

Audit Committee Performance Report – 2017/18 Q1



PI Code	Description	2015/16	2016/17	2016/17 Q3	2016/17 Q4	2017/18 Q1	2017/18 Q1 Note	Target 2017/18	DOT	Traffic Light	Chart										
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	94.4%	98.6%	Not measured for Quarters				100.0%	↑	▲	<p>CACH CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</p> <table border="1"> <caption>CACH CSC 010 Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>94.4%</td> </tr> <tr> <td>2014/15</td> <td>98.6%</td> </tr> <tr> <td>2015/16</td> <td>98.6%</td> </tr> <tr> <td>2016/17</td> <td>98.6%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	94.4%	2014/15	98.6%	2015/16	98.6%	2016/17	98.6%
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2013/14	94.4%																				
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2015/16	98.6%																				
2016/17	98.6%																				
CACH PH 008	Obesity in primary school age children in Year 6: Line 9 - Percentage of children in Year 6 with height and weight recorded who are obese (ex NI 56(ix)d)	25.6%		Not measured for Quarters					↑	▲	<p>CACH PH 008 Obesity in primary school age children in Year 6: Line 9 - Percentage of children in Year 6 with height and weight recorded who are obese (ex NI 56(ix)d)</p> <table border="1"> <caption>CACH PH 008 Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>25.6%</td> </tr> <tr> <td>2014/15</td> <td>25.6%</td> </tr> <tr> <td>2015/16</td> <td>25.6%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	25.6%	2014/15	25.6%	2015/16	25.6%		
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CACH PH 010	Stopping smoking - Number of smokers that quit for 4 weeks or more (ex NI 123)								↑	🟢	<p>CACH PH 010 Stopping smoking - Number of smokers that quit for 4 weeks or more (ex NI 123)</p> <table border="1"> <caption>CACH PH 010 Stopping smoking - Number of smokers that quit for 4 weeks or more (ex NI 123)</caption> <thead> <tr> <th>Quarter</th> <th>Number of smokers</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>535</td> </tr> <tr> <td>Q2 2015/16</td> <td>1,045</td> </tr> <tr> <td>Q3 2015/16</td> <td>1,456</td> </tr> <tr> <td>Q4 2015/16</td> <td>1,813</td> </tr> </tbody> </table>	Quarter	Number of smokers	Q1 2015/16	535	Q2 2015/16	1,045	Q3 2015/16	1,456	Q4 2015/16	1,813										
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CE HROD 001	Sickness 12 month rolling average (days)		6.55	6.36	6.55	6.53		7.5	↑	🟢	<p>CE HROD 001 Sickness 12 month rolling average</p> <table border="1"> <caption>CE HROD 001 Sickness 12 month rolling average</caption> <thead> <tr> <th>Quarter</th> <th>Rolling average (days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>7.64</td> </tr> <tr> <td>Q2 2015/16</td> <td>7.17</td> </tr> <tr> <td>Q3 2015/16</td> <td>6.24</td> </tr> <tr> <td>Q4 2015/16</td> <td>6.24</td> </tr> <tr> <td>Q1 2016/17</td> <td>6.45</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.36</td> </tr> <tr> <td>Q3 2016/17</td> <td>6.55</td> </tr> <tr> <td>Q4 2016/17</td> <td>6.53</td> </tr> </tbody> </table>	Quarter	Rolling average (days)	Q1 2015/16	7.64	Q2 2015/16	7.17	Q3 2015/16	6.24	Q4 2015/16	6.24	Q1 2016/17	6.45	Q2 2016/17	6.36	Q3 2016/17	6.55	Q4 2016/17	6.53		
