

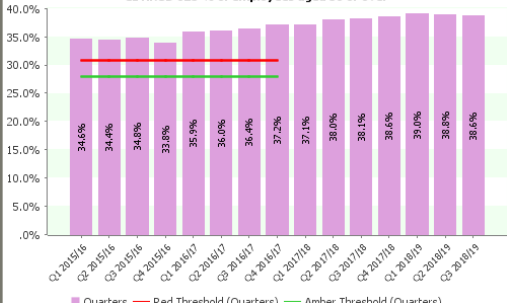


# Q3 Audit Committee Report 2018



PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q3 2018/19 Note	Annual Target 2018/19	Traffic Light	DOT	Performance Data Trend Chart																														
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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 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>100.0%</td> </tr> <tr> <td>2016/16</td> <td>100.0%</td> </tr> <tr> <td>2016/16</td> <td>100.0%</td> </tr> <tr> <td>2016/17</td> <td>100.0%</td> </tr> <tr> <td>2017/18</td> <td>100.0%</td> </tr> </tbody> </table>	Quarter	Percentage	2015/16	100.0%	2016/16	100.0%	2016/16	100.0%	2016/17	100.0%	2017/18	100.0%																		
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CE HROD 001	Sickness 12 month rolling average	7.82	7.79	8.87	8.8	Hackney's sickness level is above the London median of 8.2, but is not an outlier. Performance is mid third quartile. It is worthy of note that Councils in inner London have, on average, higher sickness rates than outer London. The profile of the Council's workforce is also important, as we deliver services directly which some other Authorities outsource (and are therefore not included in the figures for those authorities). Typically, the employee groups for some of these services do have higher sickness rates. In terms of sickness reasons, our figures are significantly higher than the average on minor conditions (such as cold and flu) and also higher in terms of musculo-skeletal reasons, reflecting the services we deliver. Hackney does however have a lower than average incidence of medical conditions and also of stress and	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>Sickness Rate</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>6.46</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>7.79</td> </tr> <tr> <td>Q1 2018/19</td> <td>8.87</td> </tr> <tr> <td>Q2 2018/19</td> <td>8.8</td> </tr> </tbody> </table>	Quarter	Sickness Rate	Q1 2015/16	7.64	Q2 2015/16	7.17	Q3 2015/16	6.24	Q4 2015/16	6.24	Q1 2016/17	6.46	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	7.79	Q1 2018/19	8.87	Q2 2018/19	8.8
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						depression, which is to be welcomed. We have had success in terms of reason recording - with "other" or no reason recorded making up 1.6% of Hackney's sickness, compared to a London average of 13%. This analysis suggests that in order to improve this indicator, focus should be placed on managing absence due to minor conditions (whilst not losing sight of the causes of long term absence). We have a best practice sickness absence policy, and in the next quarter as part of improving our data and reporting, we will be rolling out improved sickness trigger reports to all managers showing which of their employees have hit sickness triggers in the month. This will enable prompt action and return to work interviews focused on preventing future absence. We have new reports at Group Director level on sickness and will be developing these reports to Director level to enable interventions to be targeted. Given the new reporting standards, it is intended to review the target for this indicator for 2019/20.																																				
