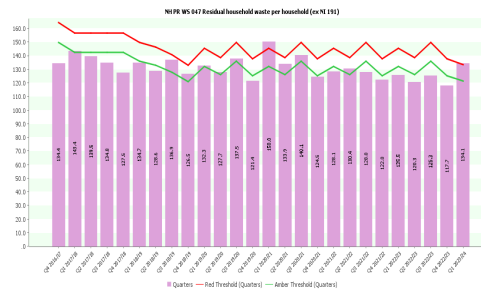


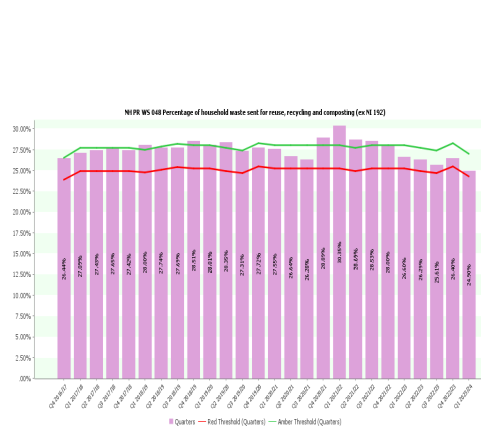
<p>NH H RespRep 002</p>	<p>% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>	<p>57.57%</p>	<p>61.86%</p>	<p>63.49%</p>	<p>59.20%</p> <p>59.20% of residents reported that their repair was completed on their first visit in Q1. This PI has seen a downward trend throughout the quarter.</p> <p>April - 61.04% (141/243) May - 59.42% (82/138) June - 57.88% (180/311)</p> <p>The follow on process has been re-communicated and we are also introducing some cross service communication between the DLO, contact centre and planner to improve diagnosis and workflows.</p>			 <p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>% of repairs completed</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>55.6%</td></tr> <tr><td>Q2 2017/18</td><td>67.81%</td></tr> <tr><td>Q3 2017/18</td><td>70.05%</td></tr> <tr><td>Q4 2017/18</td><td>70.25%</td></tr> <tr><td>Q1 2018/19</td><td>75.98%</td></tr> <tr><td>Q2 2018/19</td><td>72.5%</td></tr> <tr><td>Q3 2018/19</td><td>74.4%</td></tr> <tr><td>Q4 2018/19</td><td>75.58%</td></tr> <tr><td>Q1 2019/20</td><td>70.8%</td></tr> <tr><td>Q2 2019/20</td><td>70.65%</td></tr> <tr><td>Q3 2019/20</td><td>71.96%</td></tr> <tr><td>Q4 2019/20</td><td>70.17%</td></tr> <tr><td>Q1 2020/21</td><td>70.17%</td></tr> <tr><td>Q2 2020/21</td><td>67.49%</td></tr> <tr><td>Q3 2020/21</td><td>55.8%</td></tr> <tr><td>Q4 2020/21</td><td>58.4%</td></tr> <tr><td>Q1 2021/22</td><td>57.97%</td></tr> <tr><td>Q2 2021/22</td><td>59.34%</td></tr> <tr><td>Q3 2021/22</td><td>61.95%</td></tr> <tr><td>Q4 2021/22</td><td>62.58%</td></tr> <tr><td>Q1 2022/23</td><td>63.49%</td></tr> <tr><td>Q2 2022/23</td><td>62.58%</td></tr> <tr><td>Q3 2022/23</td><td>63.49%</td></tr> <tr><td>Q4 2022/23</td><td>59.2%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2017/18	55.6%	Q2 2017/18	67.81%	Q3 2017/18	70.05%	Q4 2017/18	70.25%	Q1 2018/19	75.98%	Q2 2018/19	72.5%	Q3 2018/19	74.4%	Q4 2018/19	75.58%	Q1 2019/20	70.8%	Q2 2019/20	70.65%	Q3 2019/20	71.96%	Q4 2019/20	70.17%	Q1 2020/21	70.17%	Q2 2020/21	67.49%	Q3 2020/21	55.8%	Q4 2020/21	58.4%	Q1 2021/22	57.97%	Q2 2021/22	59.34%	Q3 2021/22	61.95%	Q4 2021/22	62.58%	Q1 2022/23	63.49%	Q2 2022/23	62.58%	Q3 2022/23	63.49%	Q4 2022/23	59.2%		
Quarter	% of repairs completed																																																											
Q1 2017/18	55.6%																																																											
Q2 2017/18	67.81%																																																											
Q3 2017/18	70.05%																																																											
Q4 2017/18	70.25%																																																											
Q1 2018/19	75.98%																																																											
Q2 2018/19	72.5%																																																											
Q3 2018/19	74.4%																																																											
Q4 2018/19	75.58%																																																											
Q1 2019/20	70.8%																																																											
Q2 2019/20	70.65%																																																											
Q3 2019/20	71.96%																																																											
Q4 2019/20	70.17%																																																											
Q1 2020/21	70.17%																																																											
Q2 2020/21	67.49%																																																											
Q3 2020/21	55.8%																																																											
Q4 2020/21	58.4%																																																											
Q1 2021/22	57.97%																																																											
Q2 2021/22	59.34%																																																											
Q3 2021/22	61.95%																																																											
Q4 2021/22	62.58%																																																											
Q1 2022/23	63.49%																																																											
Q2 2022/23	62.58%																																																											
Q3 2022/23	63.49%																																																											
Q4 2022/23	59.2%																																																											
