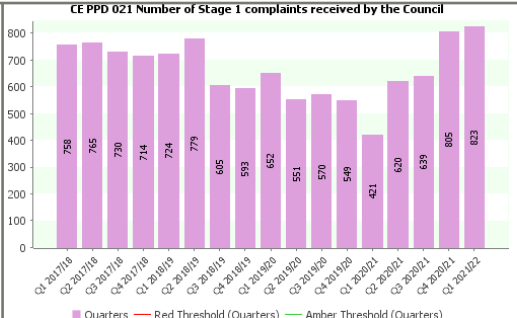
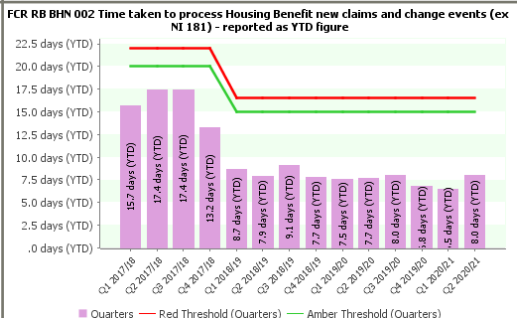

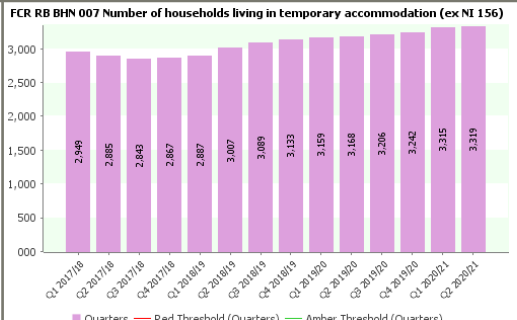




# Q1 Audit Committee Report



PI Code	Short Name	2019/20	2020/21	Q4 2020/21	Q1 2021/22	Note	Q1 2021/22	Short Trend	Performance Data Trend Chart																																				
		Value	Value	Value	Value		Status																																						
ChEd CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	97.0%	Data will be available in November	Not measured for Quarters			N/A	N/A	<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 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>97.0%</td> </tr> <tr> <td>2017/18</td> <td>97.0%</td> </tr> <tr> <td>2018/19</td> <td>97.0%</td> </tr> <tr> <td>2019/20</td> <td>97.0%</td> </tr> </tbody> </table>	Quarter	Percentage	2016/17	97.0%	2017/18	97.0%	2018/19	97.0%	2019/20	97.0%																										
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2017/18	97.0%																																												
2018/19	97.0%																																												
2019/20	97.0%																																												
FCR HROD 001	Sickness 12 month rolling average	10.29	9.59	9.59	9.68	Sickness levels are still higher overall. We have seen an increase in the number of long term sickness absence with some staff waiting considerably longer for surgical interventions.			<p><b>FCR HROD 001 Sickness 12 month rolling average</b></p> <table border="1"> <caption>FCR 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>7.62</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> <tr> <td>Q1 2020/21</td> <td>10.77</td> </tr> <tr> <td>Q2 2020/21</td> <td>10.3</td> </tr> <tr> <td>Q3 2020/21</td> <td>9.74</td> </tr> <tr> <td>Q4 2020/21</td> <td>9.59</td> </tr> <tr> <td>Q1 2021/22</td> <td>9.68</td> </tr> </tbody> </table>	Quarter	Value	Q1 2017/18	6.53	Q2 2017/18	6.63	Q3 2017/18	6.94	Q4 2017/18	7.62	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	Q1 2020/21	10.77	Q2 2020/21	10.3	Q3 2020/21	9.74	Q4 2020/21	9.59	Q1 2021/22	9.68
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Q1 2021/22	9.68																																												
FCR HROD 023	% of employees aged 50 or over	39.4%	40.7%	40.7%	41.3%	The Council had a Voluntary Redundancy Scheme in 2019 which meant that a																																							