CE HROD 023	% of employees aged 50 or over	38.6%	39.0%	38.8%	38.6%		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>34.4%</td></tr> <tr><td>Q4 2015/16</td><td>33.8%</td></tr> <tr><td>Q1 2016/17</td><td>35.7%</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>38.0%</td></tr> <tr><td>Q2 2018/19</td><td>38.8%</td></tr> <tr><td>Q3 2018/19</td><td>38.6%</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	34.4%	Q4 2015/16	33.8%	Q1 2016/17	35.7%	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	38.0%	Q2 2018/19	38.8%	Q3 2018/19	38.6%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.01%	25.22%	23.53%	29.15%		25.00%			<p><b>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</b></p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>
CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	52.41%	54.39%	49.28%	49.52%		50.00%			<p><b>CE HROD 030a Top 5% of earners: Women (ex BV 11a)</b></p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>
CE PPD 021	Number of Resolution Stage complaints received by the Council	2967	724	779	605		Data only			<p><b>CE PPD 021 Number of Resolution Stage complaints received by the Council</b></p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>

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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)	9.1 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>
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,867	2,887	3,007	3,089		Data only	🟡	⬇️	<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p>
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	26.9%	50.1%	73.8%		94.5%	🟢	⬆️	<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></p>

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FCR RB REV 005	Percentage of non-domestic rates collected	97.87%	26.06%	50.20%	79.40%	The NCD has increased from £121.7m to £143.6m, 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.	95.00%			<p><b>FCR RB REV 005 Percentage of non-domestic rates collected</b></p>
NH H IM 005	Rent Arrears as a % of rent debit	3.52 %	3.62 %	3.80 %	3.92 %	<p>The number of Universal Credit (UC) cases has increased to just below 800, which has had a negative impact on the KPIs. They are increasing at an average of 60 cases a week. New cases are currently taking anything from five to eight weeks to process by the DWP.</p> <p>The team also has quite a large number of cases with the Legal Department waiting to proceed to court.</p> <p>The actions to be taken between January – March 2019 to improve performance are listed below:</p> <p>a) The team will be contacting tenants in arrears on Saturdays between 8am – 12pm with the aim of getting them to clear their arrears in full or reduce them substantially.</p> <p>b) The team will be carrying out a two week arrears blitz to ensure all arrears cases have the appropriate actions. We will be applying for an alternative payment arrangement (APA) where residents on UC have more than two months' worth of arrears. We will also be applying for Direct Housing Payment</p>	3.40 %			<p><b>NH H IM 005 Rent Arrears as a % of rent debit</b></p>

