

# Audit Committee Report Q1 2018



PI Code	Short Name	2016/17	2017/18	Q1 2018/19	Q1 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																										
		Value	Value	Value	Note																														
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	98.6%	99.0%	Not measured for Quarters		100%	↑	⚠	<p><b>CACH CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</b></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>~95%</td> </tr> <tr> <td>2014/15</td> <td>~92%</td> </tr> <tr> <td>2015/16</td> <td>~95%</td> </tr> <tr> <td>2016/17</td> <td>~98%</td> </tr> <tr> <td>2017/18</td> <td>~99%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	~95%	2014/15	~92%	2015/16	~95%	2016/17	~98%	2017/18	~99%														
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CE HROD 001	Sickness 12 month rolling average	6.55	7.82	7.79		7.5	↑	⚠	<p><b>CE HROD 001 Sickness 12 month rolling average</b></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>Q1 2016/17</td> <td>6.24</td> </tr> <tr> <td>Q2 2016/17</td> <td>6.45</td> </tr> <tr> <td>Q3 2016/17</td> <td>6.36</td> </tr> <tr> <td>Q4 2016/17</td> <td>6.55</td> </tr> <tr> <td>Q1 2017/18</td> <td>6.53</td> </tr> <tr> <td>Q2 2017/18</td> <td>6.63</td> </tr> <tr> <td>Q3 2017/18</td> <td>6.94</td> </tr> <tr> <td>Q4 2017/18</td> <td>7.82</td> </tr> <tr> <td>Q1 2018/19</td> <td>7.79</td> </tr> </tbody> </table> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>	Quarter	Value	Q1 2015/16	7.64	Q2 2015/16	7.17	Q3 2015/16	6.24	Q1 2016/17	6.24	Q2 2016/17	6.45	Q3 2016/17	6.36	Q4 2016/17	6.55	Q1 2017/18	6.53	Q2 2017/18	6.63	Q3 2017/18	6.94	Q4 2017/18	7.82	Q1 2018/19	7.79
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CE HROD 023	% of employees aged 50 or over	36.4%	38.6%	39.0%		Data Only	↓	📊	<p><b>CE HROD 023 % of employees aged 50 or over</b></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> <tr><td>Q3 2017/18</td><td>38.1%</td></tr> <tr><td>Q4 2017/18</td><td>38.6%</td></tr> <tr><td>Q1 2018/19</td><td>39.0%</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	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%	Q3 2017/18	38.1%	Q4 2017/18	38.6%	Q1 2018/19	39.0%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.10%	27.01%	25.22%		25.00%	↓	✅	<p><b>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</b></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>Q1 2016/17</td><td>28.19%</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> <tr><td>Q2 2017/18</td><td>25.73%</td></tr> <tr><td>Q3 2017/18</td><td>25.45%</td></tr> <tr><td>Q4 2017/18</td><td>27.01%</td></tr> <tr><td>Q1 2018/19</td><td>25.22%</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	25.84%	Q2 2015/16	27.22%	Q1 2016/17	28.19%	Q2 2016/17	27.72%	Q3 2016/17	26.63%	Q4 2016/17	25.84%	Q1 2017/18	26.46%	Q2 2017/18	25.73%	Q3 2017/18	25.45%	Q4 2017/18	27.01%	Q1 2018/19	25.22%				
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	49.58%	52.41%	54.39%		50.00%	↑	🟢	<p><b>CE HROD 030a Top 5% of earners: Women (ex BV 11a)</b></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> <tr><td>Q1 2018/19</td><td>54.39%</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%	Q1 2018/19	54.39%				
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CE PPD 021	Number of Resolution Stage complaints received by the Council	3367	2967	724		Data Only	↓	📊	<p><b>CE PPD 021 Number of Resolution Stage complaints received by the Council</b></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> <tr><td>Q1 2018/19</td><td>724</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	Q1 2018/19	724
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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	10.0 days (YTD)	13.2 days (YTD)	8.7 days (YTD)		20.0 days (YTD)	↑	🟢	<p><b>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</b></p> <table border="1"> <caption>Data for FCR RB BHN 002 Chart</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>11.8</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> <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> <tr><td>Q1 2018/19</td><td>8.7</td></tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	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	11.8	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	Q1 2018/19	8.7
