

Audit Committee Report Q4 2018



PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	98.6%	Data will be available in July 2018	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 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>100.0%</td> </tr> <tr> <td>2014/15</td> <td>100.0%</td> </tr> <tr> <td>2015/16</td> <td>100.0%</td> </tr> <tr> <td>2016/17</td> <td>100.0%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	100.0%	2014/15	100.0%	2015/16	100.0%	2016/17	100.0%																
Year	Percentage																																					
2013/14	100.0%																																					
2014/15	100.0%																																					
2015/16	100.0%																																					
2016/17	100.0%																																					
CE HROD 001	Sickness 12 month rolling average	6.55	7.82	6.53	6.63	6.94	7.82		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>6.94</td> </tr> <tr> <td>Q3 2017/18</td> <td>7.82</td> </tr> <tr> <td>Q4 2017/18</td> <td>7.82</td> </tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	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	6.94	Q3 2017/18	7.82	Q4 2017/18	7.82
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	6.94																																					
Q3 2017/18	7.82																																					
Q4 2017/18	7.82																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart
		Value	Value	Value	Value	Value	Value	Note				
CE HROD 023	% of employees aged 50 or over	36.4%	38.6%	37.1%	38.0%	38.1%	38.6%			↓		<p>CE HROD 023 % of employees aged 50 or over</p> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>
CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.10%	27.01%	26.46%	25.73%	25.43%	27.01%		26.01%	↑		<p>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	49.58%	52.41%	48.29%	51.00%	49.73%	52.41%		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> <tr><td>Q3 2017/18</td><td>49.73%</td></tr> <tr><td>Q4 2017/18</td><td>52.41%</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%	Q3 2017/18	49.73%	Q4 2017/18	52.41%				
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%																																					
Q3 2017/18	49.73%																																					
Q4 2017/18	52.41%																																					
CE PPD 021	Number of Resolution Stage complaints received by the Council	3367	2967	758	765	730	714			↓	🟡	<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>730</td></tr> <tr><td>Q4 2017/18</td><td>714</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	730	Q4 2017/18	714
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	730																																					
Q4 2017/18	714																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	10.0 days (YTD)	13.2 days (YTD)	15.7 days (YTD)	17.4 days (YTD)	17.4 days (YTD)	13.2 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</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>11.6</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> <tr><td>Q2 2017/18</td><td>17.4</td></tr> <tr><td>Q3 2017/18</td><td>17.4</td></tr> <tr><td>Q4 2017/18</td><td>13.2</td></tr> </tbody> </table>	Quarter	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	11.6	Q3 2016/17	11.8	Q4 2016/17	10.0	Q1 2017/18	15.7	Q2 2017/18	17.4	Q3 2017/18	17.4	Q4 2017/18	13.2
Quarter	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	11.6																																					
Q3 2016/17	11.8																																					
Q4 2016/17	10.0																																					
Q1 2017/18	15.7																																					
Q2 2017/18	17.4																																					
Q3 2017/18	17.4																																					
Q4 2017/18	13.2																																					
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,900	2,867	2,949	2,885	2,843	2,867			↓	📊	<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> <table border="1"> <caption>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</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> <tr><td>Q3 2017/18</td><td>2,843</td></tr> <tr><td>Q4 2017/18</td><td>2,867</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	Q3 2017/18	2,843	Q4 2017/18	2,867
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																																					
Q3 2017/18	2,843																																					
Q4 2017/18	2,867																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.5%	95.0%	27.1%	50.1%	73.4%	95.0%		94.0%	↑	🟢	<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> <table border="1"> <caption>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</caption> <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> <tr><td>Q2 2017/18</td><td>50.1%</td></tr> <tr><td>Q3 2017/18</td><td>73.4%</td></tr> <tr><td>Q4 2017/18</td><td>95.0%</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%	Q2 2017/18	50.1%	Q3 2017/18	73.4%	Q4 2017/18	95.0%
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%																																					
Q2 2017/18	50.1%																																					
Q3 2017/18	73.4%																																					
Q4 2017/18	95.0%																																					
FCR RB REV 005	Percentage of non-domestic rates collected	96.40%	97.87%	28.00%	55.36%	81.00%	97.87%		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>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> <tr><td>Q2 2017/18</td><td>55.36%</td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td></tr> <tr><td>Q4 2017/18</td><td>97.87%</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%	Q2 2017/18	55.36%	Q3 2017/18	81.00%	Q4 2017/18	97.87%
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%																																					
Q2 2017/18	55.36%																																					
Q3 2017/18	81.00%																																					
Q4 2017/18	97.87%																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
NH H IM 005	Rent Arrears as a % of rent debit	3.21 %	3.52 %	3.32 %	3.41 %	3.65 %	3.52 %		3.13 %	↑	▲	<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>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> <tr><td>Q2 2017/18</td><td>3.41 %</td></tr> <tr><td>Q3 2017/18</td><td>3.65 %</td></tr> <tr><td>Q4 2017/18</td><td>3.52 %</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 %	Q2 2017/18	3.41 %	Q3 2017/18	3.65 %	Q4 2017/18	3.52 %								
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 %																																					
Q2 2017/18	3.41 %																																					
Q3 2017/18	3.65 %																																					
Q4 2017/18	3.52 %																																					
NH H IM 006	Total value of rent arrears YTD (Total)	£4,055,527.23	£4,414,846.32	£4,220,588.72	£4,308,921.90	£4,598,598.35	£4,414,846.32		£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>£4,273,049.97</td></tr> <tr><td>Q3 2016/17</td><td>£4,398,465.77</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> <tr><td>Q3 2017/18</td><td>£4,598,598.35</td></tr> <tr><td>Q4 2017/18</td><td>£4,414,846.32</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	£4,398,465.77	Q4 2016/17	£4,055,527.23	Q1 2017/18	£4,220,588.72	Q2 2017/18	£4,308,921.90	Q3 2017/18	£4,598,598.35	Q4 2017/18	£4,414,846.32
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	£4,398,465.77																																					
Q4 2016/17	£4,055,527.23																																					
Q1 2017/18	£4,220,588.72																																					
Q2 2017/18	£4,308,921.90																																					
Q3 2017/18	£4,598,598.35																																					
Q4 2017/18	£4,414,846.32																																					