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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	£4,952,007.00	<p>The number of UC cases has increased to just below 800 which has had a negative impact of the KPIs. They are increasing at an average of 60 cases a week. New cases are currently taking anything from five to 8 weeks to process by the DWP.</p> <p>The team also has quite a large number of cases with the Legal Department waiting to proceed to court.</p> <p>The actions to be taken between January – March 2019 to improve performance are listed below:</p> <p>a) The team will be contacting tenants in arrears on Saturdays between 8am – 12pm with the aim of getting them to clear their arrears in full or reduce them substantially.</p> <p>b) The team will be carrying out a two week arrears blitz to ensure all arrears cases have the appropriate actions. We will be applying for an alternative payment arrangement (APA) where residents on UC have more than two months' worth of arrears. We will also be applying for Direct Housing Payment (DHP) where appropriate. All outstanding NOSPs are also to be served by hand. Tenants will be encouraged to start making payments by direct debit as it is the easiest</p>	£4,366,787.00	🔴	⬇️	<p><b>NH H IM 006 Total value of rent arrears YTD (Total)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total 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>£4,114,932.88</td></tr> <tr><td>Q3 2015/16</td><td>£4,415,871.84</td></tr> <tr><td>Q4 2015/16</td><td>£4,230,766.20</td></tr> <tr><td>Q1 2016/17</td><td>£4,296,432.65</td></tr> <tr><td>Q2 2016/17</td><td>£4,273,049.57</td></tr> <tr><td>Q3 2016/17</td><td>£4,388,455.77</td></tr> <tr><td>Q4 2016/17</td><td>£4,095,527.23</td></tr> <tr><td>Q1 2017/18</td><td>£4,220,588.72</td></tr> <tr><td>Q2 2017/18</td><td>£4,388,821.90</td></tr> <tr><td>Q3 2017/18</td><td>£4,590,598.35</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> <tr><td>Q3 2018/19</td><td>£4,952,007.00</td></tr> </tbody> </table>	Quarter	Total Value (£)	Q1 2015/16	£4,247,514.73	Q2 2015/16	£4,114,932.88	Q3 2015/16	£4,415,871.84	Q4 2015/16	£4,230,766.20	Q1 2016/17	£4,296,432.65	Q2 2016/17	£4,273,049.57	Q3 2016/17	£4,388,455.77	Q4 2016/17	£4,095,527.23	Q1 2017/18	£4,220,588.72	Q2 2017/18	£4,388,821.90	Q3 2017/18	£4,590,598.35	Q4 2017/18	£4,414,846.32	Q1 2018/19	£4,616,847.00	Q2 2018/19	£4,823,831.00	Q3 2018/19	£4,952,007.00
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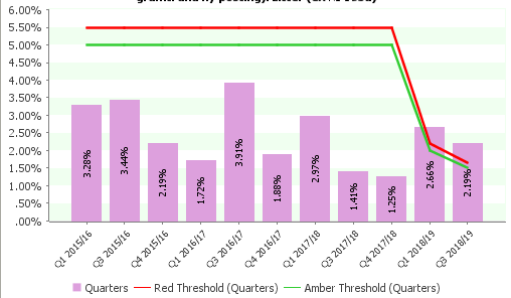
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NH H RespRep 001	% of Repair Appointments Kept (DLO only)	92.82%	96.30%	99.90%	100.00%	<p>This PI has improved markedly since the low of 91.81% in March 2018 and has exceeded the target of 95% in each month since August 2018.</p>	95.00%	🟢	⬆️	<p><b>NH H RespRep 001 % of Repair Appointments Kept (DLO only)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>82.33%</td></tr> <tr><td>Q2 2018/18</td><td>81.54%</td></tr> <tr><td>Q3 2018/18</td><td>81.25%</td></tr> <tr><td>Q4 2018/18</td><td>81.41%</td></tr> <tr><td>Q1 2018/19</td><td>78.72%</td></tr> <tr><td>Q2 2018/19</td><td>76.89%</td></tr> <tr><td>Q3 2018/19</td><td>77.61%</td></tr> <tr><td>Q4 2018/19</td><td>78.81%</td></tr> <tr><td>Q1 2019/20</td><td>93.57%</td></tr> <tr><td>Q2 2019/20</td><td>92.72%</td></tr> <tr><td>Q3 2019/20</td><td>91.98%</td></tr> <tr><td>Q4 2019/20</td><td>92.73%</td></tr> <tr><td>Q1 2020/21</td><td>96.20%</td></tr> <tr><td>Q2 2020/21</td><td>99.90%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/18	82.33%	Q2 2018/18	81.54%	Q3 2018/18	81.25%	Q4 2018/18	81.41%	Q1 2018/19	78.72%	Q2 2018/19	76.89%	Q3 2018/19	77.61%	Q4 2018/19	78.81%	Q1 2019/20	93.57%	Q2 2019/20	92.72%	Q3 2019/20	91.98%	Q4 2019/20	92.73%	Q1 2020/21	96.20%	Q2 2020/21	99.90%	Q3 2020/21	100.00%
