
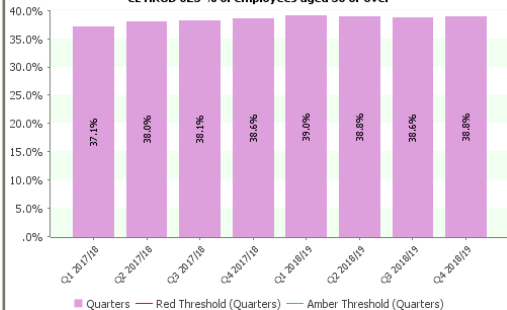

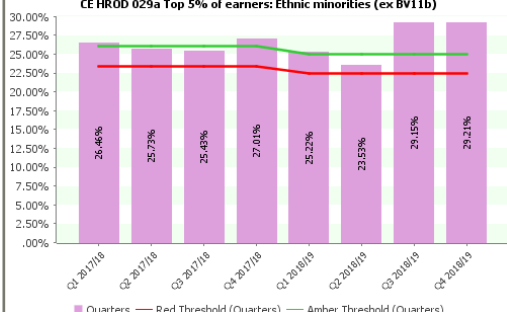


Q4 Audit Committee Report 2018





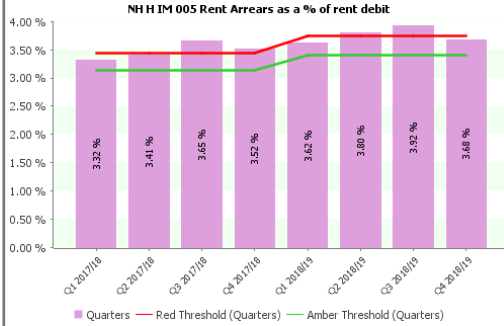


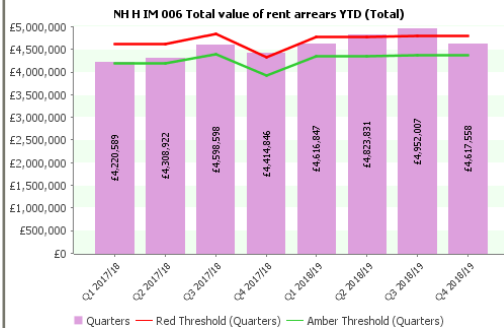
PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q4 2018/19	2018/19	Annual Target 2018/19	Traffic Light	DOT	Performance Data Trend Chart																		
		Value	Value	Value	Value	Value	Note	Value																						
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	99.0%	Not measured for Quarters					Data not yet available	100.0%		▲		<p>CACH CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2018/14</td> <td>100.0%</td> </tr> <tr> <td>2018/15</td> <td>100.0%</td> </tr> <tr> <td>2018/16</td> <td>100.0%</td> </tr> <tr> <td>2018/17</td> <td>100.0%</td> </tr> <tr> <td>2018/18</td> <td>100.0%</td> </tr> </tbody> </table>	Quarter	Percentage	2018/14	100.0%	2018/15	100.0%	2018/16	100.0%	2018/17	100.0%	2018/18	100.0%					
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2018/16	100.0%																													
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2018/18	100.0%																													
CE HROD 001	Sickness 12 month rolling average	7.82	7.79	8.87	8.8	8.39	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	8.39	7.5	●	▲	<p>CE HROD 001 Sickness 12 month rolling average</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Sickness Rate</th> </tr> </thead> <tbody> <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> <tr> <td>Q3 2018/19</td> <td>8.8</td> </tr> <tr> <td>Q4 2018/19</td> <td>8.39</td> </tr> </tbody> </table>	Quarter	Sickness Rate	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	Q3 2018/19	8.8	Q4 2018/19	8.39
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		Value	Value	Value	Value	Value	Note	Value					
							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 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						



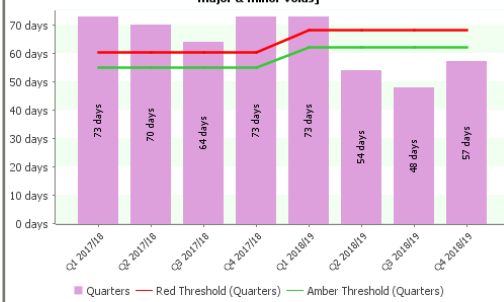


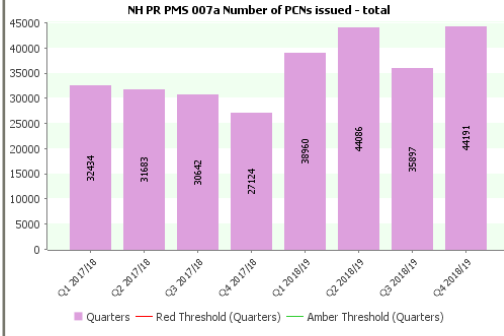
PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q4 2018/19	2018/19	Annual Target 2018/19	Traffic Light	DOT	Performance Data Trend Chart																		
		Value	Value	Value	Value	Value	Note	Value																						
							developing these reports to Director level to enable 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%	38.8%		38.8%	Data only			<p>CE HROD 023 % of employees aged 50 or over</p>  <table border="1"> <caption>CE HROD 023 % of employees aged 50 or over</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 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> <tr><td>Q3 2018/19</td><td>38.6%</td></tr> <tr><td>Q4 2018/19</td><td>38.8%</td></tr> </tbody> </table>	Quarter	Value	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%	Q3 2018/19	38.6%	Q4 2018/19	38.8%
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Q4 2018/19	38.8%																													
CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.01%	25.22%	23.53%	29.15%	29.21%		29.21%	25.00%			<p>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p>  <table border="1"> <caption>CE HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 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> <tr><td>Q2 2018/19</td><td>23.53%</td></tr> <tr><td>Q3 2018/19</td><td>29.15%</td></tr> <tr><td>Q4 2018/19</td><td>29.21%</td></tr> </tbody> </table>	Quarter	Value	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%	Q2 2018/19	23.53%	Q3 2018/19	29.15%	Q4 2018/19	29.21%
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PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q4 2018/19	2018/19	Annual Target 2018/19	Traffic Light	DOT	Performance Data Trend Chart																		
		Value	Value	Value	Value	Value	Note	Value																						
CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	52.41%	54.39%	49.28%	49.52%	48.11%		48.11%	50.00%			<p>CE HROD 030a Top 5% of earners: Women (ex BV 11a)</p> <table border="1"> <caption>CE HROD 030a Top 5% of earners: Women (ex BV 11a)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>48.29%</td></tr> <tr><td>Q3 2017/18</td><td>51.00%</td></tr> <tr><td>Q4 2017/18</td><td>48.73%</td></tr> <tr><td>Q1 2018/19</td><td>52.14%</td></tr> <tr><td>Q2 2018/19</td><td>54.39%</td></tr> <tr><td>Q3 2018/19</td><td>48.28%</td></tr> <tr><td>Q4 2018/19</td><td>48.11%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	48.29%	Q3 2017/18	51.00%	Q4 2017/18	48.73%	Q1 2018/19	52.14%	Q2 2018/19	54.39%	Q3 2018/19	48.28%	Q4 2018/19	48.11%		
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Q3 2018/19	48.28%																													
Q4 2018/19	48.11%																													
CE PPD 021	Number of Resolution Stage complaints received by the Council	2967	724	779	605	593		2701	Data only			<p>CE PPD 021 Number of Resolution Stage complaints received by the Council</p> <table border="1"> <caption>CE PPD 021 Number of Resolution Stage complaints received by the Council</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>759</td></tr> <tr><td>Q3 2017/18</td><td>765</td></tr> <tr><td>Q4 2017/18</td><td>730</td></tr> <tr><td>Q1 2018/19</td><td>714</td></tr> <tr><td>Q2 2018/19</td><td>724</td></tr> <tr><td>Q3 2018/19</td><td>779</td></tr> <tr><td>Q4 2018/19</td><td>605</td></tr> <tr><td>Q4 2018/19</td><td>593</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	759	Q3 2017/18	765	Q4 2017/18	730	Q1 2018/19	714	Q2 2018/19	724	Q3 2018/19	779	Q4 2018/19	605	Q4 2018/19	593
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Q4 2018/19	593																													
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)	7.7 days (YTD)		7.7 days (YTD)	15.0 days (YTD)			<p>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</p> <table border="1"> <caption>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</caption> <thead> <tr> <th>Quarter</th> <th>Value (days)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>15.7 days (YTD)</td></tr> <tr><td>Q3 2017/18</td><td>17.4 days (YTD)</td></tr> <tr><td>Q4 2017/18</td><td>17.4 days (YTD)</td></tr> <tr><td>Q1 2018/19</td><td>13.2 days (YTD)</td></tr> <tr><td>Q2 2018/19</td><td>8.7 days (YTD)</td></tr> <tr><td>Q3 2018/19</td><td>7.9 days (YTD)</td></tr> <tr><td>Q4 2018/19</td><td>9.1 days (YTD)</td></tr> <tr><td>Q4 2018/19</td><td>7.7 days (YTD)</td></tr> </tbody> </table>	Quarter	Value (days)	Q2 2017/18	15.7 days (YTD)	Q3 2017/18	17.4 days (YTD)	Q4 2017/18	17.4 days (YTD)	Q1 2018/19	13.2 days (YTD)	Q2 2018/19	8.7 days (YTD)	Q3 2018/19	7.9 days (YTD)	Q4 2018/19	9.1 days (YTD)	Q4 2018/19	7.7 days (YTD)
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PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q4 2018/19	2018/19	Annual Target 2018/19	Traffic Light	DOT	Performance Data Trend Chart																		
		Value	Value	Value	Value	Value	Note	Value																						
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,867	2,887	3,007	3,089	3,133		3,133	Data only			<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> <table border="1"> <caption>Data for FCR RB BHN 007 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2,849</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> <tr><td>Q3 2018/19</td><td>3,089</td></tr> <tr><td>Q4 2018/19</td><td>3,133</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	2,849	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	Q3 2018/19	3,089	Q4 2018/19	3,133
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Q4 2018/19	3,133																													
