

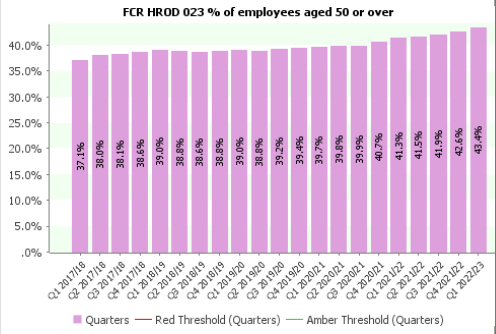


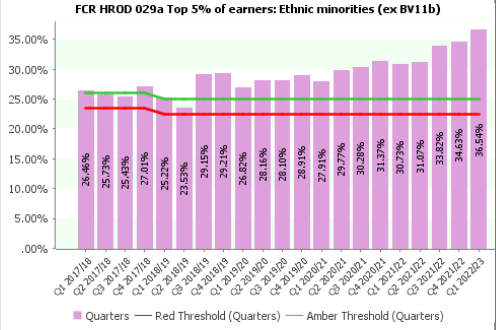


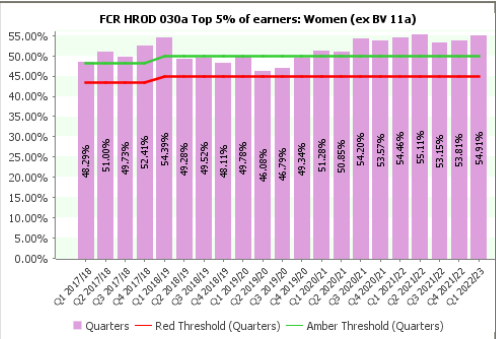


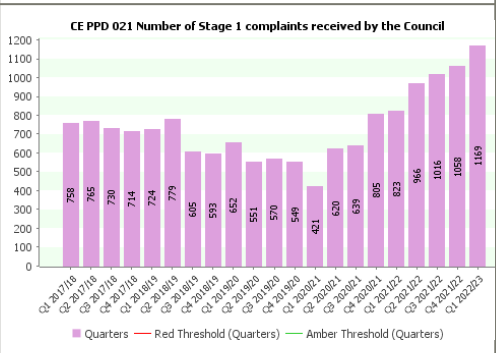

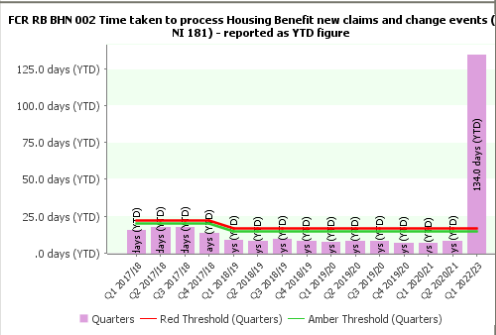




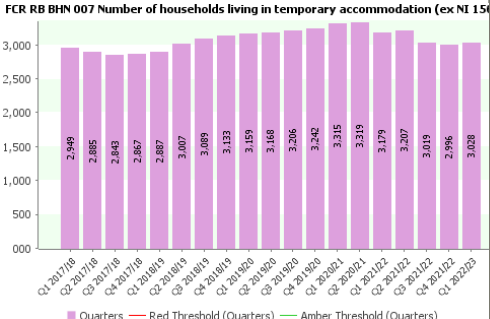


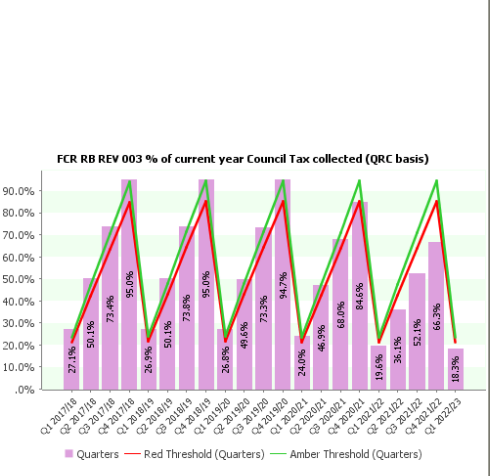
Q1 Audit Committee Report



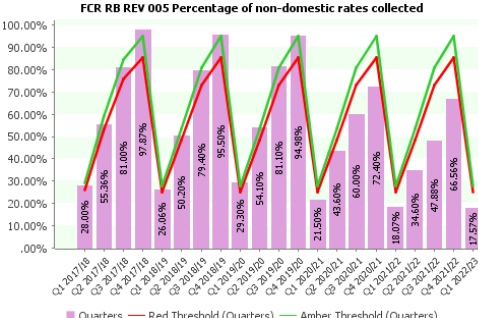


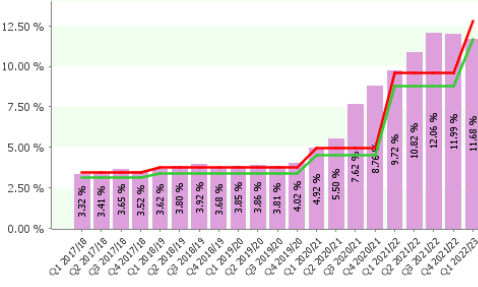


PI Code	Short Name	2020/21	2021/22	Q4 2021/22	Q1 2022/23	Note	Traffic Light	DoT	Performance Data Trend Chart																																												
		Value	Value	Value	Value																																																
ChEd CSC 010	Percentage of child protection cases which were reviewed within required timescales (ex NI 67)	N/A	91.0%	Not measured for Quarters			N/A	↓	<p>ChEd CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2017/17</td> <td>~95%</td> </tr> <tr> <td>2017/18</td> <td>~95%</td> </tr> <tr> <td>2018/19</td> <td>~95%</td> </tr> <tr> <td>2019/20</td> <td>~95%</td> </tr> <tr> <td>2020/21</td> <td>~95%</td> </tr> <tr> <td>2021/22</td> <td>91.0%</td> </tr> </tbody> </table>	Year	Percentage	2017/17	~95%	2017/18	~95%	2018/19	~95%	2019/20	~95%	2020/21	~95%	2021/22	91.0%																														
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FCR HROD 001	Sickness 12 month rolling average	9.59	12.12	12.12	12.45	Long Term Sickness cases have been the predominant factor in the increase of the levels of sickness absence across the Council. On average 70% of the sickness days lost fall under the Long Term Sickness category (i.e. sickness that exceeds 28 calendar days). Before COVID struck in early 2020 this figure fluctuated between 30% - 40% dependent on the time of the year. So in the summer months it could have been as high as 40% because short term sickness absence tended to decrease in these months, because there was a reduction in short term sickness absence cases relating to cold / flu / influenza type systems etc.	🛑	↓	<p>FCR HROD 001 Sickness 12 month rolling average</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Sickness 12 month rolling average</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>6.53</td></tr> <tr><td>Q2 2017/18</td><td>6.63</td></tr> <tr><td>Q3 2017/18</td><td>6.94</td></tr> <tr><td>Q4 2017/18</td><td>7.82</td></tr> <tr><td>Q1 2018/19</td><td>7.79</td></tr> <tr><td>Q2 2018/19</td><td>8.87</td></tr> <tr><td>Q3 2018/19</td><td>8.8</td></tr> <tr><td>Q4 2018/19</td><td>8.39</td></tr> <tr><td>Q1 2019/20</td><td>9.17</td></tr> <tr><td>Q2 2019/20</td><td>9.43</td></tr> <tr><td>Q3 2019/20</td><td>9.71</td></tr> <tr><td>Q4 2019/20</td><td>10.29</td></tr> <tr><td>Q1 2020/21</td><td>10.27</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> <tr><td>Q3 2021/22</td><td>11.37</td></tr> <tr><td>Q4 2021/22</td><td>12.12</td></tr> <tr><td>Q1 2022/23</td><td>12.45</td></tr> </tbody> </table>	Quarter	Sickness 12 month rolling average	Q1 2017/18	6.53	Q2 2017/18	6.63	Q3 2017/18	6.94	Q4 2017/18	7.82	Q1 2018/19	7.79	Q2 2018/19	8.87	Q3 2018/19	8.8	Q4 2018/19	8.39	Q1 2019/20	9.17	Q2 2019/20	9.43	Q3 2019/20	9.71	Q4 2019/20	10.29	Q1 2020/21	10.27	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	Q3 2021/22	11.37	Q4 2021/22	12.12	Q1 2022/23	12.45