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NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction) (DLO and Contractors)	67.08%	72.12%	75.58%	72.5%	<p>The quarterly performance of this indicator dropped by just over three percentage points compared to Q2 2018-19.</p> <p>In November, there was a technical issue for more than a week which prevented the service area in sending the daily surveys to the residents. This in turn contributed to the performance drop as the team were unable to collate the complete month's information. The issue was resolved in late November.</p> <p>DLO managers have been receiving the survey responses by email on a daily basis and this was extended to supervisors at the start of January 2019. The supervisors are now phoning dissatisfied tenants back immediately to resolve any issues and are using the feedback from these responses to performance manage staff.</p>	85%	🔴	⬇️	<p><b>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) (DLO and Contractors)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>74.83%</td></tr> <tr><td>Q2 2018/18</td><td>76.61%</td></tr> <tr><td>Q3 2018/18</td><td>74.7%</td></tr> <tr><td>Q4 2018/18</td><td>73.06%</td></tr> <tr><td>Q1 2018/19</td><td>75.92%</td></tr> <tr><td>Q2 2018/19</td><td>67.98%</td></tr> <tr><td>Q3 2018/19</td><td>76.11%</td></tr> <tr><td>Q4 2018/19</td><td>70.05%</td></tr> <tr><td>Q1 2019/20</td><td>55.55%</td></tr> <tr><td>Q2 2019/20</td><td>67.81%</td></tr> <tr><td>Q3 2019/20</td><td>70.05%</td></tr> <tr><td>Q4 2019/20</td><td>72.12%</td></tr> <tr><td>Q1 2020/21</td><td>75.58%</td></tr> <tr><td>Q2 2020/21</td><td>72.5%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/18	74.83%	Q2 2018/18	76.61%	Q3 2018/18	74.7%	Q4 2018/18	73.06%	Q1 2018/19	75.92%	Q2 2018/19	67.98%	Q3 2018/19	76.11%	Q4 2018/19	70.05%	Q1 2019/20	55.55%	Q2 2019/20	67.81%	Q3 2019/20	70.05%	Q4 2019/20	72.12%	Q1 2020/21	75.58%	Q2 2020/21	72.5%		
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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%	88.8%	This PI has seen a significant improvement over the last few months and has exceeded the target for Q3 2018-19 by 3.8% and 1.4% compared to Q2 2018-19.	85%			<p><b>NH H RespRep 003 % of repairs completed on first visit (based on system generated data)</b></p> <table border="1"> <caption>NH H RespRep 003 % of repairs completed on first visit</caption> <thead> <tr><th>Quarter</th><th>Value (%)</th></tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>93.99%</td></tr> <tr><td>Q2 2018/18</td><td>93.25%</td></tr> <tr><td>Q3 2018/18</td><td>92.38%</td></tr> <tr><td>Q4 2018/18</td><td>92.18%</td></tr> <tr><td>Q1 2018/19</td><td>91.82%</td></tr> <tr><td>Q2 2018/19</td><td>91.97%</td></tr> <tr><td>Q3 2018/19</td><td>93.05%</td></tr> <tr><td>Q4 2018/19</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 2016/18</td><td>82.6%</td></tr> <tr><td>Q2 2016/18</td><td>87.4%</td></tr> <tr><td>Q3 2016/18</td><td>88.8%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/18	93.99%	Q2 2018/18	93.25%	Q3 2018/18	92.38%	Q4 2018/18	92.18%	Q1 2018/19	91.82%	Q2 2018/19	91.97%	Q3 2018/19	93.05%	Q4 2018/19	92.26%	Q1 2017/18	69.8%	Q2 2017/18	44.4%	Q3 2017/18	64.9%	Q4 2017/18	74.5%	Q1 2016/18	82.6%	Q2 2016/18	87.4%	Q3 2016/18	88.8%
