

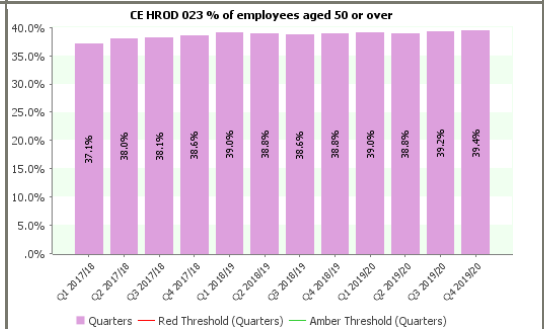
Audit Committee Report 2019



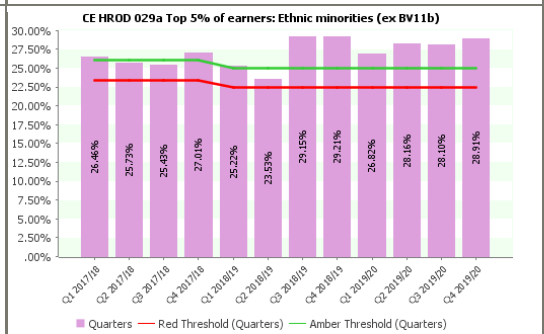
PI Code	Short Name	2017/18	2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20		Annual Target 2019/20	Traffic Light	DOT	Performance Data Trend Chart																										
		Value	Value	Value	Value	Value	Value	Note																														
CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	99.0%	100.0%	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"> <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	9.43	9.71	10.29	<p>COVID-19 has had a significant impact upon absence rates, and the end part of Q4 was impacted by COVID-19. Detailed tracking is being undertaken of COVID-19 related absence and reasons for absence (sickness, self-isolation and dependency leave) to enable these figures to be analysed in more detail at a later stage. Current indications are that in</p>	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>Average</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> <tr> <td>Q3 2019/20</td> <td>9.71</td> </tr> <tr> <td>Q4 2019/20</td> <td>10.29</td> </tr> </tbody> </table>	Quarter	Average	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	Q3 2019/20	9.71	Q4 2019/20	10.29
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many areas, non COVID-19 absence is reducing.

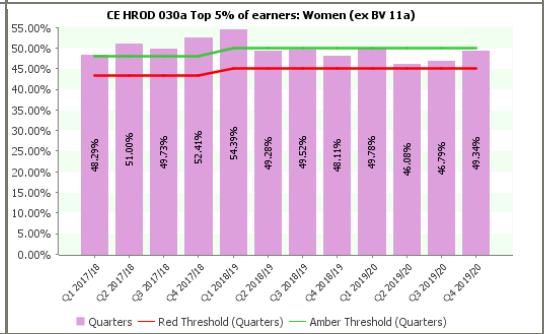
CE HROD 023	% of employees aged 50 or over	38.6%	38.8%	39.0%	38.8%	39.2%	39.4%	Data Only		
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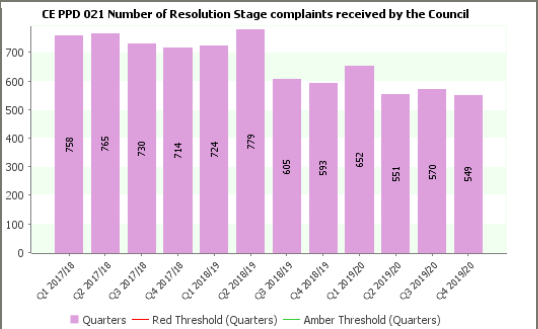