Performance deteriorated throughout the year, only stabilising in quarter three and reducing in quarter four, as new ways of working were introduced to reverse the increasing trend. Investment in IT will see staff working more efficiently, with barriers to performance being removed. A new recovery procedure will follow to support this and mitigate against the risk of full service Universal Credit.

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
NH H RespRep 001	% of Repair Appointments Kept	78.04%	92.82%	93.97%	92.72%	91.98%	92.73%		100.00%	↑	▲	<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>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>93.97%</td></tr> <tr><td>Q2 2017/18</td><td>92.72%</td></tr> <tr><td>Q3 2017/18</td><td>91.98%</td></tr> <tr><td>Q4 2017/18</td><td>92.73%</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	93.97%	Q2 2017/18	92.72%	Q3 2017/18	91.98%	Q4 2017/18	92.73%
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	93.97%																																					
Q2 2017/18	92.72%																																					
Q3 2017/18	91.98%																																					
Q4 2017/18	92.73%																																					
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction)	72.11%	62.97%	N/A	54.81%	64.97%	63.1%	See Appendix 1	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>Value (%)</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>Q1 2017/18</td><td>54.81%</td></tr> <tr><td>Q2 2017/18</td><td>64.97%</td></tr> <tr><td>Q3 2017/18</td><td>63.1%</td></tr> </tbody> </table>	Quarter	Value (%)	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%	Q1 2017/18	54.81%	Q2 2017/18	64.97%	Q3 2017/18	63.1%		
Quarter	Value (%)																																					
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%																																					
Q1 2017/18	54.81%																																					
Q2 2017/18	64.97%																																					
Q3 2017/18	63.1%																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
NH H RespRep 003	% of repairs completed on first visit (based on system generated data)	92.3%	40.63%	42.73%	26.67%	41.36%	51.3%	See Appendix 1	95%	↑	🛑	<p>NH H RespRep 003 % of repairs completed on first visit (based on system generated data)</p> <table border="1"> <caption>Data for NH H RespRep 003 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</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>42.73%</td></tr> <tr><td>Q2 2017/18</td><td>26.67%</td></tr> <tr><td>Q3 2017/18</td><td>41.36%</td></tr> <tr><td>Q4 2017/18</td><td>51.3%</td></tr> </tbody> </table>	Quarter	Value (%)	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	42.73%	Q2 2017/18	26.67%	Q3 2017/18	41.36%	Q4 2017/18	51.3%
Quarter	Value (%)																																					
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	42.73%																																					
Q2 2017/18	26.67%																																					
Q3 2017/18	41.36%																																					
Q4 2017/18	51.3%																																					
NH H Voids 001	Average time taken to re-let local authority housing [all voids including major & minor voids]	64 days	70 days	73 days	70 days	64 days	73 days	We continue to deal with a number of long term voids, which disproportionately affect turnaround times and budgets. The most severe example this quarter took over 300 days to service, due to structural issues, with a spend in excess of £100k. A voids report has been produced and its recommendations approved by senior managers. It is hoped that	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>Data for NH H Voids 001 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (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> <tr><td>Q3 2017/18</td><td>64 days</td></tr> <tr><td>Q4 2017/18</td><td>73 days</td></tr> </tbody> </table>	Quarter	Value (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	Q3 2017/18	64 days	Q4 2017/18	73 days								
Quarter	Value (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																																					
Q3 2017/18	64 days																																					
Q4 2017/18	73 days																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
								we will see an impact on turnaround times following implementation in the coming months.																														
