

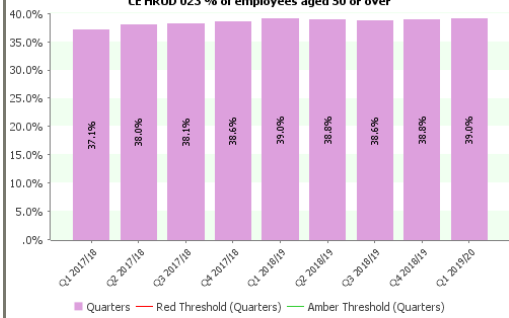


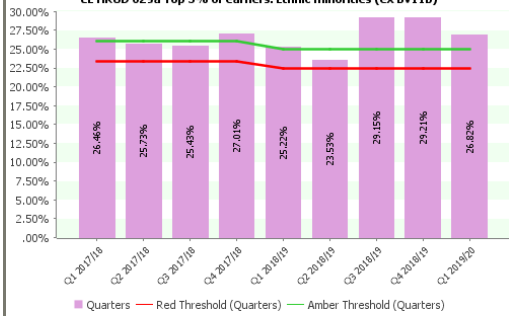


# Audit Committee Report 2019



PI Code	Short Name	2017/18	2018/19	Q1 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																				
		Value	Value	Value	Note																								
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	99.0%	100.0%		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>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>100.0%</td> </tr> <tr> <td>2017/18</td> <td>100.0%</td> </tr> <tr> <td>2018/19</td> <td>100.0%</td> </tr> </tbody> </table>	Year	Percentage	2016/17	100.0%	2017/18	100.0%	2018/19	100.0%												
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CE HROD 001	Sickness 12 month rolling average	7.82	8.39	9.17	<p>This indicator has risen in the last quarter and an analysis has been undertaken at Group Directorate level.</p> <p>Chief Executives - sickness has risen by 74% year on year, driven almost entirely by increases in long term sickness. It should be noted that whilst the percentage increase is high, the numbers of staff in this directorate are relatively small and therefore a small number of employees on long term sick affect this number significantly.</p> <p>Finance and Corporate Resources - an 8% increase in sickness year on year, split evenly between increases in long term and short term sickness</p> <p>Neighbourhoods and Housing - static year on year in terms of both long term and short</p>	8.43			<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 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> <tr> <td>Q1 2019/20</td> <td>9.17</td> </tr> </tbody> </table>	Quarter	Value	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	Q1 2019/20	9.17
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					term sickness  Children, Adults and Community Health - static year on year, with a decrease in short term sickness and an increase in long term sickness.  Directors and Group Management teams now have access to detailed information on real time sickness with the ability to do analyse the figures in detail. This is an area of significant focus for managers and will be a part of the upcoming Workforce Strategy.																								
CE HROD 023	% of employees aged 50 or over	38.6%	38.8%	39.0%		Data Only			<p><b>CE HROD 023 % of employees aged 50 or over</b></p>  <table border="1"> <caption>CE HROD 023 % of employees aged 50 or over</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 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> <tr><td>Q1 2019/20</td><td>39.0%</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%	Q1 2019/20	39.0%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.01%	29.21%	26.82%		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 2017/18</td><td>26.66%</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>23.63%</td></tr> <tr><td>Q3 2018/19</td><td>29.15%</td></tr> <tr><td>Q4 2018/19</td><td>29.21%</td></tr> <tr><td>Q1 2019/20</td><td>26.82%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	26.66%	Q2 2017/18	25.73%	Q3 2017/18	25.43%	Q4 2017/18	27.01%	Q1 2018/19	25.22%	Q2 2018/19	23.63%	Q3 2018/19	29.15%	Q4 2018/19	29.21%	Q1 2019/20	26.82%
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	52.41%	48.11%	49.78%		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 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> <tr><td>Q3 2018/19</td><td>46.52%</td></tr> <tr><td>Q4 2018/19</td><td>46.11%</td></tr> <tr><td>Q1 2019/20</td><td>46.78%</td></tr> </tbody> </table>	Quarter	Value (%)	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%	Q3 2018/19	46.52%	Q4 2018/19	46.11%	Q1 2019/20	46.78%
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CE PPD 021	Number of Resolution Stage complaints received by the Council	2967	2701	652		Data Only			<p><b>CE PPD 021 Number of Resolution Stage complaints received by the Council</b></p> <table border="1"> <caption>CE PPD 021 Number of Resolution Stage complaints received by the Council</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>758</td></tr> <tr><td>Q2 2017/18</td><td>785</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> <tr><td>Q4 2018/19</td><td>593</td></tr> <tr><td>Q1 2019/20</td><td>652</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	758	Q2 2017/18	785	Q3 2017/18	730	Q4 2017/18	714	Q1 2018/19	724	Q2 2018/19	779	Q3 2018/19	605	Q4 2018/19	593	Q1 2019/20	652
