
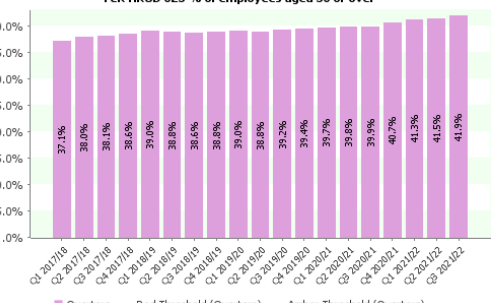


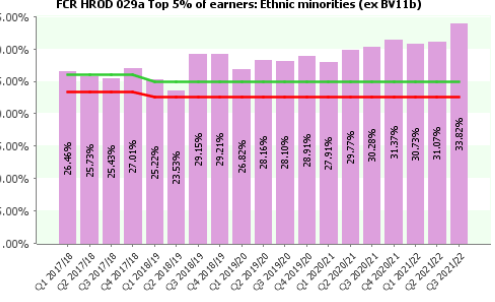


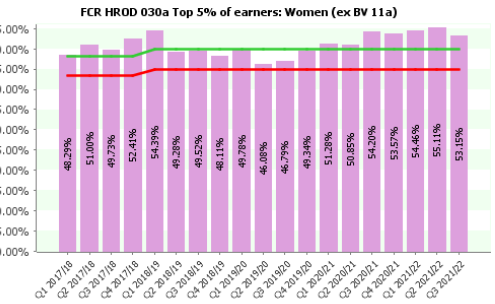


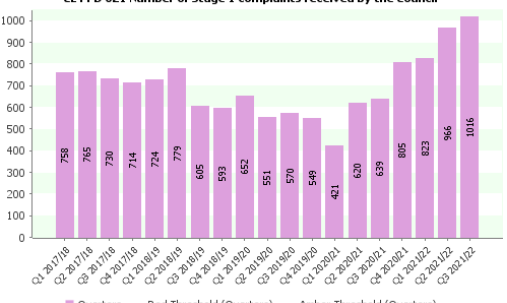
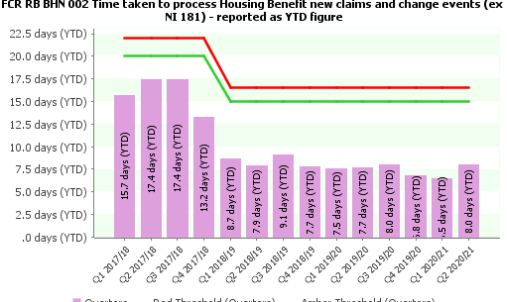

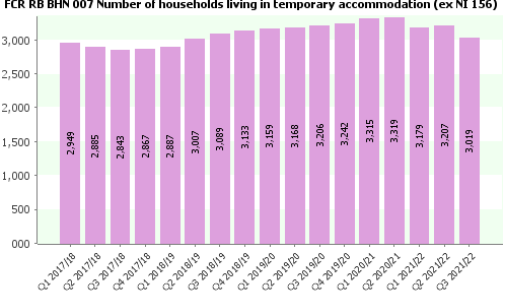




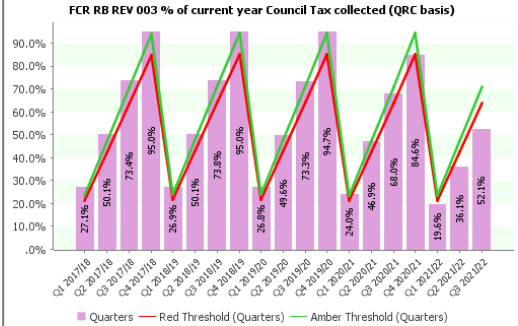


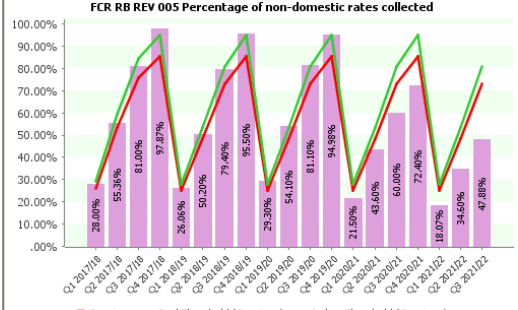


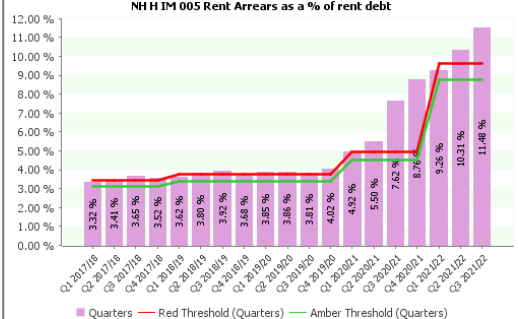
Q3 Audit Committee Report



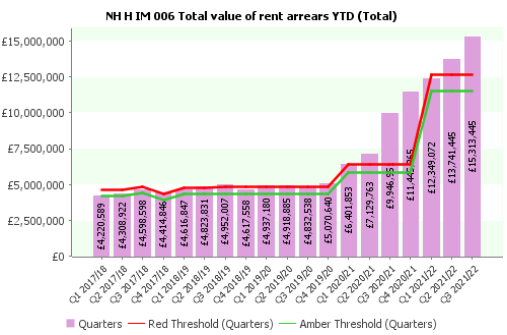




PI Code	Short Name	2019/20	2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Note	Traffic Light	DoT	Performance Data Trend Chart																																								
		Value	Value	Value	Value	Value																																												
ChEd CSC 010	Percentage of child protection cases which were reviewed 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 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>97.0%</td> </tr> <tr> <td>2017/18</td> <td>97.0%</td> </tr> <tr> <td>2018/19</td> <td>97.0%</td> </tr> <tr> <td>2019/20</td> <td>97.0%</td> </tr> </tbody> </table>	Year	Percentage	2016/17	97.0%	2017/18	97.0%	2018/19	97.0%	2019/20	97.0%																														
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FCR HROD 001	Sickness 12 month rolling average	10.29	9.59	9.68	10.51	11.37	Sickness rates continue to increase across the Council. There are various reasons for this including COVID sickness, stress and anxiety and staff being sick pending NHS intervention, i.e. surgery, physio etc.			<p>FCR HROD 001 Sickness 12 month rolling average</p> <table border="1"> <caption>FCR HROD 001 Performance Data</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>7.62</td></tr> <tr><td>Q1 2018/19</td><td>7.79</td></tr> <tr><td>Q2 2018/19</td><td>8.67</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>9.63</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>9.66</td></tr> <tr><td>Q2 2021/22</td><td>10.51</td></tr> <tr><td>Q3 2021/22</td><td>11.37</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	7.62	Q1 2018/19	7.79	Q2 2018/19	8.67	Q3 2018/19	8.8	Q4 2018/19	8.39	Q1 2019/20	9.17	Q2 2019/20	9.63	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	9.66	Q2 2021/22	10.51	Q3 2021/22	11.37
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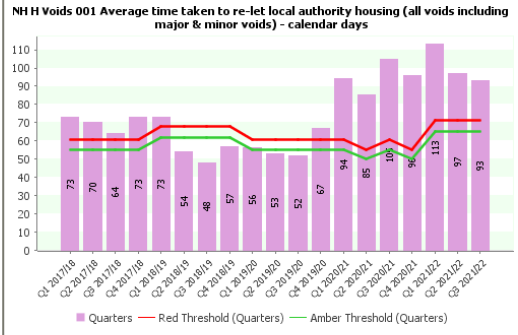
FCR HROD 023	% of employees aged 50 or over	39.4%	40.7%	41.3%	41.5%	41.9%	Number of employees aged 50 or over is continuing to increase		-	 <p>FCR HROD 023 % of employees aged 50 or over</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>37.1%</td></tr> <tr><td>Q2-2017/18</td><td>38.0%</td></tr> <tr><td>Q3-2017/18</td><td>38.1%</td></tr> <tr><td>Q4-2017/18</td><td>38.6%</td></tr> <tr><td>Q1-2018/19</td><td>39.0%</td></tr> <tr><td>Q2-2018/19</td><td>38.6%</td></tr> <tr><td>Q3-2018/19</td><td>38.6%</td></tr> <tr><td>Q4-2018/19</td><td>38.6%</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> <tr><td>Q2-2021/22</td><td>41.9%</td></tr> <tr><td>Q3-2021/22</td><td>41.9%</td></tr> </tbody> </table>	Quarter	%	Q1-2017/18	37.1%	Q2-2017/18	38.0%	Q3-2017/18	38.1%	Q4-2017/18	38.6%	Q1-2018/19	39.0%	Q2-2018/19	38.6%	Q3-2018/19	38.6%	Q4-2018/19	38.6%	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%	Q2-2021/22	41.9%	Q3-2021/22	41.9%