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CE HROD 023	% of employees aged 50 or over	33.8%	36.4%	36.4%	37.2%	37.1%			↑	🟡	<p>CE HROD 023 % of employees aged 50 or over</p> <table border="1"> <caption>CE HROD 023 % of employees aged 50 or over</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>34.6%</td> </tr> <tr> <td>Q2 2015/16</td> <td>34.4%</td> </tr> <tr> <td>Q3 2015/16</td> <td>34.8%</td> </tr> <tr> <td>Q4 2015/16</td> <td>33.8%</td> </tr> <tr> <td>Q1 2016/17</td> <td>35.9%</td> </tr> <tr> <td>Q2 2016/17</td> <td>36.0%</td> </tr> <tr> <td>Q3 2016/17</td> <td>36.4%</td> </tr> <tr> <td>Q4 2016/17</td> <td>37.2%</td> </tr> <tr> <td>Q1 2017/18</td> <td>37.1%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2015/16	34.6%	Q2 2015/16	34.4%	Q3 2015/16	34.8%	Q4 2015/16	33.8%	Q1 2016/17	35.9%	Q2 2016/17	36.0%	Q3 2016/17	36.4%	Q4 2016/17	37.2%	Q1 2017/18	37.1%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)		27.10%	26.63%	25.84%	26.46%		26.01%	↑	🟢	<p>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>25.84%</td></tr> <tr><td>Q2 2015/16</td><td>27.22%</td></tr> <tr><td>Q1 2016/17</td><td>26.19%</td></tr> <tr><td>Q2 2016/17</td><td>27.72%</td></tr> <tr><td>Q3 2016/17</td><td>26.63%</td></tr> <tr><td>Q4 2016/17</td><td>25.84%</td></tr> <tr><td>Q1 2017/18</td><td>26.46%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2015/16	25.84%	Q2 2015/16	27.22%	Q1 2016/17	26.19%	Q2 2016/17	27.72%	Q3 2016/17	26.63%	Q4 2016/17	25.84%	Q1 2017/18	26.46%		
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)		49.58%	49.78%	50.67%	48.29%		48.13%	↓	🟢	<p>CE HROD 030a Top 5% of earners: Women (ex BV 11a)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>49.28%</td></tr> <tr><td>Q2 2015/16</td><td>49.53%</td></tr> <tr><td>Q1 2016/17</td><td>48.72%</td></tr> <tr><td>Q2 2016/17</td><td>49.15%</td></tr> <tr><td>Q3 2016/17</td><td>49.78%</td></tr> <tr><td>Q4 2016/17</td><td>50.67%</td></tr> <tr><td>Q1 2017/18</td><td>48.29%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2015/16	49.28%	Q2 2015/16	49.53%	Q1 2016/17	48.72%	Q2 2016/17	49.15%	Q3 2016/17	49.78%	Q4 2016/17	50.67%	Q1 2017/18	48.29%		
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CE PPD 014	Number of residents registered with Ways into Work and receiving Information, Advice & Guidance.	1932.0	1551.0	436.0	517.0				↑	🟡	<p>CE PPD 014 Number of residents registered with Ways into Work and receiving Information, Advice & Guidance.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>747.0</td></tr> <tr><td>Q2 2015/16</td><td>395.0</td></tr> <tr><td>Q3 2015/16</td><td>299.0</td></tr> <tr><td>Q4 2015/16</td><td>491.0</td></tr> <tr><td>Q1 2016/17</td><td>227.0</td></tr> <tr><td>Q2 2016/17</td><td>321.0</td></tr> <tr><td>Q3 2016/17</td><td>436.0</td></tr> <tr><td>Q4 2016/17</td><td>517.0</td></tr> </tbody> </table>	Quarter	Count	Q1 2015/16	747.0	Q2 2015/16	395.0	Q3 2015/16	299.0	Q4 2015/16	491.0	Q1 2016/17	227.0	Q2 2016/17	321.0	Q3 2016/17	436.0	Q4 2016/17	517.0
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CE PPD 018	Number of Ways into Work clients moving into jobs, apprenticeships, work placements	796.0	980.0	166.0	152.0				↓		<p>CE PPD 018 Number of Ways into Work clients moving into jobs, apprenticeships, work placements</p> <table border="1"> <caption>CE PPD 018 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>280.0</td></tr> <tr><td>Q2 2015/16</td><td>133.0</td></tr> <tr><td>Q3 2015/16</td><td>206.0</td></tr> <tr><td>Q4 2015/16</td><td>175.0</td></tr> <tr><td>Q1 2016/17</td><td>278.0</td></tr> <tr><td>Q2 2016/17</td><td>384.0</td></tr> <tr><td>Q3 2016/17</td><td>166.0</td></tr> <tr><td>Q4 2016/17</td><td>152.0</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	280.0	Q2 2015/16	133.0	Q3 2015/16	206.0	Q4 2015/16	175.0	Q1 2016/17	278.0	Q2 2016/17	384.0	Q3 2016/17	166.0	Q4 2016/17	152.0		