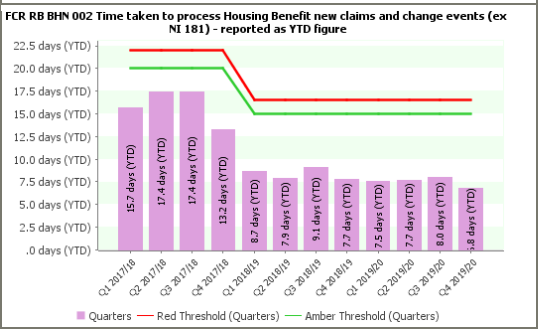


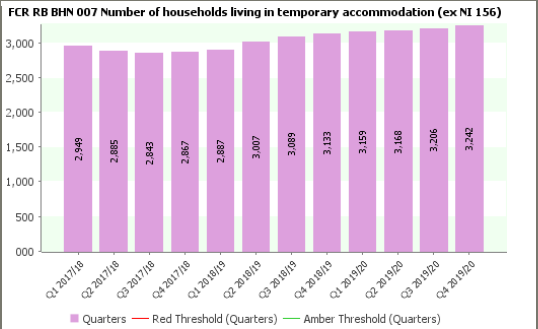


CE HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	27.01%	29.21%	26.82%	28.16%	28.10%	28.91%	25.00%		
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CE HROD 030a	Top 5% of earners: Women (ex BV 11a)	52.41%	48.11%	49.78%	46.08%	46.79%	49.34%	50.00%		
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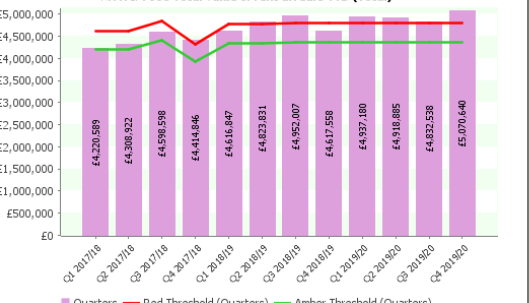


CE PPD 021	Number of Resolution Stage complaints received by the Council	2967	2701	652	551	570	549		Data Only			<p>CE PPD 021 Number of Resolution Stage complaints received by the Council</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr><td>Q1 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> <tr><td>Q3 2019/20</td><td>570</td></tr> <tr><td>Q4 2019/20</td><td>549</td></tr> </tbody> </table>	Quarter	Number of Complaints	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	Q3 2019/20	570	Q4 2019/20	549
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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)	8.0 days (YTD)	6.8 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"> <thead> <tr> <th>Quarter</th> <th>YTD Figure (Days)</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> <tr><td>Q3 2019/20</td><td>8.0</td></tr> <tr><td>Q4 2019/20</td><td>6.8</td></tr> </tbody> </table>	Quarter	YTD Figure (Days)	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	Q3 2019/20	8.0	Q4 2019/20	6.8
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,867	3,133	3,159	3,168	3,206	3,242		Data Only			<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Households</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> <tr><td>Q1 2019/20</td><td>3,159</td></tr> <tr><td>Q2 2019/20</td><td>3,168</td></tr> <tr><td>Q3 2019/20</td><td>3,206</td></tr> <tr><td>Q4 2019/20</td><td>3,242</td></tr> </tbody> </table>	Quarter	Number of Households	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	Q1 2019/20	3,159	Q2 2019/20	3,168	Q3 2019/20	3,206	Q4 2019/20	3,242
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FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	95.0%	26.8%	49.6%	73.3%	94.7%	94.5%	🟢	⬆️	<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p>
FCR RB REV 005	Percentage of non-domestic rates collected	97.87%	95.50%	29.30%	54.10%	81.10%	94.98%	95.00%	⚠️	⬆️	<p>FCR RB REV 005 Percentage of non-domestic rates collected</p>
NH H IM 005	Rent Arrears as a % of rent debit	3.52 %	3.68 %	3.85 %	3.86 %	3.81 %	4.02 %	3.40 %	🛑	⬇️	<p>NH H IM 005 Rent Arrears as a % of rent debit</p>





As at mid-March, performance was on track for this indicator to be Amber. However, the end of year performance was significantly impacted by COVID-19 due to the reasons below:



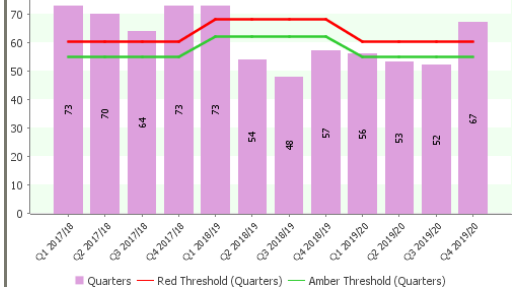
a) The suspension of arrears escalation policy