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FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	28.91%	31.37%	30.73%	31.07%	33.82%	There continues to be an increase of ethnic minority employees in the top 5% of earners.			 <p>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>26.46%</td></tr> <tr><td>Q2-2017/18</td><td>25.73%</td></tr> <tr><td>Q3-2017/18</td><td>25.43%</td></tr> <tr><td>Q4-2017/18</td><td>27.01%</td></tr> <tr><td>Q1-2018/19</td><td>25.22%</td></tr> <tr><td>Q2-2018/19</td><td>23.53%</td></tr> <tr><td>Q3-2018/19</td><td>29.15%</td></tr> <tr><td>Q4-2018/19</td><td>29.21%</td></tr> <tr><td>Q1-2019/20</td><td>26.82%</td></tr> <tr><td>Q2-2019/20</td><td>28.16%</td></tr> <tr><td>Q3-2019/20</td><td>28.10%</td></tr> <tr><td>Q4-2019/20</td><td>28.41%</td></tr> <tr><td>Q1-2020/21</td><td>27.51%</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> <tr><td>Q3-2021/22</td><td>33.82%</td></tr> </tbody> </table>	Quarter	%	Q1-2017/18	26.46%	Q2-2017/18	25.73%	Q3-2017/18	25.43%	Q4-2017/18	27.01%	Q1-2018/19	25.22%	Q2-2018/19	23.53%	Q3-2018/19	29.15%	Q4-2018/19	29.21%	Q1-2019/20	26.82%	Q2-2019/20	28.16%	Q3-2019/20	28.10%	Q4-2019/20	28.41%	Q1-2020/21	27.51%	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%	Q3-2021/22	33.82%
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FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	49.34%	53.57%	54.46%	55.11%	53.15%				 <p>FCR HROD 030a Top 5% of earners: Women (ex BV 11a)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>48.23%</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>46.11%</td></tr> <tr><td>Q1-2019/20</td><td>49.78%</td></tr> <tr><td>Q2-2019/20</td><td>46.08%</td></tr> <tr><td>Q3-2019/20</td><td>46.79%</td></tr> <tr><td>Q4-2019/20</td><td>49.74%</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> <tr><td>Q3-2021/22</td><td>53.15%</td></tr> </tbody> </table>	Quarter	%	Q1-2017/18	48.23%	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	46.11%	Q1-2019/20	49.78%	Q2-2019/20	46.08%	Q3-2019/20	46.79%	Q4-2019/20	49.74%	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%	Q3-2021/22	53.15%
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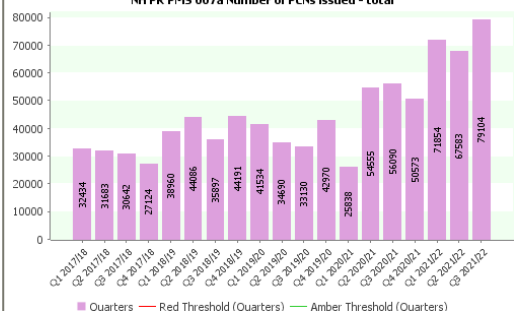
CE PPD 021	Number of Stage 1 complaints received by the Council	2322	2485	823	966	1016				<p>CE PPD 021 Number of Stage 1 complaints received by the Council</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>758</td></tr> <tr><td>Q2-2017/18</td><td>765</td></tr> <tr><td>Q3-2017/18</td><td>730</td></tr> <tr><td>Q4-2017/18</td><td>714</td></tr> <tr><td>Q1-2018/19</td><td>724</td></tr> <tr><td>Q2-2018/19</td><td>779</td></tr> <tr><td>Q3-2018/19</td><td>605</td></tr> <tr><td>Q4-2018/19</td><td>593</td></tr> <tr><td>Q1-2019/20</td><td>652</td></tr> <tr><td>Q2-2019/20</td><td>551</td></tr> <tr><td>Q3-2019/20</td><td>570</td></tr> <tr><td>Q4-2019/20</td><td>548</td></tr> <tr><td>Q1-2020/21</td><td>421</td></tr> <tr><td>Q2-2020/21</td><td>620</td></tr> <tr><td>Q3-2020/21</td><td>639</td></tr> <tr><td>Q4-2020/21</td><td>805</td></tr> <tr><td>Q1-2021/22</td><td>823</td></tr> <tr><td>Q2-2021/22</td><td>966</td></tr> <tr><td>Q3-2021/22</td><td>1016</td></tr> </tbody> </table>	Quarter	Complaints	Q1-2017/18	758	Q2-2017/18	765	Q3-2017/18	730	Q4-2017/18	714	Q1-2018/19	724	Q2-2018/19	779	Q3-2018/19	605	Q4-2018/19	593	Q1-2019/20	652	Q2-2019/20	551	Q3-2019/20	570	Q4-2019/20	548	Q1-2020/21	421	Q2-2020/21	620	Q3-2020/21	639	Q4-2020/21	805	Q1-2021/22	823	Q2-2021/22	966	Q3-2021/22	1016