						number of staff over 55 left. Therefore, 2019/20 was a low point for over 50's. However, as more staff fall into this age group the % will increase. It is important to remember that there is no Statutory Retirement Age			<table border="1"> <caption>FCR HR023 % of employees aged 50 or over</caption> <thead> <tr> <th>Quarter</th> <th>%</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>39.0%</td></tr> <tr><td>Q1 2019/20</td><td>38.6%</td></tr> <tr><td>Q2 2019/20</td><td>39.0%</td></tr> <tr><td>Q3 2019/20</td><td>39.2%</td></tr> <tr><td>Q4 2019/20</td><td>39.4%</td></tr> <tr><td>Q1 2020/21</td><td>39.7%</td></tr> <tr><td>Q2 2020/21</td><td>39.8%</td></tr> <tr><td>Q3 2020/21</td><td>39.9%</td></tr> <tr><td>Q4 2020/21</td><td>40.7%</td></tr> <tr><td>Q1 2021/22</td><td>41.3%</td></tr> </tbody> </table>	Quarter	%	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	39.0%	Q1 2019/20	38.6%	Q2 2019/20	39.0%	Q3 2019/20	39.2%	Q4 2019/20	39.4%	Q1 2020/21	39.7%	Q2 2020/21	39.8%	Q3 2020/21	39.9%	Q4 2020/21	40.7%	Q1 2021/22	41.3%
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FCR HR029a	Top 5% of earners: Ethnic minorities (ex BV11b)	28.91%	31.37%	31.37%	30.73%				<table border="1"> <caption>FCR HR029a Top 5% of earners: Ethnic minorities (ex BV11b)</caption> <thead> <tr> <th>Quarter</th> <th>%</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>27.01%</td></tr> <tr><td>Q1 2018/19</td><td>25.22%</td></tr> <tr><td>Q2 2018/19</td><td>23.53%</td></tr> <tr><td>Q3 2018/19</td><td>29.15%</td></tr> <tr><td>Q4 2018/19</td><td>29.21%</td></tr> <tr><td>Q1 2019/20</td><td>26.82%</td></tr> <tr><td>Q2 2019/20</td><td>28.16%</td></tr> <tr><td>Q3 2019/20</td><td>28.10%</td></tr> <tr><td>Q4 2019/20</td><td>28.91%</td></tr> <tr><td>Q1 2020/21</td><td>27.91%</td></tr> <tr><td>Q2 2020/21</td><td>29.77%</td></tr> <tr><td>Q3 2020/21</td><td>30.28%</td></tr> <tr><td>Q4 2020/21</td><td>31.37%</td></tr> <tr><td>Q1 2021/22</td><td>30.73%</td></tr> </tbody> </table>	Quarter	%	Q1 2017/18	26.46%	Q2 2017/18	25.73%	Q3 2017/18	25.43%	Q4 2017/18	27.01%	Q1 2018/19	25.22%	Q2 2018/19	23.53%	Q3 2018/19	29.15%	Q4 2018/19	29.21%	Q1 2019/20	26.82%	Q2 2019/20	28.16%	Q3 2019/20	28.10%	Q4 2019/20	28.91%	Q1 2020/21	27.91%	Q2 2020/21	29.77%	Q3 2020/21	30.28%	Q4 2020/21	31.37%	Q1 2021/22	30.73%
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FCR HR030a	Top 5% of earners: Women (ex BV 11a)	49.34%	53.57%	53.57%	54.46%				<table border="1"> <caption>FCR HR030a Top 5% of earners: Women (ex BV 11a)</caption> <thead> <tr> <th>Quarter</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>48.25%</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> <tr><td>Q3 2019/20</td><td>46.77%</td></tr> <tr><td>Q4 2019/20</td><td>49.34%</td></tr> <tr><td>Q1 2020/21</td><td>51.28%</td></tr> <tr><td>Q2 2020/21</td><td>50.85%</td></tr> <tr><td>Q3 2020/21</td><td>54.20%</td></tr> <tr><td>Q4 2020/21</td><td>53.57%</td></tr> <tr><td>Q1 2021/22</td><td>54.46%</td></tr> </tbody> </table>	Quarter	%	Q1 2017/18	48.25%	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%	Q3 2019/20	46.77%	Q4 2019/20	49.34%	Q1 2020/21	51.28%	Q2 2020/21	50.85%	Q3 2020/21	54.20%	Q4 2020/21	53.57%	Q1 2021/22	54.46%
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CE PPD 021	Number of Stage 1 complaints received by the Council	2,322	2,485	805	823																																								