NH H IM 006	Total value of rent arrears YTD (Total)	£4,414,846	£4,617,558	£4,937,180	£4,918,885	£4,832,538	£5,070,640	<p>- no enforcement action has been taken since lockdown. All court and warrant applications were put on hold for three months. Also, court hearings were all adjourned to the next open date after 48 days and all evictions were suspended.</p> <p>b) Increase in new UC claims - There has been a significant increase in the number of new claims by tenants. As at the w/c 06/04/20, 197 new verification requests were received. This is no surprise as the DWP has received over one million new claims since lockdown. This trend is expected to continue.</p> <p>c) A large number of tenants are now saying they are unable to pay their rent due to COVID-19. These are cases where tenants have lost their jobs or been furloughed.</p> <p>d) Lockdown - Elderly tenants over 70, who are generally regular payers at the Post Office, were unable to leave their homes to make payments.</p> <p>e) Direct debit/Standing orders - We have seen a</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 (Estimated from Chart)</caption> <thead> <tr> <th>Quarter</th> <th>Total Value (£)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>£4,220,589</td></tr> <tr><td>Q2 2017/18</td><td>£4,308,522</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> <tr><td>Q2 2019/20</td><td>£4,918,885</td></tr> <tr><td>Q3 2019/20</td><td>£4,832,538</td></tr> <tr><td>Q4 2019/20</td><td>£5,070,640</td></tr> </tbody> </table>	Quarter	Total Value (£)	Q1 2017/18	£4,220,589	Q2 2017/18	£4,308,522	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	Q2 2019/20	£4,918,885	Q3 2019/20	£4,832,538	Q4 2019/20	£5,070,640
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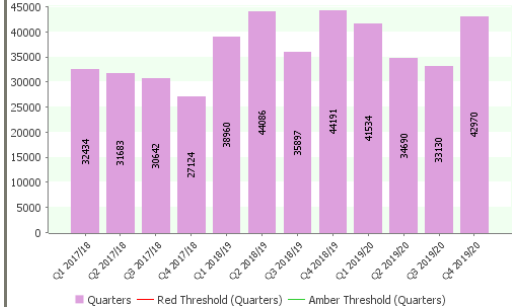


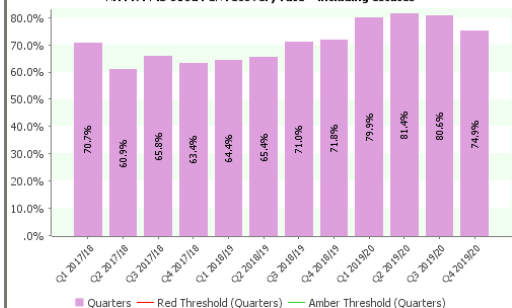
							<p>decrease in the number of payments made by direct debit and standing order.</p> <p>In the final week of 2019/20, the number of new Universal Credit claimants increased by 95, whereas in the previous 4 weeks, the weekly number increased between 24 and 30. Also, excluding Housing Benefit, the total payment received in week 53 (end of 2019/20) is £587,340 lower than in week 49 - a 24.7% reduction in payments. Week 49 and 53 are equivalent weeks as they include the monthly standing orders.</p> <p>The team will continue calling residents in arrears, to encourage them to make payments over the phone and/or online. Also, the team will be carrying out an arrears blitz immediately after lockdown, to ensure all cases have the appropriate arrears action.</p>				
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NH H Resp Rep 001	% of Repair Appointments Kept (DLO only)	92.82%	99.16%	100%	100%	100%	100%	<p>100% of appointments were 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 have recently undertaken a piece of work with the DLO to refine the current methodology. The aim is to report in future on whether the specific appointment slots (e.g. 8am-1pm) have been met. This new methodology has now undergone final data quality testing with the DLO and been signed off for reporting from the start of the 2020/21 financial year. The outturn for Q4 2019 under this new methodology would have been 93.85% (13,761 out of 14,663).</p>	98.00%			<table border="1"> <caption>NH H RespRep 001 % of Repair Appointments Kept (DLO only)</caption> <thead> <tr> <th>Quarter</th> <th>% of Repair Appointments Kept</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>93.85%</td></tr> <tr><td>Q3 2017/18</td><td>92.72%</td></tr> <tr><td>Q4 2017/18</td><td>91.56%</td></tr> <tr><td>Q1 2018/19</td><td>92.72%</td></tr> <tr><td>Q2 2018/19</td><td>93.30%</td></tr> <tr><td>Q3 2018/19</td><td>99.90%</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> <tr><td>Q3 2019/20</td><td>100.00%</td></tr> <tr><td>Q4 2019/20</td><td>100.00%</td></tr> </tbody> </table>	Quarter	% of Repair Appointments Kept	Q2 2017/18	93.85%	Q3 2017/18	92.72%	Q4 2017/18	91.56%	Q1 2018/19	92.72%	Q2 2018/19	93.30%	Q3 2018/19	99.90%	Q4 2018/19	100.00%	Q1 2019/20	100.00%	Q2 2019/20	100.00%	Q3 2019/20	100.00%	Q4 2019/20	100.00%
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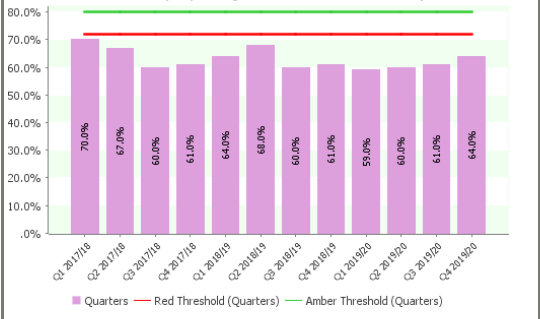


