

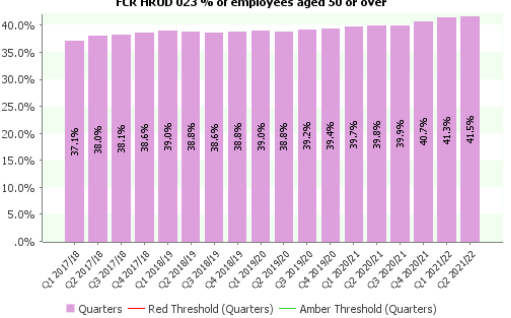


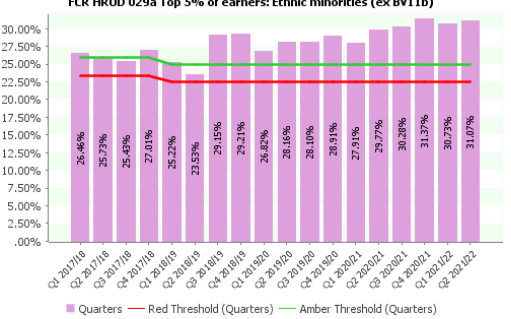


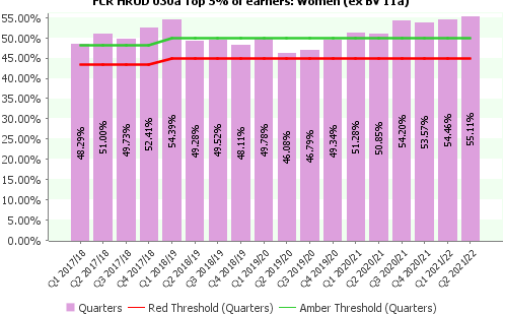


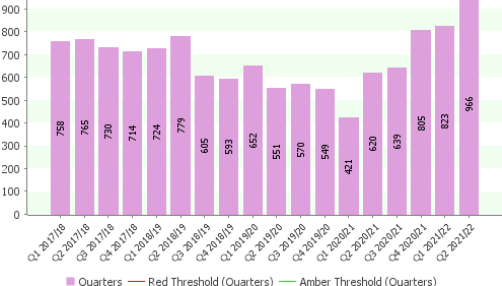
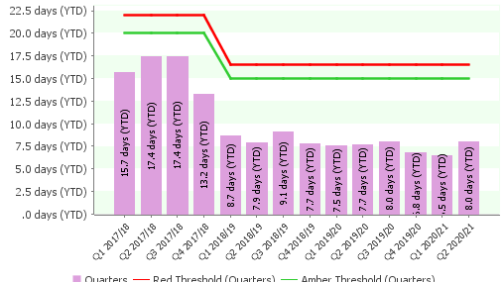