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,900	2,867	2,887		Data Only	↓	📊	<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></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>2,485</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> <tr><td>Q1 2018/19</td><td>2,887</td></tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	Quarter	Number of Households	Q1 2015/16	2,155	Q2 2015/16	2,285	Q3 2015/16	2,377	Q4 2015/16	2,485	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	Q1 2018/19	2,887
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.5%	95.0%	26.9%		94.5%	↓	🟢	<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></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> <tr><td>Q1 2018/19</td><td>26.9%</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%	Q1 2018/19	26.9%
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FCR RB REV 005	Percentage of non-domestic rates collected	96.40%	97.87%	26.06%		95.00%	↓	🟡	<p><b>FCR RB REV 005 Percentage of non-domestic rates collected</b></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> <tr><td>Q1 2018/19</td><td>26.06%</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%	Q1 2018/19	26.06%
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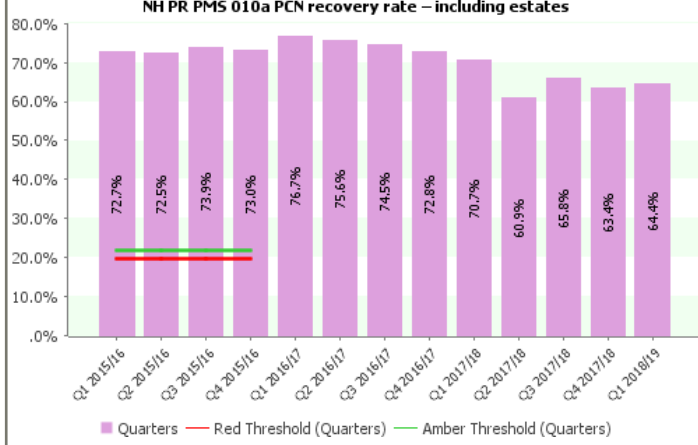
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NH H IM 005	Rent Arrears as a % of rent debit	3.21 %	3.52 %	3.62 %	IT problems saw some downtime for Universal Housing which resulted in a negative outturn for quarter 1. A week later, arrears percentage levels had reduced to 3.52% as the team recovered from this downtime. Although arrears levels have stabilised following a long period of increase, the current structure and working practices will not deliver results to target. The implementation of a new IT platform is critical to turn this situation around, and it is anticipated testing of this new platform will be completed in August. To ensure that we remain fit for purpose as the rollout of Universal Credit intensifies from October a revised operating structure has been proposed.	3.40 %	↓	⚠	<p><b>NH H IM 005 Rent Arrears as a % of rent debit</b></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> <tr><td>Q1 2018/19</td><td>3.62 %</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 %	Q1 2018/19	3.62 %								
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NH H IM 006	Total value of rent arrears YTD (Total)	£4,055,527.23	£4,414,846.32	£4,616,847.00		£3,805,854.00	↓	⚠	<p><b>NH H IM 006 Total value of rent arrears YTD (Total)</b></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>£4,236,766.20</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> <tr><td>Q2 2017/18</td><td>£4,308,321.90</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> <tr><td>Q1 2018/19</td><td>£4,616,847.00</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	£4,236,766.20	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	Q2 2017/18	£4,308,321.90	Q3 2017/18	£4,598,598.35	Q4 2017/18	£4,414,846.32	Q1 2018/19	£4,616,847.00
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NH H RespRep 001	% of Repair Appointments Kept	78.04%	92.82%	96.30%	This PI has seen a positive trend similar to other operational repairs PIs and has now exceeded the Service Target. In the last few weeks a Business Intelligence Analyst, from the Housing Transformation team, has been spending two days a week with the DLO team, working directly with managers to help them interrogate/fully utilise Qlikview to identify and resolve any emerging issues. This exercise has helped to resolve a number of issues and improve performance.	95.00%	↑	🟢	<p><b>NH H RespRep 001 % of Repair Appointments Kept</b></p> <table border="1"> <caption>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>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> <tr><td>Q1 2018/19</td><td>96.30%</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	93.97%	Q2 2017/18	92.72%	Q3 2017/18	91.98%	Q4 2017/18	92.73%	Q1 2018/19	96.30%