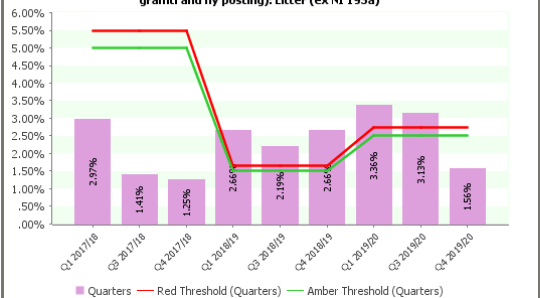


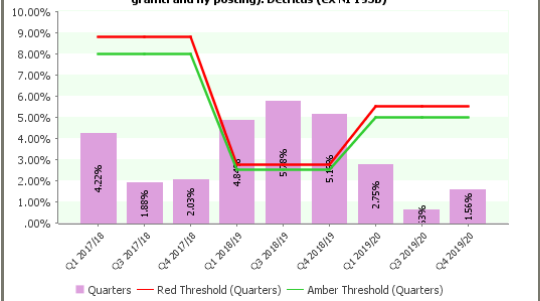
NH H Resp Rep 002	% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors	67.08%	73.41%	75.35%	72.84%	70.53%	71.96%	<p>A total of 995 satisfaction survey responses were received for jobs completed in Q4 2019. Of this total, 716 respondents (71.96%) stated that they were satisfied their repairs had been completed on first visit. This is an increase of 1.33 percentage points on Q3 2019 (70.63%). Performance for this indicator has been relatively consistent over the course of the year, with October 2019 the only month where the out-turn was less than 70%.</p>	75%			<p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>% of repairs completed on first visit</th> </tr> </thead> <tbody> <tr><td>Q3 2017/18</td><td>55.55%</td></tr> <tr><td>Q3 2017/18</td><td>67.81%</td></tr> <tr><td>Q4 2017/18</td><td>70.65%</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> <tr><td>Q1 2019/20</td><td>75.35%</td></tr> <tr><td>Q2 2019/20</td><td>72.84%</td></tr> <tr><td>Q3 2019/20</td><td>70.53%</td></tr> <tr><td>Q4 2019/20</td><td>71.96%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	Q3 2017/18	55.55%	Q3 2017/18	67.81%	Q4 2017/18	70.65%	Q1 2018/19	72.12%	Q2 2018/19	75.58%	Q3 2018/19	72.5%	Q4 2018/19	74.1%	Q1 2019/20	75.35%	Q2 2019/20	72.84%	Q3 2019/20	70.53%	Q4 2019/20	71.96%		
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NH H Resp Rep 003	% of repairs completed on first visit (based on system generated data) - DLO only	63.7%	86.15%	87.21%	91.48%	89.5%	90.29%	<p>Q4 2019 saw 13,965 (90.29%) of the 15,467 completed repair jobs showing on our systems as completed on first visit. This is an increase of 1.59 percentage points on the Q3 2019 outturn of 88.70% (16,320 out of 18,399).</p> <p>March 2020 provided an early insight into the impact of the COVID-19 lockdown on performance.</p> <p>The month saw 3,781 (92.76%) of the 4076 completed DLO repair jobs showing on our systems as being completed on first visit. This is an increase of 5.26% on the February</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>69.8%</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>88.5%</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> <tr><td>Q3 2019/20</td><td>88.5%</td></tr> <tr><td>Q4 2019/20</td><td>90.29%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	Q1 2017/18	69.8%	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	88.5%	Q4 2018/19	88.8%	Q1 2019/20	87.21%	Q2 2019/20	91.48%	Q3 2019/20	88.5%	Q4 2019/20	90.29%
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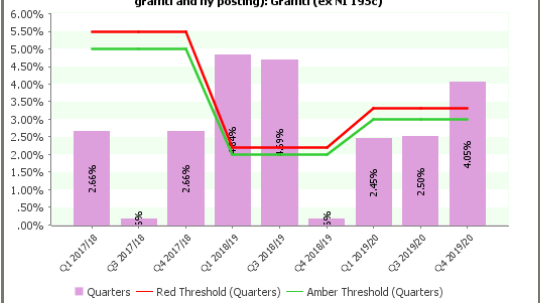