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	26.9%	50.1%	73.8%	95.0%		95.0%	94.5%			<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> <table border="1"> <caption>Data for FCR RB REV 003 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>73.8%</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> <tr><td>Q3 2018/19</td><td>73.8%</td></tr> <tr><td>Q4 2018/19</td><td>95.0%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	27.1%	Q2 2017/18	50.1%	Q3 2017/18	73.8%	Q4 2017/18	95.0%	Q1 2018/19	26.9%	Q2 2018/19	50.1%	Q3 2018/19	73.8%	Q4 2018/19	95.0%
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FCR RB REV 005	Percentage of non-domestic rates collected	97.87%	26.06%	50.20%	79.40%	95.50%		95.50%	95.00%			<p>FCR RB REV 005 Percentage of non-domestic rates collected</p> <table border="1"> <caption>Data for FCR RB REV 005 Chart</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>26.06%</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> <tr><td>Q2 2018/19</td><td>50.20%</td></tr> <tr><td>Q3 2018/19</td><td>79.40%</td></tr> <tr><td>Q4 2018/19</td><td>95.50%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	26.06%	Q2 2017/18	55.36%	Q3 2017/18	81.00%	Q4 2017/18	97.87%	Q1 2018/19	26.06%	Q2 2018/19	50.20%	Q3 2018/19	79.40%	Q4 2018/19	95.50%
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		Value	Value	Value	Value	Value	Note	Value																						
NH H IM 005	Rent Arrears as a % of rent debit	3.52 %	3.62 %	3.80 %	3.92 %	3.68 %	Whilst the targets were not met for this area, the year-end performance is the lowest it has been since Q1. The figures have been improving over the last three months. A four week arrears blitz was carried out in February 2019 where officers went through all arrears cases to ensure they had the appropriate arrears actions. They also got residents to clear their arrears in full, reduce them substantially or make an agreement.	3.68 %	3.40 %			<p>NH H IM 005 Rent Arrears as a % of rent debit</p>  <table border="1"> <caption>NH H IM 005 Rent Arrears as a % of rent debit</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>3.52 %</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>3.62 %</td></tr> <tr><td>Q1 2018/19</td><td>3.62 %</td></tr> <tr><td>Q2 2018/19</td><td>3.80 %</td></tr> <tr><td>Q3 2018/19</td><td>3.92 %</td></tr> <tr><td>Q4 2018/19</td><td>3.68 %</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	3.52 %	Q2 2017/18	3.41 %	Q3 2017/18	3.65 %	Q4 2017/18	3.62 %	Q1 2018/19	3.62 %	Q2 2018/19	3.80 %	Q3 2018/19	3.92 %	Q4 2018/19	3.68 %
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Q4 2018/19	3.68 %																													
NH H IM 006	Total value of rent arrears YTD (Total)	£4,414,846	£4,616,847	£4,823,831	£4,952,007	£4,617,558	The officers also worked late evenings on weekdays between 5pm – 8pm and on Saturday mornings contacting hard to reach residents and getting them to make payments where possible. They also made a number of Discretionary Housing Payments where necessary. It is worth pointing out that the number of Universal Credit cases had an impact on performance. Going forward, we are looking at the possibility of putting these cases onto one or two patches so they are managed by the most experienced officers. The team aims for this performance trend to continue	£4,617,558	£4,366,787			<p>NH H IM 006 Total value of rent arrears YTD (Total)</p>  <table border="1"> <caption>NH H IM 006 Total value of rent arrears YTD (Total)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>£4,200,559</td></tr> <tr><td>Q2 2017/18</td><td>£4,308,922</td></tr> <tr><td>Q3 2017/18</td><td>£4,598,598</td></tr> <tr><td>Q4 2017/18</td><td>£4,414,846</td></tr> <tr><td>Q1 2018/19</td><td>£4,616,847</td></tr> <tr><td>Q2 2018/19</td><td>£4,823,831</td></tr> <tr><td>Q3 2018/19</td><td>£4,952,007</td></tr> <tr><td>Q4 2018/19</td><td>£4,617,558</td></tr> </tbody> </table>	Quarter	Value (£)	Q1 2017/18	£4,200,559	Q2 2017/18	£4,308,922	Q3 2017/18	£4,598,598	Q4 2017/18	£4,414,846	Q1 2018/19	£4,616,847	Q2 2018/19	£4,823,831	Q3 2018/19	£4,952,007	Q4 2018/19	£4,617,558
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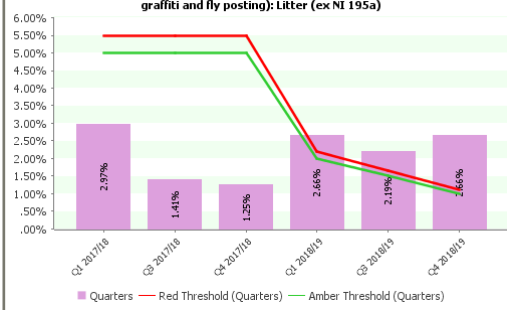
