


# Q2 Audit Committee Report 2018



PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19 Note	Annual Target 2018/19	DOT	Traffic Light	Chart																												
		Value	Value	Value																																	
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	99.0%	Not measured for Quarters			100.0%	↑	▲	<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>~95%</td> </tr> <tr> <td>2015/16</td> <td>~95%</td> </tr> <tr> <td>2016/17</td> <td>~95%</td> </tr> <tr> <td>2017/18</td> <td>~95%</td> </tr> </tbody> </table>	Year	Percentage	2013/14	~95%	2014/15	~95%	2015/16	~95%	2016/17	~95%	2017/18	~95%																
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CE HROD 001	Sickness 12 month rolling average	7.82	7.79	8.87	With the introduction of the new HR and Payroll system, HR and ICT have been working to ensure reporting on the Council's data is aligned to best practice standards and is comparable with other organisations such as the Office for National Statistics (ONS) and London Councils, to enable accurate benchmarking data. This has led to changes this quarter in the way this indicator is calculated - for instance in the categories of staff who are included (casual workers are now excluded) and in the way the average itself is calculated.	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> <tr> <td>Q2 2018/19</td> <td>8.87</td> </tr> </tbody> </table>	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	Q2 2018/19	8.87
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					<p>Changing the reporting methodology has led to a significant jump in this indicator. Based on the old reporting methodology, the increase would have been 0.1 this quarter.</p> <p>We recognise this remains above target, even on the old reporting standards. The new reporting standards enable us to automate the creation of new sickness reports for managers, giving them richer data on sickness so that action can be promptly taken. These will be rolled out over the spring of 2019. However, we did expect an increase in this indicator with the introduction of the new HR and payroll system in any case, as reporting sickness is now easier and quicker, reducing instances of under-reporting.</p>																																		
CE HROD 023	% of employees aged 50 or over	38.6%	39.0%	38.8%		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 - Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>34.6%</td></tr> <tr><td>Q2 2015/16</td><td>34.4%</td></tr> <tr><td>Q3 2015/16</td><td>34.8%</td></tr> <tr><td>Q4 2015/16</td><td>33.8%</td></tr> <tr><td>Q1 2016/17</td><td>35.9%</td></tr> <tr><td>Q2 2016/17</td><td>36.0%</td></tr> <tr><td>Q3 2016/17</td><td>36.4%</td></tr> <tr><td>Q4 2016/17</td><td>37.2%</td></tr> <tr><td>Q1 2017/18</td><td>37.1%</td></tr> <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> <tr><td>Q2 2018/19</td><td>38.8%</td></tr> </tbody> </table> <p>Legend: <span style="color: purple;">■</span> Quarters <span style="color: red;">—</span> Red Threshold (Quarters) <span style="color: green;">—</span> Amber Threshold (Quarters)</p>	Quarter	Percentage	Q1 2015/16	34.6%	Q2 2015/16	34.4%	Q3 2015/16	34.8%	Q4 2015/16	33.8%	Q1 2016/17	35.9%	Q2 2016/17	36.0%	Q3 2016/17	36.4%	Q4 2016/17	37.2%	Q1 2017/18	37.1%	Q2 2017/18	38.0%	Q3 2017/18	38.1%	Q4 2017/18	38.6%	Q1 2018/19	39.0%	Q2 2018/19	38.8%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.01%	25.22%	23.53%		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>25.43%</td></tr> <tr><td>Q4 2017/18</td><td>27.01%</td></tr> <tr><td>Q1 2018/19</td><td>25.22%</td></tr> <tr><td>Q2 2018/19</td><td>23.53%</td></tr> </tbody> </table>	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	25.43%	Q4 2017/18	27.01%	Q1 2018/19	25.22%	Q2 2018/19	23.53%