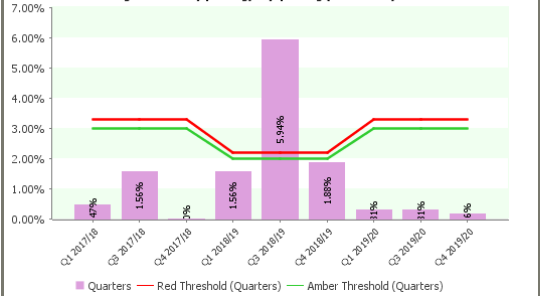


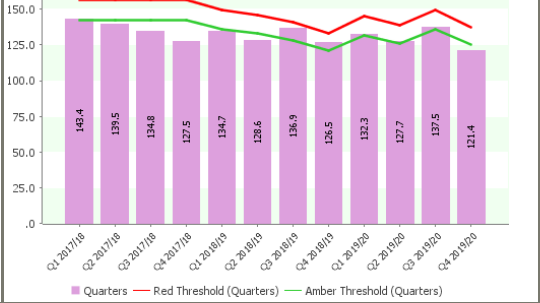
								2020 outturn of 87.50% (4639 out of 5302). The number of completed jobs in the month fell by 23.1% as the DLO moved to only doing Immediate and Emergency priority jobs. This ensured more resources being available to do these jobs but also Immediate and Emergency jobs are undertaken to make safe only so the proportion of jobs completed on first visit will rise.																														
NH H Voids 001	Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days	70	59	56	53	52	67	<p>Q4 saw an average void turnaround time of 66.6 days, which is higher than the average throughout the rest of the year.</p> <p>While there have been some months with excellent performance, there has been a recent reduction in performance in producing specifications, monitoring works and undertaking post-works inspection. These are key parts of the process which ensure that voids are re-serviced to a good standard and that tenants are moving into a property with good standard.</p> <p>Recruitment to this team is ongoing. The newly appointed manager to the team has</p>	55			<p>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar 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) - calendar days</caption> <thead> <tr> <th>Quarter</th> <th>Average Time (Calendar 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> <tr><td>Q3 2019/20</td><td>52</td></tr> <tr><td>Q4 2019/20</td><td>67</td></tr> </tbody> </table>	Quarter	Average Time (Calendar 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	Q3 2019/20	52	Q4 2019/20	67
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							<p>implemented a work around to the issue of resourcing, which sees some of the more experienced members of the repairs team undertake the role of pre inspection, mid works inspection and post inspection. Mid-works inspections are newly implemented, and we have already seen fewer issues raised from tenants through the surveys.</p> <p>There have also been ongoing issues with the monitoring of contractor led repairs. These tend to be the more specialised or complex voids works.</p> <p>We have an ongoing PI Improvement Action Plan for any PIs that are Red. In terms of this action plan, the biggest contributor to delays identified by the department has now been resolved in the short term. This was recruitment to the voids supervision team, which meant they had little capacity to undertake specifications and post-works inspections. It will be resolved by using trained operatives to undertake these duties. Also, During the current lockdown situation, the</p>				
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								capacity of the DLO has been directed toward the backlog of voids. Actions around reviewing the voids processes will be taken forward in the coming year, as will developing systems to support quicker access to data around a property's maintenance history.																												
NH PR PMS 007a	Number of PCNs issued - total	118363	162934	41534	34690	33130	42970	The marked increase in PCNs issued in quarter 4 2019/20 was due to the recommencement of CCTV Enforcement of the Lansdowne Road scheme, which is in place to prevent rat running through the London Fields area, and supports the local school streets scheme outside London Fields primary school.	