<p>NH H Voids 001</p>	<p>Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days</p>	<p>102</p>	<p>136</p>	<p>121</p>	<p>115</p> <p>During Quarter 1, 107 properties were re-let with an average void turnaround time of 114.6 days, and works period of 79.1 days. This compares to 108 re-lets in Quarter 4, with an average turnaround time of 118 days, and work period of 88.5 days.</p> <p>The turnaround and work periods have been consistently decreasing since December, with the exception of April which was an outlier driven by a number of very long term voids which had been with Purdy, an underperforming contractor which is no longer used.</p> <p>The service had been targeting 65 days turnaround time by June, which has not been achieved as June performance was 103.3 days. Further improvements are expected over the coming months in order to achieve the target. The below changes to the service have been made in order to drive this:</p> <ul style="list-style-type: none"> Enhanced monitoring of contractor performance, and giving out voids to those who perform best Giving whole major voids out to contractors- particularly ones requiring work in which the DLO has a skills shortage- which in turn allows DLO operatives to focus more on minor void works. Implementation and regular review of the 'Voids Action Plan', looking to improve known problem areas such as the timely provision of shortlists Improved data collection and scrutiny, such as recording the dates that the keys are recovered from the tenant, and then handed to the Voids team 			 <p>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Average time taken (calendar days)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>73</td></tr> <tr><td>Q2 2017/18</td><td>70</td></tr> <tr><td>Q3 2017/18</td><td>64</td></tr> <tr><td>Q4 2017/18</td><td>73</td></tr> <tr><td>Q1 2018/19</td><td>73</td></tr> <tr><td>Q2 2018/19</td><td>54</td></tr> <tr><td>Q3 2018/19</td><td>48</td></tr> <tr><td>Q4 2018/19</td><td>57</td></tr> <tr><td>Q1 2019/20</td><td>58</td></tr> <tr><td>Q2 2019/20</td><td>52</td></tr> <tr><td>Q3 2019/20</td><td>52</td></tr> <tr><td>Q4 2019/20</td><td>62</td></tr> <tr><td>Q1 2020/21</td><td>65</td></tr> <tr><td>Q2 2020/21</td><td>94</td></tr> <tr><td>Q3 2020/21</td><td>85</td></tr> <tr><td>Q4 2020/21</td><td>102</td></tr> <tr><td>Q1 2021/22</td><td>98</td></tr> <tr><td>Q2 2021/22</td><td>113</td></tr> <tr><td>Q3 2021/22</td><td>97</td></tr> <tr><td>Q4 2021/22</td><td>93</td></tr> <tr><td>Q1 2022/23</td><td>105</td></tr> <tr><td>Q2 2022/23</td><td>145</td></tr> <tr><td>Q3 2022/23</td><td>141</td></tr> <tr><td>Q4 2022/23</td><td>121</td></tr> <tr><td>Q1 2023/24</td><td>115</td></tr> </tbody> </table>	Quarter	Average time taken (calendar days)	Q1 2017/18	73	Q2 2017/18	70	Q3 2017/18	64	Q4 2017/18	73	Q1 2018/19	73	Q2 2018/19	54	Q3 2018/19	48	Q4 2018/19	57	Q1 2019/20	58	Q2 2019/20	52	Q3 2019/20	52	Q4 2019/20	62	Q1 2020/21	65	Q2 2020/21	94	Q3 2020/21	85	Q4 2020/21	102	Q1 2021/22	98	Q2 2021/22	113	Q3 2021/22	97	Q4 2021/22	93	Q1 2022/23	105	Q2 2022/23	145	Q3 2022/23	141	Q4 2022/23	121	Q1 2023/24	115
Quarter	Average time taken (calendar days)																																																											
Q1 2017/18	73																																																											
Q2 2017/18	70																																																											
Q3 2017/18	64																																																											
Q4 2017/18	73																																																											
Q1 2018/19	73																																																											
Q2 2018/19	54																																																											
Q3 2018/19	48																																																											
Q4 2018/19	57																																																											
Q1 2019/20	58																																																											
Q2 2019/20	52																																																											
Q3 2019/20	52																																																											
Q4 2019/20	62																																																											
Q1 2020/21	65																																																											
Q2 2020/21	94																																																											
Q3 2020/21	85																																																											
Q4 2020/21	102																																																											
Q1 2021/22	98																																																											
Q2 2021/22	113																																																											
Q3 2021/22	97																																																											
Q4 2021/22	93																																																											
Q1 2022/23	105																																																											
Q2 2022/23	145																																																											
Q3 2022/23	141																																																											
Q4 2022/23	121																																																											
Q1 2023/24	115																																																											