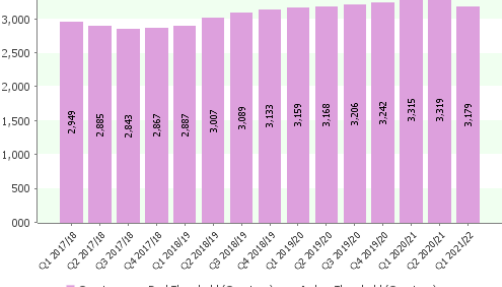


Q2 Audit Committee Report



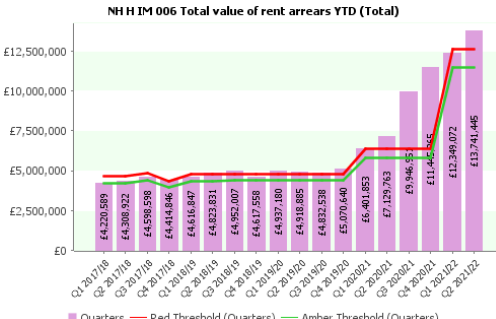


PI Code	Short Name	2019/20	2020/21	Q1 2021/22	Q2 2021/22	Note	Traffic Light	DoT	Performance Data Trend Chart																																						
		Value	Value	Value	Value																																										
ChEd CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	97.0%	N/A	Not measured for Quarters		2020/21 data is not available for this indicator as the service did not submit Children in Need census for 2020-21	N/A	N/A	<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 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2015/18</td> <td>100.0%</td> </tr> <tr> <td>2016/18</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	2015/18	100.0%	2016/18	100.0%	2017/18	100.0%	2018/19	100.0%																												
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FCR HROD 001	Sickness 12 month rolling average	10.29	9.59	9.68	10.51	Long term sickness rates have increased as a result of staff waiting for surgical interventions or treatment for conditions from the NHS. Group Directors are being encouraged to review the 50+ day sickness absence in their directors to ensure that effective sickness management processes are in place and sickness cases are consistently managed.	🔴	⬇️	<p>FCR HROD 001 Sickness 12 month rolling average</p> <table border="1"> <caption>FCR HROD 001 Sickness 12 month rolling average</caption> <thead> <tr> <th>Quarter</th> <th>Sickness Rate</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>9.49</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> <tr><td>Q2 2021/22</td><td>10.51</td></tr> </tbody> </table>	Quarter	Sickness Rate	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	9.49	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	Q2 2021/22	10.51
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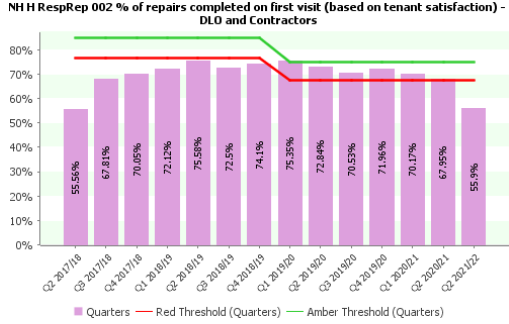
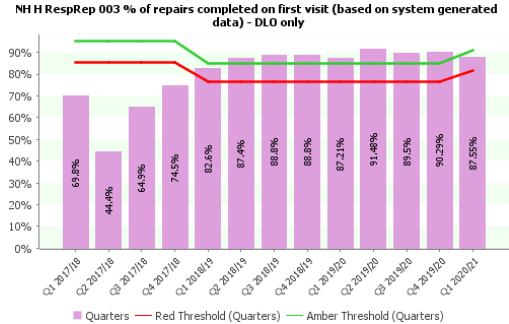
FCR HROD 023	% of employees aged 50 or over	39.4%	40.7%	41.3%	41.5%	The Council continues to have a high percentage of staff employed who are aged 50 and above. This figure continues to increase slightly each quarter, although at some stage in the future it is likely to fall as older workers consider their personal circumstances as the COVID Pandemic eases.			<p>FCR HROD 023 % of employees aged 50 or over</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>37.1%</td></tr> <tr><td>Q2 2017/18</td><td>38.0%</td></tr> <tr><td>Q3 2017/18</td><td>38.1%</td></tr> <tr><td>Q4 2017/18</td><td>38.6%</td></tr> <tr><td>Q1 2018/19</td><td>39.0%</td></tr> <tr><td>Q2 2018/19</td><td>38.8%</td></tr> <tr><td>Q3 2018/19</td><td>38.6%</td></tr> <tr><td>Q4 2018/19</td><td>38.8%</td></tr> <tr><td>Q1 2019/20</td><td>39.0%</td></tr> <tr><td>Q2 2019/20</td><td>38.8%</td></tr> <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>40.7%</td></tr> <tr><td>Q4 2020/21</td><td>41.3%</td></tr> <tr><td>Q1 2021/22</td><td>41.5%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	37.1%	Q2 2017/18	38.0%	Q3 2017/18	38.1%	Q4 2017/18	38.6%	Q1 2018/19	39.0%	Q2 2018/19	38.8%	Q3 2018/19	38.6%	Q4 2018/19	38.8%	Q1 2019/20	39.0%	Q2 2019/20	38.8%	Q3 2019/20	39.2%	Q4 2019/20	39.4%	Q1 2020/21	39.7%	Q2 2020/21	39.8%	Q3 2020/21	40.7%	Q4 2020/21	41.3%	Q1 2021/22	41.5%		
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FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	28.91%	31.37%	30.73%	31.07%				<p>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</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>25.48%</td></tr> <tr><td>Q4 2017/18</td><td>27.41%</td></tr> <tr><td>Q1 2018/19</td><td>25.23%</td></tr> <tr><td>Q2 2018/19</td><td>23.53%</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>26.42%</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> <tr><td>Q2 2021/22</td><td>31.07%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	26.46%	Q2 2017/18	25.73%	Q3 2017/18	25.48%	Q4 2017/18	27.41%	Q1 2018/19	25.23%	Q2 2018/19	23.53%	Q3 2018/19	29.15%	Q4 2018/19	29.21%	Q1 2019/20	26.42%	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%	Q2 2021/22	31.07%
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FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	49.34%	53.57%	54.46%	55.11%				<p>FCR HROD 030a Top 5% of earners: Women (ex BV 11a)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>48.29%</td></tr> <tr><td>Q2 2017/18</td><td>51.00%</td></tr> <tr><td>Q3 2017/18</td><td>49.73%</td></tr> <tr><td>Q4 2017/18</td><td>52.41%</td></tr> <tr><td>Q1 2018/19</td><td>54.39%</td></tr> <tr><td>Q2 2018/19</td><td>49.28%</td></tr> <tr><td>Q3 2018/19</td><td>49.52%</td></tr> <tr><td>Q4 2018/19</td><td>48.11%</td></tr> <tr><td>Q1 2019/20</td><td>49.79%</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> <tr><td>Q4 2020/21</td><td>53.57%</td></tr> <tr><td>Q1 2021/22</td><td>54.46%</td></tr> <tr><td>Q2 2021/22</td><td>55.11%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	48.29%	Q2 2017/18	51.00%	Q3 2017/18	49.73%	Q4 2017/18	52.41%	Q1 2018/19	54.39%	Q2 2018/19	49.28%	Q3 2018/19	49.52%	Q4 2018/19	48.11%	Q1 2019/20	49.79%	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%	Q4 2020/21	53.57%	Q1 2021/22	54.46%	Q2 2021/22	55.11%
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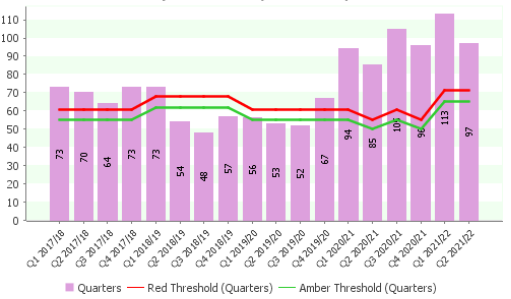