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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)	7.7 days (YTD)	7.5 days (YTD)		15.0 days (YTD)			<p><b>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</b></p> <table border="1"> <caption>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 (YTD)</th> </tr> </thead> <tbody> <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> <tr><td>Q3 2018/19</td><td>9.1 days (YTD)</td></tr> <tr><td>Q4 2018/19</td><td>7.7 days (YTD)</td></tr> <tr><td>Q1 2019/20</td><td>7.5 days (YTD)</td></tr> </tbody> </table>	Quarter	Value (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)	Q3 2018/19	9.1 days (YTD)	Q4 2018/19	7.7 days (YTD)	Q1 2019/20	7.5 days (YTD)
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,867	3,133	3,159		Data Only			<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p> <table border="1"> <caption>FCR RB BHN 007 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr><td>Q3 2018/19</td><td>3,089</td></tr> <tr><td>Q4 2018/19</td><td>3,133</td></tr> <tr><td>Q1 2019/20</td><td>3,159</td></tr> </tbody> </table>	Quarter	Value	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	Q3 2018/19	3,089	Q4 2018/19	3,133	Q1 2019/20	3,159
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	95.0%	26.8%		94.5%			<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></p> <table border="1"> <caption>FCR RB REV 003 Quarterly Data</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>73.4%</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> <tr><td>Q3 2018/19</td><td>73.8%</td></tr> <tr><td>Q4 2018/19</td><td>95.0%</td></tr> <tr><td>Q1 2019/20</td><td>26.8%</td></tr> </tbody> </table>	Quarter	Value (%)	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%	Q3 2018/19	73.8%	Q4 2018/19	95.0%	Q1 2019/20	26.8%
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FCR RB REV 005	Percentage of non-domestic rates collected	97.87%	95.50%	29.30%		95.00%			<p><b>FCR RB REV 005 Percentage of non-domestic rates collected</b></p> <table border="1"> <caption>FCR RB REV 005 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>26.00%</td></tr> <tr><td>Q2 2017/18</td><td>55.36%</td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td></tr> <tr><td>Q4 2017/18</td><td>97.87%</td></tr> <tr><td>Q1 2018/19</td><td>26.06%</td></tr> <tr><td>Q2 2018/19</td><td>50.00%</td></tr> <tr><td>Q3 2018/19</td><td>79.40%</td></tr> <tr><td>Q4 2018/19</td><td>95.50%</td></tr> <tr><td>Q1 2019/20</td><td>29.30%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	26.00%	Q2 2017/18	55.36%	Q3 2017/18	81.00%	Q4 2017/18	97.87%	Q1 2018/19	26.06%	Q2 2018/19	50.00%	Q3 2018/19	79.40%	Q4 2018/19	95.50%	Q1 2019/20	29.30%
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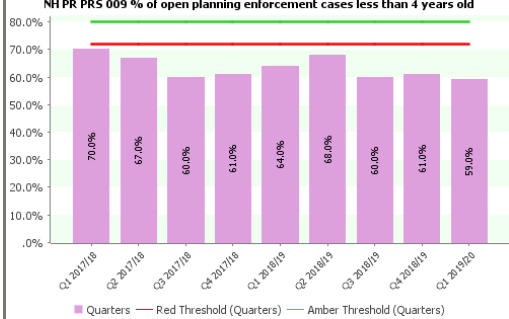
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NH H IM 005	Rent Arrears as a % of rent debit	3.52 %	3.68 %	3.85 %	As at Q1 2019/20, the rent arrears have increased by £319,622 since the end of the last quarter (Q4 2018/19). Over the same period, the collection rate has decreased by 0.88% and the rent arrears as a % of rent debit has increased by 0.17%.  The focus on Universal Credit (UC) cases reflects the fact that, as at 1 July 2019, there were 1,265 tenants on UC in arrears, with those arrears totalling £1,458,752. At the start of the quarter, the corresponding figures were 1,183 tenants and £1,278,130 respectively.	3.40%			<p><b>NH H IM 005 Rent Arrears as a % of rent debit</b></p> <table border="1"> <caption>NH H IM 005 Rent Arrears as a % of rent debit</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 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>3.62 %</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>3.52 %</td></tr> <tr><td>Q4 2018/19</td><td>3.68 %</td></tr> <tr><td>Q1 2019/20</td><td>3.85 %</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	3.32 %	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	3.52 %	Q4 2018/19	3.68 %	Q1 2019/20	3.85 %
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NH H IM 006	Total value of rent arrears YTD (Total)	£4,414,846	£4,617,558	£4,937,180	The Income Policy and Procedures are being reviewed as well as the arrears letters, to ensure they are fit for purpose.  The team commenced a three week summer arrears blitz on 1 July 2019, with the aim of contacting all residents on UC and in arrears, as well as applying for APAs (alternative payment arrangements), managed payments and DHP (Discretionary Housing Payment) where appropriate.  We are still in discussion with the Banking and Treasury Team about introducing any day direct debits. At the moment, residents are only able to make payments on Mondays. This is particularly important in relation to UC, as we want residents to be able to set up direct debits so their bank account is debited on the day they receive their UC payment.  Closer monitoring of cases is in place to ensure officers are working in line with our escalation process, as well as being firm but fair with residents. A Direct Debit (DD) incentive will be introduced this summer to encourage residents to take up this payment option.	£4,336,787			<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 2017/18</td><td>£4,200,589</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> <tr><td>Q1 2019/20</td><td>£4,937,180</td></tr> </tbody> </table>	Quarter	Value (£)	Q1 2017/18	£4,200,589	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	Q1 2019/20	£4,937,180