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CE PPD 021	Number of Resolution Stage complaints received by the Council	2683	3367	812	843	758			↑		<p>CE PPD 021 Number of Resolution Stage complaints received by the Council</p> <table border="1"> <caption>CE PPD 021 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>704</td></tr> <tr><td>Q2 2015/16</td><td>616</td></tr> <tr><td>Q3 2015/16</td><td>627</td></tr> <tr><td>Q4 2015/16</td><td>736</td></tr> <tr><td>Q1 2016/17</td><td>875</td></tr> <tr><td>Q2 2016/17</td><td>837</td></tr> <tr><td>Q3 2016/17</td><td>812</td></tr> <tr><td>Q4 2016/17</td><td>843</td></tr> <tr><td>Q1 2017/18</td><td>758</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	704	Q2 2015/16	616	Q3 2015/16	627	Q4 2015/16	736	Q1 2016/17	875	Q2 2016/17	837	Q3 2016/17	812	Q4 2016/17	843	Q1 2017/18	758
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FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	9.1 days (YTD)	10.0 days (YTD)	11.8 days (YTD)	10.0 days (YTD)	15.7 days (YTD)		20.0 days (YTD)	↓		<p>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</p> <table border="1"> <caption>FCR RB BHN 002 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (days YTD)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>11.3</td></tr> <tr><td>Q2 2015/16</td><td>10.6</td></tr> <tr><td>Q3 2015/16</td><td>10.5</td></tr> <tr><td>Q4 2015/16</td><td>9.1</td></tr> <tr><td>Q1 2016/17</td><td>11.3</td></tr> <tr><td>Q2 2016/17</td><td>11.8</td></tr> <tr><td>Q3 2016/17</td><td>11.8</td></tr> <tr><td>Q4 2016/17</td><td>10.0</td></tr> <tr><td>Q1 2017/18</td><td>15.7</td></tr> </tbody> </table>	Quarter	Value (days YTD)	Q1 2015/16	11.3	Q2 2015/16	10.6	Q3 2015/16	10.5	Q4 2015/16	9.1	Q1 2016/17	11.3	Q2 2016/17	11.8	Q3 2016/17	11.8	Q4 2016/17	10.0	Q1 2017/18	15.7
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,495	2,900	2,801	2,900	2,949			↓		<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>2,155</td></tr> <tr><td>Q2 2015/16</td><td>2,285</td></tr> <tr><td>Q3 2015/16</td><td>2,377</td></tr> <tr><td>Q4 2015/16</td><td>2,495</td></tr> <tr><td>Q1 2016/17</td><td>2,624</td></tr> <tr><td>Q2 2016/17</td><td>2,723</td></tr> <tr><td>Q3 2016/17</td><td>2,801</td></tr> <tr><td>Q4 2016/17</td><td>2,900</td></tr> <tr><td>Q1 2017/18</td><td>2,949</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	2,155	Q2 2015/16	2,285	Q3 2015/16	2,377	Q4 2015/16	2,495	Q1 2016/17	2,624	Q2 2016/17	2,723	Q3 2016/17	2,801	Q4 2016/17	2,900	Q1 2017/18	2,949
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.1%	94.5%	73.5%	94.5%	27.1%		94.0%	↑		<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>27.0%</td></tr> <tr><td>Q2 2015/16</td><td>50.1%</td></tr> <tr><td>Q3 2015/16</td><td>73.1%</td></tr> <tr><td>Q4 2015/16</td><td>94.1%</td></tr> <tr><td>Q1 2016/17</td><td>27.3%</td></tr> <tr><td>Q2 2016/17</td><td>50.5%</td></tr> <tr><td>Q3 2016/17</td><td>73.5%</td></tr> <tr><td>Q4 2016/17</td><td>94.5%</td></tr> <tr><td>Q1 2017/18</td><td>27.1%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	27.0%	Q2 2015/16	50.1%	Q3 2015/16	73.1%	Q4 2015/16	94.1%	Q1 2016/17	27.3%	Q2 2016/17	50.5%	Q3 2016/17	73.5%	Q4 2016/17	94.5%	Q1 2017/18	27.1%