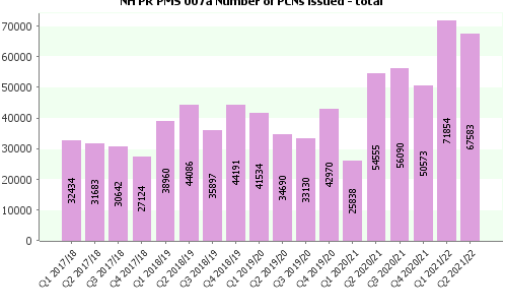
CE PPD 021	Number of Stage 1 complaints received by the Council	2322	2485	823	966				<p>CE PPD 021 Number of Stage 1 complaints received by the Council</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>758</td></tr> <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>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>431</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> <tr><td>Q2 2021/22</td><td>966</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	431	Q2 2020/21	620	Q3 2020/21	639	Q4 2020/21	805	Q1 2021/22	823	Q2 2021/22	966
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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	6.8 days (YTD)	N/A	N/A	N/A	This data is not available due to the cyber attack. Work is ongoing with DWP on enabling accurate reporting.	N/A	N/A	<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>Time taken (YTD)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>15.7 days</td></tr> <tr><td>Q2 2017/18</td><td>17.4 days</td></tr> <tr><td>Q3 2017/18</td><td>17.4 days</td></tr> <tr><td>Q4 2017/18</td><td>13.2 days</td></tr> <tr><td>Q1 2018/19</td><td>8.7 days</td></tr> <tr><td>Q2 2018/19</td><td>7.9 days</td></tr> <tr><td>Q3 2018/19</td><td>8.1 days</td></tr> <tr><td>Q4 2018/19</td><td>7.7 days</td></tr> <tr><td>Q1 2019/20</td><td>7.5 days</td></tr> <tr><td>Q2 2019/20</td><td>7.7 days</td></tr> <tr><td>Q3 2019/20</td><td>8.0 days</td></tr> <tr><td>Q4 2019/20</td><td>7.8 days</td></tr> <tr><td>Q1 2020/21</td><td>8.0 days</td></tr> <tr><td>Q2 2020/21</td><td>8.0 days</td></tr> </tbody> </table>	Quarter	Time taken (YTD)	Q1 2017/18	15.7 days	Q2 2017/18	17.4 days	Q3 2017/18	17.4 days	Q4 2017/18	13.2 days	Q1 2018/19	8.7 days	Q2 2018/19	7.9 days	Q3 2018/19	8.1 days	Q4 2018/19	7.7 days	Q1 2019/20	7.5 days	Q2 2019/20	7.7 days	Q3 2019/20	8.0 days	Q4 2019/20	7.8 days	Q1 2020/21	8.0 days	Q2 2020/21	8.0 days								
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	3,242	N/A	3,179	3,107	Numbers are decreasing due to the increase in lets into the private rented sector achieved in part due to Covid making residents more willing to move.		N/A	<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>2,949</td></tr> <tr><td>Q2 2017/18</td><td>2,485</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>3,148</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> <tr><td>Q1 2021/22</td><td>3,179</td></tr> </tbody> </table>	Quarter	Number of Households	Q1 2017/18	2,949	Q2 2017/18	2,485	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	3,148	Q3 2019/20	3,206	Q4 2019/20	3,242	Q1 2020/21	3,315	Q2 2020/21	3,319	Q1 2021/22	3,179						
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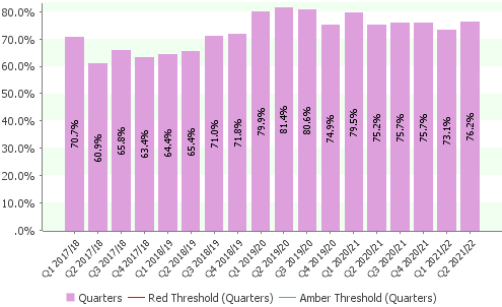