Data Only			<p>NH PR PMS 007a Number of PCNs issued - total</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of PCNs</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>32,324</td></tr> <tr><td>Q3 2017/18</td><td>31,683</td></tr> <tr><td>Q4 2017/18</td><td>30,642</td></tr> <tr><td>Q1 2018/19</td><td>27,124</td></tr> <tr><td>Q2 2018/19</td><td>38,950</td></tr> <tr><td>Q3 2018/19</td><td>44,036</td></tr> <tr><td>Q4 2018/19</td><td>35,857</td></tr> <tr><td>Q1 2019/20</td><td>44,191</td></tr> <tr><td>Q2 2019/20</td><td>41,534</td></tr> <tr><td>Q3 2019/20</td><td>34,690</td></tr> <tr><td>Q4 2019/20</td><td>42,970</td></tr> </tbody> </table>	Quarter	Number of PCNs	Q2 2017/18	32,324	Q3 2017/18	31,683	Q4 2017/18	30,642	Q1 2018/19	27,124	Q2 2018/19	38,950	Q3 2018/19	44,036	Q4 2018/19	35,857	Q1 2019/20	44,191	Q2 2019/20	41,534	Q3 2019/20	34,690	Q4 2019/20	42,970
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NH PR PMS 010a	PCN recovery rate – including estates	66.5%	69.9%	79.9%	81.4%	80.6%	74.9%	Number of PCN paid - 57273 Number of PCN issued - 76421	Data Only			<p>NH PR PMS 010a PCN recovery rate – including estates</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Recovery Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>70.7%</td></tr> <tr><td>Q3 2017/18</td><td>60.9%</td></tr> <tr><td>Q4 2017/18</td><td>65.8%</td></tr> <tr><td>Q1 2018/19</td><td>63.4%</td></tr> <tr><td>Q2 2018/19</td><td>64.4%</td></tr> <tr><td>Q3 2018/19</td><td>65.4%</td></tr> <tr><td>Q4 2018/19</td><td>71.0%</td></tr> <tr><td>Q1 2019/20</td><td>71.8%</td></tr> <tr><td>Q2 2019/20</td><td>79.9%</td></tr> <tr><td>Q3 2019/20</td><td>81.4%</td></tr> <tr><td>Q4 2019/20</td><td>80.6%</td></tr> </tbody> </table>	Quarter	Recovery Rate (%)	Q2 2017/18	70.7%	Q3 2017/18	60.9%	Q4 2017/18	65.8%	Q1 2018/19	63.4%	Q2 2018/19	64.4%	Q3 2018/19	65.4%	Q4 2018/19	71.0%	Q1 2019/20	71.8%	Q2 2019/20	79.9%	Q3 2019/20	81.4%	Q4 2019/20	80.6%
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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 %	100.00 %	100.00%		70.00%	✔	▬	<p>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>%</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> <tr><td>Q3 2019/20</td><td>100.00%</td></tr> <tr><td>Q4 2019/20</td><td>100.00%</td></tr> </tbody> </table>	Quarter	%	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%	Q3 2019/20	100.00%	Q4 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%	82.00%	82.00%		75.00%	✔	▬	<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>%</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> <tr><td>Q3 2019/20</td><td>82.00%</td></tr> <tr><td>Q4 2019/20</td><td>82.00%</td></tr> </tbody> </table>	Quarter	%	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%	Q3 2019/20	82.00%	Q4 2019/20	82.00%
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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%	86.00%	85.00%		80.00%	✔	⬇	<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>86.00%</td></tr> <tr><td>Q2 2017/18</td><td>86.00%</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>80.00%</td></tr> <tr><td>Q2 2018/19</td><td>86.00%</td></tr> <tr><td>Q3 2018/19</td><td>90.00%</td></tr> <tr><td>Q4 2018/19</td><td>86.00%</td></tr> <tr><td>Q1 2019/20</td><td>90.00%</td></tr> <tr><td>Q2 2019/20</td><td>86.00%</td></tr> <tr><td>Q3 2019/20</td><td>86.00%</td></tr> <tr><td>Q4 2019/20</td><td>85.00%</td></tr> </tbody> </table>	Quarter	%	Q1 2017/18	86.00%	Q2 2017/18	86.00%	Q3 2017/18	84.00%	Q4 2017/18	90.00%	Q1 2018/19	80.00%	Q2 2018/19	86.00%	Q3 2018/19	90.00%	Q4 2018/19	86.00%	Q1 2019/20	90.00%	Q2 2019/20	86.00%	Q3 2019/20	86.00%	Q4 2019/20	85.00%