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Q3-2021/22	1016																																																	
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	N/A	Following the cyber attack and the resulting processing restrictions and backlog of work it was agreed with the DWP that we would not be publishing or collating the speed of processing data for 2021/22. In agreement with the DWP, we will start collating and reporting the HB speed of processing data from April 1 April 2022.	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>Days (YTD)</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>15.7</td></tr> <tr><td>Q2-2017/18</td><td>17.4</td></tr> <tr><td>Q3-2017/18</td><td>17.4</td></tr> <tr><td>Q4-2017/18</td><td>13.2</td></tr> <tr><td>Q1-2018/19</td><td>6.7</td></tr> <tr><td>Q2-2018/19</td><td>7.9</td></tr> <tr><td>Q3-2018/19</td><td>9.1</td></tr> <tr><td>Q4-2018/19</td><td>7.7</td></tr> <tr><td>Q1-2019/20</td><td>7.5</td></tr> <tr><td>Q2-2019/20</td><td>7.7</td></tr> <tr><td>Q3-2019/20</td><td>8.0</td></tr> <tr><td>Q4-2019/20</td><td>7.8</td></tr> <tr><td>Q1-2020/21</td><td>7.5</td></tr> <tr><td>Q2-2020/21</td><td>8.0</td></tr> </tbody> </table>	Quarter	Days (YTD)	Q1-2017/18	15.7	Q2-2017/18	17.4	Q3-2017/18	17.4	Q4-2017/18	13.2	Q1-2018/19	6.7	Q2-2018/19	7.9	Q3-2018/19	9.1	Q4-2018/19	7.7	Q1-2019/20	7.5	Q2-2019/20	7.7	Q3-2019/20	8.0	Q4-2019/20	7.8	Q1-2020/21	7.5	Q2-2020/21	8.0										
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	3,242	N/A	3,179	3,207	3,019			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>Households</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>2,949</td></tr> <tr><td>Q2-2017/18</td><td>2,885</td></tr> <tr><td>Q3-2017/18</td><td>2,845</td></tr> <tr><td>Q4-2017/18</td><td>2,827</td></tr> <tr><td>Q1-2018/19</td><td>2,897</td></tr> <tr><td>Q2-2018/19</td><td>3,007</td></tr> <tr><td>Q3-2018/19</td><td>3,089</td></tr> <tr><td>Q4-2018/19</td><td>3,129</td></tr> <tr><td>Q1-2019/20</td><td>3,159</td></tr> <tr><td>Q2-2019/20</td><td>3,168</td></tr> <tr><td>Q3-2019/20</td><td>3,206</td></tr> <tr><td>Q4-2019/20</td><td>3,242</td></tr> <tr><td>Q1-2020/21</td><td>3,315</td></tr> <tr><td>Q2-2020/21</td><td>3,319</td></tr> <tr><td>Q3-2020/21</td><td>3,179</td></tr> <tr><td>Q4-2020/21</td><td>3,207</td></tr> <tr><td>Q1-2021/22</td><td>3,019</td></tr> </tbody> </table>	Quarter	Households	Q1-2017/18	2,949	Q2-2017/18	2,885	Q3-2017/18	2,845	Q4-2017/18	2,827	Q1-2018/19	2,897	Q2-2018/19	3,007	Q3-2018/19	3,089	Q4-2018/19	3,129	Q1-2019/20	3,159	Q2-2019/20	3,168	Q3-2019/20	3,206	Q4-2019/20	3,242	Q1-2020/21	3,315	Q2-2020/21	3,319	Q3-2020/21	3,179	Q4-2020/21	3,207	Q1-2021/22	3,019				
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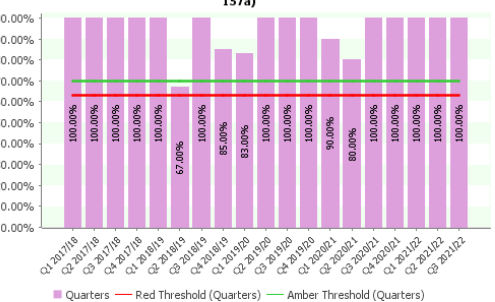


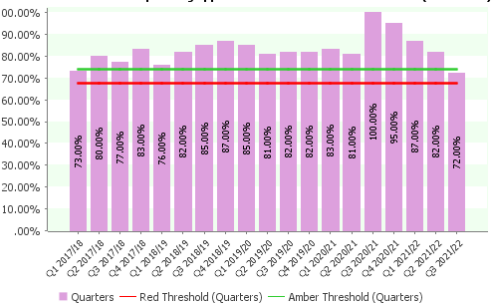