						<ul style="list-style-type: none"> Streamlining the process of carrying out post-works inspections, and returning the void to the Void Coordinators <p>In April and May there were issues with starting the works promptly, caused by a small number of instances where keys were handed to the works late, either due to the Housing Officer not taking action promptly enough or issues with the resident. This has improved for relets, where on average the works were able to begin before the void start date. However, there remain issues with the post work phase.</p>		
NH PR PMS 007a	Number of PCNs issued - total	286,471	260,901	52,603	59,114	<p>Q1 2023/2024:</p> <p>Total PCNs: 59,114 OnStreet & Car Parks: 14,332 Estates: 4,332 CCTV: 40,450</p>		
NH PR PMS 010a	PCN recovery rate – including estates	74.6%	73.3%	69.9%	73.6%	<p>Q1 2023/2024</p> <p>% PCN Recovered 73.58% % PCN Recovered - On Street 74.52% % PCN Recovered - Car Parks 74.46% % PCN Recovered - Estates 46.38% % PCN Recovered - CCTV 74.82%</p>		














NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	100.00%	91.00%	83.00%	100.00%		 	<p>NH PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</p> 
NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	78.00%	81.00%	77.00%	80.00%		 	<p>NH PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p> 
NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	81.00%	83.00%	82.00%	91.00%		 	<p>NH PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p> 

<p>NH PR WS 045a</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p>	<p>N/A</p>	<p>2.38%</p>	<p>N/A</p>	<p>0.9%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Litter is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for litter is 0.9%, being the percentage of streets classified as Grade C or below.</p>			
<p>NH PR WS 045b Page 16</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p>	<p>N/A</p>	<p>2.76%</p>	<p>N/A</p>	<p>0%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Detritus is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for detritus is 0%, being the percentage of streets classified as Grade C or below.</p>			
<p>NH PR WS 045c</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p>	<p>N/A</p>	<p>16.96%</p>	<p>N/A</p>	<p>5.7%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Graffiti is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for graffiti is 5.7%, being the percentage of streets classified as Grade C or below.</p>			

NH PR WS 045d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)	N/A	1.19%	N/A	0%	This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Fly-posting is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for fly-posting is 0%, being the percentage of streets classified as Grade C or below			
NH PR WS 047	Residual household waste per household (ex NI 191)	508.5	488.7	117.7	134.1	Quarter 1 outturns are provisional. We typically see increases in waste volumes for the first quarter of the year compared to the previous quarter. This is replicated here.			
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	28.70%	26.3%	26.4%	24.9%	<p>The outturn for Q1 23/24 is provisional. The estimated recycling rate of 24.9% compares to 26.4% for the previous quarter, and 26.7% for Q1 2022/23.</p> <p>Part of this change is down to the trend covered in previous updates, of falls in recycling tonnages throughout 2022/23 (particularly in food and garden waste) which has been seen in Hackney and other London boroughs. Contamination levels of dry mixed recycling has also increased.</p> <p>In addition changes in behaviour and trends amongst packaging producers are likely to be driving these changes. Further, consumer behaviour could be influenced by the cost of living crisis with people ensuring food waste is reduced and possibly consuming less in general. Others in Hackney may be adopting more sustainable behaviours, like reusing and refilling instead of purchasing items in glass or plastic packaging and using plastic film recycling points in supermarkets. Meanwhile, manufacturers are changing packaging types and switching to lighter</p>			

						weight materials. Most of these measures target the materials that can be recycled rather than materials in the general waste stream, contributing to recycling rates.			
--	--	--	--	--	--	--	--	--	--

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				