

Audit Committee Performance Report – 2017/18 Q2



PI Code	Description	2015/16	2016/17	2016/17 Q4	2017/18 Q1	2017/18 Q2	2017/18 Q2 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>Data for CACH CSC 010 Chart</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>94.4%</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	94.4%	2016/17	98.6%
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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>Data for CACH PH 008 Chart</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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CE HROD 001	Sickness 12 month rolling average (days)		6.55	6.55	6.53	6.63		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>Value</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> <tr><td>Q1 2017/18</td><td>6.63</td></tr> <tr><td>Q2 2017/18</td><td>6.63</td></tr> </tbody> </table>	Quarter	Value	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	Q1 2017/18	6.63	Q2 2017/18	6.63
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CE HROD 023	% of employees aged 50 or over	33.8%	36.4%	37.2%	37.1%	38.0%			↓	🟡	<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>Value</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> <tr><td>Q2 2017/18</td><td>38.0%</td></tr> </tbody> </table>	Quarter	Value	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%	Q2 2017/18	38.0%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)		27.10%	25.84%	26.46%	25.73%		26.01%	↓	🟡	<p>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p> <table border="1"> <caption>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</caption> <thead> <tr> <th>Quarter</th> <th>Value</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>Q3 2015/16</td><td>28.19%</td></tr> <tr><td>Q4 2015/16</td><td>27.72%</td></tr> <tr><td>Q1 2016/17</td><td>26.63%</td></tr> <tr><td>Q2 2016/17</td><td>25.84%</td></tr> <tr><td>Q3 2016/17</td><td>26.46%</td></tr> <tr><td>Q4 2016/17</td><td>25.73%</td></tr> <tr><td>Q1 2017/18</td><td>26.46%</td></tr> <tr><td>Q2 2017/18</td><td>25.73%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	25.84%	Q2 2015/16	27.22%	Q3 2015/16	28.19%	Q4 2015/16	27.72%	Q1 2016/17	26.63%	Q2 2016/17	25.84%	Q3 2016/17	26.46%	Q4 2016/17	25.73%	Q1 2017/18	26.46%	Q2 2017/18	25.73%
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)		49.58%	50.67%	48.29%	51.00%		48.13%	↑	🟢	<p>CE HROD 030a Top 5% of earners: Women (ex BV 11a)</p> <table border="1"> <caption>CE 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 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> <tr><td>Q2 2017/18</td><td>51.00%</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%	Q2 2017/18	51.00%						
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CE PPD 021	Number of Resolution Stage complaints received by the Council	2683	3367	843	758	765			↓	🟡	<p>CE PPD 021 Number of Resolution Stage complaints received by the Council</p> <table border="1"> <caption>CE PPD 021 Number of Resolution Stage complaints received by the Council</caption> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</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> <tr><td>Q2 2017/18</td><td>765</td></tr> <tr><td>Q3 2017/18</td><td>536</td></tr> </tbody> </table>	Quarter	Number of Complaints	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	Q2 2017/18	765	Q3 2017/18	536
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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)	10.0 days (YTD)	15.7 days (YTD)	17.4 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 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</caption> <thead> <tr> <th>Quarter</th> <th>Days (YTD)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>11.3 days (YTD)</td></tr> <tr><td>Q2 2015/16</td><td>10.6 days (YTD)</td></tr> <tr><td>Q3 2015/16</td><td>10.5 days (YTD)</td></tr> <tr><td>Q4 2015/16</td><td>9.1 days (YTD)</td></tr> <tr><td>Q1 2016/17</td><td>11.3 days (YTD)</td></tr> <tr><td>Q2 2016/17</td><td>11.8 days (YTD)</td></tr> <tr><td>Q3 2016/17</td><td>11.8 days (YTD)</td></tr> <tr><td>Q4 2016/17</td><td>10.0 days (YTD)</td></tr> <tr><td>Q1 2017/18</td><td>15.7 days (YTD)</td></tr> <tr><td>Q2 2017/18</td><td>17.4 days (YTD)</td></tr> </tbody> </table>	Quarter	Days (YTD)	Q1 2015/16	11.3 days (YTD)	Q2 2015/16	10.6 days (YTD)	Q3 2015/16	10.5 days (YTD)	Q4 2015/16	9.1 days (YTD)	Q1 2016/17	11.3 days (YTD)	Q2 2016/17	11.8 days (YTD)	Q3 2016/17	11.8 days (YTD)	Q4 2016/17	10.0 days (YTD)	Q1 2017/18	15.7 days (YTD)	Q2 2017/18	17.4 days (YTD)		
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,495	2,900	2,900	2,949	2,885	The number of households in TA in Q2 has decreased slightly since the last quarter, due in part to the number of HALs properties being handed back and a decrease in the number of households placed in B&B accommodation. Figure adjusted from 2903 to 2885 due to retrospective adjustments to rent accounts.		↑	📊	<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> <table border="1"> <caption>Data for FCR RB BHN 007 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</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> <tr><td>Q2 2017/18</td><td>2,885</td></tr> </tbody> </table>	Quarter	Number of Households	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	Q2 2017/18	2,885
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.1%	94.5%	94.5%	27.1%	50.1%		94.0%	↑	✅	<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> <table border="1"> <caption>Data for FCR RB REV 003 Chart</caption> <thead> <tr> <th>Quarter</th> <th>% of Council Tax Collected</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> <tr><td>Q2 2017/18</td><td>50.1%</td></tr> </tbody> </table>	Quarter	% of Council Tax Collected	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%	Q2 2017/18	50.1%