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						Via the Corporate Leadership Team, Group Directors are being encouraged to review sickness absence in their directorate to ensure that effective sickness management processes are in place and sickness cases are consistently managed.																																																	
FCR HROD 023	% of employees aged 50 or over	40.7%	42.6%	42.6%	43.4%	<p>The number of employees over the age of 50, continues to increase as we have an ageing workforce, particularly in some key services around the Council. There is no statutory retirement age anymore, meaning that staff can continue to work beyond the age that they can receive a state pension.</p> <p>Directorates have been made aware of areas where they have an ageing workforce and are putting plans in place to manage this.</p>			<p>FCR HROD 023 % of employees aged 50 or over</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>% of employees aged 50 or over</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>38.8%</td></tr> <tr><td>Q4 2019/20</td><td>39.2%</td></tr> <tr><td>Q1 2020/21</td><td>39.4%</td></tr> <tr><td>Q2 2020/21</td><td>39.7%</td></tr> <tr><td>Q3 2020/21</td><td>39.8%</td></tr> <tr><td>Q4 2020/21</td><td>39.9%</td></tr> <tr><td>Q1 2021/22</td><td>40.7%</td></tr> <tr><td>Q2 2021/22</td><td>41.3%</td></tr> <tr><td>Q3 2021/22</td><td>41.5%</td></tr> <tr><td>Q4 2021/22</td><td>41.9%</td></tr> <tr><td>Q1 2022/23</td><td>42.6%</td></tr> <tr><td>Q2 2022/23</td><td>43.4%</td></tr> </tbody> </table>	Quarter	% of employees aged 50 or over	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	38.8%	Q4 2019/20	39.2%	Q1 2020/21	39.4%	Q2 2020/21	39.7%	Q3 2020/21	39.8%	Q4 2020/21	39.9%	Q1 2021/22	40.7%	Q2 2021/22	41.3%	Q3 2021/22	41.5%	Q4 2021/22	41.9%	Q1 2022/23	42.6%	Q2 2022/23	43.4%
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FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	31.37%	34.63%	34.63%	36.54%				<p>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>% of top 5% earners: Ethnic minorities</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>26.85%</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>27.41%</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> <tr><td>Q4 2021/22</td><td>34.63%</td></tr> <tr><td>Q1 2022/23</td><td>36.54%</td></tr> </tbody> </table>	Quarter	% of top 5% earners: Ethnic minorities	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	26.85%	Q2 2019/20	28.16%	Q3 2019/20	28.10%	Q4 2019/20	28.91%	Q1 2020/21	27.41%	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%	Q4 2021/22	34.63%	Q1 2022/23	36.54%		