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	52.41%	54.39%	49.28%		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>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>49.28%</td></tr> <tr><td>Q2 2015/16</td><td>49.63%</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> <tr><td>Q2 2018/19</td><td>49.28%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	49.28%	Q2 2015/16	49.63%	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%	Q2 2018/19	49.28%
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CE PPD 021	Number of Resolution Stage complaints received by the Council	2967	724	779				↑	<p><b>CE PPD 021 Number of Resolution Stage complaints received by the Council</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>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> <tr><td>Q2 2018/19</td><td>779</td></tr> <tr><td>Q3 2018/19</td><td>605</td></tr> </tbody> </table>	Quarter	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	Q2 2018/19	779	Q3 2018/19	605
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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	13.2 days (YTD)	8.7 days (YTD)	7.9 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"> <thead> <tr> <th>Quarter</th> <th>Time (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> <tr><td>Q3 2017/18</td><td>17.4 days (YTD)</td></tr> <tr><td>Q4 2017/18</td><td>13.2 days (YTD)</td></tr> <tr><td>Q1 2018/19</td><td>8.7 days (YTD)</td></tr> <tr><td>Q2 2018/19</td><td>7.9 days (YTD)</td></tr> </tbody> </table>	Quarter	Time (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)	Q3 2017/18	17.4 days (YTD)	Q4 2017/18	13.2 days (YTD)	Q1 2018/19	8.7 days (YTD)	Q2 2018/19	7.9 days (YTD)		
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,867	2,887	3,007				↓	<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>2,155</td></tr> <tr><td>Q2 2015/16</td><td>2,285</td></tr> <tr><td>Q3 2015/16</td><td>2,377</td></tr> <tr><td>Q4 2015/16</td><td>2,485</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> <tr><td>Q2 2018/19</td><td>3,007</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	2,155	Q2 2015/16	2,285	Q3 2015/16	2,377	Q4 2015/16	2,485	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	Q2 2018/19	3,007
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	26.9%	50.1%		94.5%		↑	<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>27.0%</td></tr> <tr><td>Q2 2015/16</td><td>50.1%</td></tr> <tr><td>Q3 2015/16</td><td>73.1%</td></tr> <tr><td>Q4 2015/16</td><td>94.1%</td></tr> <tr><td>Q1 2016/17</td><td>27.3%</td></tr> <tr><td>Q2 2016/17</td><td>50.5%</td></tr> <tr><td>Q3 2016/17</td><td>73.5%</td></tr> <tr><td>Q4 2016/17</td><td>94.5%</td></tr> <tr><td>Q1 2017/18</td><td>27.1%</td></tr> <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> <tr><td>Q2 2018/19</td><td>50.1%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2015/16	27.0%	Q2 2015/16	50.1%	Q3 2015/16	73.1%	Q4 2015/16	94.1%	Q1 2016/17	27.3%	Q2 2016/17	50.5%	Q3 2016/17	73.5%	Q4 2016/17	94.5%	Q1 2017/18	27.1%	Q2 2017/18	50.1%	Q3 2017/18	73.4%	Q4 2017/18	95.0%	Q1 2018/19	26.9%	Q2 2018/19	50.1%