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Q1 2018/19	£4,616,847																												
Q2 2018/19	£4,823,831																												
Q3 2018/19	£4,952,007																												
Q4 2018/19	£4,617,558																												
Q1 2019/20	£4,937,180																												

PI Code	Short Name	2017/18	2018/19	Q1 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																				
		Value	Value	Value	Note																								
NH H RespRep 001	% of Repair Appointments Kept (DLO only)	92.82%	99.16%	100.00%	<p>A total of 12,584 appointments were completed by the DLO during Q1 2019/20. The PI out-turn was 100%.</p> <p><i>NB: There are a number of scenarios which do not count as appointments being missed when this indicator is calculated. These include No Accesses and Leave To Return jobs. In addition, jobs that are rebooked (e.g. if an operative is sick) do not count as missed appointments.</i></p>	98.00%	🟢	⬆️	<p><b>NH H RespRep 001 % of Repair Appointments Kept (DLO only)</b></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>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>99.89%</td></tr> <tr><td>Q3 2018/19</td><td>100.00%</td></tr> <tr><td>Q4 2018/19</td><td>100.00%</td></tr> <tr><td>Q1 2019/20</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value (%)	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	99.89%	Q3 2018/19	100.00%	Q4 2018/19	100.00%	Q1 2019/20	100.00%
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Q4 2018/19	100.00%																												
Q1 2019/20	100.00%																												
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction)	67.08%	73.41%	75.35%	<p>The overall Q1 2019/20 outturn of 75.35% is broken down as 75.81% for the DLO and 70.59% for the contractors - only 51 of 576 completed surveys related to the contractors.</p>	75.00%	🟢	⬆️	<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>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>71.12%</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> <tr><td>Q1 2019/20</td><td>75.35%</td></tr> </tbody> </table>	Quarter	Value (%)	Q2 2017/18	55.56%	Q3 2017/18	67.81%	Q4 2017/18	70.05%	Q1 2018/19	71.12%	Q2 2018/19	75.58%	Q3 2018/19	72.5%	Q4 2018/19	74.1%	Q1 2019/20	75.35%		
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Q1 2019/20	75.35%																												
NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only.	63.7%	86.15%	87.21%		85%	🟢	⬇️	<p><b>NH H RespRep 003 % of repairs completed on first visit (based on Quantitative Data - DLO only)</b></p> <table border="1"> <caption>NH H RespRep 003 % of repairs completed on first visit (based on Quantitative Data - DLO only)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>69.9%</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> <tr><td>Q3 2018/19</td><td>88.9%</td></tr> <tr><td>Q4 2018/19</td><td>88.9%</td></tr> <tr><td>Q1 2019/20</td><td>87.21%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	69.9%	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%	Q3 2018/19	88.9%	Q4 2018/19	88.9%	Q1 2019/20	87.21%
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PI Code	Short Name	2017/18	2018/19	Q1 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																				
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NH H Voids 001	Average time taken to re-let local authority housing (all voids including major & minor voids) - days	70	59	56	A number of longer term voids continue to disproportionately affect the turnaround figures. Problems with damp in properties in particular are affecting the works team's ability to refurbish properties as this often needs to be dried before work, such as plastering, can proceed. The 127 properties re-let had an average turnaround of 55.6 days, which is not significantly above the 55 days target, and makes this indicator an amber outturn.	55			<p><b>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major &amp; minor voids) - days</b></p> <table border="1"> <caption>NH H Voids 001 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</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> <tr><td>Q1 2019/20</td><td>56</td></tr> </tbody> </table>	Quarter	Value	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	Q1 2019/20	56