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FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	53.57%	53.81%	53.81%	54.91%		 	
CE PPD 021	Number of Stage 1 complaints received by the Council	2485	3863	1058	1169	<p>This is the highest number of stage 1 complaints received in a quarter since records started in 2011/12. The increase in volume is a continuation of what was seen in 2021/22. It is difficult to see the precise drivers of complaints but undoubtedly, services keeping up with the pent up demand following covid 19 and the cyber attack has been a factor. Services receiving the highest volumes inc Building Maintenance (205), Benefits (165), Revenues (132), Env. Services (105), Tenancy/Leasehold (104)</p>	 	
FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	N/A	N/A	N/A	134.0 days (YTD)	<p>Cyber recovery pace means we can now produce a statistical return to provide to the Department for Work and Pensions. Although software systems are available, they are not fully functional. Work is underway to reinstate the previous level of automation and process outstanding backlogs of new claims and changes in circumstances, whilst continuing to prioritise those at most risk of homelessness.</p>	 N/A	

FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	N/A	2,996	2,996	3,028	<p>Post Covid the rental market has returned to a previously unseen level of buoyancy meaning that the level of privately rented homes available to residents on a low income in temporary accommodation are nearly non-existent. This situation coupled with the increasing amount of demand from homeless households means the numbers in temporary accommodation are increasing and expected to increase throughout the rest of the financial year. The asylum crisis has also exacerbated the issue.</p>			<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> 
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	84.6%	66.3%	66.3%	18.3%	<p>Following the recovery of the council tax system, work commenced in January 2022 to clear the backlog of cases that had accrued due to the cyber attack. The impact of this is that the 2022-23 collection rate is improving compared to 2021-22 but will not return this year to previous years levels. It is expected that a return to pre cyber attack levels will be achieved in the next two years, depending on the impact of the current economic position. The end of year collection positions for 2020/21 and 2021/22 are not the final collection positions for those years. As we commence billing and recovery action post the cyber attack we will collect council tax due for both of those years. We need to assess the collection rates at the end of a four year recovery cycle which would have enabled us to make every effort to collect the unpaid Council Tax. As such the year end figures will improve and we are targeting to achieve a collection rate of 90%</p>			<p>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</p> 