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	94.7%	84.6%	19.6%	36.1%	52.1%	Collection of council tax remains impacted by the cyber attack. The Council Tax Team is currently working through the backlog of resident contacts and updates. This backlog clearance is scheduled to be concluded in the summer of 2022. This work and also commencement of recovery action when appropriate will increase collection levels, although it will take time to return towards pre cyber levels	 	
FCR RB REV 005	Percentage of non-domestic rates collected	94.98%	72.40%	18.07%	34.60%	47.88%	Collection of NNDR remains impacted by the cyber attack. The NNDR Team are currently working through the backlog of resident contacts and updates. This backlog clearance is scheduled to be concluded in the spring of 2022. This work and also commencement of recovery action when appropriate will increase collection levels, although it will take time to return towards pre cyber levels	 	
NH H IM 005	Rent Arrears as a % of rent debt	4.02 %	8.76 %	9.26 %	10.31 %	11.48 %	The annual debit is approximately £133.3m. As the rent arrears are at £15,313,445, this means that the Rent Arrears as a % of Rent Debt is calculated to be 11.48%. This is a 1.17% increase on the Q2 2021/22 outturn of 10.31%.	 	



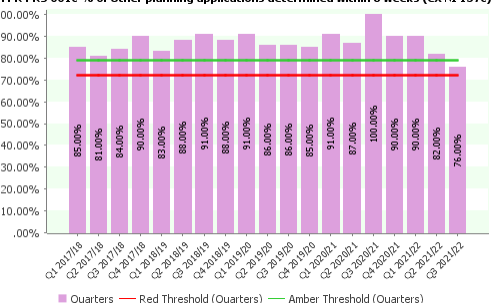


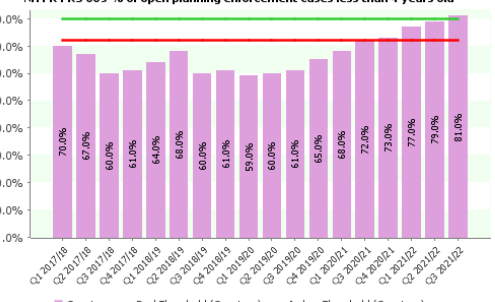
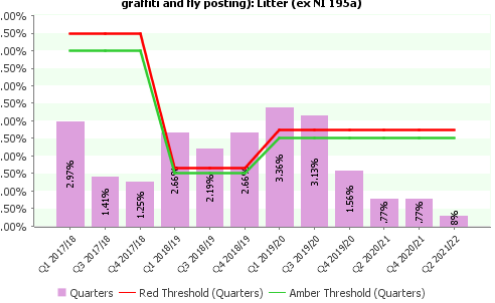
NH H IM 006	Total value of rent arrears YTD (Total)	£5,070,640	£11,445,265	£12,349,072	£13,741,445	£15,313,445	<p>As at the end of Q3 2021/22, the rent arrears were £15,313,445 - an increase of £495k in the last month.</p> <p>At the end of Q3 2021/22, 5,082 tenants had made a claim for Universal Credit (UC). However, some of these 5,082 may no longer be on UC, as this information is not provided to the Council. Of these 5,082 UC claimants, 3,433 of them are in arrears - totalling £6,932,671. Currently, 1,497 UC claimants have direct payments to Hackney from the DWP.</p> <p>There are a significant number of cases with the Benefits Team that are waiting on Housing Benefit (HB) to be assessed due to having to work on these manually in the absence of lost data. There are also a high number of cases that were processed during the 26 July 2020 to 12 October 2020 period - where data was lost - that have not yet been resolved.</p> <p>A new Manage Arrears (MAA) system is in the process of being rolled out, which will allow us to fully implement our arrears escalation policy. However, 15 eviction cases that were in the pipeline in March 2020 - before lockdown - are to be given the go ahead for warrants to be applied for.</p> <p>In addition to this, the Income Services team have been establishing a series of other initiatives to help bring down rent arrears. These include:</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>£4,320,699</td></tr> <tr><td>Q2 2017/18</td><td>£4,308,632</td></tr> <tr><td>Q3 2017/18</td><td>£4,598,598</td></tr> <tr><td>Q4 2017/18</td><td>£4,414,846</td></tr> <tr><td>Q1 2018/19</td><td>£4,616,697</td></tr> <tr><td>Q2 2018/19</td><td>£4,823,831</td></tr> <tr><td>Q3 2018/19</td><td>£4,952,007</td></tr> <tr><td>Q4 2018/19</td><td>£4,617,558</td></tr> <tr><td>Q1 2019/20</td><td>£4,937,180</td></tr> <tr><td>Q2 2019/20</td><td>£4,918,885</td></tr> <tr><td>Q3 2019/20</td><td>£4,832,598</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>£9,946,859</td></tr> <tr><td>Q4 2020/21</td><td>£11,445,265</td></tr> <tr><td>Q1 