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FCR RB REV 005	Percentage of non-domestic rates collected	96.10%	96.40%	81.00%	96.40%	28.00%		95.00%	↓		<p>FCR RB REV 005 Percentage of non-domestic rates collected</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>29.10%</td></tr> <tr><td>Q2 2015/16</td><td>60.00%</td></tr> <tr><td>Q3 2015/16</td><td>82.43%</td></tr> <tr><td>Q4 2015/16</td><td>96.10%</td></tr> <tr><td>Q1 2016/17</td><td>29.07%</td></tr> <tr><td>Q2 2016/17</td><td>61.48%</td></tr> <tr><td>Q3 2016/17</td><td>81.00%</td></tr> <tr><td>Q4 2016/17</td><td>96.40%</td></tr> <tr><td>Q1 2017/18</td><td>28.00%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	29.10%	Q2 2015/16	60.00%	Q3 2015/16	82.43%	Q4 2015/16	96.10%	Q1 2016/17	29.07%	Q2 2016/17	61.48%	Q3 2016/17	81.00%	Q4 2016/17	96.40%	Q1 2017/18	28.00%
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HH LII 123C	Gross Turnaround for all Voids: days		64	63	62	74			↓		<p>HH LII 123C Gross Turnaround for all Voids: days</p> <table border="1"> <caption>HH LII 123C Gross Turnaround for all Voids: days</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>68</td> </tr> <tr> <td>Q2 2016/17</td> <td>62</td> </tr> <tr> <td>Q3 2016/17</td> <td>63</td> </tr> <tr> <td>Q4 2016/17</td> <td>62</td> </tr> <tr> <td>Q1 2017/18</td> <td>74</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	68	Q2 2016/17	62	Q3 2016/17	63	Q4 2016/17	62	Q1 2017/18	74								
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HH LKPI 06	% of Repair Appointments Kept	81.41%	78.04%	77.61%	78.81%	79.87%			↑		<p>HH LKPI 06 % of Repair Appointments Kept</p> <table border="1"> <caption>HH LKPI 06 % of Repair Appointments Kept</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>82.39%</td> </tr> <tr> <td>Q2 2015/16</td> <td>81.54%</td> </tr> <tr> <td>Q3 2015/16</td> <td>81.25%</td> </tr> <tr> <td>Q4 2015/16</td> <td>81.41%</td> </tr> <tr> <td>Q1 2016/17</td> <td>78.72%</td> </tr> <tr> <td>Q2 2016/17</td> <td>76.89%</td> </tr> <tr> <td>Q3 2016/17</td> <td>77.61%</td> </tr> <tr> <td>Q4 2016/17</td> <td>78.81%</td> </tr> <tr> <td>Q1 2017/18</td> <td>79.87%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2015/16	82.39%	Q2 2015/16	81.54%	Q3 2015/16	81.25%	Q4 2015/16	81.41%	Q1 2016/17	78.72%	Q2 2016/17	76.89%	Q3 2016/17	77.61%	Q4 2016/17	78.81%	Q1 2017/18	79.87%
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HH LKPI 34	Relettable voids as a % of stock		0.55 %	0.55 %	0.66 %	0.56 %	The number of re-lettable voids has not increased significantly - 124 at the end of this quarter - but the number of properties available for letting is reducing year on year due to sales of homes		↑		<p>HH LKPI 34 Relettable voids as a % of stock</p> <table border="1"> <caption>HH LKPI 34 Relettable voids as a % of stock</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>0.42 %</td> </tr> <tr> <td>Q2 2016/17</td> <td>0.47 %</td> </tr> <tr> <td>Q3 2016/17</td> <td>0.55 %</td> </tr> <tr> <td>Q4 2016/17</td> <td>0.66 %</td> </tr> <tr> <td>Q1 2017/18</td> <td>0.56 %</td> </tr> </tbody> </table>	Quarter	Value	Q1 2016/17	0.42 %	Q2 2016/17	0.47 %	Q3 2016/17	0.55 %	Q4 2016/17	0.66 %	Q1 2017/18	0.56 %								
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HH LKPI 47D	Rent Arrears as a % of rent debit		3.21 %	3.46 %	3.21 %	3.32 %			↓	⚠	<p>HH LKPI 47D Rent Arrears as a % of rent debit</p> <table border="1"> <caption>HH LKPI 47D Rent Arrears as a % of rent debit</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>3.33 %</td> </tr> <tr> <td>Q2 2016/17</td> <td>3.33 %</td> </tr> <tr> <td>Q3 2016/17</td> <td>3.46 %</td> </tr> <tr> <td>Q4 2016/17</td> <td>3.21 %</td> </tr> <tr> <td>Q1 2017/18</td> <td>3.32 %</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2016/17	3.33 %	Q2 2016/17	3.33 %	Q3 2016/17	3.46 %	Q4 2016/17	3.21 %	Q1 2017/18	3.32 %								