										 <p><b>CE PPD 021 Number of Stage 1 complaints received by the Council</b></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>652</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>548</td></tr> <tr><td>Q1 2020/21</td><td>421</td></tr> <tr><td>Q2 2020/21</td><td>620</td></tr> <tr><td>Q3 2020/21</td><td>639</td></tr> <tr><td>Q4 2020/21</td><td>805</td></tr> <tr><td>Q1 2021/22</td><td>823</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	652	Q2 2019/20	551	Q3 2019/20	570	Q4 2019/20	548	Q1 2020/21	421	Q2 2020/21	620	Q3 2020/21	639	Q4 2020/21	805	Q1 2021/22	823
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Q4 2020/21	805																																													
Q1 2021/22	823																																													
FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	6.8 days (YTD)	N/A	N/A	N/A	There is no available data for this performance measure due to the cyber attack. Recovery strategy in place and communications in place. This performance measure is unlikely to resume prior to 2022/23.	N/A	N/A	 <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"> <thead> <tr> <th>Quarter</th> <th>Time taken (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> <tr><td>Q2 2019/20</td><td>7.7 days (YTD)</td></tr> <tr><td>Q3 2019/20</td><td>8.0 days (YTD)</td></tr> <tr><td>Q4 2019/20</td><td>8.8 days (YTD)</td></tr> <tr><td>Q1 2020/21</td><td>1.5 days (YTD)</td></tr> <tr><td>Q2 2020/21</td><td>8.0 days (YTD)</td></tr> </tbody> </table>	Quarter	Time taken (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)	Q2 2019/20	7.7 days (YTD)	Q3 2019/20	8.0 days (YTD)	Q4 2019/20	8.8 days (YTD)	Q1 2020/21	1.5 days (YTD)	Q2 2020/21	8.0 days (YTD)							
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	3,242	N/A	N/A	3,179	Latest data available is as at 30/06/21.		N/A	 <p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2,949</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>2,897</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> <tr><td>Q1 2020/21</td><td>3,315</td></tr> <tr><td>Q2 2020/21</td><td>3,319</td></tr> </tbody> </table>	Quarter	Number of Households	Q1 2017/18	2,949	Q2 2017/18	2,885	Q3 2017/18	2,843	Q4 2017/18	2,867	Q1 2018/19	2,897	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	Q1 2020/21	3,315	Q2 2020/21	3,319							
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Q2 2020/21	3,319																																													
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.7%	84.6%	84.6%	19.6%	The council tax system remains unavailable to update following the cyber attack in October 2020, as such our collection rate is impacted by the inability to make amendments to the accounts such as creating																																								

						new liabilities, applying council tax reductions/discounts/exemptions etc. Work to restore the system remains ongoing, once restored we will move into dealing with the backlog of resident correspondence, account updates that have accrued since October 2020. This work will bring the accounts in the council tax system up to date and enable us to issue new/revised bills to customers thus improving collection as we move forward			
FCR RB REV 005	Percentage of non-domestic rates collected	94.98%	72.40%	72.40%	18.07%	The Non-Domestic Rate system remains unavailable to update following the cyber attack in October 2020, as such our collection rate is impacted by the inability to make amendments to the accounts such as creating new liabilities, applying discounts/exemptions etc. Work to restore the system remains ongoing, once restored we will move into dealing with the backlog of correspondence, account updates that have accrued since October 2020. This work will bring the accounts			