2021/22</td><td>£13,349,072</td></tr> <tr><td>Q2 2021/22</td><td>£13,741,445</td></tr> <tr><td>Q3 2021/22</td><td>£15,313,445</td></tr> </tbody> </table>	Quarter	Total Value (£)	Q1 2017/18	£4,320,699	Q2 2017/18	£4,308,632	Q3 2017/18	£4,598,598	Q4 2017/18	£4,414,846	Q1 2018/19	£4,616,697	Q2 2018/19	£4,823,831	Q3 2018/19	£4,952,007	Q4 2018/19	£4,617,558	Q1 2019/20	£4,937,180	Q2 2019/20	£4,918,885	Q3 2019/20	£4,832,598	Q4 2019/20	£5,070,640	Q1 2020/21	£6,401,883	Q2 2020/21	£7,129,763	Q3 2020/21	£9,946,859	Q4 2020/21	£11,445,265	Q1 2021/22	£13,349,072	Q2 2021/22	£13,741,445	Q3 2021/22	£15,313,445
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							<ul style="list-style-type: none"> • Making more applications for direct payment/APA from the DWP in relation to tenants on UC. • Home visits have now been stepped up and Officers are now required to visit tenants a minimum of two days a week. • We have been working with the Benefit & Housing Needs Team in identifying tenants that can be assisted financially from the Homeless Prevention Fund. • Officer activity levels are now being reported from the MAA system, and are provided to the Head of Income Services and Team Leaders on a weekly basis. These provide a breakdown for each patch in the key areas of home visits and phone contacts, to assist with monitoring and managing staff. 																																		
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors	72.64%	71.44%	N/A	55.9%	58.4%	<p>In Q3 2021/22, 719 responses were received to the repairs satisfaction surveys that we are sending out to those residents who have had repair jobs completed. Of these, 420 (58.4%) of residents said that the repair was completed on the first visit. This is an improvement on the 55.9% reported in Q2.</p> <p>The fact that the levels of satisfaction for 2021/22 are significantly below the corresponding levels for 2019/20 and 2020/21 is a reflection of the ongoing work that we are undertaking to set up the new Repairs Hub system, including the</p>	 	<p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p> <table border="1"> <caption>Chart Data: % of repairs completed on first visit</caption> <thead> <tr> <th>Quarter</th> <th>% of repairs completed on first visit</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>55.56%</td></tr> <tr><td>Q2 2017/18</td><td>67.81%</td></tr> <tr><td>Q4 2017/18</td><td>70.05%</td></tr> <tr><td>Q1 2018/19</td><td>72.12%</td></tr> <tr><td>Q2 2018/19</td><td>75.58%</td></tr> <tr><td>Q2 2018/19</td><td>72.5%</td></tr> <tr><td>Q1 2019/20</td><td>74.1%</td></tr> <tr><td>Q2 2019/20</td><td>75.35%</td></tr> <tr><td>Q2 2019/20</td><td>72.84%</td></tr> <tr><td>Q2 2019/20</td><td>70.53%</td></tr> <tr><td>Q2 2019/20</td><td>71.8%</td></tr> <tr><td>Q1 2020/21</td><td>70.17%</td></tr> <tr><td>Q2 2020/21</td><td>67.55%</td></tr> <tr><td>Q2 2021/22</td><td>55.9%</td></tr> <tr><td>Q2 2021/22</td><td>58.4%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	Q2 2017/18	55.56%	Q2 2017/18	67.81%	Q4 2017/18	70.05%	Q1 2018/19	72.12%	Q2 2018/19	75.58%	Q2 2018/19	72.5%	Q1 2019/20	74.1%	Q2 2019/20	75.35%	Q2 2019/20	72.84%	Q2 2019/20	70.53%	Q2 2019/20	71.8%	Q1 2020/21	70.17%	Q2 2020/21	67.55%	Q2 2021/22	55.9%	Q2 2021/22	58.4%