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FCR RB REV 005	Percentage of non-domestic rates collected	97.87%	26.06%	50.20%	<p>Collection is down in September as expected, mainly because LBH has not yet paid the annual bills (last year it did so earlier than in previous years) and because of the impact of Principal Place. This will come back into line as the year progresses.</p> <p>The NCD has increased from £124.5m to £141.5m, primarily as a result of the revaluation as transition winds out and the first phase of Principal Place being entered into the valuation list, and we expect that some ratepayers will struggle to find the extra sums due.</p> <p>- The Local Discretionary scheme awards have been made, but the work to do this has resulted in work that would otherwise have been completed still being outstanding. The daily correspondence is now virtually up to date and so the effect of the delay will start to unwind over the remainder of the year</p> <p>- The summonses due to be issued in July were postponed following the change in the Magistrates court fees charged to Local authorities, and the need to seek clarity on the impact on the fees that can be charged as a result. The first summonses with the new costs were issued at the end of August and so it will take time for recovery action to impact on collection.</p> <p>- Phase 1 of Principal Place has</p>	95.00%	↑	▲	<p><b>FCR RB REV 005 Percentage of non-domestic rates collected</b></p> <table border="1"> <caption>Data for FCR RB REV 005 Percentage of non-domestic rates collected</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>29.10%</td><td>29.10%</td><td>29.10%</td></tr> <tr><td>Q2 2015/16</td><td>60.00%</td><td>60.00%</td><td>60.00%</td></tr> <tr><td>Q3 2015/16</td><td>82.43%</td><td>82.43%</td><td>82.43%</td></tr> <tr><td>Q4 2015/16</td><td>96.10%</td><td>96.10%</td><td>96.10%</td></tr> <tr><td>Q1 2016/17</td><td>29.07%</td><td>29.07%</td><td>29.07%</td></tr> <tr><td>Q2 2016/17</td><td>61.48%</td><td>61.48%</td><td>61.48%</td></tr> <tr><td>Q3 2016/17</td><td>81.00%</td><td>81.00%</td><td>81.00%</td></tr> <tr><td>Q4 2016/17</td><td>96.40%</td><td>96.40%</td><td>96.40%</td></tr> <tr><td>Q1 2017/18</td><td>28.00%</td><td>28.00%</td><td>28.00%</td></tr> <tr><td>Q2 2017/18</td><td>55.36%</td><td>55.36%</td><td>55.36%</td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td><td>81.00%</td><td>81.00%</td></tr> <tr><td>Q4 2017/18</td><td>97.87%</td><td>97.87%</td><td>97.87%</td></tr> <tr><td>Q1 2018/19</td><td>26.06%</td><td>26.06%</td><td>26.06%</td></tr> <tr><td>Q2 2018/19</td><td>26.06%</td><td>26.06%</td><td>26.06%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2015/16	29.10%	29.10%	29.10%	Q2 2015/16	60.00%	60.00%	60.00%	Q3 2015/16	82.43%	82.43%	82.43%	Q4 2015/16	96.10%	96.10%	96.10%	Q1 2016/17	29.07%	29.07%	29.07%	Q2 2016/17	61.48%	61.48%	61.48%	Q3 2016/17	81.00%	81.00%	81.00%	Q4 2016/17	96.40%	96.40%	96.40%	Q1 2017/18	28.00%	28.00%	28.00%	Q2 2017/18	55.36%	55.36%	55.36%	Q3 2017/18	81.00%	81.00%	81.00%	Q4 2017/18	97.87%	97.87%	97.87%	Q1 2018/19	26.06%	26.06%	26.06%	Q2 2018/19	26.06%	26.06%	26.06%
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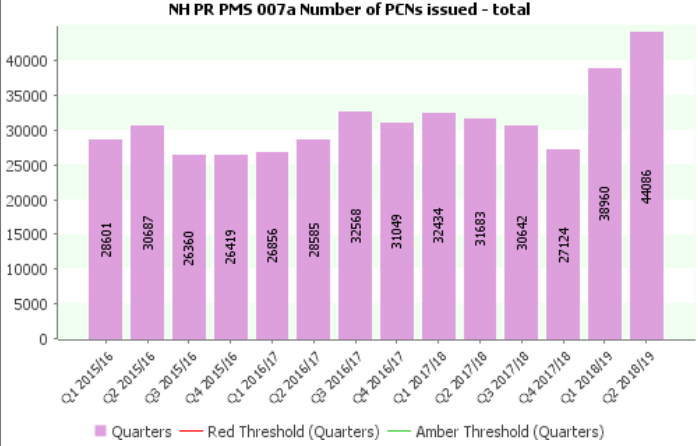
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					an in year sum due of £7.0m (following the merge of the multi floors into one assessment). Instalments are being paid. If Principal Place were excluded from the calculation the QRC collection rate would be <b>52.1%</b> - In 2017/18 the majority of LBH NDR bill was paid earlier than in the previous year, thereby inflating the year collection rate. If the LBH bill had been paid in September this year the collection rates would have been <b>56.1%</b> (excluding Principal Place as well) and would therefore have been on track with 17/18.																										
