

# Q3 Audit Committee Report


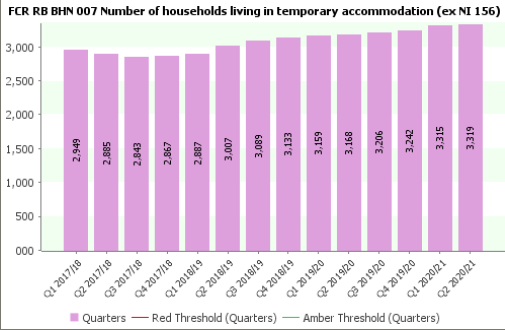




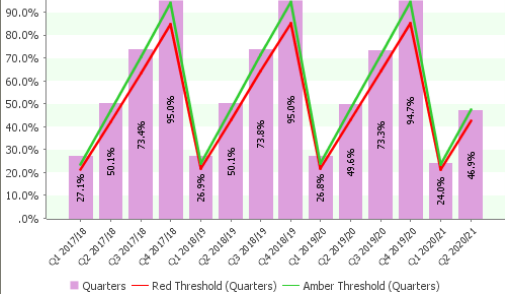


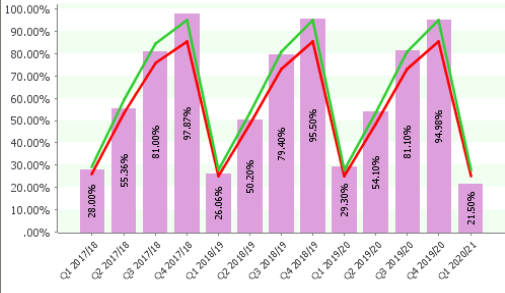


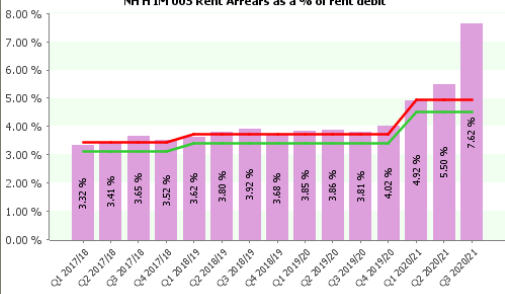
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CACH CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	100.0%	97.0%	Not measured for Quarters			100.0%			<p><b>CACH CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</b></p> <table border="1"> <caption>CACH CSC 010 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>100.0%</td> </tr> <tr> <td>2019/20</td> <td>97.0%</td> </tr> <tr> <td>Q2 2020/21</td> <td>Not measured</td> </tr> <tr> <td>Q3 2020/21</td> <td>Not measured</td> </tr> </tbody> </table>	Period	Value	2018/19	100.0%	2019/20	97.0%	Q2 2020/21	Not measured	Q3 2020/21	Not measured																						
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FCR HROD 001	Sickness 12 month rolling average	8.39	10.29	10.3	9.74	Sickness rates have increased because of sickness as a result of (i) contracting COVID -19 or (ii) employees waiting longer for planned surgery.	8.43			<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>7.82</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> <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> </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	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
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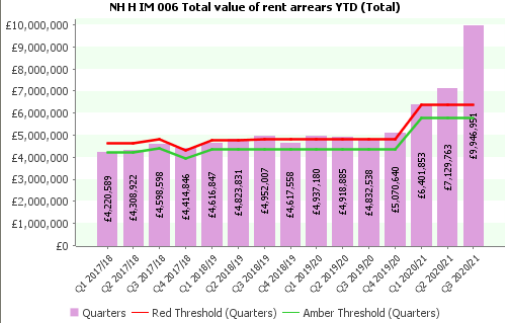
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FCR HROD 023	% of employees aged 50 or over	38.8%	39.4%	39.8%	39.9%	The Council continues to have a high percentage of staff employed who are age 50 and above. The figure has remained fairly stable throughout the year, but is likely to fall in the future as older workers consider their personal circumstances as the COVID Pandemic eases.	Data Only			<p><b>FCR HROD 023 % of employees aged 50 or over</b></p> <table border="1"> <caption>FCR 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>38.5%</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> <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>39.6%</td></tr> <tr><td>Q3 2020/21</td><td>39.9%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	37.1%	Q2 2017/18	38.0%	Q3 2017/18	38.1%	Q4 2017/18	38.5%	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%	Q3 2019/20	39.2%	Q4 2019/20	39.4%	Q1 2020/21	39.7%	Q2 2020/21	39.6%	Q3 2020/21	39.9%
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FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	29.21%	28.91%	29.77%	30.28%	Minor changes may have occurred as a result of structural changes following the Chief Executive Senior Management Restructure which was implemented at the end of 2020.	25.00%			<p><b>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</b></p> <table border="1"> <caption>FCR 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>25.46%</td></tr> <tr><td>Q4 2017/18</td><td>27.01%</td></tr> <tr><td>Q1 2018/19</td><td>25.72%</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>25.16%</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> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	26.46%	Q2 2017/18	25.73%	Q3 2017/18	25.46%	Q4 2017/18	27.01%	Q1 2018/19	25.72%	Q2 2018/19	23.53%	Q3 2018/19	29.15%	Q4 2018/19	29.21%	Q1 2019/20	26.82%	Q2 2019/20	25.16%	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%