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NH H RespRep 001	% of Repair Appointments Kept (DLO only)	92.82%	96.30%	99.90%	100.00%	100.00%		99.16%	95.00%	🟢	⬆️	<p>NH H RespRep 001 % of Repair Appointments Kept (DLO only)</p> <table border="1"> <caption>NH H RespRep 001 % of Repair Appointments Kept (DLO only)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>92.82%</td></tr> <tr><td>Q2 2017/18</td><td>96.30%</td></tr> <tr><td>Q3 2017/18</td><td>99.90%</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>100.00%</td></tr> <tr><td>Q3 2018/19</td><td>100.00%</td></tr> <tr><td>Q4 2018/19</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	92.82%	Q2 2017/18	96.30%	Q3 2017/18	99.90%	Q4 2017/18	100.00%	Q1 2018/19	100.00%	Q2 2018/19	100.00%	Q3 2018/19	100.00%	Q4 2018/19	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%	74.1%	While the indicator remains red, Q4 saw an improvement of 1.6 percentage points compared to Q3. The DLO achieved 75.46% resident satisfaction while the corresponding figure for external contractors was 62.82%.	73.41%	85%	🔴	⬆️	<p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) (DLO and Contractors)</p> <table border="1"> <caption>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) (DLO and Contractors)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>55.56%</td></tr> <tr><td>Q3 2017/18</td><td>67.81%</td></tr> <tr><td>Q4 2017/18</td><td>70.05%</td></tr> <tr><td>Q1 2018/19</td><td>72.12%</td></tr> <tr><td>Q2 2018/19</td><td>75.58%</td></tr> <tr><td>Q3 2018/19</td><td>72.5%</td></tr> <tr><td>Q4 2018/19</td><td>74.1%</td></tr> </tbody> </table>	Quarter	Value	Q2 2017/18	55.56%	Q3 2017/18	67.81%	Q4 2017/18	70.05%	Q1 2018/19	72.12%	Q2 2018/19	75.58%	Q3 2018/19	72.5%	Q4 2018/19	74.1%		
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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%	88.8%		85.74%	85%	🟢	➡️	<p>NH H RespRep 003 % of repairs completed on first visit (based on system generated data)</p> <table border="1"> <caption>NH H RespRep 003 % of repairs completed on first visit (based on system generated data)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>63.7%</td></tr> <tr><td>Q2 2017/18</td><td>44.4%</td></tr> <tr><td>Q3 2017/18</td><td>64.5%</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> <tr><td>Q3 2018/19</td><td>88.8%</td></tr> <tr><td>Q4 2018/19</td><td>88.8%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	63.7%	Q2 2017/18	44.4%	Q3 2017/18	64.5%	Q4 2017/18	74.5%	Q1 2018/19	82.6%	Q2 2018/19	87.4%	Q3 2018/19	88.8%	Q4 2018/19	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	57 days	Quarter 4 2018/19 continues the trend of having a turnaround of under 60 days, at 57 days. This is the third quarter in a row that the indicator has met target. Looking at the details for Q4, there has been a significant rise in the number of voids being re-let from the low of 25 in December, with 48 in March.	59 days	62 days			<p>NH H Voids 001 Average time taken to re-let local authority housing [all voids including major & minor voids]</p>  <table border="1"> <caption>NH H Voids 001 Average time taken to re-let local authority housing [all voids including major & minor voids]</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>73</td></tr> <tr><td>Q2 2017/18</td><td>70</td></tr> <tr><td>Q3 2017/18</td><td>64</td></tr> <tr><td>Q4 2017/18</td><td>73</td></tr> <tr><td>Q1 2018/19</td><td>73</td></tr> <tr><td>Q2 2018/19</td><td>54</td></tr> <tr><td>Q3 2018/19</td><td>48</td></tr> <tr><td>Q4 2018/19</td><td>57</td></tr> </tbody> </table>	Quarter	Average Time (Days)	Q1 2017/18	73	Q2 2017/18	70	Q3 2017/18	64	Q4 2017/18	73	Q1 2018/19	73	Q2 2018/19	54	Q3 2018/19	48	Q4 2018/19	57