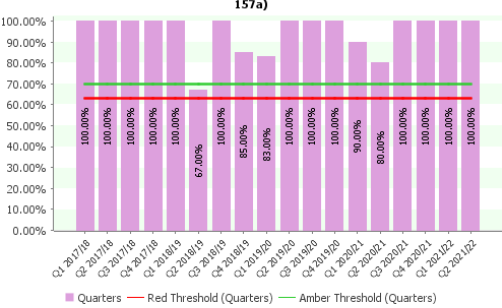


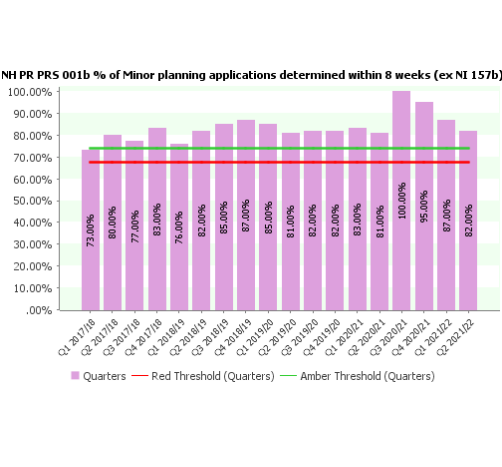
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.7%	84.6%	19.6%	36.1%	2021-22 collection is severely impacted by the cyber attack as we have been unable to update accounts since October 2020. Work is ongoing to load the backlog of work received from October 2020 into the document imaging system so that it can be worked. It is estimated that it will take until Summer 2022 to clear the backlog of work. This will impact collection levels into 2022-23 as we are working approx a year behind.	🔴	⬇️	<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.1%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2017/18</td><td>50.1%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2017/18</td><td>73.4%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2017/18</td><td>95.0%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2018/19</td><td>26.9%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2018/19</td><td>50.1%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2018/19</td><td>73.8%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2018/19</td><td>95.0%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2019/20</td><td>26.8%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2019/20</td><td>49.6%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2019/20</td><td>73.3%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2019/20</td><td>94.7%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2020/21</td><td>24.0%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2020/21</td><td>46.9%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2020/21</td><td>60.0%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2020/21</td><td>84.6%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2021/22</td><td>19.6%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2021/22</td><td>36.1%</td><td>30%</td><td>40%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	27.1%	30%	40%	Q2 2017/18	50.1%	30%	40%	Q3 2017/18	73.4%	30%	40%	Q4 2017/18	95.0%	30%	40%	Q1 2018/19	26.9%	30%	40%	Q2 2018/19	50.1%	30%	40%	Q3 2018/19	73.8%	30%	40%	Q4 2018/19	95.0%	30%	40%	Q1 2019/20	26.8%	30%	40%	Q2 2019/20	49.6%	30%	40%	Q3 2019/20	73.3%	30%	40%	Q4 2019/20	94.7%	30%	40%	Q1 2020/21	24.0%	30%	40%	Q2 2020/21	46.9%	30%	40%	Q3 2020/21	60.0%	30%	40%	Q4 2020/21	84.6%	30%	40%	Q1 2021/22	19.6%	30%	40%	Q2 2021/22	36.1%	30%	40%
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FCR RB REV 005	Percentage of non-domestic rates collected	94.98%	72.40%	18.07%	34.60%	2021-22 collection is severely impacted by the cyber attack as we have been unable to update accounts since October 2020. Work is ongoing to load the backlog of work received from October 2020 into the document imaging system so that it can be worked. It is estimated that it will take until Summer 2022 to clear the backlog of work. This will impact collection levels into 2022-23 as we are working approx a year behind.	