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FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	48.11%	49.34%	50.85%	54.20%	Minor changes may have occurred as a result of structural changes following the Chief Executive Senior Management Restructure which was implemented at the end of 2020.	50.00%			<p><b>FCR HROD 030a Top 5% of earners: Women (ex BV 11a)</b></p> <table border="1"> <caption>FCR 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>49.79%</td></tr> <tr><td>Q4 2017/18</td><td>52.44%</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>49.11%</td></tr> <tr><td>Q1 2019/20</td><td>49.79%</td></tr> <tr><td>Q2 2019/20</td><td>46.08%</td></tr> <tr><td>Q3 2019/20</td><td>46.79%</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> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	48.29%	Q2 2017/18	51.00%	Q3 2017/18	49.79%	Q4 2017/18	52.44%	Q1 2018/19	54.39%	Q2 2018/19	49.28%	Q3 2018/19	49.52%	Q4 2018/19	49.11%	Q1 2019/20	49.79%	Q2 2019/20	46.08%	Q3 2019/20	46.79%	Q4 2019/20	49.34%	Q1 2020/21	51.28%	Q2 2020/21	50.85%	Q3 2020/21	54.20%
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CE PPD 021	Number of Stage 1 complaints received by the Council	2701	2322	620	639		Data Only			<p><b>CE PPD 021 Number of Stage 1 complaints received by the Council</b></p> <table border="1"> <caption>CE PPD 021 Number of Stage 1 complaints received by the Council</caption> <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>549</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>500</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	549	Q1 2020/21	421	Q2 2020/21	620	Q3 2020/21	639	Q4 2020/21	500
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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	7.7 days (YTD)	6.8 days (YTD)	8.0 days (YTD)	N/A	<p>The cyber-attack means that our Benefits &amp; Housing Needs service does not have access to their key systems. The service moved quickly to ensure that ongoing benefits payments have been made. Where possible interim workarounds are being used to provide support and payments needed, and workloads which cannot currently be processed are being triaged for prioritisation so that the most urgent cases can be processed quickly once systems are restored.</p> <p>The lack of access to key systems has affected the Council's ability to process new benefits applications and changes of circumstances, and has delayed processing of discretionary housing payments that were in process at the time of the attack. It has also caused additional</p>	15.0 days (YTD)	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"> <caption>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</caption> <thead> <tr> <th>Quarter</th> <th>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>9.4 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>5.5 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	9.4 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	5.5 days (YTD)	Q2 2020/21	8.0 days (YTD)				
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						<p>manual work for processing Test &amp; Trace self-isolation payments - with some delays where applicants have been asked to provide the Council with evidence to support their claims.</p> <p>The Council has worked with DWP to restore sharing of data, which now means that some processes (such as eligibility checks for self-isolation payments) can now be carried out more quickly. Further work is in progress to speed up this data sharing.</p> <p>The Benefits &amp; Housing Needs and Housing Strategy services are working proactively to communicate with landlords and offer reassurance about payments, including rent increases due in the coming months. Additional contact is being made with smaller landlords to ensure that they receive the assurance they need.</p> <p>The Benefits &amp; Housing Needs service is responding promptly to casework received via the Council's complaints reporting, Councillors and Members of Parliament. The team's joint work on benefits and homelessness prevention means that we can</p>				