						in the Non-Domestic Rate system up to date and enable us to issue new/revised bills to customers thus improving collection as we move forward																																									
NH H IM 005	Rent Arrears as a % of rent debit	4.02 %	8.76 %	8.76 %	9.26 %	<p>The annual debit is approximately £133.3m. As the rent arrears are at £12,349,072, this means that the Rent Arrears as a % of the Rent Debit is calculated to be 9.26%.</p> <p>This is a 0.50% increase on the 2020/21 end of year outturn of 8.76%.</p>	⚠	⬇	<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>Percentage</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>3.60 %</td></tr> <tr><td>Q3 2018/19</td><td>3.62 %</td></tr> <tr><td>Q4 2018/19</td><td>3.62 %</td></tr> <tr><td>Q1 2019/20</td><td>3.62 %</td></tr> <tr><td>Q2 2019/20</td><td>3.65 %</td></tr> <tr><td>Q3 2019/20</td><td>3.85 %</td></tr> <tr><td>Q4 2019/20</td><td>3.81 %</td></tr> <tr><td>Q1 2020/21</td><td>4.02 %</td></tr> <tr><td>Q2 2020/21</td><td>4.92 %</td></tr> <tr><td>Q3 2020/21</td><td>5.50 %</td></tr> <tr><td>Q4 2020/21</td><td>7.62 %</td></tr> <tr><td>Q1 2021/22</td><td>8.76 %</td></tr> <tr><td>Q2 2021/22</td><td>9.26 %</td></tr> </tbody> </table>	Quarter	Percentage	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	3.60 %	Q3 2018/19	3.62 %	Q4 2018/19	3.62 %	Q1 2019/20	3.62 %	Q2 2019/20	3.65 %	Q3 2019/20	3.85 %	Q4 2019/20	3.81 %	Q1 2020/21	4.02 %	Q2 2020/21	4.92 %	Q3 2020/21	5.50 %	Q4 2020/21	7.62 %	Q1 2021/22	8.76 %	Q2 2021/22	9.26 %
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NH H IM 006	Total value of rent arrears YTD (Total)	£5,070,640	£11,445,265	£11,445,265	£12,349,072	<p>As at the end of Q1 2021/22, the rent arrears are £12,349,072. This is an increase of £903,807 in Q1 2021/22.</p> <p>For the same period last year - Q1 2020/21 - the arrears increased by £1,331,213. Hence, arrears are continuing to increase sharply, however, the level of increase is approximately 68% of that experienced following the first lockdown in late March 2020.</p> <p>Currently, 4,863 tenants have made a claim for Universal Credit (UC). Of these 4,863 UC claimants, 3,153 of them are in arrears - totalling £5,838,000.</p> <p>Approximately 300 accounts created since October 2020</p>	⚠	⬇	<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>£4,822,831</td></tr> <tr><td>Q3 2018/19</td><td>£4,952,067</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>£4,822,538</td></tr> <tr><td>Q4 2019/20</td><td>£5,070,640</td></tr> <tr><td>Q1 2020/21</td><td>£6,401,853</td></tr> <tr><td>Q2 2020/21</td><td>£7,129,763</td></tr> <tr><td>Q3 2020/21</td><td>£9,946,971</td></tr> <tr><td>Q4 2020/21</td><td>£11,445,265</td></tr> <tr><td>Q1 2021/22</td><td>£12,349,072</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	£4,822,831	Q3 2018/19	£4,952,067	Q4 2018/19	£4,617,558	Q1 2019/20	£4,937,180	Q2 2019/20	£4,918,885	Q3 2019/20	£4,822,538	Q4 2019/20	£5,070,640	Q1 2020/21	£6,401,853	Q2 2020/21	£7,129,763	Q3 2020/21	£9,946,971	Q4 2020/21	£11,445,265	Q1 2021/22	£12,349,072		
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						<p>are accumulating arrears whilst waiting on a Housing Benefit assessment. There are also approximately 200 cases that were created between July 2020 (date Academy was restored) and the date of the cyber attack that have incorrectly not had Housing Benefit applied since April 2021, as their original claims have been lost. The Income Services team are working with the Benefits team to resolve these issues.</p> <p>The main focus in Income Services has been to phone residents in arrears and encourage payments to be made.</p> <p>An Arrears Roadmap to Recovery action plan was presented to PSG on 12 July 2021. It has been agreed for the arrears escalation policy to be fully reinstated. The team will continue to support tenants struggling to make ends meet and will start taking enforcement action where necessary. In addition, the Income Services were given permission to resume home visits / door knocking from Monday, 19 July 2021 following lockdown restrictions being lifted.</p>			
NH H RespRep	% of repairs completed on first visit (based on	72.64%	71.44%	N/A	N/A	As reported in the Q4 report, the initial interim			