NH H IM 005	Rent Arrears as a % of rent debit	3.52 %	3.62 %	3.80 %	The disappointing uptrend trend in arrears has continued during this quarter. The transition from agency to permanent staff has continued to have an impact over the quarter. All front-line income staff are now permanent. As they undergo training this has meant that we are not working to optimum performance, resulting in a slight deterioration. Additionally, up to 6 staff are still diverted to testing the new IT platform which should launch during October. We also have two staff on long term sick where we are covering their workload. The Interim Head of Income Services has now left and some changes are going to be introduced during this month to help reinvigorate our performance (e.g. bulk texting and targeted home visits). We anticipate that the onset of	3.40 %	↓	🛑	<p><b>NH H IM 005 Rent Arrears as a % of rent debit</b></p> <table border="1"> <caption>Chart Data: 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> <tr><td>Q2 2018/19</td><td>3.80 %</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 %	Q2 2018/19	3.80 %
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NH H IM 006	Total value of rent arrears YTD (Total)	£4,414,846.32	£4,616,847.00	£4,823,831.00	Universal Credit from 3 October will result in a further slight deterioration in performance, but this will be offset by the new platform's functionality of automating some of the arrears collection processes and the trend will be reversed. It is expected that the combination of permanent staff and new ways of working will exceed the target by year end	£4,366,787.00	↓	🚦	<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>£4,238,766.20</td></tr> <tr><td>Q1 2016/17</td><td>£4,296,632.65</td></tr> <tr><td>Q2 2016/17</td><td>£4,273,049.97</td></tr> <tr><td>Q3 2016/17</td><td>£4,398,455.77</td></tr> <tr><td>Q4 2016/17</td><td>£4,055,527.23</td></tr> <tr><td>Q1 2017/18</td><td>£4,220,588.72</td></tr> <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> <tr><td>Q1 2018/19</td><td>£4,616,847.00</td></tr> <tr><td>Q2 2018/19</td><td>£4,823,831.00</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	£4,238,766.20	Q1 2016/17	£4,296,632.65	Q2 2016/17	£4,273,049.97	Q3 2016/17	£4,398,455.77	Q4 2016/17	£4,055,527.23	Q1 2017/18	£4,220,588.72	Q2 2017/18	£4,308,921.90	Q3 2017/18	£4,598,598.35	Q4 2017/18	£4,414,846.32	Q1 2018/19	£4,616,847.00	Q2 2018/19	£4,823,831.00
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NH H RespRep 001	% of Repair Appointments Kept	92.82%	96.30%	99.90%	This PI has been Green throughout the course of this year having been Red for the whole of 2016/17 and Amber for the whole of 2017/18. The improvement is the result of a joint working venture between the DLO and the Housing Transformation team. The upgrade to DRS (Dynamic Resource Scheduling) software has been beneficial for the service area, boosting the efficiency of the tool and the service's performance. In August and September this PI's out-turns were 100%.	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>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>76.72%</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> <tr><td>Q2 2018/19</td><td>99.90%</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	76.72%	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%	Q2 2018/19	99.90%
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NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction)	67.08%	72.12%	75.58%	<p>This PI has been recalculated in order to bring it into line with the Right First Time methodology used for NH H RespRep 003 – e.g., excluding responses relating to Surveyor inspections. This has had the effect of raising the Q1 score from 65.9% to 72.12%.</p> <p>Q2 has seem performance improve by nearly 3.5 percentage points relative to Q1, and represents four quarters of consistent growth in satisfaction levels under the new text survey methodology. This is a reflection of the work being done by the DLO to act on the feedback which Qlik sends direct to managers' inboxes each day. The Head of Repairs in the DLO is taking an active lead on this by monitoring action on the feedback received on a week by week basis. This approach will shortly be rolled out to contract managers to drive further improvement.</p>	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</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>67.88%</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>55.56%</td></tr> <tr><td>Q2 2017/18</td><td>67.81%</td></tr> <tr><td>Q3 2017/18</td><td>70.05%</td></tr> <tr><td>Q4 2017/18</td><td>72.12%</td></tr> <tr><td>Q1 2018/19</td><td>75.58%</td></tr> <tr><td>Q2 2018/19</td><td>75.58%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2015/16	74.83%	Q2 2015/16	76.61%	Q3 2015/16	74.7%	Q4 2015/16	73.06%	Q1 2016/17	75.92%	Q2 2016/17	67.88%	Q3 2016/17	76.14%	Q4 2016/17	70.09%	Q1 2017/18	55.56%	Q2 2017/18	67.81%	Q3 2017/18	70.05%	Q4 2017/18	72.12%	Q1 2018/19	75.58%	Q2 2018/19	75.58%