NH PR PMS 007a	Number of PCNs issued - total	122277	118363	32434	31683	30642	27124					<p>NH PR PMS 007a Number of PCNs issued - total</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of PCNs</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> <tr><td>Q3 2017/18</td><td>30642</td></tr> <tr><td>Q4 2017/18</td><td>27124</td></tr> </tbody> </table>	Quarter	Number of PCNs	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	Q3 2017/18	30642	Q4 2017/18	27124
Quarter	Number of PCNs																																					
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																																					
Q3 2017/18	30642																																					
Q4 2017/18	27124																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
NH PR PMS 010a	PCN recovery rate – including estates	75.1%	66.5%	70.7%	60.9%	65.8%	63.4%			↓	📊	<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> <tr><td>Q2 2017/18</td><td>60.9%</td></tr> <tr><td>Q3 2017/18</td><td>65.8%</td></tr> <tr><td>Q4 2017/18</td><td>63.4%</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%	Q3 2017/18	65.8%	Q4 2017/18	63.4%
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%																																					
Q3 2017/18	65.8%																																					
Q4 2017/18	63.4%																																					
NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	84.00%	100.00%	100.00%	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>Major Planning Applications Data</caption> <thead> <tr> <th>Quarter</th> <th>% Determined</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> <tr><td>Q3 2017/18</td><td>100.00%</td></tr> <tr><td>Q4 2017/18</td><td>100.00%</td></tr> </tbody> </table>	Quarter	% Determined	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%	Q3 2017/18	100.00%	Q4 2017/18	100.00%
Quarter	% Determined																																					
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%																																					
Q3 2017/18	100.00%																																					
Q4 2017/18	100.00%																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart
		Value	Value	Value	Value	Value	Value	Note				
NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	80.00%	78.00%	73.00%	80.00%	77.00%	83.00%		75.00%	↑	🟢	<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>
NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	88.00%	85.00%	85.00%	81.00%	84.00%	90.00%		80.00%	↑	🟢	<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																
		Value	Value	Value	Value	Value	Value	Note																				
NH PR PRS 009	% of open planning enforcement cases less than 4 years old	70.0%	61.0%	70.0%	67.0%	60.0%	61.0%	In 2015/16 over 1,500 historic yet open Planning Enforcement cases were uncovered. Many of these cases stretched back as far as 2001, and of the open cases less than 40% were under 4 years old. The Planning Service put a strategy in place to address the outstanding cases from both ends, i.e. 2012-2015 (to reduce the risk of cases becoming immune from enforcement action) and 2001 onwards (to make decisions on old cases where notices had been served but no further action taken). The work programme has so far resulted in over 71% of pre 2016 cases having been identified and closed since January 2016. There has been	80.0%	↑	🛑	<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p> <table border="1"> <caption>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 2016/17</td> <td>66.0%</td> </tr> <tr> <td>Q3 2016/17</td> <td>70.0%</td> </tr> <tr> <td>Q4 2016/17</td> <td>70.0%</td> </tr> <tr> <td>Q1 2017/18</td> <td>70.0%</td> </tr> <tr> <td>Q2 2017/18</td> <td>67.0%</td> </tr> <tr> <td>Q3 2017/18</td> <td>60.0%</td> </tr> <tr> <td>Q4 2017/18</td> <td>61.0%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q2 2016/17	66.0%	Q3 2016/17	70.0%	Q4 2016/17	70.0%	Q1 2017/18	70.0%	Q2 2017/18	67.0%	Q3 2017/18	60.0%	Q4 2017/18	61.0%
Quarter	Value (%)																											
Q2 2016/17	66.0%																											
Q3 2016/17	70.0%																											
Q4 2016/17	70.0%																											
Q1 2017/18	70.0%																											
Q2 2017/18	67.0%																											
Q3 2017/18	60.0%																											
Q4 2017/18	61.0%																											