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						<p>provide joined up support to address risks of eviction / homelessness and treat each case holistically.</p> <p>The restored version of the Academy system used for benefits payments is currently in the final stages of testing. Once this is complete there will be significant work taking place to reconcile payments that have been processed since the attack and ensure that data is accurate.</p> <p>In parallel to the work to restore Academy, work is also taking place to recover case documents (held in a separate document management system that has also been affected by the attack) and the housing register (bringing forward work to replace the legacy system with improved technology).</p>																																		
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	3,133	3,242	3,319	N/A	Date is stored on the unavailable Universal Housing system and since April 2018 on the Jigsaw system which is available. Manual records are kept of those moving in and out since the cyber-attack but without rent accounts it has proved difficult to reconcile the figures accurately until the data is returned. Temporary accommodation continues to function with additional infection	Data Only		N/A	<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p>  <table border="1"> <caption>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</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>3,188</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> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>	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	3,188	Q3 2019/20	3,206	Q4 2019/20	3,242	Q1 2020/21	3,315	Q2 2020/21	3,319
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PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart
		Value	Value	Value	Value					
						control measures to ensure that residents are safe and secure.				
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	95.0%	94.7%	46.9%	68.0%	Data not available due to the cyber-attack. Figures estimated	94.5%			<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></p> 
FCR RB REV 005	Percentage of non-domestic rates collected	95.50%	94.98%	43.60%	60.1%	Data not available due to the cyber-attack. Figures estimated	95.00%			<p><b>FCR RB REV 005 Percentage of non-domestic rates collected</b></p> 
NH H IM 005	Rent Arrears as a % of rent debit	3.68 %	4.02 %	5.50 %	7.62 % (Estimated)	NB: As a result of the cyber-attack, both rent arrears PIs in this report are estimates. The estimates are based on the weekly and monthly payments received (excluding Housing Benefit) via the cash files that are being received outside of Universal Housing. Housing Benefit data (H/B) is not currently being applied to the Housing Revenue Account (HRA). Therefore, the arrears estimates assume that	4.50 %			<p><b>NH H IM 005 Rent Arrears as a % of rent debit</b></p> 

PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart																																
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						<p>H/B is being paid at the same rate since 10 October. It also assumes that none of these tenants have left since 10 October 2020.</p> <p>For NH H IM 005, the rent debit at week 26, before the cyber-attack, was £65.3m - hence the annual debit is approximately £130.6m.</p> <p>As the rent arrears are estimated at £9,946,951 on the assumption that the week 27 level of Housing Benefit would have been applied at the same rate to the same people from weeks 28 to 39, this means that the Rent Arrears as a % of Rent Debit is estimated to be 7.62%.</p> <p>At the end of Q2 2020/21, prior to the cyber-attack, it was 5.50%.</p>																																				
NH H IM 006	Total value of rent arrears YTD (Total)	£4,617,558	£5,070,640	£7,129,763	£9,946,951 (Estimated)	<p>As at the end of Q3 2020/21, the rent arrears are estimated to be £9,946,951. The arrears have increased by £2,477,817 since the cyber-attack on 11 October 2020. The arrears are estimated on the assumption that the week 27 level of Housing Benefit would have been applied at the same rate to the same people from weeks 28 to 39 - the Academy system has not been available during this period to update Housing Benefit data.</p> <p>Since 12 November 2020, Income Services has had a workaround solution in response to the cyber-attack, whereby the Housing Transformation Team has been</p>	£5,800,000			 <p><b>NH H IM 006 Total value of rent arrears YTD (Total)</b></p> <table border="1"> <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>£4,596,598</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>£4,852,007</td></tr> <tr><td>Q4 2018/19</td><td>£4,611,558</td></tr> <tr><td>Q1 2019/20</td><td>£4,997,180</td></tr> <tr><td>Q2 2019/20</td><td>£4,918,895</td></tr> <tr><td>Q3 2019/20</td><td>£4,833,538</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>£9,946,951</td></tr> </tbody> </table>	Quarter	Value (£)	Q1 2017/18	£4,220,589	Q2 2017/18	£4,308,922	Q3 2017/18	£4,596,598	Q4 2017/18	£4,414,846	Q1 2018/19	£4,616,847	Q2 2018/19	£4,822,831	Q3 2018/19	£4,852,007	Q4 2018/19	£4,611,558	Q1 2019/20	£4,997,180	Q2 2019/20	£4,918,895	Q3 2019/20	£4,833,538	Q4 2019/20	£5,070,640	Q1 2020/21	£6,401,853	Q2 2020/21	£7,129,763	Q3 2020/21	£9,946,951
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		Value	Value	Value	Value					
						<p>provided with daily cash files, and been updating and maintaining a payments and balances spreadsheet for all current rent accounts. However, Officers are only able to make phone calls where numbers are available and send out one off letters and text messages.</p> <p>Currently, 4,391 tenants have made a claim for Universal Credit (UC) - this is an increase of approximately 700 since the cyber-attack - however, some of these 4,391 may no longer be on UC, as this information is not provided to the Council. Of these 4,391 UC claimants, 3,024 of them are in arrears - totalling £4,755,607. However, there are currently payments from the DWP in the Suspense Account, totalling £150k - the Rent Accounts Team is currently waiting on further information from the DWP in order to distribute these monies to the correct Rent accounts.</p> <p>Actions that Income Services are undertaking with regards to the arrears, include:</p> <p>1) Sending out text messages to over 1,200 tenants, whose arrears have increased by over £1,000 since the cyber-attack. This is to be done over 4 days from 26 to 29 January 2021. The message will include a link on how to pay online and how to contact the Team if</p>				