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NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction)	72.11%	62.97%	65.9%	The indicator has remained red, but the Q1 2018/19 outturn of 65.9% is the highest reported figure since the introduction of the new satisfaction survey methodology in Q2 2017/18. In order to maintain the progress that has been seen, a range of dashboards have been developed via Qlik and rolled out to managers so that they can effectively monitor and manage operative RFT performance. These dashboards provide managers with daily access to (a) RFT operational data for each operative, (b) all new satisfaction survey returns so that they can quickly identify resident dissatisfaction and take immediate action to resolve the issues that have been raised regarding the service provided.	85%	↑	🔴	<p><b>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction)</b></p> <table border="1"> <caption>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>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> <tr><td>Q4 2017/18</td><td>65.9%</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%	Q1 2017/18	54.81%	Q2 2017/18	64.97%	Q3 2017/18	63.1%	Q4 2017/18	65.9%		
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NH H RespRep 003	% of repairs completed on first visit (based on system generated data)	92.3%	40.63%	82.6%	The shift to mobile working and the joint working between the DLO and the Housing Transformation team described above has yielded highly positive results in relation to this PI. At end Q4 2017/18 the corresponding figure was 51.3%.	85%	↑	▲	<p><b>NH H RespRep 003 % of repairs completed on first visit (based on system generated data)</b></p> <table border="1"> <caption>Data for NH H RespRep 003 Chart</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed on first visit</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> <tr><td>Q1 2018/19</td><td>82.6%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	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%	Q1 2018/19	82.6%
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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	70 days	72 days	Performance has improved during the Quarter, from an average time taken of 83 days in April 2018 to 66 days in June - 72 days average for the Quarter. However, the average time taken for the month of June is still outside of the target of 62 days.  The Service continues to deal with a number of long term voids, which disproportionately affect turnaround times and budgets. For example, there were 2 properties during the quarter that were re-let after being void for a year, and there were 10 others that had been vacant for between 3 to 6 months. The issues that affected these properties varied from structural works, asbestos works, new kitchens and bathrooms being fitted and the replacement of heating systems. A final report was considered and approved by HSMT on 28 March 2018, which identifies processes where the	62 days	↑	⬮	<p><b>NH H Voids 001 Average time taken to re-let local authority housing [all voids including major &amp; minor voids]</b></p> <table border="1"> <caption>Data for NH H Voids 001 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Average time taken to re-let (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> <tr><td>Q1 2018/19</td><td>72 days</td></tr> </tbody> </table>	Quarter	Average time taken to re-let (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	Q1 2018/19	72 days								
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					management and maintenance of our properties could be improved or changed to reduce void costs in the future, and in addition how the Asset Management and investment works should be better targeted in order to reduce the scale of future void works. Discussions are now underway to address the organisational and structure options for the Voids function.																															