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NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only	88.7%	87.54%	N/A	N/A	N/A	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 Q1 of 2022/23	N/A	N/A
NH H Voids 001	Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days	55	95	113	97	93	In Q3, the average void turnaround time was 93.21 days, with an average work period of 74.12 days. This compares to Q2, when the average void turnaround was 98.2 days and the average works period 74.41 days. This means that the void turnaround time fell by 4.99 days on average, or 5.08%. Some of the reduction in turnaround time was driven by a decrease in the 'Lettings Period' -the time between the works ending and the property being	 	

							<p>relet- which fell by 0.84 days in Q3. The work period, described above, also fell by 0.29 days. Combined, this explains 1.13 days of the overall 4.99 days decrease. This suggests that the rest of the time savings were made near the beginning of the process. However, due to data issues, it has not been possible to confirm where this time saving came from. The Housing Transformation Team is currently looking at ways to improve the data captured on the early part of the voids process, in order to improve performance and provide more in depth reporting</p> <p>With the exception of outlying months such as July and October, the general trajectory of void turnaround time has been downward, with the 82.45 days in December being the lowest this FY, and substantially lower than the 115.61 observed in April.</p>																																									
NH PR PMS 007a	Number of PCNs issued - total	152324	187056	71854	67583	79104	<p>Growth in PCN numbers in Q3 was primarily driven by the introduction of the Stoke Newington LTN, which commenced live enforcement on 25 October 2021.</p>  	 <p>NH PR PMS 007a Number of PCNs issued - total</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of PCNs issued</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>32494</td></tr> <tr><td>Q2 2017/18</td><td>31183</td></tr> <tr><td>Q3 2017/18</td><td>30642</td></tr> <tr><td>Q4 2017/18</td><td>27124</td></tr> <tr><td>Q1 2018/19</td><td>38960</td></tr> <tr><td>Q2 2018/19</td><td>44086</td></tr> <tr><td>Q3 2018/19</td><td>35897</td></tr> <tr><td>Q4 2018/19</td><td>44191</td></tr> <tr><td>Q1 2019/20</td><td>41534</td></tr> <tr><td>Q2 2019/20</td><td>34690</td></tr> <tr><td>Q3 2019/20</td><td>33130</td></tr> <tr><td>Q4 2019/20</td><td>42970</td></tr> <tr><td>Q1 2020/21</td><td>25838</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> <tr><td>Q3 2021/22</td><td>79104</td></tr> </tbody> </table> <p>Legend: ■ Quarters — Red Threshold (Quarters) — Amber Threshold (Quarters)</p>	Quarter	Number of PCNs issued	Q1 2017/18	32494	Q2 2017/18	31183	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	38960	Q2 2018/19	44086	Q3 2018/19	35897	Q4 2018/19	44191	Q1 2019/20	41534	Q2 2019/20	34690	Q3 2019/20	33130	Q4 2019/20	42970	Q1 2020/21	25838	Q2 2020/21	54655	Q3 2020/21	56090	Q4 2020/21	50573	Q1 2021/22	71854	Q2 2021/22	67583	Q3 2021/22	79104