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart
		Value	Value	Value	Value	Value	Value	Note				
								<p>over an 80% reduction in cases originating from 2015, over 70% for cases logged in 2004, 2006, 2011, 2012, 2013 and 2014.</p> <p>As of April 2018, 1080 of the historic cases have been properly closed/resolved. However the Enforcement Team continue to receive new Enforcement complaints (averaging 50 per month), that continue to be investigated in timely fashion, and have a total of 800 open cases up to and including March 2018. This programme of work will continue throughout 2018/19 to resolve and close all historic cases.</p> <p>In this context the target that 80% of open</p>				

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart
		Value	Value	Value	Value	Value	Value	Note				
								<p>planning enforcement cases be less than 4 years old is a deliberately aspirational yet ultimately achievable target, that will only be achieved when the vast majority of historic enforcement cases are closed. The team have made excellent progress towards this target from a base figure of below 40%, and this performance indicator has been designed to act as an early warning indicator to highlight any future build-up of historic cases. A figure of 60-70% has consistently been achieved in recent quarters as although the historic cases have continued to significantly reduce in number, cases under 4 years have also been closed at a similar rate. The</p>				

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																				
		Value	Value	Value	Value	Value	Value	Note																								
								total number of cases therefore continues to fall, but the balance between old and new has remained static.																								
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	2.50%	1.88%	2.97%	N/A	1.41%	1.25%	Tranche 3 results	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>Quarterly Litter Levels (ex NI 195a)</caption> <thead> <tr> <th>Quarter</th> <th>Litter Level (%)</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>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> <tr> <td>Q3 2017/18</td> <td>1.41%</td> </tr> <tr> <td>Q4 2017/18</td> <td>1.25%</td> </tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	Quarter	Litter Level (%)	Q1 2015/16	3.28%	Q2 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%	Q3 2017/18	1.41%	Q4 2017/18	1.25%
Quarter	Litter Level (%)																															
Q1 2015/16	3.28%																															
Q2 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%																															
Q3 2017/18	1.41%																															
Q4 2017/18	1.25%																															