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NH PR PMS 007a	Number of PCNs issued - total	118363	38960	44086	35897	44191	2018/19 saw a significant increase in the number of penalty charge notices issued, primarily due to the implementation of two new schemes – a banned left turn from Mare Street into Richmond Road, and I no-vehicle entry during restricted hours on Lansdowne Drive. Compliance at both locations has improved significantly since they were implemented, with the latter benefiting from a long period of warning notices being issued to drivers. In total, over 47,000 were issued to drivers across new locations, giving them every opportunity to choose a different route and avoid receiving a fine. This approach - which has avoided the numbers of PCNs being issued that was seen in the early months on Mare Street - has now been	162934	Data only			<p>NH PR PMS 007a Number of PCNs issued - total</p>  <table border="1"> <caption>NH PR PMS 007a Number of PCNs issued - total</caption> <thead> <tr> <th>Quarter</th> <th>Number of PCNs</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32684</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> <tr><td>Q3 2018/19</td><td>35897</td></tr> <tr><td>Q4 2018/19</td><td>44191</td></tr> </tbody> </table>	Quarter	Number of PCNs	Q1 2017/18	32684	Q2 2017/18	31683	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	38960	Q2 2018/19	44086	Q3 2018/19	35897	Q4 2018/19	44191
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							<p>adopted as part of a new phased implementation procedure that will be applied to all new CCTV schemes in Hackney.</p> <p>Elsewhere, enforcement on estates improved over the course of the financial year, with a 20% increase in the number of PCNs issued in March compare to the start of the year, which is evidence of the increased focus that we are giving to addressing problem parking on estates.</p>																							
NH PR PMS 010a	PCN recovery rate – including estates	66.5%	64.4%	65.4%	71.0%	71.8%		69.9%	Data only			<p>NH PR PMS 010a PCN recovery rate – including estates</p> <table border="1"> <caption>NH PR PMS 010a PCN recovery rate – including estates</caption> <thead> <tr> <th>Quarter</th> <th>Recovery Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1 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>65.6%</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> <tr><td>Q4 2018/19</td><td>71.8%</td></tr> </tbody> </table>	Quarter	Recovery Rate (%)	Q1 2017/18	70.7%	Q2 2017/18	60.9%	Q3 2017/18	65.6%	Q4 2017/18	63.4%	Q1 2018/19	64.4%	Q2 2018/19	65.4%	Q3 2018/19	71.0%	Q4 2018/19	71.8%
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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%	85.00%		90.00%	70.00%			<p>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</p> <table border="1"> <caption>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</caption> <thead> <tr> <th>Quarter</th> <th>% of Applications (%)</th> </tr> </thead> <tbody> <tr><td>Q1 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> <tr><td>Q4 2018/19</td><td>85.00%</td></tr> </tbody> </table>	Quarter	% of Applications (%)	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%	Q4 2018/19	85.00%
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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%	87.00%		82.00%	75.00%	🟢	⬆️	<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p> <table border="1"> <caption>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>75.00%</td></tr> <tr><td>Q2 2018/19</td><td>82.00%</td></tr> <tr><td>Q3 2018/19</td><td>85.00%</td></tr> <tr><td>Q4 2018/19</td><td>87.00%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	73.00%	Q2 2017/18	80.00%	Q3 2017/18	77.00%	Q4 2017/18	83.00%	Q1 2018/19	75.00%	Q2 2018/19	82.00%	Q3 2018/19	85.00%	Q4 2018/19	87.00%
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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%	88.00%		88.00%	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 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> <tr><td>Q4 2018/19</td><td>88.00%</td></tr> </tbody> </table>	Quarter	Value	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%	Q4 2018/19	88.00%
