

Audit Committee Report 2019



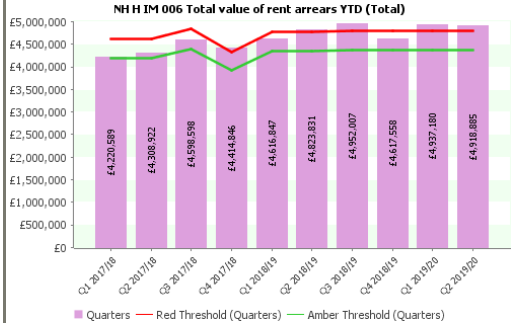


PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																						
		Value	Value	Value	Value	Note																										
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	99.0%	100.0%	Not measured for Quarters			100.0%	🟢	⬆️	<p>CACH CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</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%														
Year	Percentage																															
2016/17	100.0%																															
2017/18	100.0%																															
2018/19	100.0%																															
CE HROD 001	Sickness 12 month rolling average	7.82	8.39	9.17	9.43	The sickness indicator, drivers and actions and the latest performance were covered in detail at the last audit committee meeting, and the figure given in that meeting as the latest performance is exactly reflected in this report.	8.43	🛑	⬇️	<p>CE HROD 001 Sickness 12 month rolling average</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> <tr> <td>Q2 2019/20</td> <td>9.43</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	Q2 2019/20	9.43
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Q1 2019/20	9.17																															
Q2 2019/20	9.43																															

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CE HROD 023	% of employees aged 50 or over	38.6%	38.8%	39.0%	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> <tr><td>Q1 2019/20</td><td>39.0%</td></tr> <tr><td>Q2 2019/20</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%	Q1 2019/20	39.0%	Q2 2019/20	38.8%
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CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.01%	29.21%	26.82%	28.16%		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>25.43%</td></tr> <tr><td>Q4 2017/18</td><td>27.41%</td></tr> <tr><td>Q1 2018/19</td><td>25.23%</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> <tr><td>Q2 2019/20</td><td>28.16%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	26.46%	Q2 2017/18	25.73%	Q3 2017/18	25.43%	Q4 2017/18	27.41%	Q1 2018/19	25.23%	Q2 2018/19	23.63%	Q3 2018/19	29.15%	Q4 2018/19	29.21%	Q1 2019/20	26.82%	Q2 2019/20	28.16%
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	52.41%	48.11%	49.78%	46.08%		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>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>49.52%</td></tr> <tr><td>Q4 2018/19</td><td>48.11%</td></tr> <tr><td>Q1 2019/20</td><td>49.78%</td></tr> <tr><td>Q2 2019/20</td><td>46.08%</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	49.52%	Q4 2018/19	48.11%	Q1 2019/20	49.78%	Q2 2019/20	46.08%
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CE PPD 021	Number of Resolution Stage complaints received by the Council	2967	2701	652	551		Data Only			<p>CE PPD 021 Number of Resolution Stage complaints received by the Council</p> <table border="1"> <caption>CE PPD 021 Quarterly Data</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>765</td></tr> <tr><td>Q3 2017/18</td><td>730</td></tr> <tr><td>Q4 2017/18</td><td>714</td></tr> <tr><td>Q1 2018/19</td><td>724</td></tr> <tr><td>Q2 2018/19</td><td>779</td></tr> <tr><td>Q3 2018/19</td><td>605</td></tr> <tr><td>Q4 2018/19</td><td>593</td></tr> <tr><td>Q1 2019/20</td><td>662</td></tr> <tr><td>Q2 2019/20</td><td>551</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	758	Q2 2017/18	765	Q3 2017/18	730	Q4 2017/18	714	Q1 2018/19	724	Q2 2018/19	779	Q3 2018/19	605	Q4 2018/19	593	Q1 2019/20	662	Q2 2019/20	551
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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)	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 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (YTD)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>15.7</td></tr> <tr><td>Q2 2017/18</td><td>17.4</td></tr> <tr><td>Q3 2017/18</td><td>17.4</td></tr> <tr><td>Q4 2017/18</td><td>13.2</td></tr> <tr><td>Q1 2018/19</td><td>8.7</td></tr> <tr><td>Q2 2018/19</td><td>7.9</td></tr> <tr><td>Q3 2018/19</td><td>9.1</td></tr> <tr><td>Q4 2018/19</td><td>7.7</td></tr> <tr><td>Q1 2019/20</td><td>7.5</td></tr> <tr><td>Q2 2019/20</td><td>7.7</td></tr> </tbody> </table>	Quarter	Value (YTD)	Q1 2017/18	15.7	Q2 2017/18	17.4	Q3 2017/18	17.4	Q4 2017/18	13.2	Q1 2018/19	8.7	Q2 2018/19	7.9	Q3 2018/19	9.1	Q4 2018/19	7.7	Q1 2019/20	7.5	Q2 2019/20	7.7