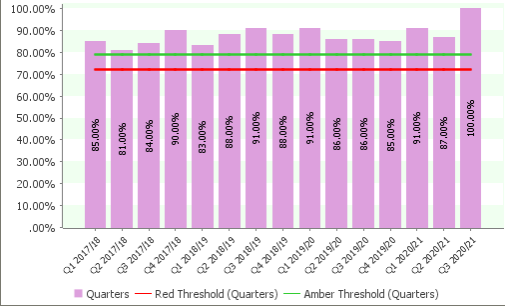


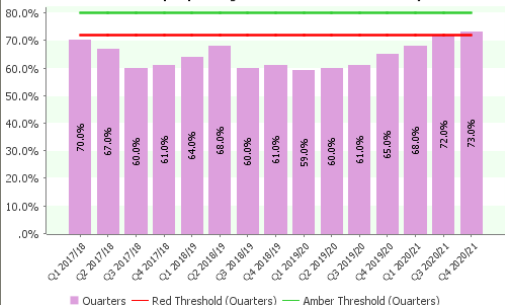


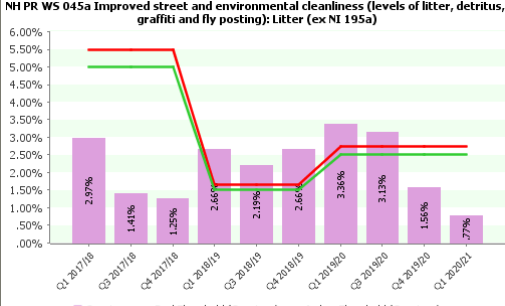
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						<p>facing financial hardship from Covid-19.</p> <p>2) Sending out text messages to those that have not paid for two weeks. This is to be done w/c 1 February 2021, once the first exercise has been completed.</p> <p>The text messages are being staggered, so as not to inundate the Call Centre.</p> <p>Since the start of lockdown on 24 March 2020, the arrears escalation policy has been suspended, which has had a significant impact on rent collection.</p>																																
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors	73.41%	72.64%	67.95%	N/A	<p>We were unable to send out any satisfaction surveys during Q3 2020/21 as a result of the cyber-attack. We are, however, progressing a number of options to reintroduce satisfaction surveys during Q4 2020/21.</p>	75%	N/A	N/A	<p><b>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</b></p> <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed on first visit</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>55.55%</td></tr> <tr><td>Q3 2017/18</td><td>67.41%</td></tr> <tr><td>Q4 2017/18</td><td>70.05%</td></tr> <tr><td>Q1 2018/19</td><td>72.12%</td></tr> <tr><td>Q2 2018/19</td><td>75.58%</td></tr> <tr><td>Q3 2018/19</td><td>72.5%</td></tr> <tr><td>Q4 2018/19</td><td>74.1%</td></tr> <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> <tr><td>Q1 2020/21</td><td>70.17%</td></tr> <tr><td>Q2 2020/21</td><td>67.95%</td></tr> </tbody> </table> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>	Quarter	% of repairs completed on first visit	Q2 2017/18	55.55%	Q3 2017/18	67.41%	Q4 2017/18	70.05%	Q1 2018/19	72.12%	Q2 2018/19	75.58%	Q3 2018/19	72.5%	Q4 2018/19	74.1%	Q1 2019/20	75.35%	Q2 2019/20	72.84%	Q3 2019/20	70.53%	Q4 2019/20	71.96%	Q1 2020/21	70.17%	Q2 2020/21	67.95%
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		Value	Value	Value	Value																																					
NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only	86.15%	88.7%	N/A	N/A	<p>We are currently unable to report on this PI due to the cyber-attack.</p> <p>The initial Repairs cyber-attack workaround, which was designed solely to get operatives out to jobs following the loss of Universal Housing and DRS (our appointments system), 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 Q3.</p> <p>However, a potential solution to this issue is being progressed with help from the Housing Transformation team and ICT which we hope will allow us to report on performance for NH H RespRep 003 during Q4.</p>	91%	N/A	N/A	<p><b>NH H RespRep 003 % of repairs completed on first visit (based on system generated data) - DLO only</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>% of repairs completed</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>68.8%</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>88.6%</td></tr> <tr><td>Q4 2018/19</td><td>88.6%</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>89.5%</td></tr> <tr><td>Q4 2019/20</td><td>90.23%</td></tr> <tr><td>Q1 2020/21</td><td>87.55%</td></tr> </tbody> </table>	Quarter	% of repairs completed	Q1 2017/18	68.8%	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	88.6%	Q4 2018/19	88.6%	Q1 2019/20	87.21%	Q2 2019/20	91.48%	Q3 2019/20	89.5%	Q4 2019/20	90.23%	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	59	55	85	105	<p>The overall turnaround for Q3 is 101 days. There were a large number of voids re-let in December in particular.</p> <p>Oct - 17 re-let at 105 days Nov - 25 re-let at 95 days Dec - 32 re-let at 105 days</p> <p>Issues which have affected voids performance include obtaining stores materials for carpentry, which is a national issue.</p>	50			<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"> <thead> <tr> <th>Quarter</th> <th>Average time taken (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>106</td></tr> </tbody> </table>	Quarter	Average time taken (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	106
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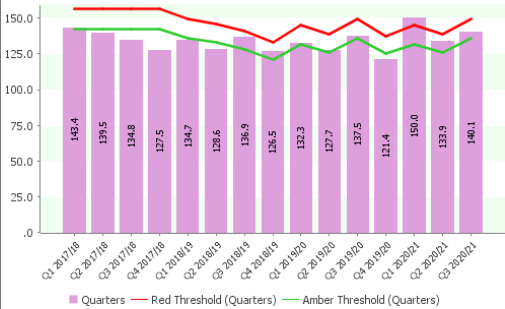