🔴	⬇️	<p>FCR RB REV 005 Percentage of non-domestic rates collected</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>28.00%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2017/18</td><td>55.59%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2017/18</td><td>97.07%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2018/19</td><td>26.06%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2018/19</td><td>50.20%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2018/19</td><td>79.40%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2018/19</td><td>96.50%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2019/20</td><td>29.30%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2019/20</td><td>54.10%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2019/20</td><td>81.10%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2019/20</td><td>94.58%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2020/21</td><td>21.50%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2020/21</td><td>43.60%</td><td>30%</td><td>40%</td></tr> <tr><td>Q3 2020/21</td><td>60.00%</td><td>30%</td><td>40%</td></tr> <tr><td>Q4 2020/21</td><td>72.40%</td><td>30%</td><td>40%</td></tr> <tr><td>Q1 2021/22</td><td>18.07%</td><td>30%</td><td>40%</td></tr> <tr><td>Q2 2021/22</td><td>34.60%</td><td>30%</td><td>40%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	28.00%	30%	40%	Q2 2017/18	55.59%	30%	40%	Q3 2017/18	81.00%	30%	40%	Q4 2017/18	97.07%	30%	40%	Q1 2018/19	26.06%	30%	40%	Q2 2018/19	50.20%	30%	40%	Q3 2018/19	79.40%	30%	40%	Q4 2018/19	96.50%	30%	40%	Q1 2019/20	29.30%	30%	40%	Q2 2019/20	54.10%	30%	40%	Q3 2019/20	81.10%	30%	40%	Q4 2019/20	94.58%	30%	40%	Q1 2020/21	21.50%	30%	40%	Q2 2020/21	43.60%	30%	40%	Q3 2020/21	60.00%	30%	40%	Q4 2020/21	72.40%	30%	40%	Q1 2021/22	18.07%	30%	40%	Q2 2021/22	34.60%	30%	40%
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NH H IM 005	Rent Arrears as a % of rent debt	4.02 %	8.76 %	9.26 %	10.31 %	The annual debit is approximately £133.3m. As the rent arrears are at £13,741,445, this means that the Rent Arrears as a % of Rent Debit is calculated to be 10.31%. This is a 1.05% increase on the Q1 outturn of 9.26%.	🔴	⬇️	<p>NH H IM 005 Rent Arrears as a % of rent debit</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>3.22%</td><td>4%</td><td>5%</td></tr> <tr><td>Q2 2017/18</td><td>3.41%</td><td>4%</td><td>5%</td></tr> <tr><td>Q3 2017/18</td><td>3.65%</td><td>4%</td><td>5%</td></tr> <tr><td>Q4 2017/18</td><td>3.57%</td><td>4%</td><td>5%</td></tr> <tr><td>Q1 2018/19</td><td>3.62%</td><td>4%</td><td>5%</td></tr> <tr><td>Q2 2018/19</td><td>3.80%</td><td>4%</td><td>5%</td></tr> <tr><td>Q3 2018/19</td><td>3.92%</td><td>4%</td><td>5%</td></tr> <tr><td>Q4 2018/19</td><td>3.68%</td><td>4%</td><td>5%</td></tr> <tr><td>Q1 2019/20</td><td>3.85%</td><td>4%</td><td>5%</td></tr> <tr><td>Q2 2019/20</td><td>3.86%</td><td>4%</td><td>5%</td></tr> <tr><td>Q3 2019/20</td><td>3.81%</td><td>4%</td><td>5%</td></tr> <tr><td>Q4 2019/20</td><td>4.02%</td><td>4%</td><td>5%</td></tr> <tr><td>Q1 2020/21</td><td>4.92%</td><td>4%</td><td>5%</td></tr> <tr><td>Q2 2020/21</td><td>5.60%</td><td>4%</td><td>5%</td></tr> <tr><td>Q3 2020/21</td><td>7.62%</td><td>4%</td><td>5%</td></tr> <tr><td>Q4 2020/21</td><td>8.76%</td><td>4%</td><td>5%</td></tr> <tr><td>Q1 2021/22</td><td>9.26%</td><td>4%</td><td>5%</td></tr> <tr><td>Q2 2021/22</td><td>10.31%</td><td>4%</td><td>5%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	3.22%	4%	5%	Q2 2017/18	3.41%	4%	5%	Q3 2017/18	3.65%	4%	5%	Q4 2017/18	3.57%	4%	5%	Q1 2018/19	3.62%	4%	5%	Q2 2018/19	3.80%	4%	5%	Q3 2018/19	3.92%	4%	5%	Q4 2018/19	3.68%	4%	5%	Q1 2019/20	3.85%	4%	5%	Q2 2019/20	3.86%	4%	5%	Q3 2019/20	3.81%	4%	5%	Q4 2019/20	4.02%	4%	5%	Q1 2020/21	4.92%	4%	5%	Q2 2020/21	5.60%	4%	5%	Q3 2020/21	7.62%	4%	5%	Q4 2020/21	8.76%	4%	5%	Q1 2021/22	9.26%	4%	5%	Q2 2021/22	10.31%	4%	5%
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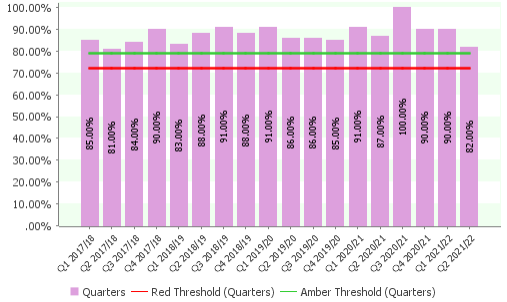