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Q4 2018/19	7.7																															
Q1 2019/20	7.5																															
Q2 2019/20	7.7																															
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,867	3,133	3,159	3,168		Data Only			<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</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> <tr><td>Q2 2019/20</td><td>3,168</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	Q2 2019/20	3,168
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	95.0%	26.8%	49.6%		94.5%			<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> <table border="1"> <caption>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 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> <tr><td>Q2 2019/20</td><td>49.6%</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%	Q2 2019/20	49.6%
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FCR RB REV 005	Percentage of non-domestic rates collected	97.87%	95.50%	29.30%	54.10%		95.00%			<p>FCR RB REV 005 Percentage of non-domestic rates collected</p> <table border="1"> <caption>FCR RB REV 005 Percentage of non-domestic rates collected</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>28.00%</td></tr> <tr><td>Q2 2017/18</td><td>55.36%</td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td></tr> <tr><td>Q4 2017/18</td><td>97.87%</td></tr> <tr><td>Q1 2018/19</td><td>26.06%</td></tr> <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> <tr><td>Q1 2019/20</td><td>29.30%</td></tr> <tr><td>Q2 2019/20</td><td>54.10%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	28.00%	Q2 2017/18	55.36%	Q3 2017/18	81.00%	Q4 2017/18	97.87%	Q1 2018/19	26.06%	Q2 2018/19	50.20%	Q3 2018/19	79.40%	Q4 2018/19	95.50%	Q1 2019/20	29.30%	Q2 2019/20	54.10%
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NH H IM 005	Rent Arrears as a % of rent debit	3.52 %	3.68 %	3.85 %	3.86 %	As at the end of September 2019, we had 1913 tenants on Universal Credit (UC) and an arrears value of £1,590,849. We are receiving about 100 new UC cases every month. The average debt owed by UC tenants is currently £1,180, as it takes anything up to nine weeks for claims to be processed. While most of the arrears are administrative, it is having a significant impact on the PIs. This is by no means unique to Hackney Council,	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>3.32 %</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>3.85 %</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> <tr><td>Q1 2019/20</td><td>3.85 %</td></tr> <tr><td>Q2 2019/20</td><td>3.86 %</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	3.32 %	Q2 2017/18	3.41 %	Q3 2017/18	3.65 %	Q4 2017/18	3.85 %	Q1 2018/19	3.62 %	Q2 2018/19	3.80 %	Q3 2018/19	3.92 %	Q4 2018/19	3.68 %	Q1 2019/20	3.85 %	Q2 2019/20	3.86 %
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NH H IM 006	Total value of rent arrears YTD (Total)	£4,414,846	£4,617,558	£4,937,180	£4,918,885	<p>as other local authorities and Housing Associations are experiencing an increase in the level of rent arrears as a direct result of UC.</p> <p>Unfortunately, this has created additional workload and pressure for the team. The Head of Income will be carrying out an analysis, to establish if the team is adequately resourced to deal with the challenges and increased workload as some local authorities have established dedicated Universal Credit teams.</p> <p>The Head of Income is in the process of reviewing the team structure, to ensure it is fit for purpose. Essentially, we are aiming to create smaller patches for Income officers, so they can manage arrears cases in an efficient and effective manner. We are expecting to have the new structure in place in early 2020/21.