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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	73 days	54 days	48 days	Quarter 3 2018/19 has the best performance since records began on Pentana, at 48 days. This is the second quarter in a row that the indicator has met target. Looking at the details for Q3, there are a lower number of voids being processed during the period at 108 in Q3 2018, against 141 in Q3 2017. Servicing costs were an average of £10,316 in 2018 compared to £11,031 in 2017, a saving of £77,220 if the same number of properties had been re-let in both periods.	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>NH H Voids 001 Average time taken to re-let local authority housing</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> <tr><td>Q1 2018/19</td><td>73 days</td></tr> <tr><td>Q2 2018/19</td><td>54 days</td></tr> <tr><td>Q3 2018/19</td><td>48 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	Q1 2018/19	73 days	Q2 2018/19	54 days	Q3 2018/19	48 days								
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NH PR PMS 007a	Number of PCNs issued - total	118363	38960	44086	35897	The increase in the PCN numbers in Q1 and Q2 2018/19 is as result of the implementation of the CCTV enforcement for the timed banned left turn restriction from Mare Street into Richmond Road. This high profile scheme saw a significant improvement in driver compliance in Q3, which led to a comparative decline in overall PCNs issued.	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>Value</th></tr> </thead> <tbody> <tr><td>Q1 2018/18</td><td>28601</td></tr> <tr><td>Q2 2018/18</td><td>30687</td></tr> <tr><td>Q3 2018/18</td><td>26360</td></tr> <tr><td>Q4 2018/18</td><td>26449</td></tr> <tr><td>Q1 2018/19</td><td>26856</td></tr> <tr><td>Q2 2018/19</td><td>28585</td></tr> <tr><td>Q3 2018/19</td><td>32568</td></tr> <tr><td>Q4 2018/19</td><td>31049</td></tr> <tr><td>Q1 2017/18</td><td>32434</td></tr> <tr><td>Q2 2017/18</td><td>31883</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 2016/18</td><td>38960</td></tr> <tr><td>Q2 2016/18</td><td>44086</td></tr> <tr><td>Q3 2016/18</td><td>35897</td></tr> </tbody> </table>	Quarter	Value	Q1 2018/18	28601	Q2 2018/18	30687	Q3 2018/18	26360	Q4 2018/18	26449	Q1 2018/19	26856	Q2 2018/19	28585	Q3 2018/19	32568	Q4 2018/19	31049	Q1 2017/18	32434	Q2 2017/18	31883	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2016/18	38960	Q2 2016/18	44086	Q3 2016/18	35897
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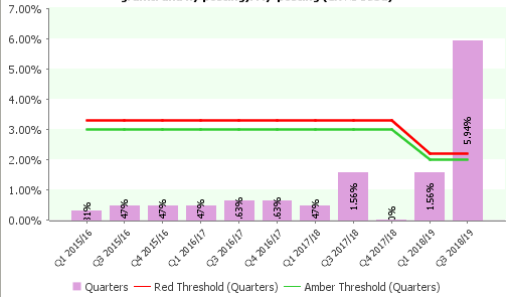


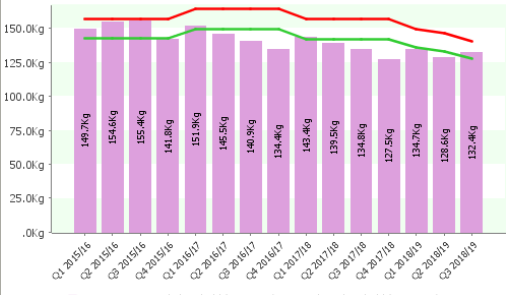


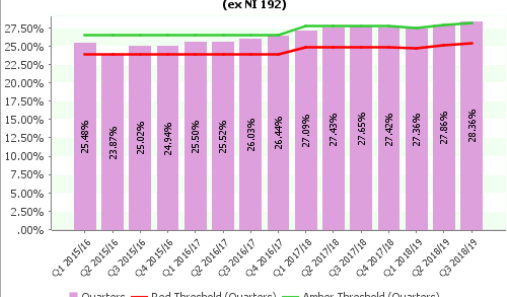







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NH PR PMS 010a	PCN recovery rate – including estates	66.5%	64.4%	65.4%	71.0%		Data only			<p><b>NH PR PMS 010a PCN recovery rate – including estates</b></p> <table border="1"> <caption>NH PR PMS 010a PCN recovery rate – including estates</caption> <thead> <tr> <th>Quarter</th> <th>Value</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>73.8%</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>60.3%</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> <tr><td>Q3 2018/19</td><td>71.0%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	72.7%	Q2 2015/16	72.5%	Q3 2015/16	73.8%	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	60.3%	Q3 2017/18	65.8%	Q4 2017/18	63.4%	Q1 2018/19	64.4%	Q2 2018/19	65.4%	Q3 2018/19	71.0%
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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%	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>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</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> <tr><td>Q2 2018/19</td><td>67.00%</td></tr> <tr><td>Q3 2018/19</td><td>100.00%</td></tr> </tbody> </table>	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%	Q2 2018/19	67.00%	Q3 2018/19	100.00%