002

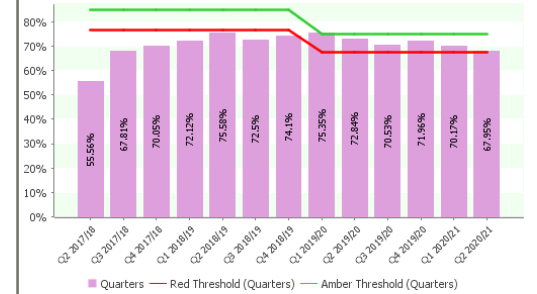
tenant satisfaction) - DLO and Contractors

Repairs cyber attack workaround, which was designed solely to get operatives out to jobs following the loss of Universal Housing and DRS, did not collect data on whether the appointment or repair jobs had been completed. Therefore, we were unable to report on any of our key repairs indicators (i.e. appointments kept, % of jobs completed RFT, % of jobs completed in target time) during both Q3 and Q4.

We have been unable to report on these indicators during Q1 2021/22 as the work to establish both the Repairs Hub system and mobile working (which will supply us with repairs completion data) has been progressing. However, with the Repairs Hub being rolled out to the DLO towards the end of the quarter, we have undertaken work to resurrect the automatic distribution of satisfaction surveys to all residents showing as having had a repair completed on Repairs Hub.



We have completion data for jobs between 21 June and 21 July 2021 which will be reported in Q2. Following data checks, residents in this cohort will be surveyed on an ongoing basis and we

NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors



						will be able to supply the data for this indicator from q2 onwards.																																							
NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only	88.7%	87.54%	N/A	N/A	The commentary for NH H RespRep 002 above sets out the reasons why we have been unable to report on this indicator in Q1 2021/22. As with the satisfaction data, however, we are planning to resume reporting of this indicator in the July 2021 KPI report.			<p><b>NH H RespRep 003 % of repairs completed on first visit (based on system generated data) - DLO only</b></p> <table border="1"> <caption>NH H RespRep 003 % of repairs completed on first visit</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed</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>88.8%</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>91.4%</td></tr> <tr><td>Q3 2019/20</td><td>89.5%</td></tr> <tr><td>Q4 2019/20</td><td>90.2%</td></tr> <tr><td>Q1 2020/21</td><td>87.55%</td></tr> </tbody> </table>	Quarter	% of repairs completed	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	88.8%	Q4 2018/19	88.8%	Q1 2019/20	87.21%	Q2 2019/20	91.4%	Q3 2019/20	89.5%	Q4 2019/20	90.2%	Q1 2020/21	87.55%								
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NH H Voids 001	Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days	55	95	96	113	<p>The overall performance for Q1 is an average turnaround time of 113.24 days, with an average work period of 79.93 days. This is a deterioration in performance levels compared with previous quarters.</p> <p>In response to this, a number of initiatives have been put into place to try and bring down the overall turnaround time. These include:</p> <ul style="list-style-type: none"> <li>Asbestos removals: we now have a central point of contact which we didn't have before. This means there is less time involved in trying to get hold of personnel to address queries.</li> <li>The Voids and Legal Disrepair Manager and</li> </ul>			<p><b>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major &amp; minor voids) - calendar days</b></p> <table border="1"> <caption>NH H Voids 001 Average time taken to re-let local authority housing</caption> <thead> <tr> <th>Quarter</th> <th>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> <tr><td>Q1 2020/21</td><td>94</td></tr> <tr><td>Q2 2020/21</td><td>85</td></tr> <tr><td>Q3 2020/21</td><td>100</td></tr> <tr><td>Q4 2020/21</td><td>86</td></tr> <tr><td>Q1 2021/22</td><td>113</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	Q1 2020/21	94	Q2 2020/21	85	Q3 2020/21	100	Q4 2020/21	86	Q1 2021/22	113
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						<p>the newly appointed Area Surveying and Communal Works Manager are working together to identify and address resourcing issues within the Voids DLO Team.</p> <ul style="list-style-type: none"> <li>The Voids Team is working with an external IT contractor to ensure a process is in place to monitor DLO Operative performance.</li> </ul> <p>Other initiatives that will hopefully help to further improve performance moving forward in the coming months are:</p> <ul style="list-style-type: none"> <li>The DLO is still in the process of procuring two additional external contractors to boost repairs capacity.</li> <li>The Voids Manager meets with the Lettings Team Manager bi-weekly to discuss shortlists and nominations to ensure shortlists are being provided in a timely fashion despite the challenges presented by the loss of systems.</li> </ul>			
NH PR PMS 007a	Number of PCNs issued - total	152,324	187,056	50,573	71,854				






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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	95.00%	92.00%	100.00%	100.00%			<p><b>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</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> <tr><td>Q1-2020/21</td><td>90.00%</td></tr> <tr><td>Q2-2020/21</td><td>80.00%</td></tr> <tr><td>Q3-2020/21</td><td>100.00%</td></tr> <tr><td>Q4-2020/21</td><td>100.00%</td></tr> <tr><td>Q1-2021/22</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Percentage (%)	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%	Q1-2020/21	90.00%	Q2-2020/21	80.00%	Q3-2020/21	100.00%	Q4-2020/21	100.00%	Q1-2021/22	100.00%	
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	82.00%	90.00%	95.00%	87.00%																																								

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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	87.00%	90.00%	90.00%	90.00%				<p><b>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</b></p>		
NH PR PRS 009	% of open planning enforcement cases less than 4 years old	62.0%	71.0%	73.0%	77.0%	<p>Prior to COVID, the traditional method of dealing with 'older' enforcement cases was via prosecution. When the courts closed, our focus was on direct action. Following a review of the 'older' cases, a significant proportion were threatened with direct action. Compliance has been achieved in a large proportion, allowing the % of newer cases to increase. In order to maintain this trajectory, a communications campaign, using examples of direct action undertaken, will realise more 'compliance' thus allowing the</p>			<p><b>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</b></p>		