FCR RB REV 005	Percentage of non-domestic rates collected	72.40%	66.56%	66.56%	17.57%	<p>Following the recovery of the NNDR system. Work commenced in November 2021 to clear the backlog of work that had accrued due to the cyber attack. The impact of this is that the 2022-23 collection rate is improving compared to 2021-22 but will not return this year to previous years levels. It is expected that a return to pre cyber attack levels will be achieved in the next two years, depending on the impact of the current economic position. The end of year collection positions for 2020/21 and 2021/22 are not the final collection positions for those years. As we commence billing and recovery action post the cyber attack we will collect NNDR due for both of those years. We need to assess the collection rates at the end of a four year recovery cycle which would have enabled us to make every effort to collect the unpaid NNDR. As such the year end figures will improve and we are targeting to achieve a collection rate of 90%</p>			 <p>FCR RB REV 005 Percentage of non-domestic rates collected</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>28.00%</td><td></td><td></td></tr> <tr><td>Q2 2017/18</td><td>55.36%</td><td></td><td></td></tr> <tr><td>Q3 2017/18</td><td>81.00%</td><td></td><td></td></tr> <tr><td>Q4 2017/18</td><td>97.87%</td><td></td><td></td></tr> <tr><td>Q1 2018/19</td><td>26.66%</td><td></td><td></td></tr> <tr><td>Q2 2018/19</td><td>50.20%</td><td></td><td></td></tr> <tr><td>Q3 2018/19</td><td>79.40%</td><td></td><td></td></tr> <tr><td>Q4 2018/19</td><td>95.50%</td><td></td><td></td></tr> <tr><td>Q1 2019/20</td><td>29.30%</td><td></td><td></td></tr> <tr><td>Q2 2019/20</td><td>54.00%</td><td></td><td></td></tr> <tr><td>Q3 2019/20</td><td>81.00%</td><td></td><td></td></tr> <tr><td>Q4 2019/20</td><td>94.58%</td><td></td><td></td></tr> <tr><td>Q1 2020/21</td><td>21.50%</td><td></td><td></td></tr> <tr><td>Q2 2020/21</td><td>48.60%</td><td></td><td></td></tr> <tr><td>Q3 2020/21</td><td>60.00%</td><td></td><td></td></tr> <tr><td>Q4 2020/21</td><td>72.40%</td><td></td><td></td></tr> <tr><td>Q1 2021/22</td><td>18.07%</td><td></td><td></td></tr> <tr><td>Q2 2021/22</td><td>34.60%</td><td></td><td></td></tr> <tr><td>Q3 2021/22</td><td>47.88%</td><td></td><td></td></tr> <tr><td>Q4 2021/22</td><td>66.56%</td><td></td><td></td></tr> <tr><td>Q1 2022/23</td><td>17.57%</td><td></td><td></td></tr> </tbody> </table>	Quarter	Actual (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	28.00%			Q2 2017/18	55.36%			Q3 2017/18	81.00%			Q4 2017/18	97.87%			Q1 2018/19	26.66%			Q2 2018/19	50.20%			Q3 2018/19	79.40%			Q4 2018/19	95.50%			Q1 2019/20	29.30%			Q2 2019/20	54.00%			Q3 2019/20	81.00%			Q4 2019/20	94.58%			Q1 2020/21	21.50%			Q2 2020/21	48.60%			Q3 2020/21	60.00%			Q4 2020/21	72.40%			Q1 2021/22	18.07%			Q2 2021/22	34.60%			Q3 2021/22	47.88%			Q4 2021/22	66.56%			Q1 2022/23	17.57%		