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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%	85.00%		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>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</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>82.00%</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> <tr><td>Q3 2018/19</td><td>85.00%</td></tr> </tbody> </table>	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	82.00%	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%	Q3 2018/19	85.00%
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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%	91.00%		80.00%	🟢	⬆️	<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p> <table border="1"> <caption>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</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> <tr><td>Q3 2018/19</td><td>91.00%</td></tr> </tbody> </table>	Quarter	Value	Q1 2015/16	84.00%	Q2 2015/16	86.00%	Q3 2015/16	84.00%	Q4 2015/16	86.00%	Q1 2016/17	90.00%	Q2 2016/17	88.00%	Q3 2016/17	91.00%	Q4 2016/17	85.00%	Q1 2017/18	85.00%	Q2 2017/18	81.00%	Q3 2017/18	84.00%	Q4 2017/18	90.00%	Q1 2018/19	83.00%	Q2 2018/19	88.00%	Q3 2018/19	91.00%
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old	61.0%	64.0%	68.0%	60.0%	<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</p>	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> <tr><td>Q1 2018/19</td><td>64.0%</td></tr> <tr><td>Q2 2018/19</td><td>68.0%</td></tr> <tr><td>Q3 2018/19</td><td>60.0%</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%	Q3 2018/19	60.0%										
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						<p>the historic cases require legal action to progress and are resource intensive.</p> <p>In this context the target that 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.</p>																												
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	2.19%	<p>Overall there was just a small increase in litter with most area land types experiencing this increase. At 2.19% litter remains low and the increase is not considered a cause for concern (in fact litter was found to be at an unacceptable standard (grade B- or worse) on only 4% of the 320 transects that were scored) and is significantly lower than Tranche 2 scores in 2015/16 and 2016/17. Research is being undertaken to identify successful behaviour change campaigns around anti-littering. This will be backed up with proactive enforcement action against people found to be littering. Further activities will include targeting fly tipping and unregulated waste and a campaign is about to be launched to promote the use of the Council's bulky</p>	1.50%			<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>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>3.91%</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>1.44%</td></tr> <tr><td>Q1 2017/18</td><td>1.25%</td></tr> <tr><td>Q2 2017/18</td><td>2.66%</td></tr> <tr><td>Q3 2017/18</td><td>2.19%</td></tr> </tbody> </table>	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	3.91%	Q2 2016/17	1.88%	Q3 2016/17	2.97%	Q4 2016/17	1.44%	Q1 2017/18	1.25%	Q2 2017/18	2.66%	Q3 2017/18	2.19%