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FCR RB REV 005	Percentage of non-domestic rates collected	96.10%	96.40%	96.40%	28.00%	55.36%		95.00%	↑	⚠	<p>FCR RB REV 005 Percentage of non-domestic rates collected</p> <table border="1"> <caption>FCR RB REV 005 Percentage of non-domestic rates collected</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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> <tr><td>Q2 2017/18</td><td>55.36%</td></tr> </tbody> </table>	Quarter	Percentage	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%	Q2 2017/18	55.36%
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NH H IM 005	Rent Arrears as a % of rent debit		3.21 %	3.21 %	3.32 %	3.41 %			↓	⚠	<p>NH H IM 005 Rent Arrears as a % of rent debit</p> <table border="1"> <caption>NH H IM 005 Rent Arrears as a % of rent debit</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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> <tr><td>Q2 2017/18</td><td>3.41%</td></tr> </tbody> </table>	Quarter	Percentage	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%	Q2 2017/18	3.41%								
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NH H IM 006	Total value of rent arrears YTD (Total)	£4,238,766.20	£4,055,527.23	£4,055,527.23	£4,220,588.72	£4,308,921.90		£3,930,000.00	↓	⚠	<p>NH H IM 006 Total value of rent arrears YTD (Total)</p> <table border="1"> <caption>NH H IM 006 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>£4,273,046.97</td></tr> <tr><td>Q3 2016/17</td><td>£4,388,465.77</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> <tr><td>Q2 2017/18</td><td>£4,308,921.90</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	£4,273,046.97	Q3 2016/17	£4,388,465.77	Q4 2016/17	£4,055,527.23	Q1 2017/18	£4,220,588.72	Q2 2017/18	£4,308,921.90
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Q3 2015/16	£4,415,871.84																																
Q4 2015/16	£4,238,766.20																																
Q1 2016/17	£4,296,632.65																																
Q2 2016/17	£4,273,046.97																																
Q3 2016/17	£4,388,465.77																																
Q4 2016/17	£4,055,527.23																																
Q1 2017/18	£4,220,588.72																																
Q2 2017/18	£4,308,921.90																																

PI Code	Description	2015/16	2016/17	2016/17 Q4	2017/18 Q1	2017/18 Q2	2017/18 Q2 Note	Target 2017/18	DOT	Traffic Light	Chart																						
NH H RespRep 001	% of Repair Appointments Kept	81.41%	78.04%	78.81%	78.97%	79.58%	The implementation of Mobile Solution has given a slight increase in performance compared to the previous month. Consistent review and administration of the new solution is expected to maximise the current performance by the end of Q3 and Q4.		↑	🟡	<p>NH H RespRep 001 % of Repair Appointments Kept</p> <table border="1"> <caption>Data for NH H RespRep 001 % of Repair Appointments Kept</caption> <thead> <tr> <th>Quarter</th> <th>% of Repair Appointments Kept</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>78.97%</td></tr> <tr><td>Q2 2017/18</td><td>79.58%</td></tr> </tbody> </table>	Quarter	% of Repair Appointments Kept	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	78.97%	Q2 2017/18	79.58%
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Q2 2017/18	79.58%																																
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction)	73.06%	72.11%	70.09%	N/A	55.22%	Up until Q4 2016/17, telephone surveys were undertaken by a contractor, KWEST. However, midway through Q2 2017/18, we launched a new satisfaction monitoring system and methodology across Housing Services, whereby residents complete a web link contained within a text message. These new surveys are showing lower satisfaction levels across all service areas, which is to be	85%	↓	🟡	<p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction)</p> <table border="1"> <caption>Data for NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction)</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed on first visit</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> <tr><td>Q2 2017/18</td><td>55.22%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	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%	Q2 2017/18	55.22%		
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PI Code	Description	2015/16	2016/17	2016/17 Q4	2017/18 Q1	2017/18 Q2	2017/18 Q2 Note	Target 2017/18	DOT	Traffic Light	Chart
							<p>expected given that the new "opt in" methodology is likely to generate a greater share of responses from those residents who are dissatisfied than was previously the case when KWEST phoned a selection of people.</p> <p>Given the above, we will need to look at revising target levels in 2018/19 to reflect the change in methodology. More importantly, however, we have begun a series of meetings with service managers to put in place robust processes for ensuring that all residents expressing dissatisfaction with a service are contacted immediately in order to address and resolve their issues. This is one of the key required outcomes from the satisfaction monitoring project.</p>				

PI Code	Description	2015/16	2016/17	2016/17 Q4	2017/18 Q1	2017/18 Q2	2017/18 Q2 Note	Target 2017/18	DOT	Traffic Light	Chart																						
NH H RespRep 003	% of repairs completed on first visit (based on system generated data)	92.18%	92.3%	92.26%	94.16%	94.31%		95%	↑	⚠	<p>NH H RespRep 003 % of repairs completed on first visit (based on system generated data)</p> <table border="1"> <caption>NH H RespRep 003 % of repairs completed on first visit</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>92.38%</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>94.16%</td></tr> <tr><td>Q2 2017/18</td><td>94.31%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2015/16	93.99%	Q2 2015/16	93.29%	Q3 2015/16	92.38%	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	94.16%	Q2 2017/18	94.31%