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NH PR PMS 010a	PCN recovery rate – including estates	73.3%	76.5%	73.1%	76.2%	74.5%				<p>NH PR PMS 010a PCN recovery rate – including estates</p>  <table border="1"> <caption>NH PR PMS 010a PCN recovery rate – including estates</caption> <thead> <tr> <th>Quarter</th> <th>Recovery Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>70.7%</td></tr> <tr><td>Q2-2017/18</td><td>60.5%</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>71.5%</td></tr> <tr><td>Q1-2019/20</td><td>75.9%</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>73.5%</td></tr> <tr><td>Q2-2020/21</td><td>75.2%</td></tr> <tr><td>Q3-2020/21</td><td>75.7%</td></tr> <tr><td>Q4-2020/21</td><td>73.1%</td></tr> <tr><td>Q1-2021/22</td><td>76.3%</td></tr> <tr><td>Q2-2021/22</td><td>74.5%</td></tr> </tbody> </table>	Quarter	Recovery Rate (%)	Q1-2017/18	70.7%	Q2-2017/18	60.5%	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	71.5%	Q1-2019/20	75.9%	Q2-2019/20	81.4%	Q3-2019/20	80.6%	Q4-2019/20	74.9%	Q1-2020/21	73.5%	Q2-2020/21	75.2%	Q3-2020/21	75.7%	Q4-2020/21	73.1%	Q1-2021/22	76.3%	Q2-2021/22	74.5%				
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	95.00%	92.00%	100%	100%	100%				<p>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</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>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1-2017/18</td><td>100.00%</td></tr> <tr><td>Q2-2017/18</td><td>100.00%</td></tr> <tr><td>Q3-2017/18</td><td>100.00%</td></tr> <tr><td>Q4-2017/18</td><td>100.00%</td></tr> <tr><td>Q1-2018/19</td><td>100.00%</td></tr> <tr><td>Q2-2018/19</td><td>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>80.00%</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> <tr><td>Q3-2021/22</td><td>100.00%</td></tr> <tr><td>Q4-2021/22</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1-2017/18	100.00%	Q2-2017/18	100.00%	Q3-2017/18	100.00%	Q4-2017/18	100.00%	Q1-2018/19	100.00%	Q2-2018/19	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	80.00%	Q3-2020/21	80.00%	Q4-2020/21	100.00%	Q1-2021/22	100.00%	Q2-2021/22	100.00%	Q3-2021/22	100.00%	Q4-2021/22	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%	72.00%	<p>There is a downward trend in performance due to severe staff shortages but the Service is still on track to meet our statutory targets to 22/23</p> <p>The Planning Service has a number of recruitment initiatives underway to address the underlying cause and measures are in place to monitor performance and prioritise cases.</p>			<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</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>Percentage (%)</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>82.00%</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>83.00%</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> <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> <tr><td>Q3-2021/22</td><td>82.00%</td></tr> <tr><td>Q4-2021/22</td><td>72.00%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1-2017/18	73.00%	Q2-2017/18	80.00%	Q3-2017/18	77.00%	Q4-2017/18	82.00%	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	83.00%	Q1-2020/21	83.00%	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%	Q3-2021/22	82.00%	Q4-2021/22	72.00%