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NH H IM 005	Rent Arrears as a % of rent debt	8.76 %	11.99 %	11.99 %	11.68 %	<p>The annual rent debit is approximately £127m. As the overall value of rent arrears stood at £14,837,970 at the end of Q1 2022/23, the outturn for Rent Arrears as a % of Rent Debit is calculated to be 11.68%. This represents a reduction of 0.31 percentage points on the Q4 2021/22 outturn of 11.99%.</p>			 <p>NH H IM 005 Rent Arrears as a % of rent debt</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Red Threshold (%)</th> <th>Amber Threshold (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>3.52 %</td><td></td><td></td></tr> <tr><td>Q2 2017/18</td><td>3.41 %</td><td></td><td></td></tr> <tr><td>Q3 2017/18</td><td>3.65 %</td><td></td><td></td></tr> <tr><td>Q4 2017/18</td><td>3.52 %</td><td></td><td></td></tr> <tr><td>Q1 2018/19</td><td>3.62 %</td><td></td><td></td></tr> <tr><td>Q2 2018/19</td><td>3.80 %</td><td></td><td></td></tr> <tr><td>Q3 2018/19</td><td>3.52 %</td><td></td><td></td></tr> <tr><td>Q4 2018/19</td><td>3.68 %</td><td></td><td></td></tr> <tr><td>Q1 2019/20</td><td>3.85 %</td><td></td><td></td></tr> <tr><td>Q2 2019/20</td><td>3.66 %</td><td></td><td></td></tr> <tr><td>Q3 2019/20</td><td>3.81 %</td><td></td><td></td></tr> <tr><td>Q4 2019/20</td><td>4.02 %</td><td></td><td></td></tr> <tr><td>Q1 2020/21</td><td>4.93 %</td><td></td><td></td></tr> <tr><td>Q2 2020/21</td><td>5.50 %</td><td></td><td></td></tr> <tr><td>Q3 2020/21</td><td>7.62 %</td><td></td><td></td></tr> <tr><td>Q4 2020/21</td><td>8.76 %</td><td></td><td></td></tr> <tr><td>Q1 2021/22</td><td>9.72 %</td><td></td><td></td></tr> <tr><td>Q2 2021/22</td><td>10.82 %</td><td></td><td></td></tr> <tr><td>Q3 2021/22</td><td>12.06 %</td><td></td><td></td></tr> <tr><td>Q4 2021/22</td><td>11.99 %</td><td></td><td></td></tr> <tr><td>Q1 2022/23</td><td>11.68 %</td><td></td><td></td></tr> </tbody> </table>	Quarter	Actual (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	3.52 %			Q2 2017/18	3.41 %			Q3 2017/18	3.65 %			Q4 2017/18	3.52 %			Q1 2018/19	3.62 %			Q2 2018/19	3.80 %			Q3 2018/19	3.52 %			Q4 2018/19	3.68 %			Q1 2019/20	3.85 %			Q2 2019/20	3.66 %			Q3 2019/20	3.81 %			Q4 2019/20	4.02 %			Q1 2020/21	4.93 %			Q2 2020/21	5.50 %			Q3 2020/21	7.62 %			Q4 2020/21	8.76 %			Q1 2021/22	9.72 %			Q2 2021/22	10.82 %			Q3 2021/22	12.06 %			Q4 2021/22	11.99 %			Q1 2022/23	11.68 %		
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NH H IM 006