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NH H Voids 001	Average time taken to re-let local authority housing [all voids including major & minor voids]		64 days	62 days	73 days	70 days	A review is underway of the voids process to understand where there are systematic issues in the process	55 days	↑	🛑	<p>NH H Voids 001 Average time taken to re-let local authority housing [all voids including major & minor voids]</p> <table border="1"> <caption>NH H Voids 001 Average time taken to re-let local authority housing</caption> <thead> <tr> <th>Quarter</th> <th>Average time (days)</th> </tr> </thead> <tbody> <tr><td>Q1 2016/17</td><td>68 days</td></tr> <tr><td>Q2 2016/17</td><td>62 days</td></tr> <tr><td>Q3 2016/17</td><td>63 days</td></tr> <tr><td>Q4 2016/17</td><td>62 days</td></tr> <tr><td>Q1 2017/18</td><td>73 days</td></tr> <tr><td>Q2 2017/18</td><td>70 days</td></tr> </tbody> </table>	Quarter	Average time (days)	Q1 2016/17	68 days	Q2 2016/17	62 days	Q3 2016/17	63 days	Q4 2016/17	62 days	Q1 2017/18	73 days	Q2 2017/18	70 days								
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Q2 2017/18	70 days																																
NH PR PMS 007a	Number of PCNs issued - total	112067	122277	31049	32434	31683	Breakdown: 31683 - Street/Car Park: 19784 - Estate: 3233 - CCTV: 8666		↑	🌍	<p>NH PR PMS 007a Number of PCNs issued - total</p> <table border="1"> <caption>NH PR PMS 007a Number of PCNs issued - total</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>30687</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> <tr><td>Q2 2017/18</td><td>31683</td></tr> </tbody> </table>	Quarter	Number of PCNs issued	Q1 2015/16	28601	Q2 2015/16	30687	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	Q2 2017/18	31683
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NH PR PMS 010a	PCN recovery rate – including estates	73.0%	75.1%	72.8%	70.7%	60.9%	60.85% Number of PCN issued - 30589 Number of PCN paid - 18612		↓	🚦	<p>NH PR PMS 010a PCN recovery rate – including estates</p> <table border="1"> <caption>NH PR PMS 010a PCN recovery rate – including estates</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> <tr><td>Q2 2017/18</td><td>60.9%</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%	Q2 2017/18	60.9%
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	71.00%	84.00%	100.00%	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>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</caption> <thead> <tr> <th>Quarter</th> <th>% of Applications</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> <tr><td>Q2 2017/18</td><td>100.00%</td></tr> </tbody> </table>	Quarter	% of Applications	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%	Q2 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%	74.00%	73.00%	80.00%		75.00%	↑	✅	<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p> <table border="1"> <caption>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</caption> <thead> <tr> <th>Quarter</th> <th>% of Applications</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> <tr><td>Q2 2017/18</td><td>80.00%</td></tr> </tbody> </table>	Quarter	% of Applications	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%	Q2 2017/18	80.00%
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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	87.00%	88.00%	85.00%	85.00%	81.00%		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> <tr><td>Q2 2017/18</td><td>81.00%</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%	Q2 2017/18	81.00%
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Q2 2017/18	81.00%																																
NH PR PRS 009	% of open planning enforcement cases less than 4 years old		70.0%	70.0%	70.0%	67.0%			↓	🔴	<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> <tr><td>Q2 2017/18</td><td>67.00%</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%	Q2 2017/18	67.00%										
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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%	1.88%	2.97%	N/A	Tranche 2 will be reported in Q3	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>Q3 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>Q3 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%	Q3 2015/16	3.44%	Q4 2015/16	2.19%	Q1 2016/17	1.72%	Q3 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%	2.03%	4.22%	N/A	Tranche 2 will be reported in Q3	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%	3.91%	2.66%	N/A	Tranche 2 will be reported in Q3	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%	0.47%	N/A	Tranche 2 will be reported in Q3	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 Q4	2017/18 Q1	2017/18 Q2	2017/18 Q2 Note	Target 2017/18	DOT	Traffic Light	Chart																						
NH PR WS 047	Residual household waste per household (ex NI 191)	590.7Kg	572.2Kg	134.4Kg	142.7Kg	140.0Kg		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> <tr><td>Q2 2017/18</td><td>140.0</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	Q2 2017/18	140.0
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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%	26.44%	26.24%	27.10%		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>24.54</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> <tr><td>Q2 2017/18</td><td>27.10</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2015/16	25.48	Q2 2015/16	23.87	Q3 2015/16	25.02	Q4 2015/16	24.54	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	Q2 2017/18	27.10
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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