NH H IM 006	Total value of rent arrears YTD (Total)	£5,070,640	£11,445,265	£12,349,072	£13,741,445	<p>As at the end of Q2 the rent arrears are £13,741,445 - the arrears have increased by £1,392,373 in the last quarter. For the same period last year - Q2 2020/21 - the quarterly increase in arrears was £727,910.</p> <p>Currently, 5,078 tenants have made a claim for Universal Credit (UC). However, some of these 5,078 may no longer be on UC, as this information is not provided to the Council. Of these 5,078 UC claimants, 3,353 of them are in arrears - totalling £6,367,112. Currently £636,493 per month is being collected directly by Hackney from the DWP - 1,445 of the 5,078 (28.5%) UC claimants have direct payments.</p> <p>The total loss of Housing Benefit (HB) across all accounts since the cyber attack is £2.2m, however, there has been an increase in those moving to UC. Looking at the six months before the cyber attack, the expected drop in HB from those moving to UC since October 2020 is in the region of £250k.</p> <p>Hence, the net amount of HB to be applied is £2.2m - £250k = approximately £2m. However, if this £2m is applied, the decrease in arrears will be much lower than this, as a number of tenants already have credits or will go into credit once HB is applied.</p>			 <p>NH H IM 006 Total value of rent arrears YTD (Total)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total Value (£)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>£4,220,899</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>£4,165,847</td></tr> <tr><td>Q2 2018/19</td><td>£4,822,831</td></tr> <tr><td>Q3 2018/19</td><td>£4,952,007</td></tr> <tr><td>Q4 2018/19</td><td>£4,677,956</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>£4,822,598</td></tr> <tr><td>Q4 2019/20</td><td>£5,070,640</td></tr> <tr><td>Q1 2020/21</td><td>£6,401,883</td></tr> <tr><td>Q2 2020/21</td><td>£7,129,763</td></tr> <tr><td>Q3 2020/21</td><td>£9,946,551</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> <tr><td>Q2 2021/22</td><td>£13,741,445</td></tr> </tbody> </table>	Quarter	Total Value (£)	Q1 2017/18	£4,220,899	Q2 2017/18	£4,308,922	Q3 2017/18	£4,598,598	Q4 2017/18	£4,414,846	Q1 2018/19	£4,165,847	Q2 2018/19	£4,822,831	Q3 2018/19	£4,952,007	Q4 2018/19	£4,677,956	Q1 2019/20	£4,937,180	Q2 2019/20	£4,918,885	Q3 2019/20	£4,822,598	Q4 2019/20	£5,070,640	Q1 2020/21	£6,401,883	Q2 2020/21	£7,129,763	Q3 2020/21	£9,946,551	Q4 2020/21	£11,445,265	Q1 2021/22	£12,349,072	Q2 2021/22	£13,741,445
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Q1 2021/22	£12,349,072																																														
Q2 2021/22	£13,741,445																																														

					<p>On 12 July 2021, PSG granted permission for the arrears escalation policy to be fully reinstated. However, the Service is collaborating with ICT on the development of the Manage Arrears (MAA) system.</p> <p>An updated Roadmap to Rent Arrears Recovery was presented to the Performance Board on 11 October 2021, which included an immediate action to undertake a planned door knocking exercise from mid October 2021. Other immediate actions included:</p> <ul style="list-style-type: none">a) Reactivating legal proceedings where tenants have not engaged and/or paid their rent since lockdown/cyber attack.b) Reapplying for warrants where the eviction was cancelled in March 2020 due to lockdown and the tenant has since not engaged with the Service.c) Continuing to apply for direct payments from the DWP, where tenants on UC have arrears of more than two months.			
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<p>NH H RespRep 002</p>	<p>% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>	<p>72.64%</p>	<p>71.44%</p>	<p>N/A</p>	<p>55.9%</p>	<p>The Housing service resumed reporting on the Repairs PIs in July 2021 following the launch of the full Repairs service on Repairs Hub during June 2021. Since that time, the service has resumed sending surveys to residents following the completion of their repair on Repairs Hub in order to get feedback on their experience of the service.</p> <p>In Q2 619 responses were received to the repairs survey. Of these, 55.9% of residents said that the repair was completed on the first visit. This compares to 66.6% in Q2 of 2019-20. For those who have said the job was not completed the first time, overall satisfaction was very much impacted, with a reduction from 56.4% in those very satisfied to 15.4%.</p>		<p>N/A</p>	
<p>NH H RespRep 003</p>	<p>% of repairs completed on first visit (based on system generated data) - DLO only</p>	<p>88.7%</p>	<p>87.54%</p>	<p>N/A</p>	<p>N/A</p>	<p>No system data is available to demonstrate whether repairs were completed the first time. The follow-on function is being developed as part of the current statement of work for the Repairs Hub team, and is expected to be implemented during Q3.</p>	<p>N/A</p>	<p>N/A</p>	