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NH H RespRep 003	% of repairs completed on first visit (based on system generated data)	63.7%	82.6%	87.4%	<p>The joint working venture of the DLO and Housing Transformation teams from the beginning of this financial year has resulted in a consistent improvement in this PI, to the extent that it went Green in September 2018.</p> <p>A Housing Transformation team Business Intelligence Analyst has been spending two days a week at the DLO, working directly with managers to help them interrogate/fully utilise Qlik view and to drill down into data/performance issues and resolve them. This has helped resolve a number of issues that have been impacting on performance. The improved performance reflects this valuable joint working.</p>	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</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>92.36%</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>69.8%</td></tr> <tr><td>Q2 2017/18</td><td>44.4%</td></tr> <tr><td>Q3 2017/18</td><td>64.9%</td></tr> <tr><td>Q4 2017/18</td><td>74.5%</td></tr> <tr><td>Q1 2018/19</td><td>82.6%</td></tr> <tr><td>Q2 2018/19</td><td>87.4%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2015/16	93.99%	Q2 2015/16	93.29%	Q3 2015/16	92.36%	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	69.8%	Q2 2017/18	44.4%	Q3 2017/18	64.9%	Q4 2017/18	74.5%	Q1 2018/19	82.6%	Q2 2018/19	87.4%
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NH H Voids 001	Average time taken to re-let local authority housing [all voids including major & minor voids]	70 days	72 days	54 days	<p>Void turnaround has continued to improve this quarter, and is at its lowest figure in the last three years. In addition to faster service for residents, this has had a financial impact. Voids had around 71 days turnaround in the YTD this time last year, an average loss of £1126 per void. This is reduced this year to 63 days, or £999 per property. Overall, it is the lower volume of properties being re-let which is having the biggest impact, with £340,474 rent loss in 2017/18 compared to £177,489 this year.</p>	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 (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> <tr><td>Q2 2018/19</td><td>54 days</td></tr> </tbody> </table>	Quarter	Average time taken (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	Q2 2018/19	54 days								
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PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																														
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NH PR PMS 007a	Number of PCNs issued - total	118363	38960	44086	<p>The marked growth in PCNs issued in the last two quarters is due primarily to the launch of a new banned left turn enforced by CCTV at the junction of Richmond Road and Mare Street, which commenced in June 2018.</p> <p>The number of PCNs issued at this location was 85% lower from October - December when compared to the first two months of the scheme, which demonstrates that compliance is much improved.</p> <p>Under s. 55 of the Road Traffic Regulation Act 1984, any surplus generated from the annual Parking account may be used for a specified number of purposes, for example: the maintenance of roads and parking bays. Hackney Council uses any surplus from its Parking account to contribute towards its charge for the London-wide Freedom Pass scheme. In 2017/18, Hackney's charge for the Freedom Pass scheme was £12.3m.</p>	Data only			<p><b>NH PR PMS 007a Number of PCNs issued - total</b></p>  <table border="1"> <caption>NH PR PMS 007a Number of PCNs issued - total</caption> <thead> <tr> <th>Quarter</th> <th>Number of PCNs</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>26601</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> <tr><td>Q1 2018/19</td><td>38960</td></tr> <tr><td>Q2 2018/19</td><td>44086</td></tr> </tbody> </table>	Quarter	Number of PCNs	Q1 2015/16	26601	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	Q1 2018/19	38960	Q2 2018/19	44086