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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	5.78%	<p>Overall detritus increased from 1.86% to 5.78%, with most notable increases seen in Retail and Commercial areas, main roads and recreational areas. Even so detritus was found to be at an unacceptable standard on only 13% of the 320 transects that were scored.</p> <p>Densely parked vehicles in Cazenove and Springfield obstructing sweeping was highlighted as a contributing factor to increased detritus, along with some roads experiencing heavy use by industrial/plant vehicles.</p> <p>In addition, some factors affecting the presence of detritus can be seasonal. In this instance the unusually warm weather caused leaf fall to take place much later in the year resulting in far more leaf litter at the time of the surveys.</p> <p>Monitoring officers will work with environment managers to identify areas of detritus build up and identify solutions to mitigate against this in the future.</p>	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 2018/18</td><td>5.78%</td></tr> <tr><td>Q2 2018/18</td><td>6.41%</td></tr> <tr><td>Q3 2018/18</td><td>2.66%</td></tr> <tr><td>Q1 2018/19</td><td>2.81%</td></tr> <tr><td>Q2 2018/19</td><td>2.50%</td></tr> <tr><td>Q3 2018/19</td><td>2.03%</td></tr> <tr><td>Q1 2017/18</td><td>4.22%</td></tr> <tr><td>Q2 2017/18</td><td>1.88%</td></tr> <tr><td>Q3 2017/18</td><td>2.03%</td></tr> <tr><td>Q1 2018/19</td><td>4.84%</td></tr> <tr><td>Q2 2018/19</td><td>5.78%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/18	5.78%	Q2 2018/18	6.41%	Q3 2018/18	2.66%	Q1 2018/19	2.81%	Q2 2018/19	2.50%	Q3 2018/19	2.03%	Q1 2017/18	4.22%	Q2 2017/18	1.88%	Q3 2017/18	2.03%	Q1 2018/19	4.84%	Q2 2018/19	5.78%
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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	4.69%	<p>Overall graffiti increased from 0.16% to 4.69%. This increase will be at least in part due to some areas being monitored in Tranche 2 this year that historically suffer from persistent and hard-to-reach graffiti (that weren't monitored in Tranche 2 last year).</p> <p>Graffiti will be looked at as part of a series of interventions being designed to improve local environments in Hackney, which will include information gathering on incidences of graffiti to identify serial offenders with a</p>	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 2018/18</td><td>1.72%</td></tr> <tr><td>Q2 2018/18</td><td>4.52%</td></tr> <tr><td>Q3 2018/18</td><td>2.34%</td></tr> <tr><td>Q1 2018/19</td><td>1.54%</td></tr> <tr><td>Q2 2018/19</td><td>2.81%</td></tr> <tr><td>Q3 2018/19</td><td>3.91%</td></tr> <tr><td>Q1 2017/18</td><td>2.64%</td></tr> <tr><td>Q2 2017/18</td><td>0.16%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td></tr> <tr><td>Q1 2018/19</td><td>4.84%</td></tr> <tr><td>Q2 2018/19</td><td>4.69%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/18	1.72%	Q2 2018/18	4.52%	Q3 2018/18	2.34%	Q1 2018/19	1.54%	Q2 2018/19	2.81%	Q3 2018/19	3.91%	Q1 2017/18	2.64%	Q2 2017/18	0.16%	Q3 2017/18	2.66%	Q1 2018/19	4.84%	Q2 2018/19	4.69%