</p> <p>The team will commence a "Pay Your Rent This Christmas" campaign in November, reminding residents to pay their rent and not to spend the money on presents. Leaflets and posters will be placed in all the area offices, HSC and in the November edition of "Our Homes".</p> <p>Discussions have progressed regarding the introduction of "any day" direct debits. The Head of Income Services met with both the Head of Banking & Treasury and the Principal Financial Systems Officer in November 2019 and there was agreement that there was</p>	£4,366,787			<p>NH H IM 006 Total value of rent arrears YTD (Total)</p>  <table border="1"> <caption>Quarterly Total Value of Rent Arrears (YTD)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>£4,220,589</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>£4,116,847</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>£4,417,558</td></tr> <tr><td>Q1 2019/20</td><td>£4,937,180</td></tr> <tr><td>Q2 2019/20</td><td>£4,918,885</td></tr> </tbody> </table>	Quarter	Value (£)	Q1 2017/18	£4,220,589	Q2 2017/18	£4,308,922	Q3 2017/18	£4,598,598	Q4 2017/18	£4,414,846	Q1 2018/19	£4,116,847	Q2 2018/19	£4,823,831	Q3 2018/19	£4,952,007	Q4 2018/19	£4,417,558	Q1 2019/20	£4,937,180	Q2 2019/20	£4,918,885
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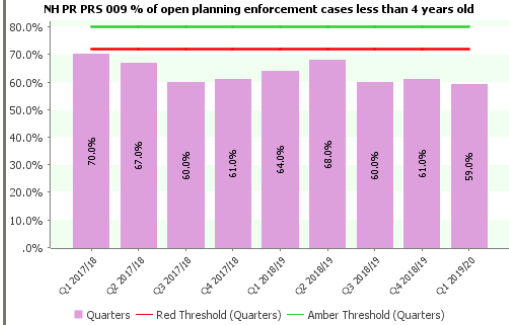
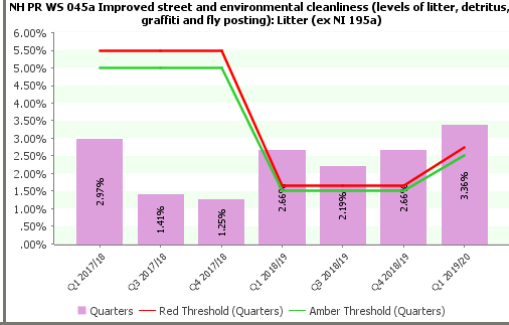
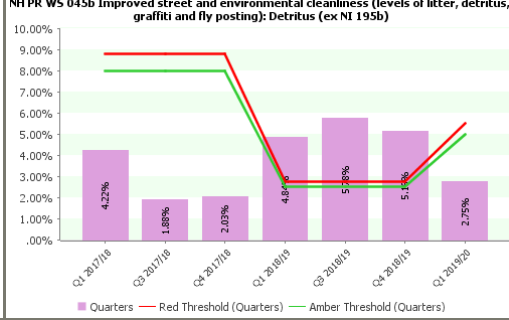
PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart
		Value	Value	Value	Value	Note				
						<p>no reason why this should not be introduced. They will obtain costing from CivicaPay, and if it is favourable and achieves value for money, the expectation is that we will go live with this from April 2020. 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.</p> <p>We are in the process of reviewing the Income policy and procedures as well as the arrears letters, to ensure they are fit for purpose. The deadline for reviewing the policy and procedures is April 2020. Emphasis will be placed on early intervention and a firm but fair approach to dealing with cases.</p> <p>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. The DD incentive has been postponed to coincide with the go-live date for the paperless any day DD, which will be introduced from April 2020.</p>				

PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																						
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NH H RespRep 001	% of Repair Appointments Kept (DLO only)	92.82%	99.16%	100.00%	100.00%	Q2 saw 100% of appointments kept using the current methodology. Under that methodology, the appointment is met if we attend on the agreed day. In addition, 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. Finally, jobs that are rebooked (e.g. if an operative is sick) do not count as missed appointments. We are currently undertaking a piece of work with the DLO to refine the current methodology.	98.00%	🟢	⬆️	<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>90.97%</td></tr> <tr><td>Q2 2017/18</td><td>93.72%</td></tr> <tr><td>Q3 2017/18</td><td>91.08%</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>99.09%</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> <tr><td>Q2 2019/20</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	90.97%	Q2 2017/18	93.72%	Q3 2017/18	91.08%	Q4 2017/18	92.73%	Q1 2018/19	96.30%	Q2 2018/19	99.09%	Q3 2018/19	100.00%	Q4 2018/19	100.00%	Q1 2019/20	100.00%	Q2 2019/20	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%	73.41%	75.35%	72.84%	A total of 670 individual satisfaction survey responses were received during Q2 (once 60 duplicate responses had been removed). This represented a 14.73% (86) increase in the number of responses received compared to Q1. Of this total, 488 respondents (72.84%) stated that they were satisfied that their repair had been completed on first visit. The Q2 figure of 72.84% is just over two percentage points below the 75% target figure and also represents a decline of 2.5 percentage points on Q1 performance. This reflects the fact that satisfaction levels fell below 72% during all of June, July and August. However, September saw performance rise to 74.5% on the back of 187 of the 251 survey respondents stating that they were satisfied that their repair had been completed on first visit. With managers receiving real	75%	🟡	⬇️	<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>71.12%</td></tr> <tr><td>Q2 2018/19</td><td>75.50%</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> <tr><td>Q2 2019/20</td><td>72.84%</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	75.50%	Q3 2018/19	72.5%	Q4 2018/19	74.1%	Q1 2019/20	75.35%	Q2 2019/20	72.84%		