						compliance % to further increase.																												
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	2.66%	N/A	.77%	N/A	<p>It is hard to be certain about the reason behind a single score as it may be an improved environment or it may be a result of favourable timing (holiday season meaning the borough is quieter) or more favourable transects (i.e. not as many transects in the traditionally worse areas). More commentary will follow the next scoring.</p> <p>It is hard to be certain about the reason behind a single score as it may be more fly-posting or it may be a result of unfavourable timing (venues opening back up post lockdown) or more unfavourable transects (i.e. more transects in the traditionally worse areas). More commentary will follow the next scoring.</p>	N/A	N/A	<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"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.97%</td></tr> <tr><td>Q2 2017/18</td><td>1.41%</td></tr> <tr><td>Q3 2017/18</td><td>1.25%</td></tr> <tr><td>Q4 2018/19</td><td>2.66%</td></tr> <tr><td>Q1 2019/20</td><td>2.15%</td></tr> <tr><td>Q2 2019/20</td><td>2.66%</td></tr> <tr><td>Q3 2019/20</td><td>3.26%</td></tr> <tr><td>Q4 2020/21</td><td>3.13%</td></tr> <tr><td>Q1 2021/22</td><td>1.56%</td></tr> <tr><td>Q2 2021/22</td><td>0.8%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.97%	Q2 2017/18	1.41%	Q3 2017/18	1.25%	Q4 2018/19	2.66%	Q1 2019/20	2.15%	Q2 2019/20	2.66%	Q3 2019/20	3.26%	Q4 2020/21	3.13%	Q1 2021/22	1.56%	Q2 2021/22	0.8%			
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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)	1.64%	N/A	.48%	N/A	N/A	N/A	<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"> <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>1.85%</td></tr> <tr><td>Q3 2017/18</td><td>2.05%</td></tr> <tr><td>Q4 2018/19</td><td>4.85%</td></tr> <tr><td>Q1 2019/20</td><td>5.75%</td></tr> <tr><td>Q2 2019/20</td><td>5.15%</td></tr> <tr><td>Q3 2019/20</td><td>2.75%</td></tr> <tr><td>Q4 2020/21</td><td>0.8%</td></tr> <tr><td>Q1 2021/22</td><td>0.8%</td></tr> <tr><td>Q2 2021/22</td><td>1.25%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	4.22%	Q2 2017/18	1.85%	Q3 2017/18	2.05%	Q4 2018/19	4.85%	Q1 2019/20	5.75%	Q2 2019/20	5.15%	Q3 2019/20	2.75%	Q4 2020/21	0.8%	Q1 2021/22	0.8%	Q2 2021/22	1.25%				
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Q2 2021/22	1.25%																																	
NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	3.02%	N/A	2.02%	N/A	N/A	N/A	<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"> <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>0.12%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td></tr> <tr><td>Q4 2018/19</td><td>4.75%</td></tr> <tr><td>Q1 2019/20</td><td>4.75%</td></tr> <tr><td>Q2 2019/20</td><td>0.12%</td></tr> <tr><td>Q3 2019/20</td><td>2.46%</td></tr> <tr><td>Q4 2020/21</td><td>2.50%</td></tr> <tr><td>Q1 2021/22</td><td>4.05%</td></tr> <tr><td>Q2 2021/22</td><td>2.02%</td></tr> <tr><td>Q3 2021/22</td><td>2.02%</td></tr> <tr><td>Q4 2021/22</td><td>0.12%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.66%	Q2 2017/18	0.12%	Q3 2017/18	2.66%	Q4 2018/19	4.75%	Q1 2019/20	4.75%	Q2 2019/20	0.12%	Q3 2019/20	2.46%	Q4 2020/21	2.50%	Q1 2021/22	4.05%	Q2 2021/22	2.02%	Q3 2021/22	2.02%	Q4 2021/22	0.12%
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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)	0.26%	N/A	0.96%	N/A	N/A	N/A																											