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HH LKPI 48	Total value of rent arrears YTD (Total)	£4,238,766.20	£4,055,527.23	£4,398,455.77	£4,055,527.23	£4,220,588.72		£3,930,000.00	↑	✅	<p>HH LKPI 48 Total value of rent arrears YTD (Total)</p> <table border="1"> <caption>HH LKPI 48 Total value of rent arrears YTD (Total)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2015/16</td> <td>£4,247,514.73</td> </tr> <tr> <td>Q2 2015/16</td> <td>£4,114,982.88</td> </tr> <tr> <td>Q3 2015/16</td> <td>£4,415,871.84</td> </tr> <tr> <td>Q4 2015/16</td> <td>£4,238,766.20</td> </tr> <tr> <td>Q1 2016/17</td> <td>£4,296,632.65</td> </tr> <tr> <td>Q2 2016/17</td> <td>£4,273,049.97</td> </tr> <tr> <td>Q3 2016/17</td> <td>£4,398,455.77</td> </tr> <tr> <td>Q4 2016/17</td> <td>£4,055,527.23</td> </tr> <tr> <td>Q1 2017/18</td> <td>£4,220,588.72</td> </tr> </tbody> </table>	Quarter	Value (£)	Q1 2015/16	£4,247,514.73	Q2 2015/16	£4,114,982.88	Q3 2015/16	£4,415,871.84	Q4 2015/16	£4,238,766.20	Q1 2016/17	£4,296,632.65	Q2 2016/17	£4,273,049.97	Q3 2016/17	£4,398,455.77	Q4 2016/17	£4,055,527.23	Q1 2017/18	£4,220,588.72
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HH LKPI 89	% of repairs completed on first visit (based on tenant satisfaction)	73.06%	72.11%	76.14%	70.09%				↓	🚦	<p>HH LKPI 89 % of repairs completed on first visit (based on tenant satisfaction)</p> <table border="1"> <caption>Data for HH LKPI 89 Chart</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>74.83%</td></tr> <tr><td>Q2 2015/16</td><td>76.61%</td></tr> <tr><td>Q3 2015/16</td><td>74.7%</td></tr> <tr><td>Q4 2015/16</td><td>73.06%</td></tr> <tr><td>Q1 2016/17</td><td>75.92%</td></tr> <tr><td>Q2 2016/17</td><td>67.98%</td></tr> <tr><td>Q3 2016/17</td><td>76.14%</td></tr> <tr><td>Q4 2016/17</td><td>70.09%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2015/16	74.83%	Q2 2015/16	76.61%	Q3 2015/16	74.7%	Q4 2015/16	73.06%	Q1 2016/17	75.92%	Q2 2016/17	67.98%	Q3 2016/17	76.14%	Q4 2016/17	70.09%		
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HH LKPI 90	% of repairs completed on first visit (based on quantitative data - DLO only)	92.18%	92.3%	93.05%	92.26%	94.02%			↑	🚦	<p>HH LKPI 90 % of repairs completed on first visit (based on quantitative data - DLO only)</p> <table border="1"> <caption>Data for HH LKPI 90 Chart</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>93.99%</td></tr> <tr><td>Q2 2015/16</td><td>93.29%</td></tr> <tr><td>Q3 2015/16</td><td>92.98%</td></tr> <tr><td>Q4 2015/16</td><td>92.18%</td></tr> <tr><td>Q1 2016/17</td><td>91.82%</td></tr> <tr><td>Q2 2016/17</td><td>91.97%</td></tr> <tr><td>Q3 2016/17</td><td>93.05%</td></tr> <tr><td>Q4 2016/17</td><td>92.26%</td></tr> <tr><td>Q1 2017/18</td><td>94.02%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2015/16	93.99%	Q2 2015/16	93.29%	Q3 2015/16	92.98%	Q4 2015/16	92.18%	Q1 2016/17	91.82%	Q2 2016/17	91.97%	Q3 2016/17	93.05%	Q4 2016/17	92.26%	Q1 2017/18	94.02%