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NH PR PMS 010a	PCN recovery rate – including estates	66.5%	64.4%	65.4%				↑	<p><b>NH PR PMS 010a PCN recovery rate – including estates</b></p> <table border="1"> <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> <tr><td>Q2 2018/19</td><td>65.4%</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%	Q1 2018/19	64.4%	Q2 2018/19	65.4%
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	100.00%	100.00%	67.00%	The reason that the Q2 major apps stats are 67% is that there was a relatively small number of cases cleared (only 6) and 2 of those were refusals for which we were unable to obtain an extension of time agreement with the applicant. We normally decide more applications than this each quarter and don't normally refuse many applications as we usually negotiate an acceptable scheme. However, it happened that in the last quarter 2 applicants were unwilling to negotiate. Our figures for the first quarter were 100%, and we're at 91% for the year so far.	70.00%		↓	<p><b>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2015/16</td><td>100.00%</td></tr> <tr><td>Q2 2015/16</td><td>100.00%</td></tr> <tr><td>Q3 2015/16</td><td>100.00%</td></tr> <tr><td>Q4 2015/16</td><td>86.00%</td></tr> <tr><td>Q1 2016/17</td><td>67.00%</td></tr> <tr><td>Q2 2016/17</td><td>92.00%</td></tr> <tr><td>Q3 2016/17</td><td>80.00%</td></tr> <tr><td>Q4 2016/17</td><td>100.00%</td></tr> <tr><td>Q1 2017/18</td><td>100.00%</td></tr> <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> <tr><td>Q2 2018/19</td><td>67.00%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2015/16	100.00%	Q2 2015/16	100.00%	Q3 2015/16	100.00%	Q4 2015/16	86.00%	Q1 2016/17	67.00%	Q2 2016/17	92.00%	Q3 2016/17	80.00%	Q4 2016/17	100.00%	Q1 2017/18	100.00%	Q2 2017/18	100.00%	Q3 2017/18	100.00%	Q4 2017/18	100.00%	Q1 2018/19	100.00%	Q2 2018/19	67.00%
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	78.00%	76.00%	82.00%		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>Quarterly Data for NH PR PRS 001b</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> <tr><td>Q2 2018/19</td><td>82.00%</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%	Q2 2018/19	82.00%
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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	85.00%	83.00%	88.00%		80.00%	↑	🟢	<p><b>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</b></p> <table border="1"> <caption>Quarterly Data for NH PR PRS 001c</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> <tr><td>Q3 2017/18</td><td>84.00%</td></tr> <tr><td>Q4 2017/18</td><td>90.00%</td></tr> <tr><td>Q1 2018/19</td><td>83.00%</td></tr> <tr><td>Q2 2018/19</td><td>88.00%</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	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%	Q3 2017/18	84.00%	Q4 2017/18	90.00%	Q1 2018/19	83.00%	Q2 2018/19	88.00%
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old	61.0%	64.0%	68.0%	<p>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 75% of pre 2016 cases having been identified and closed since January 2016. Of the initial list of over 1,500 open cases, 1,134 have been properly closed/resolved and only 376 remain open as of October 2018.</p> <p>However the Enforcement Team continue to receive new Enforcement complaints (averaging 55 per month), that continue to be investigated in a timely fashion, and have a total of 800 open cases (including the remaining 376 older cases) up to and including October 2018. This programme of work will continue throughout 2018/19 to resolve and close all historic cases. Many of the historic cases require legal action to progress and are resource intensive.</p> <p>In this context the target that</p>	80.0%	↑	🛑	<p><b>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</b></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> <tr> <td>Q1 2018/19</td> <td>64.0%</td> </tr> <tr> <td>Q2 2018/19</td> <td>68.0%</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%	Q1 2018/19	64.0%	Q2 2018/19	68.0%
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					80% of open 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 total number of cases therefore continues to significantly fall, but the balance between old and new has remained relatively static.																										