											<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>NH PR WS 045d Fly-posting (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0%</td></tr> <tr><td>Q2 2017/18</td><td>0%</td></tr> <tr><td>Q3 2017/18</td><td>1.56%</td></tr> <tr><td>Q4 2017/18</td><td>0%</td></tr> <tr><td>Q1 2018/19</td><td>0%</td></tr> <tr><td>Q2 2018/19</td><td>1.56%</td></tr> <tr><td>Q3 2018/19</td><td>5.94%</td></tr> <tr><td>Q4 2018/19</td><td>1.88%</td></tr> <tr><td>Q1 2019/20</td><td>0%</td></tr> <tr><td>Q2 2019/20</td><td>0%</td></tr> <tr><td>Q3 2019/20</td><td>0%</td></tr> <tr><td>Q4 2019/20</td><td>0%</td></tr> <tr><td>Q1 2020/21</td><td>0.96%</td></tr> <tr><td>Q2 2020/21</td><td>0.96%</td></tr> <tr><td>Q3 2020/21</td><td>0%</td></tr> <tr><td>Q4 2020/21</td><td>0%</td></tr> <tr><td>Q1 2021/22</td><td>0%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	0%	Q2 2017/18	0%	Q3 2017/18	1.56%	Q4 2017/18	0%	Q1 2018/19	0%	Q2 2018/19	1.56%	Q3 2018/19	5.94%	Q4 2018/19	1.88%	Q1 2019/20	0%	Q2 2019/20	0%	Q3 2019/20	0%	Q4 2019/20	0%	Q1 2020/21	0.96%	Q2 2020/21	0.96%	Q3 2020/21	0%	Q4 2020/21	0%	Q1 2021/22	0%
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NH PR WS 047	Residual household waste per household (ex NI 191)	514.4	548.4	124.5	124.6	The Restricting Residual Waste Project (move to fortnightly waste collections) has caused waste from households at street-level to reduce by 11.2%.	🟢	⬇️	<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p> <table border="1"> <caption>NH PR WS 047 Residual household waste per household (ex NI 191)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>148.4</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>133.3</td></tr> <tr><td>Q2 2019/20</td><td>127.7</td></tr> <tr><td>Q3 2019/20</td><td>137.5</td></tr> <tr><td>Q4 2019/20</td><td>121.4</td></tr> <tr><td>Q1 2020/21</td><td>150.0</td></tr> <tr><td>Q2 2020/21</td><td>133.9</td></tr> <tr><td>Q3 2020/21</td><td>140.1</td></tr> <tr><td>Q4 2020/21</td><td>134.5</td></tr> <tr><td>Q1 2021/22</td><td>124.6</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	148.4	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	133.3	Q2 2019/20	127.7	Q3 2019/20	137.5	Q4 2019/20	121.4	Q1 2020/21	150.0	Q2 2020/21	133.9	Q3 2020/21	140.1	Q4 2020/21	134.5	Q1 2021/22	124.6		
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NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	28.00%	27.44%	28.89%	30.34%	The Restricting Residual Waste Project (move to fortnightly waste collections) has driven up dry recycling by 31% and food by 15% at street-level (this equates to 190 tonnes more recycling now being captured each month than last year)	🟢	⬆️	<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>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.09%</td></tr> <tr><td>Q2 2017/18</td><td>27.43%</td></tr> <tr><td>Q3 2017/18</td><td>27.65%</td></tr> <tr><td>Q4 2017/18</td><td>27.43%</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>27.65%</td></tr> <tr><td>Q4 2018/19</td><td>28.51%</td></tr> <tr><td>Q1 2019/20</td><td>28.01%</td></tr> <tr><td>Q2 2019/20</td><td>28.35%</td></tr> <tr><td>Q3 2019/20</td><td>27.31%</td></tr> <tr><td>Q4 2019/20</td><td>27.72%</td></tr> <tr><td>Q1 2020/21</td><td>27.55%</td></tr> <tr><td>Q2 2020/21</td><td>26.64%</td></tr> <tr><td>Q3 2020/21</td><td>26.38%</td></tr> <tr><td>Q4 2020/21</td><td>28.89%</td></tr> <tr><td>Q1 2021/22</td><td>30.34%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	27.09%	Q2 2017/18	27.43%	Q3 2017/18	27.65%	Q4 2017/18	27.43%	Q1 2018/19	28.00%	Q2 2018/19	27.74%	Q3 2018/19	27.65%	Q4 2018/19	28.51%	Q1 2019/20	28.01%	Q2 2019/20	28.35%	Q3 2019/20	27.31%	Q4 2019/20	27.72%	Q1 2020/21	27.55%	Q2 2020/21	26.64%	Q3 2020/21	26.38%	Q4 2020/21	28.89%	Q1 2021/22	30.34%		
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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				