Total value of rent arrears YTD (Total)

£11,445,265

£15,226,618

£15,226,618

£14,837,970

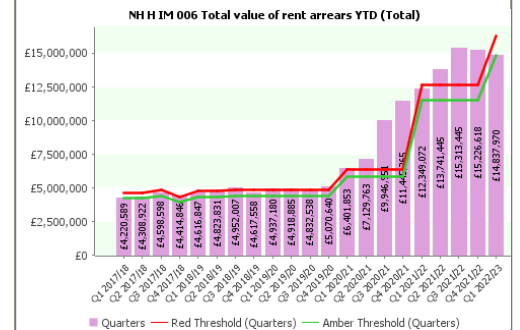
As at the end of Q1 2022/23, the overall value of rent arrears stood at £14,837,970. This represents a reduction of £388,648 over the course of the quarter. The arrears at the end of Q4 2021/22 were £15,226,618.



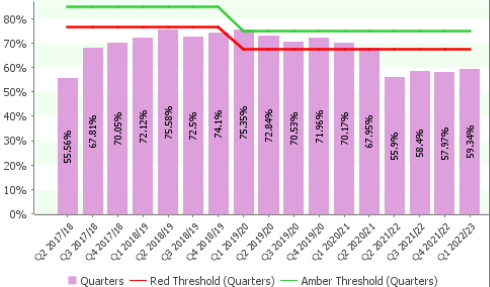
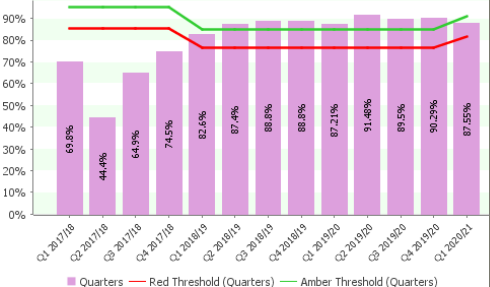
The overall total of £14,837,970 includes TMO arrears of £1,449,176. The TMO's arrears have increased by £43,598 in the last quarter - their arrears at the end of Q4 2021/22 were £1,405,578.

In Q1 2021/22, total cash received - including DWP payments - was £18,646,861. This was £916,328 higher than at the same stage last year - the corresponding value for Q1 2021/22 was £17,730,533.

The Benefits Team has begun to work through the backlog of Housing Benefit claims in Q1 2022/23. Total Housing Benefit income in Q1 2022/23 was £13,512,055 - this is £1,033,498 more than the amount received in the previous quarter - £12,478,557 in Q4 2021/22.

In Q1 2022/23, Income Officers undertook 2,595 home visits to tenants with arrears. This will increase in Q2 2022/23, as the number of weekly visits have been stepped up since the second half of Q1 2022/23.



<p>NH H RespRep 002</p>	<p>% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>	<p>71.44%</p>	<p>57.57%</p>	<p>57.97%</p>	<p>59.34%</p>	<p>Based on tenant satisfaction data, 59.34% (416/701) of residents reported that their repairs were completed on the first visit. Whilst still some way off the 75% target, this is the highest quarterly figure to be reported since the resumption of repairs satisfaction surveys following the cyber attack:</p> <p>Apr-2022 - 124/190 - 65.26% May-2022 - 129/228 - 56.58% Jun-2022 - 165/285 - 57.89%</p> <p>A contributing factor to the low satisfaction levels is the fact that the service still doesn't have the mobile working functionality in place to identify those jobs that were marked as completed the first time when the operative visited and those where follow on works, additional materials etc were identified. Prior to the cyber attack, the service only sent out surveys for those jobs which had been marked on the system as completed on first visit. Currently, satisfaction surveys are sent to everyone. Because of that responses are received on "Right First Time" from jobs which were not expected to be completed on the first visit.</p>	 	<p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>  <table border="1"> <caption>Quarterly Data for NH H RespRep 002</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q3-2017/18</td><td>55.96%</td></tr> <tr><td>Q2-2017/18</td><td>67.81%</td></tr> <tr><td>Q1-2017/18</td><td>70.05%</td></tr> <tr><td>Q4-2018/19</td><td>72.12%</td></tr> <tr><td>Q3-2018/19</td><td>75.83%</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>Q4-2019/20</td><td>75.35%</td></tr> <tr><td>Q3-2019/20</td><td>72.49%</td></tr> <tr><td>Q2-2019/20</td><td>70.53%</td></tr> <tr><td>Q1-2020/21</td><td>70.17%</td></tr> <tr><td>Q4-2020/21</td><td>71.86%</td></tr> <tr><td>Q3-2020/21</td><td>67.55%</td></tr> <tr><td>Q2-2021/22</td><td>55.3%</td></tr> <tr><td>Q1-2021/22</td><td>58.4%</td></tr> <tr><td>Q4-2021/22</td><td>57.97%</td></tr> <tr><td>Q1-2022/23</td><td>59.34%</td></tr> </tbody> </table>	Quarter	Percentage	Q3-2017/18	55.96%	Q2-2017/18	67.81%	Q1-2017/18	70.05%	Q4-2018/19	72.12%	Q3-2018/19	75.83%	Q2-2018/19	72.5%	Q1-2019/20	74.1%	Q4-2019/20	75.35%	Q3-2019/20	72.49%	Q2-2019/20	70.53%	Q1-2020/21	70.17%	Q4-2020/21	71.86%	Q3-2020/21	67.55%	Q2-2021/22	55.3%	Q1-2021/22	58.4%	Q4-2021/22	57.97%	Q1-2022/23	59.34%
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<p>NH H RespRep 003</p>	<p>% of repairs completed on first visit (based on system generated data) - DLO only</p>	<p>87.54%</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	<p>We are unable to report on this PI until additional functionality has been added to Repairs Hub/Mobile working. This is to be included in the next phase of development work, which was due to begin at the end of October. Right First Time requires a significant amount of development time as this needs follow-on functionality completed.</p>	<p>N/A</p>	<p>NH H RespRep 003 % of repairs completed on first visit (based on system generated data) - DLO only</p>  <table border="1"> <caption>Quarterly Data for NH H RespRep 003</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</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>88.8%</td></tr> <tr><td>Q4-2018/19</td><td>88.8%</td></tr> <tr><td>Q1-2019/20</td><td>87.21%</td></tr> <tr><td>Q2-2019/20</td><td>91.46%</td></tr> <tr><td>Q3-2019/20</td><td>89.5%</td></tr> <tr><td>Q4-2019/20</td><td>90.25%</td></tr> <tr><td>Q1-2020/21</td><td>87.55%</td></tr> </tbody> </table>	Quarter	Percentage	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	88.8%	Q4-2018/19	88.8%	Q1-2019/20	87.21%	Q2-2019/20	91.46%	Q3-2019/20	89.5%	Q4-2019/20	90.25%	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