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						time satisfaction data to their inboxes on a daily basis we will be able to monitor progress regularly to ensure that this September improvement is maintained/continued.																										
NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only	63.7%	86.15%	87.21%	91.48%	<p>The Q2 outturn was 91.48%, with 12,426 of the DLO's 13,584 reactive repair jobs completed on first visit. This is nearly five percentage points above the corresponding figure for Q1 and reflects the steady monthly increase in performance levels that has been seen since April 2019. A full breakdown of this improved performance is provided below.</p> <p><u>Breakdown:</u></p> <p>Apr 2019: 86.66% (3968/4579) May 2019: 85.62% (3788/4424) Jun 2019: 88.59% (3697/4173) Jul 2019: 88.32% (4085/4625) Aug 2019: 91.31% (3848/4214) Sep 2019: 94.69% (4493/4745)</p> <p>Q1 2019: 86.92% (11453/13176) Q2 2019: 91.48% (12426/13584)</p>	85%	 		<p>NH H RespRep 003 % of repairs completed on first visit (based on system generated data) - DLO only</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>% of repairs completed on first visit</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>63.8%</td></tr> <tr><td>Q2 2017/18</td><td>44.4%</td></tr> <tr><td>Q3 2017/18</td><td>64.9%</td></tr> <tr><td>Q4 2017/18</td><td>74.5%</td></tr> <tr><td>Q1 2018/19</td><td>82.6%</td></tr> <tr><td>Q2 2018/19</td><td>87.4%</td></tr> <tr><td>Q3 2018/19</td><td>88.8%</td></tr> <tr><td>Q4 2018/19</td><td>88.8%</td></tr> <tr><td>Q1 2019/20</td><td>87.21%</td></tr> <tr><td>Q2 2019/20</td><td>91.48%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	Q1 2017/18	63.8%	Q2 2017/18	44.4%	Q3 2017/18	64.9%	Q4 2017/18	74.5%	Q1 2018/19	82.6%	Q2 2018/19	87.4%	Q3 2018/19	88.8%	Q4 2018/19	88.8%	Q1 2019/20	87.21%	Q2 2019/20	91.48%
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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 days	59 days	56 days	53 days	<p>134 properties were re-let in Q2 2019/20, with an average turnaround time of 53.1 days. This is above target and an improvement on the Q1 figure of 56 days.</p> <p>July and August had an average turnaround of 56 days. September's void turnaround was particularly good, at 48 days.</p>	55 days			<p>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major & minor voids) - days</p> <table border="1"> <caption>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major & minor voids) - days</caption> <thead> <tr> <th>Quarter</th> <th>Value (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> <tr><td>Q1 2019/20</td><td>56</td></tr> <tr><td>Q2 2019/20</td><td>53</td></tr> </tbody> </table>	Quarter	Value (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	Q1 2019/20	56	Q2 2019/20	53
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NH PR PMS 007a	Number of PCNs issued - total	118363	162934	41316	34434	<p>PCNs:</p> <ul style="list-style-type: none"> - Street(18032)/Car Park(411): 18443 - Estate: 3764 - CCTV: 12227 <p>Warnings:</p> <ul style="list-style-type: none"> --CCTV Warnings Westgate St: 500 	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>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32484</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>44131</td></tr> <tr><td>Q1 2019/20</td><td>41316</td></tr> <tr><td>Q2 2019/20</td><td>34434</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	32484	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	44131	Q1 2019/20	41316	Q2 2019/20	34434	