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																						
		Value	Value	Value	Value	Value	Value	Note																										
NH PR WS 045b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)	2.45%	2.71%	4.22%	N/A	1.88%	2.03%	Tranche 3 results	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>Quarterly Detritus Levels (NH PR WS 045b)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>5.78%</td></tr> <tr><td>Q2 2015/16</td><td>6.41%</td></tr> <tr><td>Q3 2015/16</td><td>2.66%</td></tr> <tr><td>Q4 2015/16</td><td>2.81%</td></tr> <tr><td>Q1 2016/17</td><td>2.50%</td></tr> <tr><td>Q2 2016/17</td><td>2.03%</td></tr> <tr><td>Q3 2016/17</td><td>4.22%</td></tr> <tr><td>Q4 2016/17</td><td>1.88%</td></tr> <tr><td>Q1 2017/18</td><td>2.03%</td></tr> <tr><td>Q2 2017/18</td><td>2.03%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	5.78%	Q2 2015/16	6.41%	Q3 2015/16	2.66%	Q4 2015/16	2.81%	Q1 2016/17	2.50%	Q2 2016/17	2.03%	Q3 2016/17	4.22%	Q4 2016/17	1.88%	Q1 2017/18	2.03%	Q2 2017/18	2.03%
Quarter	Value																																	
Q1 2015/16	5.78%																																	
Q2 2015/16	6.41%																																	
Q3 2015/16	2.66%																																	
Q4 2015/16	2.81%																																	
Q1 2016/17	2.50%																																	
Q2 2016/17	2.03%																																	
Q3 2016/17	4.22%																																	
Q4 2016/17	1.88%																																	
Q1 2017/18	2.03%																																	
Q2 2017/18	2.03%																																	
NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	2.76%	.21%	2.66%	N/A	.16%	2.66%	Tranche 3 results	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>Quarterly Graffiti Levels (NH PR WS 045c)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>1.72%</td></tr> <tr><td>Q2 2015/16</td><td>4.53%</td></tr> <tr><td>Q3 2015/16</td><td>2.34%</td></tr> <tr><td>Q4 2015/16</td><td>1.56%</td></tr> <tr><td>Q1 2016/17</td><td>2.81%</td></tr> <tr><td>Q2 2016/17</td><td>3.91%</td></tr> <tr><td>Q3 2016/17</td><td>2.66%</td></tr> <tr><td>Q4 2016/17</td><td>.5%</td></tr> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> <tr><td>Q2 2017/18</td><td>2.66%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	1.72%	Q2 2015/16	4.53%	Q3 2015/16	2.34%	Q4 2015/16	1.56%	Q1 2016/17	2.81%	Q2 2016/17	3.91%	Q3 2016/17	2.66%	Q4 2016/17	.5%	Q1 2017/18	2.66%	Q2 2017/18	2.66%
Quarter	Value																																	
Q1 2015/16	1.72%																																	
Q2 2015/16	4.53%																																	
Q3 2015/16	2.34%																																	
Q4 2015/16	1.56%																																	
Q1 2016/17	2.81%																																	
Q2 2016/17	3.91%																																	
Q3 2016/17	2.66%																																	
Q4 2016/17	.5%																																	
Q1 2017/18	2.66%																																	
Q2 2017/18	2.66%																																	