Quarter	Value																												
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Q2 2018/19	54																												
Q3 2018/19	48																												
Q4 2018/19	57																												
Q1 2019/20	56																												
NH PR PMS 007a	Number of PCNs issued - total	118363	162934	41316	<p><b>PCNs: 41316</b></p> <ul style="list-style-type: none"> <li>- Street(17660)/Car Park(466): 18126</li> <li>- Estate: 3530</li> <li>- CCTV: 19660</li> </ul> <p><b>Warnings:</b></p> <ul style="list-style-type: none"> <li>--CCTV Warnings Westgate St: 2114</li> </ul>	Data Only			<p><b>NH PR PMS 007a Number of PCNs issued - total</b></p> <table border="1"> <caption>NH PR PMS 007a Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32454</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>39560</td></tr> <tr><td>Q2 2018/19</td><td>44066</td></tr> <tr><td>Q3 2018/19</td><td>35897</td></tr> <tr><td>Q4 2018/19</td><td>44191</td></tr> <tr><td>Q1 2019/20</td><td>41316</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	32454	Q2 2017/18	31683	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	39560	Q2 2018/19	44066	Q3 2018/19	35897	Q4 2018/19	44191	Q1 2019/20	41316
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NH PR PMS 010a	PCN recovery rate - including estates	66.5%	69.9%	79.9%	<p>Number of PCN paid - 27198</p> <p>Number of PCN issued - 34052</p>	Data Only			<p><b>NH PR PMS 010a PCN recovery rate - including estates</b></p> <table border="1"> <caption>NH PR PMS 010a Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</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>65.8%</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> <tr><td>Q4 2018/19</td><td>71.8%</td></tr> <tr><td>Q1 2019/20</td><td>79.9%</td></tr> </tbody> </table>	Quarter	Value	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%	Q3 2018/19	71.0%	Q4 2018/19	71.8%	Q1 2019/20	79.9%
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	100.00%	90.00%	83.00%		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>Performance Data for NH PR PRS 001a</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</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> <tr><td>Q1 2019/20</td><td>83.00%</td></tr> </tbody> </table>	Quarter	Value (%)	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%	Q1 2019/20	83.00%
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Q1 2019/20	83.00%																												
NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	78.00%	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>Performance Data for NH PR PRS 001b</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> <tr><td>Q1 2019/20</td><td>85.00%</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%	Q1 2019/20	85.00%
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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	85.00%	88.00%	91.00%		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>Performance Data for NH PR PRS 001c</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> <tr><td>Q1 2019/20</td><td>91.00%</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%	Q1 2019/20	91.00%
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old	61.0%	61.0%	59.0%	<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 all 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 been extremely successful and given credibility to the Council's Planning Enforcement function, which 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 345 remain open as of August 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 and efficient fashion, and have a total of 752 open cases (including the remaining 345 older cases) up to and including August 2019. So although the historic cases have continued to reduce in number, cases under 4 years have also been closed at a similar rate. The total number of overall cases (currently 752) therefore continues to fall, but the balance between old and new has remained static - as indicated by the KPI. 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, and so resources are being aligned to recognise and deliver this through joint working with Legal's Litigation team</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>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>% of open cases less than 4 years old</th> </tr> </thead> <tbody> <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> <tr> <td>Q4 2018/19</td> <td>61.0%</td> </tr> <tr> <td>Q1 2019/20</td> <td>59.0%</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	% of open cases less than 4 years old	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%	Q4 2018/19	61.0%	Q1 2019/20	59.0%