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old	61.0%	61.0%	59.0%	60.0%	61.0%	64.0%	The Planning Service put a strategy in place to meet this KPI target (80% cases less than four years old). A review of all live cases which are over 4yrs old is almost complete. It is expected that this review will lead to a further reduction in the number of cases which are over 4yrs old, through compliance checks. The latest quarterly figures for enforcement demonstrate improvement on the KPI.	80.0%			<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p>  <table border="1"> <caption>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</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> <tr><td>Q2 2019/20</td><td>60.0%</td></tr> <tr><td>Q3 2019/20</td><td>61.0%</td></tr> <tr><td>Q4 2019/20</td><td>64.0%</td></tr> </tbody> </table>	Quarter	Quarters (%)	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%	Q2 2019/20	60.0%	Q3 2019/20	61.0%	Q4 2019/20	64.0%
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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%	N/A	3.13%	1.56%	Tranche 3 results	2.50%			<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>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</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 2017/18</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> <tr><td>Q3 2018/19</td><td>3.36%</td></tr> <tr><td>Q4 2018/19</td><td>3.13%</td></tr> <tr><td>Q1 2019/20</td><td>1.56%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Q1 2017/18	2.97%	Q2 2017/18	1.41%	Q3 2017/18	1.25%	Q4 2017/18	2.66%	Q1 2018/19	2.19%	Q2 2018/19	2.66%	Q3 2018/19	3.36%	Q4 2018/19	3.13%	Q1 2019/20	1.56%						
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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%	N/A	.63%	1.56%	Tranche 3 results	5.00%			<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>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</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 2017/18</td><td>4.81%</td></tr> <tr><td>Q1 2018/19</td><td>5.88%</td></tr> <tr><td>Q2 2018/19</td><td>5.13%</td></tr> <tr><td>Q3 2018/19</td><td>2.75%</td></tr> <tr><td>Q4 2018/19</td><td>.63%</td></tr> <tr><td>Q1 2019/20</td><td>1.56%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Q1 2017/18	4.22%	Q2 2017/18	1.88%	Q3 2017/18	2.03%	Q4 2017/18	4.81%	Q1 2018/19	5.88%	Q2 2018/19	5.13%	Q3 2018/19	2.75%	Q4 2018/19	.63%	Q1 2019/20	1.56%						
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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	2.50%	4.05%	Although the target was missed by 1% in Tranche 3 the overall annual target of 3% was achieved. The higher score in Tranche 3 was due to Hoxton East and Shoreditch being surveyed which is historically an area that suffers from high level of graffiti and 'street art'.	3.00%			<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"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Red Threshold (Quarters) (%)</th> <th>Amber Threshold (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.66%</td><td>5.00%</td><td>5.00%</td></tr> <tr><td>Q2 2017/18</td><td>0.3%</td><td>5.00%</td><td>5.00%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td><td>5.00%</td><td>5.00%</td></tr> <tr><td>Q4 2017/18</td><td>4.9%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q1 2018/19</td><td>4.9%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q2 2018/19</td><td>0.3%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q3 2018/19</td><td>2.45%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q4 2018/19</td><td>2.50%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q1 2019/20</td><td>4.05%</td><td>3.50%</td><td>3.00%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (Quarters) (%)	Amber Threshold (Quarters) (%)	Q1 2017/18	2.66%	5.00%	5.00%	Q2 2017/18	0.3%	5.00%	5.00%	Q3 2017/18	2.66%	5.00%	5.00%	Q4 2017/18	4.9%	2.00%	2.00%	Q1 2018/19	4.9%	2.00%	2.00%	Q2 2018/19	0.3%	2.00%	2.00%	Q3 2018/19	2.45%	3.50%	3.00%	Q4 2018/19	2.50%	3.50%	3.00%	Q1 2019/20	4.05%	3.50%	3.00%												