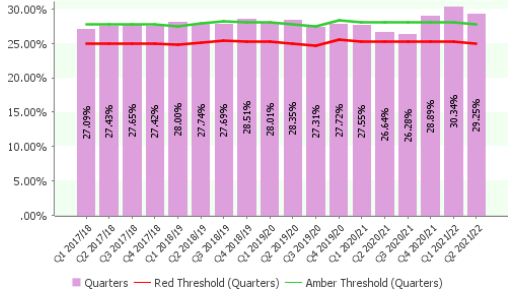
<p>NH H Voids 001</p>	<p>Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days</p>	<p>55</p>	<p>95</p>	<p>113</p>	<p>97</p>	<p>For Q2, the current average void turnaround is 96.9 days, with an average work period of 73 days. At the end of Q1, the average turnaround time was 112 (79.7 work days), meaning that this has improved by 15.1 days. The average work period has also improved by 6.7 days.</p> <p>This improvement in performance is due to an increase in the average amount of properties relet now surpassing the amount of voids entering the process. This in turn is reducing some of the pressures which are currently being experienced by the works team, which has meant almost a week's improvement on average.</p>			<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>46</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>105</td></tr> <tr><td>Q4 2020/21</td><td>96</td></tr> <tr><td>Q1 2021/22</td><td>113</td></tr> <tr><td>Q2 2021/22</td><td>97</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	46	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	105	Q4 2020/21	96	Q1 2021/22	113	Q2 2021/22	97
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<p>NH PR PMS 007a</p>	<p>Number of PCNs issued - total</p>	<p>152324</p>	<p>187056</p>	<p>71854</p>	<p>67583</p>	<p>The increase in PCNs issued in Q1 and Q2 2021/22 is due to the ongoing expansion of CCTV enforcement of school streets and Low Traffic Neighbourhoods.</p>		<p>N/A</p>	<p>NH PR PMS 007a Number of PCNs issued - total</p>  <table border="1"> <caption>NH PR PMS 007a Number of PCNs issued - total</caption> <thead> <tr> <th>Quarter</th> <th>Number of PCNs Issued</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32434</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>38940</td></tr> <tr><td>Q2 2018/19</td><td>44086</td></tr> <tr><td>Q3 2018/19</td><td>35837</td></tr> <tr><td>Q4 2018/19</td><td>44181</td></tr> <tr><td>Q1 2019/20</td><td>41534</td></tr> <tr><td>Q2 2019/20</td><td>34630</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>25388</td></tr> <tr><td>Q2 2020/21</td><td>54655</td></tr> <tr><td>Q3 2020/21</td><td>56090</td></tr> <tr><td>Q4 2020/21</td><td>50573</td></tr> <tr><td>Q1 2021/22</td><td>71854</td></tr> <tr><td>Q2 2021/22</td><td>67583</td></tr> </tbody> </table>	Quarter	Number of PCNs Issued	Q1 2017/18	32434	Q2 2017/18	31683	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	38940	Q2 2018/19	44086	Q3 2018/19	35837	Q4 2018/19	44181	Q1 2019/20	41534	Q2 2019/20	34630	Q3 2019/20	33130	Q4 2019/20	42370	Q1 2020/21	25388	Q2 2020/21	54655	Q3 2020/21	56090	Q4 2020/21	50573	Q1 2021/22	71854	Q2 2021/22	67583
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NH PR PMS 010a	PCN recovery rate – including estates	73.3%	76.5%	73.1%	76.2%				<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>Q1 2017/18</td><td>70.2%</td></tr> <tr><td>Q2 2017/18</td><td>60.0%</td></tr> <tr><td>Q3 2017/18</td><td>65.8%</td></tr> <tr><td>Q4 2017/18</td><td>63.4%</td></tr> <tr><td>Q1 2018/19</td><td>64.4%</td></tr> <tr><td>Q2 2018/19</td><td>65.4%</td></tr> <tr><td>Q3 2018/19</td><td>71.0%</td></tr> <tr><td>Q4 2018/19</td><td>71.0%</td></tr> <tr><td>Q1 2019/20</td><td>78.9%</td></tr> <tr><td>Q2 2019/20</td><td>81.4%</td></tr> <tr><td>Q3 2019/20</td><td>80.6%</td></tr> <tr><td>Q4 2019/20</td><td>74.9%</td></tr> <tr><td>Q1 2020/21</td><td>79.5%</td></tr> <tr><td>Q2 2020/21</td><td>75.3%</td></tr> <tr><td>Q3 2020/21</td><td>75.7%</td></tr> <tr><td>Q4 2020/21</td><td>75.7%</td></tr> <tr><td>Q1 2021/22</td><td>73.1%</td></tr> <tr><td>Q2 2021/22</td><td>76.2%</td></tr> </tbody> </table>	Quarter	Recovery Rate	Q1 2017/18	70.2%	Q2 2017/18	60.0%	Q3 2017/18	65.8%	Q4 2017/18	63.4%	Q1 2018/19	64.4%	Q2 2018/19	65.4%	Q3 2018/19	71.0%	Q4 2018/19	71.0%	Q1 2019/20	78.9%	Q2 2019/20	81.4%	Q3 2019/20	80.6%	Q4 2019/20	74.9%	Q1 2020/21	79.5%	Q2 2020/21	75.3%	Q3 2020/21	75.7%	Q4 2020/21	75.7%	Q1 2021/22	73.1%	Q2 2021/22	76.2%
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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>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>% of Applications</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>100.00%</td></tr> <tr><td>Q3 2018/19</td><td>67.00%</td></tr> <tr><td>Q4 2018/19</td><td>100.00%</td></tr> <tr><td>Q1 2019/20</td><td>85.00%</td></tr> <tr><td>Q2 2019/20</td><td>83.00%</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>100.00%</td></tr> <tr><td>Q2 2020/21</td><td>90.00%</td></tr> <tr><td>Q3 2020/21</td><td>80.00%</td></tr> <tr><td>Q4 2020/21</td><td>100.00%</td></tr> <tr><td>Q1 2021/22</td><td>100.00%</td></tr> <tr><td>Q2 2021/22</td><td>100.00%</td></tr> </tbody> </table>	Quarter	% of Applications	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	100.00%	Q3 2018/19	67.00%	Q4 2018/19	100.00%	Q1 2019/20	85.00%	Q2 2019/20	83.00%	Q3 2019/20	100.00%	Q4 2019/20	100.00%	Q1 2020/21	100.00%	Q2 2020/21	90.00%	Q3 2020/21	80.00%	Q4 2020/21	100.00%	Q1 2021/22	100.00%	Q2 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%	87.00%	82.00%	<p>The Planning Service was significantly affected by staffing and recruitment issues in Q2, which has affected all London local planning authorities. The shortage of staff has resulted in current officers taking a much higher caseload, which has in some instances resulted in planning applications not being determined within target timeframes. However, when taken as a running total for the year, the Planning Service is still exceeding its statutory performance targets. A number of initiatives are in progress to address recruitment and staff workload issues- including in-</p>			<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>% of Applications</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>81.00%</td></tr> <tr><td>Q2 2020/21</td><td>81.00%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</td></tr> <tr><td>Q4 2020/21</td><td>95.00%</td></tr> <tr><td>Q1 2021/22</td><td>87.00%</td></tr> <tr><td>Q2 2021/22</td><td>82.00%</td></tr> </tbody> </table>	Quarter	% of Applications	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	81.00%	Q2 2020/21	81.00%	Q3 2020/21	100.00%	Q4 2020/21	95.00%	Q1 2021/22	87.00%	Q2 2021/22	82.00%
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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%	82.00%	service career opportunity initiatives and a permanent recruitment campaign which will conclude at the end of December 2021.			<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p> 
NH PR PRS 009	% of open planning enforcement cases less than 4 years old	62.0%	71.0%	77.0%	79.0%	A programme of Direct Action began in the summer of 2021, which has resulted in an increase in performance against this target. The programme was principally focussed on older cases where the owners of land had, over a long period of time, refused to comply - often despite other enforcement options such as prosecutions having been undertaken first. The campaign has helped improve performance against this KPI target in two main ways: firstly by bringing about compliance directly, so that cases can be closed but also, secondly, by publicly demonstrating the services' commitment to resolving breaches. This has caused other landowners with long standing breaches to start to comply - several have specifically cited the fear of incurring the costs of Direct Action, which due to the specialist contractors that we must use, is out of the landowners' control and also may be higher than if the			<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p> 