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old	61.00%	64.00%	68.00%	60.00%	61.00%	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	61.00%	80.00%	🛑	⬆️	<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>Q1 2017/18</td><td>70.00%</td></tr> <tr><td>Q2 2017/18</td><td>67.00%</td></tr> <tr><td>Q3 2017/18</td><td>60.00%</td></tr> <tr><td>Q4 2017/18</td><td>61.00%</td></tr> <tr><td>Q1 2018/19</td><td>64.00%</td></tr> <tr><td>Q2 2018/19</td><td>68.00%</td></tr> <tr><td>Q3 2018/19</td><td>60.00%</td></tr> <tr><td>Q4 2018/19</td><td>61.00%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	70.00%	Q2 2017/18	67.00%	Q3 2017/18	60.00%	Q4 2017/18	61.00%	Q1 2018/19	64.00%	Q2 2018/19	68.00%	Q3 2018/19	60.00%	Q4 2018/19	61.00%
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							<p>notices had been served but no further action taken). The work programme has so far resulted in 78% of pre 2016 cases having been identified and closed since January 2016. Of the initial list of over 1,500 open cases, 1,189 have been properly closed/resolved and only 338 remain open as of May 2019.</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 785 open cases (including the remaining 338 older cases) up to and including May 2019. This programme of work will continue throughout 2019/20 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 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</p>					




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		Value	Value	Value	Value	Value	Note	Value																		
							<p>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%	2.66%	<p>This indicator for litter, whilst still showing a very high level of performance, has dropped slightly. There have been no significant changes to the way in which the cleansing service is being delivered and with such a small drop in performance, it is very difficult to pinpoint precisely what has led to this. We have had problems with the waste fleet, particularly cleansing vehicles, which are being addressed, however, the situation is unlikely to improve until new vehicles on order are delivered in 2020.</p>	2.50%	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>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>2.97%</td> </tr> <tr> <td>Q2 2017/18</td> <td>1.41%</td> </tr> <tr> <td>Q3 2017/18</td> <td>1.25%</td> </tr> <tr> <td>Q4 2018/19</td> <td>2.66%</td> </tr> <tr> <td>Q1 2018/19</td> <td>2.19%</td> </tr> <tr> <td>Q2 2018/19</td> <td>2.66%</td> </tr> </tbody> </table> <p>Legend: Quarters (Purple bars), Red Threshold (Quarters) (Red line), Amber Threshold (Quarters) (Green line)</p>	Quarter	Value (%)	Q1 2017/18	2.97%	Q2 2017/18	1.41%	Q3 2017/18	1.25%	Q4 2018/19	2.66%	Q1 2018/19	2.19%	Q2 2018/19	2.66%
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PI Code	Short Name	2017/18	Q1 2018/19	Q2 2018/19	Q3 2018/19	Q4 2018/19	Q4 2018/19	2018/19	Annual Target 2018/19	Traffic Light	DOT	Performance Data Trend Chart																
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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%	5.16%	As above, however we have had specific issues with our fleet of mechanical sweepers, many of which have been off the road due to the failure of the maintenance contractor to carry out repairs in a timely manner. The situation will not improve until new vehicles are delivered in 2020 and the service delivery returns to normal. At the moment there are regular interruptions with this part of the service due to having to operate it without a full complement of specialist vehicles.	5.26%	2.50%			<p>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p> <table border="1"> <caption>Detritus Levels (ex NI 195b)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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>Q4 2018/19</td> <td>5.16%</td> </tr> <tr> <td>Q1 2018/19</td> <td>4.84%</td> </tr> <tr> <td>Q2 2018/19</td> <td>5.78%</td> </tr> <tr> <td>Q3 2018/19</td> <td>5.16%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	4.22%	Q2 2017/18	1.88%	Q3 2017/18	2.03%	Q4 2018/19	5.16%	Q1 2018/19	4.84%	Q2 2018/19	5.78%	Q3 2018/19	5.16%