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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%	76.00%	<p>There is a downward trend in performance due to severe staff shortages but the Service still on track to meet our statutory targets to 22/23</p> <p>The Planning Service has a number of recruitment initiatives underway to address the underlying cause and measures are in place to monitor performance and prioritise cases.</p>			<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%	81.0%				<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p> 
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	2.66%	0.77%	N/A	0.28%		<p>Under normal circumstances reporting of this indicator usually takes place three times during the course of the year. However, this year only two tranches have taken place and results of the second tranche will be reported in the Q4 report.</p>			<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%	0.48%	N/A	1.25%				<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%	2.02%	N/A	0.42%	As above.	?		<p>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p>
NH PR WS 045d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)	0.26%	0.96%	N/A	0.00%	As above.	?		<p>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p>

NH PR WS 047	Residual household waste per household (ex NI 191)	514.4	548.4	128.1	130.4	128	Following the Covid pandemic, NI191 figures are now comparable to pre-pandemic 2019/20 figures, despite more people now working from home (and therefore producing waste in the home rather than in the workplace). Further, in the past two years an additional 2500 new flats have come online, which historically perform poorly in terms of NI191.	🟢	↓	<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 per household (ex NI 191)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>146.4</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> <tr><td>Q3 2021/22</td><td>130.0</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	146.4	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	Q3 2021/22	130.0
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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%	30.4%	28.3%	28%	NI192 figures for Q3 have been hampered by lower recycling across the board, including less tonnage through the civic amenity sites and less recycled waste through the waste transfer station. Implementation of fortnightly collections however, has seen street level recycling rates increase and this will be reported in Q4.	🟢	↓	<p>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p> <table border="1"> <caption>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.49%</td></tr> <tr><td>Q2 2017/18</td><td>27.45%</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>27.51%</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>26.28%</td></tr> <tr><td>Q4 2020/21</td><td>28.89%</td></tr> <tr><td>Q1 2021/22</td><td>30.35%</td></tr> <tr><td>Q2 2021/22</td><td>28.69%</td></tr> <tr><td>Q3 2021/22</td><td>28.53%</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	27.49%	Q2 2017/18	27.45%	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	27.51%	Q4 2019/20	27.72%	Q1 2020/21	27.55%	Q2 2020/21	26.44%	Q3 2020/21	26.28%	Q4 2020/21	28.89%	Q1 2021/22	30.35%	Q2 2021/22	28.69%	Q3 2021/22	28.53%
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	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				