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NH PR PMS 007a	Number of PCNs issued - total	112067	122277	32568	31049	32434	Breakdown: 32434 - Street/Car Park: 22544 - Estate: 3429 - CCTV: 6461		↑	📊	<p>NH PR PMS 007a Number of PCNs issued - total</p> <table border="1"> <caption>Data for NH PR PMS 007a Chart</caption> <thead> <tr> <th>Quarter</th> <th>Number of PCNs issued</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>28601</td></tr> <tr><td>Q2 2015/16</td><td>30667</td></tr> <tr><td>Q3 2015/16</td><td>26360</td></tr> <tr><td>Q4 2015/16</td><td>26419</td></tr> <tr><td>Q1 2016/17</td><td>26856</td></tr> <tr><td>Q2 2016/17</td><td>28585</td></tr> <tr><td>Q3 2016/17</td><td>32568</td></tr> <tr><td>Q4 2016/17</td><td>31049</td></tr> <tr><td>Q1 2017/18</td><td>32434</td></tr> </tbody> </table>	Quarter	Number of PCNs issued	Q1 2015/16	28601	Q2 2015/16	30667	Q3 2015/16	26360	Q4 2015/16	26419	Q1 2016/17	26856	Q2 2016/17	28585	Q3 2016/17	32568	Q4 2016/17	31049	Q1 2017/18	32434
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PI Code	Description	2015/16	2016/17	2016/17 Q3	2016/17 Q4	2017/18 Q1	2017/18 Q1 Note	Target 2017/18	DOT	Traffic Light	Chart																				
NH PR PMS 010a	PCN recovery rate – including estates	73.0%	75.1%	74.5%	72.8%	70.7%	Number of PCN issued - 26925 Number of PCN paid - 19032		↓		<p>NH PR PMS 010a PCN recovery rate – including estates</p> <table border="1"> <caption>PCN Recovery Rate Data</caption> <thead> <tr> <th>Quarter</th> <th>Recovery Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>72.7%</td></tr> <tr><td>Q2 2015/16</td><td>72.5%</td></tr> <tr><td>Q3 2015/16</td><td>73.9%</td></tr> <tr><td>Q4 2015/16</td><td>73.0%</td></tr> <tr><td>Q1 2016/17</td><td>76.7%</td></tr> <tr><td>Q2 2016/17</td><td>75.6%</td></tr> <tr><td>Q3 2016/17</td><td>74.5%</td></tr> <tr><td>Q4 2016/17</td><td>72.8%</td></tr> <tr><td>Q1 2017/18</td><td>70.7%</td></tr> </tbody> </table>	Quarter	Recovery Rate (%)	Q1 2015/16	72.7%	Q2 2015/16	72.5%	Q3 2015/16	73.9%	Q4 2015/16	73.0%	Q1 2016/17	76.7%	Q2 2016/17	75.6%	Q3 2016/17	74.5%	Q4 2016/17	72.8%	Q1 2017/18	70.7%
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	71.00%	84.00%	80.00%	100.00%	100.00%		70.00%	–		<p>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</p> <table border="1"> <caption>Major Planning Applications Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>100.00%</td></tr> <tr><td>Q2 2015/16</td><td>100.00%</td></tr> <tr><td>Q3 2015/16</td><td>100.00%</td></tr> <tr><td>Q4 2015/16</td><td>86.00%</td></tr> <tr><td>Q1 2016/17</td><td>67.00%</td></tr> <tr><td>Q2 2016/17</td><td>92.00%</td></tr> <tr><td>Q3 2016/17</td><td>80.00%</td></tr> <tr><td>Q4 2016/17</td><td>100.00%</td></tr> <tr><td>Q1 2017/18</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2015/16	100.00%	Q2 2015/16	100.00%	Q3 2015/16	100.00%	Q4 2015/16	86.00%	Q1 2016/17	67.00%	Q2 2016/17	92.00%	Q3 2016/17	80.00%	Q4 2016/17	100.00%	Q1 2017/18	100.00%
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	79.00%	80.00%	83.00%	74.00%	73.00%		75.00%	↓		<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p> <table border="1"> <caption>Minor Planning Applications Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>73.00%</td></tr> <tr><td>Q2 2015/16</td><td>78.00%</td></tr> <tr><td>Q3 2015/16</td><td>78.00%</td></tr> <tr><td>Q4 2015/16</td><td>80.00%</td></tr> <tr><td>Q1 2016/17</td><td>80.00%</td></tr> <tr><td>Q2 2016/17</td><td>83.00%</td></tr> <tr><td>Q3 2016/17</td><td>83.00%</td></tr> <tr><td>Q4 2016/17</td><td>74.00%</td></tr> <tr><td>Q1 2017/18</td><td>73.00%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2015/16	73.00%	Q2 2015/16	78.00%	Q3 2015/16	78.00%	Q4 2015/16	80.00%	Q1 2016/17	80.00%	Q2 2016/17	83.00%	Q3 2016/17	83.00%	Q4 2016/17	74.00%	Q1 2017/18	73.00%