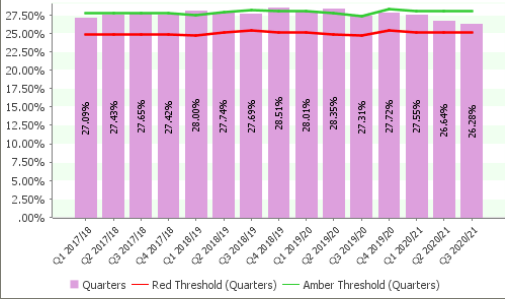
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						<ul style="list-style-type: none"> <li>• We were also affected by the performance of asbestos contracting arrangements during this period, which has added a couple of weeks in many cases. It is important to note that even when the asbestos function is improved, those voids which will be re-let in the coming months will be those which were affected by the contractor performance.</li> <li>• There have been delays in the valeting service, which is the team that cleans up properties in advance of residents moving in.</li> <li>• Due to the IT outage, there were also delays in the lettings process as that team were affected by the loss of applicant records, and the process of transferring data to the east London lettings company, who manage the website where properties are advertised, was not possible to advertise until November.</li> <li>• There has also been an increase in the number of properties with leaks.</li> <li>• There were also staff from the voids works team re-allocated to the reactive repairs service in order to make up for issues around capacity in that team in the wake of the cyber-attack.</li> </ul>				

PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart																														
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						<ul style="list-style-type: none"> <li>Staff have also had to take leave to cover schools being closed suddenly during term time due to the pandemic.</li> </ul> <p>We have recently undertaken a benchmarking exercise with a number of local authorities which seems to indicate that we have similar performance during this period. While a data validation exercise is being undertaken, initial results show that we are on par with most other authorities around major works but are performing less well against some for minor works.</p>																																		
NH PR PMS 007a	Number of PCNs issued - total	162934	152324	54555	56090		Data Only			<p><b>NH PR PMS 007a Number of PCNs issued - total</b></p> <table border="1"> <caption>Quarterly PCN Counts</caption> <thead> <tr> <th>Quarter</th> <th>Count</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32494</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>38597</td></tr> <tr><td>Q4 2018/19</td><td>44191</td></tr> <tr><td>Q1 2019/20</td><td>41534</td></tr> <tr><td>Q2 2019/20</td><td>34650</td></tr> <tr><td>Q3 2019/20</td><td>33130</td></tr> <tr><td>Q4 2019/20</td><td>42370</td></tr> <tr><td>Q1 2020/21</td><td>25638</td></tr> <tr><td>Q2 2020/21</td><td>54655</td></tr> </tbody> </table> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>	Quarter	Count	Q1 2017/18	32494	Q2 2017/18	31683	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	38960	Q2 2018/19	44086	Q3 2018/19	38597	Q4 2018/19	44191	Q1 2019/20	41534	Q2 2019/20	34650	Q3 2019/20	33130	Q4 2019/20	42370	Q1 2020/21	25638	Q2 2020/21	54655
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Q3 2019/20	33130																																							
Q4 2019/20	42370																																							
Q1 2020/21	25638																																							
Q2 2020/21	54655																																							












PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart																																
		Value	Value	Value	Value																																					
NH PR PMS 010a	PCN recovery rate – including estates	69.9%	73.3%	N/A	N/A	Data not available due to the cyber attack	N/A	N/A	N/A	<p><b>NH PR PMS 010a PCN recovery rate – including estates</b></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>60.9%</td></tr> <tr><td>Q3 2017/18</td><td>65.8%</td></tr> <tr><td>Q4 2017/18</td><td>63.4%</td></tr> <tr><td>Q1 2018/19</td><td>64.4%</td></tr> <tr><td>Q2 2018/19</td><td>65.4%</td></tr> <tr><td>Q3 2018/19</td><td>71.0%</td></tr> <tr><td>Q4 2018/19</td><td>71.8%</td></tr> <tr><td>Q1 2019/20</td><td>79.5%</td></tr> <tr><td>Q2 2019/20</td><td>81.4%</td></tr> <tr><td>Q3 2019/20</td><td>80.4%</td></tr> <tr><td>Q4 2019/20</td><td>74.9%</td></tr> <tr><td>Q1 2020/21</td><td>79.5%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	70.7%	Q2 2017/18	60.9%	Q3 2017/18	65.8%	Q4 2017/18	63.4%	Q1 2018/19	64.4%	Q2 2018/19	65.4%	Q3 2018/19	71.0%	Q4 2018/19	71.8%	Q1 2019/20	79.5%	Q2 2019/20	81.4%	Q3 2019/20	80.4%	Q4 2019/20	74.9%	Q1 2020/21	79.5%				
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Q4 2019/20	74.9%																																									
Q1 2020/21	79.5%																																									
NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	90.00%	95.00%	80.00%	100.00%		70.00%	🟢	⬆️	<p><b>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</b></p> <table border="1"> <caption>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</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> <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> </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%	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%
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	82.00%	82.00%	81.00%	100.00%		75.00%	🟢	⬆️	<p><b>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</b></p> <table border="1"> <caption>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>73.00%</td></tr> <tr><td>Q2 2017/18</td><td>80.00%</td></tr> <tr><td>Q3 2017/18</td><td>77.00%</td></tr> <tr><td>Q4 2017/18</td><td>83.00%</td></tr> <tr><td>Q1 2018/19</td><td>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> <tr><td>Q1 2020/21</td><td>83.00%</td></tr> <tr><td>Q2 2020/21</td><td>81.00%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</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%	Q3 2019/20	82.00%	Q4 2019/20	82.00%	Q1 2020/21	83.00%	Q2 2020/21	81.00%	Q3 2020/21	100.00%
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PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart
		Value	Value	Value	Value					
NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	88.00%	87.00%	87.00%	100.00%		80.00%			<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	61.0%	62.0%	66%	72.0%	The Planning Enforcement Team is about to commence a campaign of 'Direct Action' which will affect compliance in historic cases. This program of action is scheduled from April - September 2021 and with a corresponding comms campaign, we envisage meeting the KPI by Q3 of 2021/22.	80.0%			<p><b>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</b></p> 
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	2.50%	2.66%	0.77%	N/A	Due to COVID-19 only one assessment (Tranche 1) will be carried out in 2020/21. The assessment was done in November 2020.	2.50%			<p><b>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</b></p> 

PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart																						
		Value	Value	Value	Value																											
NH PR WS 045b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)	5.26%	1.64%	0.48%	N/A	Due to COVID-19 only one assessment (Tranche 1) will be carried out in 2020/21. The assessment was done in November 2020.	5.00%			<p><b>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</b></p> <table border="1"> <caption>Detritus Levels (ex NI 195b)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>4.22%</td></tr> <tr><td>Q2 2017/18</td><td>1.88%</td></tr> <tr><td>Q3 2017/18</td><td>2.03%</td></tr> <tr><td>Q4 2017/18</td><td>4.80%</td></tr> <tr><td>Q1 2018/19</td><td>5.78%</td></tr> <tr><td>Q2 2018/19</td><td>5.18%</td></tr> <tr><td>Q3 2018/19</td><td>2.75%</td></tr> <tr><td>Q4 2018/19</td><td>0.79%</td></tr> <tr><td>Q1 2019/20</td><td>1.55%</td></tr> <tr><td>Q2 2019/20</td><td>0.8%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	4.22%	Q2 2017/18	1.88%	Q3 2017/18	2.03%	Q4 2017/18	4.80%	Q1 2018/19	5.78%	Q2 2018/19	5.18%	Q3 2018/19	2.75%	Q4 2018/19	0.79%	Q1 2019/20	1.55%	Q2 2019/20	0.8%
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Q1 2019/20	1.55%																															
Q2 2019/20	0.8%																															
NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	3.23%	3.02%	2.02%	N/A	Due to COVID-19 only one assessment (Tranche 1) will be carried out in 2020/21. The assessment was done in November 2020.	3.00%			<p><b>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</b></p> <table border="1"> <caption>Graffiti Levels (ex NI 195c)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> <tr><td>Q2 2017/18</td><td>0.20%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td></tr> <tr><td>Q4 2017/18</td><td>4.60%</td></tr> <tr><td>Q1 2018/19</td><td>4.39%</td></tr> <tr><td>Q2 2018/19</td><td>0.20%</td></tr> <tr><td>Q3 2018/19</td><td>2.45%</td></tr> <tr><td>Q4 2018/19</td><td>2.50%</td></tr> <tr><td>Q1 2019/20</td><td>4.05%</td></tr> <tr><td>Q2 2019/20</td><td>2.02%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.66%	Q2 2017/18	0.20%	Q3 2017/18	2.66%	Q4 2017/18	4.60%	Q1 2018/19	4.39%	Q2 2018/19	0.20%	Q3 2018/19	2.45%	Q4 2018/19	2.50%	Q1 2019/20	4.05%	Q2 2019/20	2.02%
Quarter	Value (%)																															
Q1 2017/18	2.66%																															
Q2 2017/18	0.20%																															
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Q4 2018/19	2.50%																															
Q1 2019/20	4.05%																															
Q2 2019/20	2.02%																															
NH PR WS 045d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)	3.13%	0.26%	0.96%	N/A	Due to COVID-19 only one assessment (Tranche 1) will be carried out in 2020/21. The assessment was done in November 2020.	