NH PR PMS 007a	Number of PCNs issued - total	122277	118363	40457	<p>The sharp growth in the number of PCNs issued in June, July and August is solely due to the commencement of enforcement of a timed banned left turn from Mare Street into Richmond Road, which is part of the council's pioneering school streets initiative which is improving air quality and making it easier and safer for families to walk and cycle to and from school.</p> <p>While the signage around the junction met all Department for Transport requirements prior to enforcement beginning, Streetscene have now added additional signage to ensure all drivers comply and help make our children's school journeys healthier.</p> <p>Driver's compliance with the restrictions is improving, and the number of PCNs issued in September is expected to be well down in the numbers issued in the preceding months.</p>	Data Only		<p><b>NH PR PMS 007a Number of PCNs issued - total</b></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>28505</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> <tr><td>Q1 2018/19</td><td>40457</td></tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	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	28505	Q3 2016/17	32568	Q4 2016/17	31049	Q1 2017/18	32434	Q2 2017/18	31683	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	40457
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NH PR PMS 010a	PCN recovery rate – including estates	75.1%	66.5%	64.4%	<p>Q1 2017: 64.37%  Number of PCN issued - 28918  Number of PCN paid - 18614</p> <p>PCN's take a year to go through its life cycle therefore we are always looking back 12 months to calculate the recovery rate.  The key issues due to the drop in recovery rate are as follows:  The drop in the PCN recover rate coincides with the implementation of the new parking PCN processing system where we encountered a number of teething issues. We also changed contractor with our cashless parking supplier which resulted in a high cancellation of PCN's. We have now ironed out all the issues and we should see an improvement by quarter 4.</p> <p>We have increased our PCN's by 9% compared to 2015/16, this is the result of additional two parking zones introduced, improved CEO retention compared to the previous year, a reduction in travel time ensuring that beat patrols times were covered more frequently. We are not projecting any reduction in income.</p>	Data Only			<p><b>NH PR PMS 010a PCN recovery rate – including estates</b></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> <tr><td>Q3 2017/18</td><td>65.8%</td></tr> <tr><td>Q4 2017/18</td><td>63.4%</td></tr> <tr><td>Q1 2018/19</td><td>64.4%</td></tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	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%	Q1 2018/19	64.4%
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	84.00%	100.00%	100.00%		70.00%	📉	🟢	<p><b>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</b></p> <table border="1"> <caption>Data for NH PR PRS 001a Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</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> <tr><td>Q1 2018/19</td><td>100.00%</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	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%	Q1 2018/19	100.00%
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Q3 2017/18	100.00%																																				
Q4 2017/18	100.00%																																				
Q1 2018/19	100.00%																																				
NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	80.00%	78.00%	76.00%		75.00%	📉	🟢	<p><b>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</b></p> <table border="1"> <caption>Data for NH PR PRS 001b Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</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> <tr><td>Q3 2017/18</td><td>77.00%</td></tr> <tr><td>Q4 2017/18</td><td>83.00%</td></tr> <tr><td>Q1 2018/19</td><td>76.00%</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	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%	Q3 2017/18	77.00%	Q4 2017/18	83.00%	Q1 2018/19	76.00%
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PI Code	Short Name	2016/17	2017/18	Q1 2018/19	Q1 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart
		Value	Value	Value	Note				
NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	88.00%	85.00%	83.00%		80.00%	↓	🟢	<p><b>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</b></p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>
NH PR PRS 009	% of open planning enforcement cases less than 4 years old	70.0%	61.0%	64.0%		80.0%	↑	🔴	<p><b>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</b></p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>




PI Code	Short Name	2016/17	2017/18	Q1 2018/19	Q1 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																						
		Value	Value	Value	Note																										