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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	87.00%	88.00%	91.00%	85.00%	85.00%		80.00%	■	🟢	<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p> <table border="1"> <caption>Data for NH PR PRS 001c Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>84.00%</td></tr> <tr><td>Q2 2015/16</td><td>86.00%</td></tr> <tr><td>Q3 2015/16</td><td>84.00%</td></tr> <tr><td>Q4 2015/16</td><td>86.00%</td></tr> <tr><td>Q1 2016/17</td><td>90.00%</td></tr> <tr><td>Q2 2016/17</td><td>88.00%</td></tr> <tr><td>Q3 2016/17</td><td>91.00%</td></tr> <tr><td>Q4 2016/17</td><td>85.00%</td></tr> <tr><td>Q1 2017/18</td><td>85.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2015/16	84.00%	Q2 2015/16	86.00%	Q3 2015/16	84.00%	Q4 2015/16	86.00%	Q1 2016/17	90.00%	Q2 2016/17	88.00%	Q3 2016/17	91.00%	Q4 2016/17	85.00%	Q1 2017/18	85.00%
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old		70.0%	70.0%	70.0%	70.0%		80.0%	■	🔴	<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p> <table border="1"> <caption>Data for NH PR PRS 009 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2016/17</td><td>66.00%</td></tr> <tr><td>Q3 2016/17</td><td>70.00%</td></tr> <tr><td>Q4 2016/17</td><td>70.00%</td></tr> <tr><td>Q1 2017/18</td><td>70.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2016/17	66.00%	Q3 2016/17	70.00%	Q4 2016/17	70.00%	Q1 2017/18	70.00%										
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NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	2.97%	2.50%	3.91%	1.88%	2.97%	Tranche 1 score	5.00%	▼	🟢	<p>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p> <table border="1"> <caption>Data for NH PR WS 045a Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>3.28%</td></tr> <tr><td>Q2 2015/16</td><td>3.44%</td></tr> <tr><td>Q4 2015/16</td><td>2.19%</td></tr> <tr><td>Q1 2016/17</td><td>1.72%</td></tr> <tr><td>Q2 2016/17</td><td>3.91%</td></tr> <tr><td>Q4 2016/17</td><td>1.88%</td></tr> <tr><td>Q1 2017/18</td><td>2.97%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2015/16	3.28%	Q2 2015/16	3.44%	Q4 2015/16	2.19%	Q1 2016/17	1.72%	Q2 2016/17	3.91%	Q4 2016/17	1.88%	Q1 2017/18	2.97%				
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NH PR WS 045b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)	4.95%	2.45%	2.50%	2.03%	4.22%	Tranche 1 score	8.00%	↓	🟢	<p>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p> <table border="1"> <caption>Detritus Levels (ex NI 195b)</caption> <thead> <tr> <th>Quarter</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>5.78%</td></tr> <tr><td>Q3 2015/16</td><td>6.41%</td></tr> <tr><td>Q4 2015/16</td><td>2.66%</td></tr> <tr><td>Q1 2016/17</td><td>2.81%</td></tr> <tr><td>Q3 2016/17</td><td>2.50%</td></tr> <tr><td>Q4 2016/17</td><td>2.03%</td></tr> <tr><td>Q1 2017/18</td><td>4.22%</td></tr> </tbody> </table>	Quarter	Level (%)	Q1 2015/16	5.78%	Q3 2015/16	6.41%	Q4 2015/16	2.66%	Q1 2016/17	2.81%	Q3 2016/17	2.50%	Q4 2016/17	2.03%	Q1 2017/18	4.22%