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NH PR PMS 010a	PCN recovery rate - including estates	66.5%	69.9%	79.9%	81.4%	<p>Number of PCN paid - 30,073</p> <p>Number of PCN issued - 36,965</p>	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>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>70.7%</td></tr> <tr><td>Q2 2017/18</td><td>60.0%</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>78.9%</td></tr> <tr><td>Q2 2019/20</td><td>81.4%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	70.7%	Q2 2017/18	60.0%	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	78.9%	Q2 2019/20	81.4%	
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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%	100.00%		70.00%	🟢	⬆️	<p>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</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> <tr><td>Q2 2019/20</td><td>100.00%</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%	Q2 2019/20	100.00%
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	78.00%	82.00%	85.00%	81.00%		75.00%	🟢	⬇️	<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</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>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> <tr><td>Q4 2018/19</td><td>87.00%</td></tr> <tr><td>Q1 2019/20</td><td>85.00%</td></tr> <tr><td>Q2 2019/20</td><td>81.00%</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	76.00%	Q2 2018/19	82.00%	Q3 2018/19	85.00%	Q4 2018/19	87.00%	Q1 2019/20	85.00%	Q2 2019/20	81.00%
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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%	86.00%		80.00%	🟢	⬇️	<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</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> <tr><td>Q2 2019/20</td><td>86.00%</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%	Q2 2019/20	86.00%
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PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart
		Value	Value	Value	Value	Note				
NH PR PRS 009	% of open planning enforcement cases less than 4 years old	61.0%	61.0%	59.0%	60.0%	60% of the open planning enforcement investigations are under 4 years old. 40% of cases are older than 4 years due to a lack of resource in the litigation team in order to progress prosecution cases, in addition to the current structure of the Enforcement Team where only one Prosecutions & Compliance officer is in post. A strategy is in place whereby the 60% figure will increase, with responsibility for prosecutions and compliance spread throughout the enforcement team, and a temporary 2year post in the litigation team being created in order to deal with 'historic' cases	80.0%			<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p> 
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	1.88%	2.50%	3.36%	N/A	Tranche 2 will be reported in Q3	2.50%	N/A	N/A	<p>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p> 
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%	N/A	Tranche 2 will be reported in Q3	5.00%	N/A	N/A	<p>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p> 

PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																																												
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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%	N/A	Tranche 2 will be reported in Q3	3.00%	N/A	N/A	<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>Performance Data for Graffiti (ex NI 195c)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.66%</td><td>5.50%</td><td>5.00%</td></tr> <tr><td>Q2 2017/18</td><td>0.56%</td><td>5.50%</td><td>5.00%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td><td>5.50%</td><td>5.00%</td></tr> <tr><td>Q4 2017/18</td><td>4.96%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q1 2018/19</td><td>4.56%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q2 2018/19</td><td>0.56%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q3 2018/19</td><td>0.56%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q4 2018/19</td><td>2.45%</td><td>3.00%</td><td>2.50%</td></tr> </tbody> </table>	Quarter	Value (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	2.66%	5.50%	5.00%	Q2 2017/18	0.56%	5.50%	5.00%	Q3 2017/18	2.66%	5.50%	5.00%	Q4 2017/18	4.96%	2.20%	2.00%	Q1 2018/19	4.56%	2.20%	2.00%	Q2 2018/19	0.56%	2.20%	2.00%	Q3 2018/19	0.56%	2.20%	2.00%	Q4 2018/19	2.45%	3.00%	2.50%								