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%	2.66%		1.50%	↓	🔴	<p><b>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</b></p> <table border="1"> <caption>Litter Levels Data</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> <tr><td>Q3 2017/18</td><td>1.41%</td></tr> <tr><td>Q4 2017/18</td><td>1.25%</td></tr> <tr><td>Q1 2018/19</td><td>2.66%</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%	Q3 2017/18	1.41%	Q4 2017/18	1.25%	Q1 2018/19	2.66%
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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)	2.45%	2.71%	4.84%	Tranche 1 included Hackney Wick which is notorious for graffiti and also subject to considerable building work (which can often be a contributor to high levels of detritus). Much better scores are expected for Tranche 2.	2.50%	↓	🔴	<p><b>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</b></p> <table border="1"> <caption>Detritus Levels Data</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>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> <tr><td>Q3 2017/18</td><td>1.88%</td></tr> <tr><td>Q4 2017/18</td><td>2.03%</td></tr> <tr><td>Q1 2018/19</td><td>4.84%</td></tr> </tbody> </table>	Quarter	Value	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%	Q3 2017/18	1.88%	Q4 2017/18	2.03%	Q1 2018/19	4.84%
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PI Code	Short Name	2016/17	2017/18	Q1 2018/19	Q1 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																						
		Value	Value	Value	Note																										
NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	2.76%	.21%	4.84%	Tranche 1 included Hackney Wick which is notorious for graffiti and also subject to considerable building work (which can often be a contributor to high levels of detritus). Much better scores are expected for Tranche 2.	2.00%	↓	🛑	<p><b>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</b></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>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> <tr><td>Q3 2017/18</td><td>-0.3%</td></tr> <tr><td>Q4 2017/18</td><td>2.66%</td></tr> <tr><td>Q1 2018/19</td><td>4.84%</td></tr> </tbody> </table>	Quarter	Value	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%	Q3 2017/18	-0.3%	Q4 2017/18	2.66%	Q1 2018/19	4.84%
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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)	0.57%	2.29%	1.56%		2.00%	↓	✅	<p><b>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</b></p> <table border="1"> <caption>Quarterly Fly-posting Levels (NH PR WS 045d)</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>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> <tr><td>Q3 2017/18</td><td>1.56%</td></tr> <tr><td>Q4 2017/18</td><td>-0%</td></tr> <tr><td>Q1 2018/19</td><td>1.56%</td></tr> </tbody> </table>	Quarter	Value	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%	Q3 2017/18	1.56%	Q4 2017/18	-0%	Q1 2018/19	1.56%
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PI Code	Short Name	2016/17	2017/18	Q1 2018/19	Q1 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																												
		Value	Value	Value	Note																																
NH PR WS 047	Residual household waste per household (ex NI 191)	572.2Kg	545.1Kg	134.7Kg		518.0Kg	↓	⚠	<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p> <table border="1"> <caption>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>149.7</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>141.8</td></tr> <tr><td>Q1 2016/17</td><td>151.9</td></tr> <tr><td>Q2 2016/17</td><td>146.5</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>143.4</td></tr> <tr><td>Q2 2017/18</td><td>139.5</td></tr> <tr><td>Q3 2017/18</td><td>134.8</td></tr> <tr><td>Q4 2017/18</td><td>127.5</td></tr> <tr><td>Q1 2018/19</td><td>134.7</td></tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	Quarter	Value (Kg)	Q1 2015/16	149.7	Q2 2015/16	154.6	Q3 2015/16	155.4	Q4 2015/16	141.8	Q1 2016/17	151.9	Q2 2016/17	146.5	Q3 2016/17	140.9	Q4 2016/17	134.4	Q1 2017/18	143.4	Q2 2017/18	139.5	Q3 2017/18	134.8	Q4 2017/18	127.5	Q1 2018/19	134.7
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Q3 2017/18	134.8																																				
Q4 2017/18	127.5																																				
Q1 2018/19	134.7																																				
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	26.00%	27.40%	27.36%		28.00%	↓	⚠	<p><b>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</b></p> <table border="1"> <caption>Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</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>27.65</td></tr> <tr><td>Q4 2017/18</td><td>27.42</td></tr> <tr><td>Q1 2018/19</td><td>27.36</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	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	27.65	Q4 2017/18	27.42	Q1 2018/19	27.36
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PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Long Term Trends	
	Improving
	No Change
	Getting Worse

Short Term Trends	
	Improving
	No Change
	Getting Worse