95

102

105

132

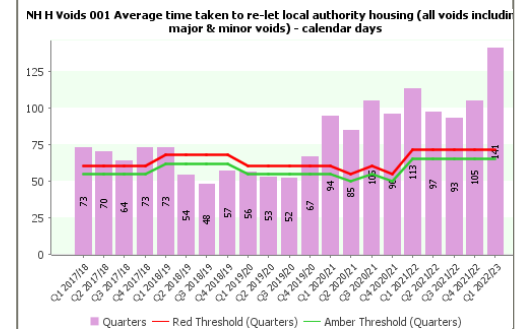
During Quarter 1 of the 2022/23 financial year, there were 87 properties relet with an average turnaround period of 131.69 days. This is an increase of 26.35 days compared to 105.34 in Quarter 4, driven by an increase in the work period of 25.84 days. The average work period in Quarter 4 was 86.09.

The table below shows the average days spent on each trade, by relet month. The data is shown for the months of Quarter 1, as well as the Quarter 1 and 4 averages and the changes between the two. The trades that increased between the two quarters have been highlighted yellow.

Relet Date	Jun 2022	May 2022	Apr 2022	Q1 Average	Q4 Average	Quarterly Change
Environmental Health Work	15.33	26.75	19	20.67	13.13	7.54
Gas Work	12.13	12.29	11.86	12.12	13.12	-1
Electric Work	26.9	42	23.69	31.2	24.23	6.97
Plastering Work	No data	15	No data	15	No data	N/A
Brick Work	No data	No data	No data	No data	No data	N/A
Carpentry Work	15.77	34.5	8.4	20.48	17.41	3.07
Plumbing Work	5.33	15.05	3.15	8.13	6.5	1.63
Metal Work	6.23	9	8.6	6.23	2.41	3.72
Glazing Work	10.67	23.5	29.33	21.4	13.59	7.81
Finishing/Valeting Work	22.45	19	17.18	20.04	9.82	10.22
Painting Work	12.3	14.67	25.4	16.1	14.75	1.35
Lock Change	0.61	1.05	2.06	1.31	0.86	0.25

The average time spent increased in Quarter 1 for every trade except gas works. Since the appointment of a new interim Voids Manager in May 2022, numerous changes are being identified and implemented in order to reduce the average work period. This may be visible in the reduced time spent on several trades for June relets, such as electric work, where issues were identified with the inspection process.