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
NH PR WS 045d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)	0.57%	2.29%	0.47%	N/A	1.56%	0.00%	Tranche 3 results	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>Quarterly Fly-posting Levels (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>0.31%</td></tr> <tr><td>Q2 2015/16</td><td>0.47%</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>Q2 2016/17</td><td>0.63%</td></tr> <tr><td>Q3 2016/17</td><td>0.63%</td></tr> <tr><td>Q4 2016/17</td><td>0.47%</td></tr> <tr><td>Q1 2017/18</td><td>0.47%</td></tr> <tr><td>Q2 2017/18</td><td>1.56%</td></tr> <tr><td>Q3 2017/18</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2015/16	0.31%	Q2 2015/16	0.47%	Q3 2015/16	0.47%	Q4 2015/16	0.47%	Q1 2016/17	0.47%	Q2 2016/17	0.63%	Q3 2016/17	0.63%	Q4 2016/17	0.47%	Q1 2017/18	0.47%	Q2 2017/18	1.56%	Q3 2017/18	0.00%		
Quarter	Value (%)																																					
Q1 2015/16	0.31%																																					
Q2 2015/16	0.47%																																					
Q3 2015/16	0.47%																																					
Q4 2015/16	0.47%																																					
Q1 2016/17	0.47%																																					
Q2 2016/17	0.63%																																					
Q3 2016/17	0.63%																																					
Q4 2016/17	0.47%																																					
Q1 2017/18	0.47%																																					
Q2 2017/18	1.56%																																					
Q3 2017/18	0.00%																																					
NH PR WS 047	Residual household waste per household (ex NI 191)	572.2Kg	550.3Kg	143.4Kg	139.5Kg	136.5Kg	129.4Kg		570.0Kg	↑	🟢	<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p> <table border="1"> <caption>Quarterly Residual Household Waste per Household (ex NI 191)</caption> <thead> <tr> <th>Quarter</th> <th>Value (Kg)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>149.7Kg</td></tr> <tr><td>Q2 2015/16</td><td>154.6Kg</td></tr> <tr><td>Q3 2015/16</td><td>155.4Kg</td></tr> <tr><td>Q4 2015/16</td><td>141.8Kg</td></tr> <tr><td>Q1 2016/17</td><td>151.9Kg</td></tr> <tr><td>Q2 2016/17</td><td>146.5Kg</td></tr> <tr><td>Q3 2016/17</td><td>140.8Kg</td></tr> <tr><td>Q4 2016/17</td><td>134.4Kg</td></tr> <tr><td>Q1 2017/18</td><td>143.4Kg</td></tr> <tr><td>Q2 2017/18</td><td>139.5Kg</td></tr> <tr><td>Q3 2017/18</td><td>136.5Kg</td></tr> <tr><td>Q4 2017/18</td><td>129.4Kg</td></tr> </tbody> </table>	Quarter	Value (Kg)	Q1 2015/16	149.7Kg	Q2 2015/16	154.6Kg	Q3 2015/16	155.4Kg	Q4 2015/16	141.8Kg	Q1 2016/17	151.9Kg	Q2 2016/17	146.5Kg	Q3 2016/17	140.8Kg	Q4 2016/17	134.4Kg	Q1 2017/18	143.4Kg	Q2 2017/18	139.5Kg	Q3 2017/18	136.5Kg	Q4 2017/18	129.4Kg
Quarter	Value (Kg)																																					
Q1 2015/16	149.7Kg																																					
Q2 2015/16	154.6Kg																																					
Q3 2015/16	155.4Kg																																					
Q4 2015/16	141.8Kg																																					
Q1 2016/17	151.9Kg																																					
Q2 2016/17	146.5Kg																																					
Q3 2016/17	140.8Kg																																					
Q4 2016/17	134.4Kg																																					
Q1 2017/18	143.4Kg																																					
Q2 2017/18	139.5Kg																																					
Q3 2017/18	136.5Kg																																					
Q4 2017/18	129.4Kg																																					

PI Code	Short Name	2016/17	2017/18	Q1 2017/18	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q4 2017/18	Target 2017/18	DOT	Traffic Light	Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	26.00%	27.30%	27.09%	27.43%	27.91%	27.00%		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>Quarterly Data for 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>27.09%</td></tr> <tr><td>Q2 2017/18</td><td>27.43%</td></tr> <tr><td>Q3 2017/18</td><td>27.91%</td></tr> <tr><td>Q4 2017/18</td><td>27.00%</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	27.09%	Q2 2017/18	27.43%	Q3 2017/18	27.91%	Q4 2017/18	27.00%
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	27.09%																																					
Q2 2017/18	27.43%																																					
Q3 2017/18	27.91%																																					
Q4 2017/18	27.00%																																					

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