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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%	3.13%	0.31%	N/A	Tranche 2 will be reported in Q3	3.00%	N/A	N/A	<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>Performance Data for Fly-posting (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0.7%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q2 2017/18</td><td>1.55%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q3 2017/18</td><td>0.7%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q4 2017/18</td><td>1.55%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q1 2018/19</td><td>5.94%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q2 2018/19</td><td>1.88%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q3 2018/19</td><td>0.7%</td><td>2.20%</td><td>2.00%</td></tr> <tr><td>Q4 2018/19</td><td>0.7%</td><td>3.00%</td><td>2.50%</td></tr> </tbody> </table>	Quarter	Value (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	0.7%	3.50%	3.00%	Q2 2017/18	1.55%	3.50%	3.00%	Q3 2017/18	0.7%	3.50%	3.00%	Q4 2017/18	1.55%	2.20%	2.00%	Q1 2018/19	5.94%	2.20%	2.00%	Q2 2018/19	1.88%	2.20%	2.00%	Q3 2018/19	0.7%	2.20%	2.00%	Q4 2018/19	0.7%	3.00%	2.50%								
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NH PR WS 047	Residual household waste per household (ex NI 191)	545.1kg	521.9kg	132.3kg	127.7kg		519.0kg	🟡	📈	<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p> <table border="1"> <caption>Performance Data for Residual household waste per household (ex NI 191)</caption> <thead> <tr> <th>Quarter</th> <th>Value (kg)</th> <th>Red Threshold (kg)</th> <th>Amber Threshold (kg)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>146.4</td><td>150.0</td><td>125.0</td></tr> <tr><td>Q2 2017/18</td><td>139.5</td><td>150.0</td><td>125.0</td></tr> <tr><td>Q3 2017/18</td><td>134.8</td><td>150.0</td><td>125.0</td></tr> <tr><td>Q4 2017/18</td><td>127.5</td><td>145.0</td><td>120.0</td></tr> <tr><td>Q1 2018/19</td><td>134.7</td><td>145.0</td><td>120.0</td></tr> <tr><td>Q2 2018/19</td><td>128.6</td><td>140.0</td><td>115.0</td></tr> <tr><td>Q3 2018/19</td><td>136.9</td><td>140.0</td><td>115.0</td></tr> <tr><td>Q4 2018/19</td><td>136.5</td><td>135.0</td><td>110.0</td></tr> <tr><td>Q1 2019/20</td><td>132.3</td><td>140.0</td><td>115.0</td></tr> <tr><td>Q2 2019/20</td><td>127.7</td><td>135.0</td><td>110.0</td></tr> </tbody> </table>	Quarter	Value (kg)	Red Threshold (kg)	Amber Threshold (kg)	Q1 2017/18	146.4	150.0	125.0	Q2 2017/18	139.5	150.0	125.0	Q3 2017/18	134.8	150.0	125.0	Q4 2017/18	127.5	145.0	120.0	Q1 2018/19	134.7	145.0	120.0	Q2 2018/19	128.6	140.0	115.0	Q3 2018/19	136.9	140.0	115.0	Q4 2018/19	136.5	135.0	110.0	Q1 2019/20	132.3	140.0	115.0	Q2 2019/20	127.7	135.0	110.0
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PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																						
		Value	Value	Value	Value	Note																										
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.40%	27.90%	28.01%	28.35%		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>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>27.09%</td></tr> <tr><td>Q3 2017/18</td><td>27.43%</td></tr> <tr><td>Q4 2017/18</td><td>27.65%</td></tr> <tr><td>Q1 2018/19</td><td>27.42%</td></tr> <tr><td>Q2 2018/19</td><td>28.00%</td></tr> <tr><td>Q3 2018/19</td><td>27.74%</td></tr> <tr><td>Q4 2018/19</td><td>27.69%</td></tr> <tr><td>Q1 2019/20</td><td>28.51%</td></tr> <tr><td>Q2 2019/20</td><td>28.01%</td></tr> <tr><td>Q3 2019/20</td><td>28.35%</td></tr> </tbody> </table>	Quarter	Percentage	Q2 2017/18	27.09%	Q3 2017/18	27.43%	Q4 2017/18	27.65%	Q1 2018/19	27.42%	Q2 2018/19	28.00%	Q3 2018/19	27.74%	Q4 2018/19	27.69%	Q1 2019/20	28.51%	Q2 2019/20	28.01%	Q3 2019/20	28.35%
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PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				