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	1.88%	2.66%	N/A	The Results for Tranche 2 will be available in Q3 (Tranche 1 was reported in Q1. There are 3 tranches per year)	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 (ex NI 195a) by Quarter</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>Q3 2015/16</td><td>2.19%</td></tr> <tr><td>Q4 2015/16</td><td>1.72%</td></tr> <tr><td>Q1 2016/17</td><td>3.81%</td></tr> <tr><td>Q2 2016/17</td><td>1.88%</td></tr> <tr><td>Q3 2016/17</td><td>2.97%</td></tr> <tr><td>Q4 2016/17</td><td>1.41%</td></tr> <tr><td>Q1 2017/18</td><td>1.25%</td></tr> <tr><td>Q2 2017/18</td><td>2.66%</td></tr> </tbody> </table> <p>Legend: ■ Quarters, — Red Threshold (Quarters), — Amber Threshold (Quarters)</p>	Quarter	Litter Level (%)	Q1 2015/16	3.28%	Q2 2015/16	3.44%	Q3 2015/16	2.19%	Q4 2015/16	1.72%	Q1 2016/17	3.81%	Q2 2016/17	1.88%	Q3 2016/17	2.97%	Q4 2016/17	1.41%	Q1 2017/18	1.25%	Q2 2017/18	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)	2.71%	4.84%	N/A	The Results for Tranche 2 will be available in Q3 (Tranche 1 was reported in Q1. There are 3 tranches per year)	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 (ex NI 195b)</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 2016/17</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 2017/18</td><td>4.20%</td></tr> <tr><td>Q4 2017/18</td><td>1.88%</td></tr> <tr><td>Q1 2017/18</td><td>2.03%</td></tr> <tr><td>Q2 2018/19</td><td>4.84%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	5.78%	Q2 2015/16	6.41%	Q3 2015/16	2.66%	Q4 2016/17	2.81%	Q1 2016/17	2.50%	Q2 2016/17	2.03%	Q3 2017/18	4.20%	Q4 2017/18	1.88%	Q1 2017/18	2.03%	Q2 2018/19	4.84%
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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)	.21%	4.84%	N/A	The Results for Tranche 2 will be available in Q3 (Tranche 1 was reported in Q1. There are 3 tranches per year)	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>Graffiti Levels (ex NI 195c)</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 2016/17</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 2017/18</td><td>2.66%</td></tr> <tr><td>Q4 2017/18</td><td>0.5%</td></tr> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> <tr><td>Q2 2018/19</td><td>4.84%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	1.72%	Q2 2015/16	4.53%	Q3 2015/16	2.34%	Q4 2016/17	1.56%	Q1 2016/17	2.81%	Q2 2016/17	3.91%	Q3 2017/18	2.66%	Q4 2017/18	0.5%	Q1 2017/18	2.66%	Q2 2018/19	4.84%
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PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																														
		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)	2.29%	1.56%	N/A	The Results for Tranche 2 will be available in Q3 (Tranche 1 was reported in Q1. There are 3 tranches per year)	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>Fly-posting Data (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%</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%	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%	Q4 2017/18	0%	Q1 2018/19	1.56%		
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Q4 2017/18	0%																																						
Q1 2018/19	1.56%																																						
NH PR WS 047	Residual household waste per household (ex NI 191)	545.1Kg	134.7Kg	128.6Kg		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 Data (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>145.5kg</td></tr> <tr><td>Q3 2016/17</td><td>140.9kg</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>134.8kg</td></tr> <tr><td>Q4 2017/18</td><td>127.5kg</td></tr> <tr><td>Q1 2018/19</td><td>134.7kg</td></tr> <tr><td>Q2 2018/19</td><td>128.6kg</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	145.5kg	Q3 2016/17	140.9kg	Q4 2016/17	134.4kg	Q1 2017/18	143.4kg	Q2 2017/18	139.5kg	Q3 2017/18	134.8kg	Q4 2017/18	127.5kg	Q1 2018/19	134.7kg	Q2 2018/19	128.6kg
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PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q2 2018/19	Annual Target 2018/19	DOT	Traffic Light	Chart																														
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NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.40%	27.36%	27.86%		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>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>27.65%</td></tr> <tr><td>Q4 2017/18</td><td>27.42%</td></tr> <tr><td>Q1 2018/19</td><td>27.36%</td></tr> <tr><td>Q2 2018/19</td><td>27.86%</td></tr> </tbody> </table> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>	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	27.65%	Q4 2017/18	27.42%	Q1 2018/19	27.36%	Q2 2018/19	27.86%
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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