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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	0.31%	0.16%	Tranche 3 result	3.00%			<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"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Red Threshold (Quarters) (%)</th> <th>Amber Threshold (Quarters) (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0.47%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q2 2017/18</td><td>1.56%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q3 2017/18</td><td>0.3%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q4 2017/18</td><td>1.56%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q1 2018/19</td><td>5.94%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q2 2018/19</td><td>1.88%</td><td>2.00%</td><td>2.00%</td></tr> <tr><td>Q3 2018/19</td><td>0.1%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q4 2018/19</td><td>0.1%</td><td>3.50%</td><td>3.00%</td></tr> <tr><td>Q1 2019/20</td><td>0.6%</td><td>3.50%</td><td>3.00%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (Quarters) (%)	Amber Threshold (Quarters) (%)	Q1 2017/18	0.47%	3.50%	3.00%	Q2 2017/18	1.56%	3.50%	3.00%	Q3 2017/18	0.3%	2.00%	2.00%	Q4 2017/18	1.56%	2.00%	2.00%	Q1 2018/19	5.94%	2.00%	2.00%	Q2 2018/19	1.88%	2.00%	2.00%	Q3 2018/19	0.1%	3.50%	3.00%	Q4 2018/19	0.1%	3.50%	3.00%	Q1 2019/20	0.6%	3.50%	3.00%												
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NH PR WS 047	Residual household waste per household (ex NI 191)	545.1	521.9	132.3	127.7	137.5	121.4		519.0			<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (kg)</th> <th>Red Threshold (Quarters) (kg)</th> <th>Amber Threshold (Quarters) (kg)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>148.4</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q2 2017/18</td><td>139.5</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q3 2017/18</td><td>134.8</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q4 2017/18</td><td>127.5</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q1 2018/19</td><td>134.7</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q2 2018/19</td><td>128.6</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q3 2018/19</td><td>136.9</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q4 2018/19</td><td>126.5</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q1 2019/20</td><td>132.3</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q2 2019/20</td><td>127.7</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q3 2019/20</td><td>137.5</td><td>160.0</td><td>140.0</td></tr> <tr><td>Q4 2019/20</td><td>121.4</td><td>160.0</td><td>140.0</td></tr> </tbody> </table>	Quarter	Quarters (kg)	Red Threshold (Quarters) (kg)	Amber Threshold (Quarters) (kg)	Q1 2017/18	148.4	160.0	140.0	Q2 2017/18	139.5	160.0	140.0	Q3 2017/18	134.8	160.0	140.0	Q4 2017/18	127.5	160.0	140.0	Q1 2018/19	134.7	160.0	140.0	Q2 2018/19	128.6	160.0	140.0	Q3 2018/19	136.9	160.0	140.0	Q4 2018/19	126.5	160.0	140.0	Q1 2019/20	132.3	160.0	140.0	Q2 2019/20	127.7	160.0	140.0	Q3 2019/20	137.5	160.0	140.0	Q4 2019/20	121.4	160.0	140.0
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