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NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	1.88%	2.50%	3.36%	The stretch target for litter is 2.5%, meaning that 97.5% of the transects scored must be at an acceptable level or better. This target was missed by only 2 transects (out of 320) and remains low so the increase is not considered a cause for concern, however every effort will be made to hit the target in the remaining tranches.'	2.50%			<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>Performance Data Trend Chart Data (Litter)</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>Q1 2018/19</td><td>2.66%</td></tr> <tr><td>Q2 2018/19</td><td>2.19%</td></tr> <tr><td>Q3 2018/19</td><td>2.66%</td></tr> <tr><td>Q1 2019/20</td><td>3.36%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.97%	Q2 2017/18	1.41%	Q3 2017/18	1.25%	Q1 2018/19	2.66%	Q2 2018/19	2.19%	Q3 2018/19	2.66%	Q1 2019/20	3.36%
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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%	5.26%	2.75%		5.00%			<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>Performance Data Trend Chart Data (Detritus)</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>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>5.18%</td></tr> <tr><td>Q1 2019/20</td><td>2.75%</td></tr> </tbody> </table>	Quarter	Value (%)	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%	Q3 2018/19	5.18%	Q1 2019/20	2.75%
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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%	3.23%	2.45%		3.00%			<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>Performance Data Trend Chart Data (Graffiti)</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>0.36%</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>4.93%</td></tr> <tr><td>Q3 2018/19</td><td>0.36%</td></tr> <tr><td>Q1 2019/20</td><td>2.46%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.66%	Q2 2017/18	0.36%	Q3 2017/18	2.66%	Q1 2018/19	4.84%	Q2 2018/19	4.93%	Q3 2018/19	0.36%	Q1 2019/20	2.46%
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PI Code	Short Name	2017/18	2018/19	Q1 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend 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%	3.13%	0.31%		3.00%			<p><b>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</b></p> <table border="1"> <caption>Quarterly Fly-posting Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <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>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> <tr><td>Q3 2018/19</td><td>1.11%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	0.47%	Q2 2017/18	1.56%	Q3 2017/18	0%	Q4 2017/18	1.56%	Q1 2018/19	5.94%	Q2 2018/19	1.88%	Q3 2018/19	1.11%				
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NH PR WS 047	Residual household waste per household (ex NI 191)	545.1	521.9	132.3		519.0			<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p> <table border="1"> <caption>Quarterly Residual Household Waste Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>146.4</td></tr> <tr><td>Q2 2017/18</td><td>139.5</td></tr> <tr><td>Q3 2017/18</td><td>134.8</td></tr> <tr><td>Q4 2017/18</td><td>127.5</td></tr> <tr><td>Q1 2018/19</td><td>134.7</td></tr> <tr><td>Q2 2018/19</td><td>128.6</td></tr> <tr><td>Q3 2018/19</td><td>136.9</td></tr> <tr><td>Q4 2018/19</td><td>126.5</td></tr> <tr><td>Q1 2019/20</td><td>132.3</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	146.4	Q2 2017/18	139.5	Q3 2017/18	134.8	Q4 2017/18	127.5	Q1 2018/19	134.7	Q2 2018/19	128.6	Q3 2018/19	136.9	Q4 2018/19	126.5	Q1 2019/20	132.3
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Q1 2019/20	132.3																												
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.40%	27.90%	28.01%		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 Household Waste Reuse/Recycling/Composting Data</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>27.45%</td></tr> <tr><td>Q4 2017/18</td><td>27.46%</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> <tr><td>Q1 2019/20</td><td>28.01%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	27.09%	Q2 2017/18	27.49%	Q3 2017/18	27.45%	Q4 2017/18	27.46%	Q1 2018/19	28.00%	Q2 2018/19	27.74%	Q3 2018/19	27.69%	Q4 2018/19	28.51%	Q1 2019/20	28.01%
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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