3.00%			<p><b>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</b></p> <table border="1"> <caption>Fly-posting Levels (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0.40%</td></tr> <tr><td>Q2 2017/18</td><td>1.56%</td></tr> <tr><td>Q3 2017/18</td><td>0.7%</td></tr> <tr><td>Q4 2017/18</td><td>1.55%</td></tr> <tr><td>Q1 2018/19</td><td>5.94%</td></tr> <tr><td>Q2 2018/19</td><td>1.88%</td></tr> <tr><td>Q3 2018/19</td><td>0.11%</td></tr> <tr><td>Q4 2018/19</td><td>0.11%</td></tr> <tr><td>Q1 2019/20</td><td>0.6%</td></tr> <tr><td>Q2 2019/20</td><td>-0.96%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	0.40%	Q2 2017/18	1.56%	Q3 2017/18	0.7%	Q4 2017/18	1.55%	Q1 2018/19	5.94%	Q2 2018/19	1.88%	Q3 2018/19	0.11%	Q4 2018/19	0.11%	Q1 2019/20	0.6%	Q2 2019/20	-0.96%
Quarter	Value (%)																															
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PI Code	Short Name	2018/19	2019/20	Q2 2020/21	Q3 2020/21	Note	Annual Target 2020/21	Traffic Light	DoT	Performance Data Trend Chart																																
		Value	Value	Value	Value																																					
NH PR WS 047	Residual household waste per household (ex NI 191)	521.9	514.4	133.9	140.13		519.0			<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p>  <table border="1"> <caption>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>145.4</td></tr> <tr><td>Q2 2017/18</td><td>139.5</td></tr> <tr><td>Q3 2017/18</td><td>134.8</td></tr> <tr><td>Q4 2017/18</td><td>127.5</td></tr> <tr><td>Q1 2018/19</td><td>134.7</td></tr> <tr><td>Q2 2018/19</td><td>128.6</td></tr> <tr><td>Q3 2018/19</td><td>136.9</td></tr> <tr><td>Q4 2018/19</td><td>126.5</td></tr> <tr><td>Q1 2019/20</td><td>132.3</td></tr> <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>132.9</td></tr> <tr><td>Q3 2020/21</td><td>140.1</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	145.4	Q2 2017/18	139.5	Q3 2017/18	134.8	Q4 2017/18	127.5	Q1 2018/19	134.7	Q2 2018/19	128.6	Q3 2018/19	136.9	Q4 2018/19	126.5	Q1 2019/20	132.3	Q2 2019/20	127.7	Q3 2019/20	137.5	Q4 2019/20	121.4	Q1 2020/21	150.0	Q2 2020/21	132.9	Q3 2020/21	140.1
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Q1 2020/21	150.0																																									
Q2 2020/21	132.9																																									
Q3 2020/21	140.1																																									
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.90%	28.00%	26.64%	27.16%		28.00%			<p><b>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</b></p>  <table border="1"> <caption>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>27.42%</td></tr> <tr><td>Q1 2018/19</td><td>28.00%</td></tr> <tr><td>Q2 2018/19</td><td>27.74%</td></tr> <tr><td>Q3 2018/19</td><td>27.65%</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>26.44%</td></tr> <tr><td>Q3 2020/21</td><td>26.38%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	27.09%	Q2 2017/18	27.43%	Q3 2017/18	27.65%	Q4 2017/18	27.42%	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	26.44%	Q3 2020/21	26.38%
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Q3 2019/20	27.31%																																									
Q4 2019/20	27.72%																																									
Q1 2020/21	27.55%																																									
Q2 2020/21	26.44%																																									
Q3 2020/21	26.38%																																									



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				