						landowner arranged the works themselves.			
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	N/A	.28%	<p>A National Indicator 195 survey is the scoring of 300 transects (50 metre stretches of streets/other land types) with grades A to D. The NI195 score is based on the percentage of the transects that achieved a B-score or worse, i.e. unacceptable levels of cleanliness.</p> <p>Hackney has excellent levels of street cleanliness, and the percentage of unacceptable levels of street cleanliness are less than the London benchmark.</p>	✓	N/A	<p>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p>
NH PR WS 045b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)	1.64%	N/A	N/A	1.25%	<p>London benchmark 19/20: Litter - 8.9% Detritus - 11.03% Fly posting - 3.99% Graffiti - 4%</p>	✓	N/A	<p>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p>

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	N/A	.42%	A National Indicator 195 survey is the scoring of 300 transects (50 metre stretches of streets/other land types) with grades A to D. The NI195 score is based on the percentage of the transects that achieved a B-score or worse, i.e. unacceptable levels of cleanliness.	✔	N/A	<p>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p> <table border="1"> <caption>NH PR WS 045c Graffiti Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> <tr><td>Q2 2017/18</td><td>0.00%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td></tr> <tr><td>Q4 2017/18</td><td>0.00%</td></tr> <tr><td>Q1 2018/19</td><td>4.95%</td></tr> <tr><td>Q2 2018/19</td><td>4.95%</td></tr> <tr><td>Q3 2018/19</td><td>0.00%</td></tr> <tr><td>Q4 2018/19</td><td>0.00%</td></tr> <tr><td>Q1 2019/20</td><td>2.46%</td></tr> <tr><td>Q2 2019/20</td><td>2.50%</td></tr> <tr><td>Q3 2019/20</td><td>4.05%</td></tr> <tr><td>Q4 2019/20</td><td>0.00%</td></tr> <tr><td>Q1 2020/21</td><td>2.02%</td></tr> <tr><td>Q2 2020/21</td><td>2.02%</td></tr> <tr><td>Q3 2020/21</td><td>0.00%</td></tr> <tr><td>Q4 2020/21</td><td>0.00%</td></tr> <tr><td>Q1 2021/22</td><td>0.00%</td></tr> <tr><td>Q2 2021/22</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Q1 2017/18	2.66%	Q2 2017/18	0.00%	Q3 2017/18	2.66%	Q4 2017/18	0.00%	Q1 2018/19	4.95%	Q2 2018/19	4.95%	Q3 2018/19	0.00%	Q4 2018/19	0.00%	Q1 2019/20	2.46%	Q2 2019/20	2.50%	Q3 2019/20	4.05%	Q4 2019/20	0.00%	Q1 2020/21	2.02%	Q2 2020/21	2.02%	Q3 2020/21	0.00%	Q4 2020/21	0.00%	Q1 2021/22	0.00%	Q2 2021/22	0.00%
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Q3 2019/20	4.05%																																														
Q4 2019/20	0.00%																																														
Q1 2020/21	2.02%																																														
Q2 2020/21	2.02%																																														
Q3 2020/21	0.00%																																														
Q4 2020/21	0.00%																																														
Q1 2021/22	0.00%																																														
Q2 2021/22	0.00%																																														
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	N/A	0.00%	Hackney has excellent levels of street cleanliness, and the percentage of unacceptable levels of street cleanliness are less than the London benchmark 19/20: Litter - 8.9% Detritus - 11.03% Fly posting - 3.99% Graffiti - 4%	✔	N/A	<p>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p> <table border="1"> <caption>NH PR WS 045d Fly-posting Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0.47%</td></tr> <tr><td>Q2 2017/18</td><td>1.56%</td></tr> <tr><td>Q3 2017/18</td><td>0.00%</td></tr> <tr><td>Q4 2017/18</td><td>0.00%</td></tr> <tr><td>Q1 2018/19</td><td>1.56%</td></tr> <tr><td>Q2 2018/19</td><td>5.94%</td></tr> <tr><td>Q3 2018/19</td><td>1.48%</td></tr> <tr><td>Q4 2018/19</td><td>0.00%</td></tr> <tr><td>Q1 2019/20</td><td>0.11%</td></tr> <tr><td>Q2 2019/20</td><td>0.11%</td></tr> <tr><td>Q3 2019/20</td><td>0.00%</td></tr> <tr><td>Q4 2019/20</td><td>0.00%</td></tr> <tr><td>Q1 2020/21</td><td>0.00%</td></tr> <tr><td>Q2 2020/21</td><td>0.00%</td></tr> <tr><td>Q3 2020/21</td><td>0.00%</td></tr> <tr><td>Q4 2020/21</td><td>0.00%</td></tr> <tr><td>Q1 2021/22</td><td>0.00%</td></tr> <tr><td>Q2 2021/22</td><td>0.00%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Q1 2017/18	0.47%	Q2 2017/18	1.56%	Q3 2017/18	0.00%	Q4 2017/18	0.00%	Q1 2018/19	1.56%	Q2 2018/19	5.94%	Q3 2018/19	1.48%	Q4 2018/19	0.00%	Q1 2019/20	0.11%	Q2 2019/20	0.11%	Q3 2019/20	0.00%	Q4 2019/20	0.00%	Q1 2020/21	0.00%	Q2 2020/21	0.00%	Q3 2020/21	0.00%	Q4 2020/21	0.00%	Q1 2021/22	0.00%	Q2 2021/22	0.00%
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NH PR WS 047	Residual household waste per household (ex NI 191)	514.4	548.4	124.6	122.3	Hackney Council moved to fortnightly waste collections for street-level properties in March 2021. This has led to a decrease in residual waste from these properties of over 11%, with some areas seeing nearly 20% less waste being produced.	✔	↑	<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p> <table border="1"> <caption>NH PR WS 047 Residual household waste Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (kg)</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>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>133.9</td></tr> <tr><td>Q3 2020/21</td><td>140.1</td></tr> <tr><td>Q4 2020/21</td><td>124.5</td></tr> <tr><td>Q1 2021/22</td><td>124.6</td></tr> <tr><td>Q2 2021/22</td><td>122.3</td></tr> </tbody> </table>	Quarter	Quarters (kg)	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	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	133.9	Q3 2020/21	140.1	Q4 2020/21	124.5	Q1 2021/22	124.6	Q2 2021/22	122.3
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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%	30.34%	29.25%	<p>Hackney Council moved to fortnightly waste collections for street-level properties in March 2021. This has led to an increase in dry recycling of 15% and an increase in food waste of 31% from these properties, which will have contributed significantly to this performance shift, achieving Hackney's highest recycling rate.</p> <p>Based on 2020/21 recycling rate outturns, Hackney's current (mid year 2021/22) recycling rate has seen a move up above three London boroughs.</p>			<p>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p>  <table border="1"> <caption>Quarterly Recycling Rates Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.89%</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>27.69%</td></tr> <tr><td>Q4 2018/19</td><td>28.51%</td></tr> <tr><td>Q1 2019/20</td><td>28.01%</td></tr> <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>26.28%</td></tr> <tr><td>Q4 2020/21</td><td>28.89%</td></tr> <tr><td>Q1 2021/22</td><td>30.34%</td></tr> <tr><td>Q2 2021/22</td><td>29.25%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	27.89%	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	27.69%	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	26.28%	Q4 2020/21	28.89%	Q1 2021/22	30.34%	Q2 2021/22	29.25%
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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				