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NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	2.86%	2.76%	2.81%	3.91%	2.66%	Tranche 1 score	5.00%	↑	🟢	<p>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p> <table border="1"> <caption>Graffiti Levels (ex NI 195c)</caption> <thead> <tr> <th>Quarter</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>1.72%</td></tr> <tr><td>Q3 2015/16</td><td>4.53%</td></tr> <tr><td>Q4 2015/16</td><td>2.34%</td></tr> <tr><td>Q1 2016/17</td><td>1.56%</td></tr> <tr><td>Q3 2016/17</td><td>2.81%</td></tr> <tr><td>Q4 2016/17</td><td>3.91%</td></tr> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> </tbody> </table>	Quarter	Level (%)	Q1 2015/16	1.72%	Q3 2015/16	4.53%	Q4 2015/16	2.34%	Q1 2016/17	1.56%	Q3 2016/17	2.81%	Q4 2016/17	3.91%	Q1 2017/18	2.66%
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NH PR WS 045d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)	0.42%	0.57%	0.63%	0.63%	0.47%	Tranche 1 score	3.00%	↑	🟢	<p>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p> <table border="1"> <caption>Fly-posting Levels (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>0.31%</td></tr> <tr><td>Q3 2015/16</td><td>0.47%</td></tr> <tr><td>Q4 2015/16</td><td>0.47%</td></tr> <tr><td>Q1 2016/17</td><td>0.47%</td></tr> <tr><td>Q3 2016/17</td><td>0.63%</td></tr> <tr><td>Q4 2016/17</td><td>0.63%</td></tr> <tr><td>Q1 2017/18</td><td>0.47%</td></tr> </tbody> </table>	Quarter	Level (%)	Q1 2015/16	0.31%	Q3 2015/16	0.47%	Q4 2015/16	0.47%	Q1 2016/17	0.47%	Q3 2016/17	0.63%	Q4 2016/17	0.63%	Q1 2017/18	0.47%
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PI Code	Description	2015/16	2016/17	2016/17 Q3	2016/17 Q4	2017/18 Q1	2017/18 Q1 Note	Target 2017/18	DOT	Traffic Light	Chart																				
NH PR WS 047	Residual household waste per household (ex NI 191)	590.7Kg	572.2Kg	140.9Kg	134.4Kg	142.7Kg	Provisional figures, may be subject to change	570.0Kg	↓	⚠	<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p> <table border="1"> <caption>Data for NH PR WS 047 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Waste (kg)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>149.7</td></tr> <tr><td>Q2 2015/16</td><td>154.6</td></tr> <tr><td>Q3 2015/16</td><td>155.4</td></tr> <tr><td>Q4 2015/16</td><td>141.9</td></tr> <tr><td>Q1 2016/17</td><td>151.9</td></tr> <tr><td>Q2 2016/17</td><td>145.5</td></tr> <tr><td>Q3 2016/17</td><td>140.9</td></tr> <tr><td>Q4 2016/17</td><td>134.4</td></tr> <tr><td>Q1 2017/18</td><td>142.7</td></tr> </tbody> </table>	Quarter	Waste (kg)	Q1 2015/16	149.7	Q2 2015/16	154.6	Q3 2015/16	155.4	Q4 2015/16	141.9	Q1 2016/17	151.9	Q2 2016/17	145.5	Q3 2016/17	140.9	Q4 2016/17	134.4	Q1 2017/18	142.7
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NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	24.80%	26.00%	26.03%	26.44%	26.24%	Provisional figures, may be subject to change	27.70%	↓	⚠	<p>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p> <table border="1"> <caption>Data for NH PR WS 048 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>25.48</td></tr> <tr><td>Q2 2015/16</td><td>23.87</td></tr> <tr><td>Q3 2015/16</td><td>25.02</td></tr> <tr><td>Q4 2015/16</td><td>24.94</td></tr> <tr><td>Q1 2016/17</td><td>25.50</td></tr> <tr><td>Q2 2016/17</td><td>25.52</td></tr> <tr><td>Q3 2016/17</td><td>26.03</td></tr> <tr><td>Q4 2016/17</td><td>26.44</td></tr> <tr><td>Q1 2017/18</td><td>26.24</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2015/16	25.48	Q2 2015/16	23.87	Q3 2015/16	25.02	Q4 2015/16	24.94	Q1 2016/17	25.50	Q2 2016/17	25.52	Q3 2016/17	26.03	Q4 2016/17	26.44	Q1 2017/18	26.24
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PI Status	
	Over 10% below target
	Up to 10% below target
	At or above target
	Data Only

Direction of Travel	
	Improving
	No Change
	Getting Worse