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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)	2.29%	1.56%	N/A	5.94%	Overall fly posting increased from 1.56% to 5.94% with fly posting being more prevalent in the Retail and Commercial areas.  It was noted in the surveys that stickers were a big issue, particularly in Cazenove and Springfield. Proactive enforcement will take place to target illegal fly posting in hot spot areas.	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 2018/19</td><td>1.1%</td></tr> <tr><td>Q2 2018/19</td><td>4.7%</td></tr> <tr><td>Q3 2018/19</td><td>4.0%</td></tr> <tr><td>Q4 2018/19</td><td>4.0%</td></tr> <tr><td>Q1 2019/20</td><td>6.3%</td></tr> <tr><td>Q2 2019/20</td><td>6.3%</td></tr> <tr><td>Q3 2019/20</td><td>4.7%</td></tr> <tr><td>Q4 2019/20</td><td>1.56%</td></tr> <tr><td>Q1 2020/21</td><td>0%</td></tr> <tr><td>Q2 2020/21</td><td>1.56%</td></tr> <tr><td>Q3 2020/21</td><td>5.94%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/19	1.1%	Q2 2018/19	4.7%	Q3 2018/19	4.0%	Q4 2018/19	4.0%	Q1 2019/20	6.3%	Q2 2019/20	6.3%	Q3 2019/20	4.7%	Q4 2019/20	1.56%	Q1 2020/21	0%	Q2 2020/21	1.56%	Q3 2020/21	5.94%								
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NH PR WS 047	Residual household waste per household (ex NI 191)	545.1Kg	134.7Kg	128.6Kg	132.4Kg	NI191 is an annual figure that will be confirmed once all tonnages have been counted and verified.	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 2018/19</td><td>149.2Kg</td></tr> <tr><td>Q2 2018/19</td><td>154.6Kg</td></tr> <tr><td>Q3 2018/19</td><td>155.4Kg</td></tr> <tr><td>Q4 2018/19</td><td>141.8Kg</td></tr> <tr><td>Q1 2019/20</td><td>151.9Kg</td></tr> <tr><td>Q2 2019/20</td><td>146.5Kg</td></tr> <tr><td>Q3 2019/20</td><td>146.9Kg</td></tr> <tr><td>Q4 2019/20</td><td>134.4Kg</td></tr> <tr><td>Q1 2020/21</td><td>143.4Kg</td></tr> <tr><td>Q2 2020/21</td><td>139.9Kg</td></tr> <tr><td>Q3 2020/21</td><td>134.8Kg</td></tr> <tr><td>Q4 2020/21</td><td>127.5Kg</td></tr> <tr><td>Q1 2021/22</td><td>134.7Kg</td></tr> <tr><td>Q2 2021/22</td><td>128.6Kg</td></tr> <tr><td>Q3 2021/22</td><td>132.4Kg</td></tr> </tbody> </table>	Quarter	Value (Kg)	Q1 2018/19	149.2Kg	Q2 2018/19	154.6Kg	Q3 2018/19	155.4Kg	Q4 2018/19	141.8Kg	Q1 2019/20	151.9Kg	Q2 2019/20	146.5Kg	Q3 2019/20	146.9Kg	Q4 2019/20	134.4Kg	Q1 2020/21	143.4Kg	Q2 2020/21	139.9Kg	Q3 2020/21	134.8Kg	Q4 2020/21	127.5Kg	Q1 2021/22	134.7Kg	Q2 2021/22	128.6Kg	Q3 2021/22	132.4Kg
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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%	28.36%	NI192 is an annual figure and throughout the year it is dependent on estimated tonnages which will be confirmed at the end of the year once all tonnages have been counted and verified.	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 2018/19</td><td>25.48%</td></tr> <tr><td>Q2 2018/19</td><td>23.07%</td></tr> <tr><td>Q3 2018/19</td><td>25.02%</td></tr> <tr><td>Q4 2018/19</td><td>24.94%</td></tr> <tr><td>Q1 2019/20</td><td>25.0%</td></tr> <tr><td>Q2 2019/20</td><td>25.52%</td></tr> <tr><td>Q3 2019/20</td><td>26.03%</td></tr> <tr><td>Q4 2019/20</td><td>26.44%</td></tr> <tr><td>Q1 2020/21</td><td>27.09%</td></tr> <tr><td>Q2 2020/21</td><td>27.43%</td></tr> <tr><td>Q3 2020/21</td><td>27.45%</td></tr> <tr><td>Q4 2020/21</td><td>27.42%</td></tr> <tr><td>Q1 2021/22</td><td>27.38%</td></tr> <tr><td>Q2 2021/22</td><td>27.86%</td></tr> <tr><td>Q3 2021/22</td><td>28.36%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2018/19	25.48%	Q2 2018/19	23.07%	Q3 2018/19	25.02%	Q4 2018/19	24.94%	Q1 2019/20	25.0%	Q2 2019/20	25.52%	Q3 2019/20	26.03%	Q4 2019/20	26.44%	Q1 2020/21	27.09%	Q2 2020/21	27.43%	Q3 2020/21	27.45%	Q4 2020/21	27.42%	Q1 2021/22	27.38%	Q2 2021/22	27.86%	Q3 2021/22	28.36%
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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