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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%	.16%	The level of resources used to deal with graffiti and flyposting have not changed from last year and our approach is the same. The amount of graffiti and fly posting is though increasing particularly around the border with neighbouring boroughs, with the Tower Hamlets border being the worst.	3.23%	2.00%			<p>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p> <table border="1"> <caption>Graffiti Levels (ex NI 195c)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>2.66%</td> </tr> <tr> <td>Q2 2017/18</td> <td>0.21%</td> </tr> <tr> <td>Q3 2017/18</td> <td>2.66%</td> </tr> <tr> <td>Q4 2018/19</td> <td>0.16%</td> </tr> <tr> <td>Q1 2018/19</td> <td>4.69%</td> </tr> <tr> <td>Q2 2018/19</td> <td>4.69%</td> </tr> <tr> <td>Q3 2018/19</td> <td>4.69%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	2.66%	Q2 2017/18	0.21%	Q3 2017/18	2.66%	Q4 2018/19	0.16%	Q1 2018/19	4.69%	Q2 2018/19	4.69%	Q3 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%	1.88%	The level graffiti and flyposting have not changed from last year and our approach is the same. The amount of graffiti and fly posting is though increasing particularly around the border with neighbouring boroughs, with the Tower Hamlets border being the worst. Again tackling graffiti and fly posting depends on a joint approach of removal and enforcement action and considerable effort is being made to improve this coordination	3.13%	2.00%	🟢	⬆️	<p>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p> <table border="1"> <caption>Fly-posting Data (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>4.7%</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>1.56%</td> </tr> <tr> <td>Q1 2018/19</td> <td>5.94%</td> </tr> <tr> <td>Q2 2018/19</td> <td>1.88%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	4.7%	Q2 2017/18	1.56%	Q3 2017/18	0%	Q4 2017/18	1.56%	Q1 2018/19	5.94%	Q2 2018/19	1.88%				
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NH PR WS 047	Residual household waste per household (ex NI 191)	545.1Kg	134.7Kg	128.6Kg	136.9Kg	126.5Kg		521.9Kg	518.0Kg	🟡	⬆️	<p>NH PR WS 047 Residual household waste per household (ex NI 191)</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 2017/18</td> <td>145.4kg</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> <tr> <td>Q3 2018/19</td> <td>136.9kg</td> </tr> <tr> <td>Q4 2018/19</td> <td>126.5kg</td> </tr> </tbody> </table>	Quarter	Value (kg)	Q1 2017/18	145.4kg	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	Q3 2018/19	136.9kg	Q4 2018/19	126.5kg
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NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.40%	28.00%	27.74%	27.69%	28.51%		27.90%	28.00%	🟢	⬆️	<p>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</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 2017/18</td> <td>27.09%</td> </tr> <tr> <td>Q2 2017/18</td> <td>27.49%</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>28.00%</td> </tr> <tr> <td>Q2 2018/19</td> <td>27.74%</td> </tr> <tr> <td>Q3 2018/19</td> <td>27.69%</td> </tr> <tr> <td>Q4 2018/19</td> <td>28.51%</td> </tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	27.09%	Q2 2017/18	27.49%	Q3 2017/18	27.65%	Q4 2017/18	27.42%	Q1 2018/19	28.00%	Q2 2018/19	27.74%	Q3 2018/19	27.69%	Q4 2018/19	28.51%
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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