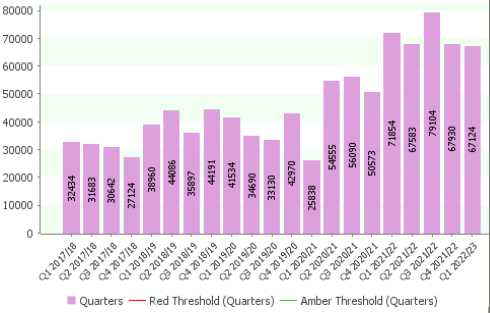


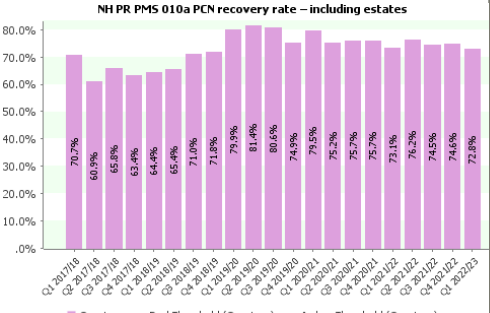


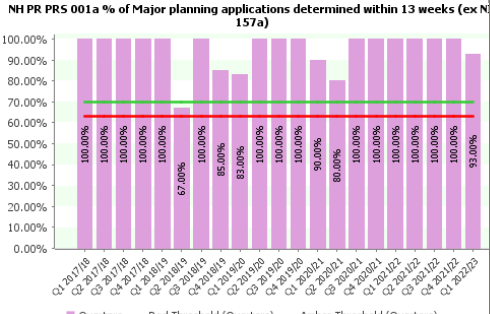
As the below table shows, the average work period did actually begin to fall in June 2022.






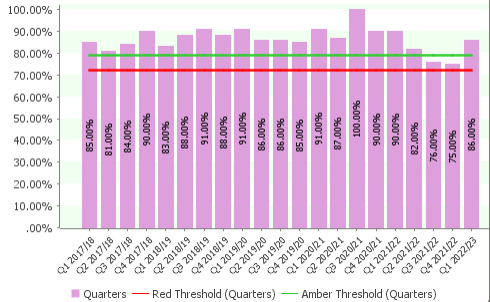


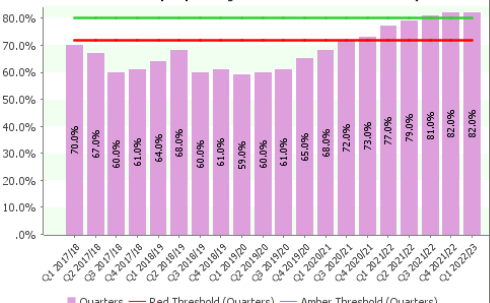


Month	Average Turnaround	Average Works Period	Total Relets
April 2021	115.61	81.13	25
May 2021	121.35	89.73	27
June 2021	93.42	67.50	31
July 2021	113.28	72.92	30
August 2021	94.29	76.57	45
September 2021	87.04	68.52	29
October 2021	101.23	83.59	31
November 2021	93.35	67.50	26
December 2021	85.22	70.48	30
January 2022	97.13	76.88	16
February 2022	111.14	82.10	23
March 2022	106.91	96.90	22
April 2022	124.25	96.40	20
May 2022	135.73	127.48	30
June 2022	131.83	108.90	36

In addition to the changes to work processes, the below steps are being taken to improve the poor recent performance in void turnaround.

- Creation of an improvement action plan with involvement from staff across the process. This has now been signed off by senior staff, and progress against it will be reviewed bi-weekly, beginning 2nd August 2022.
- Creation of a Qlik dashboard showing the end to end process, which will be used to drive evidence based performance improvement. There is also a Google Data Studio analysis dashboard already in use. The Qlik dashboard should provide more in-depth analysis, particularly around current performance of work times etc in order to measure the progress of the action plan.
- Implementation of Repairs Hub and the related planning tool.
- A working group of Housing Management and Voids staff is being put together to create a clear handover



						process. Systems for staff to use will be adopted when this has been done.																																															
NH PR PMS 007a	Number of PCNs issued - total	187056	286471	67930	67124	PCN numbers in Q4 2021/22 and Q1 2022/23, have stabilised at about 22,000 PCNs per month, as compliance with the new LTN scheme in Stoke Newington Church Street, which led to the highest ever quarterly PCN numbers in Q3 21/22, has improved.			<p>NH PR PMS 007a Number of PCNs issued - total</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of PCNs</th> </tr> </thead> <tbody> <tr><td>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>38960</td></tr> <tr><td>Q2 2018/19</td><td>44086</td></tr> <tr><td>Q3 2018/19</td><td>35997</td></tr> <tr><td>Q4 2018/19</td><td>44131</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>45970</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>79004</td></tr> <tr><td>Q4 2021/22</td><td>67930</td></tr> <tr><td>Q1 2022/23</td><td>67124</td></tr> </tbody> </table>	Quarter	Number of PCNs	Q1 2017/18	32434	Q2 2017/18	31683	Q3 2017/18	30642	Q4 2017/18	27124	Q1 2018/19	38960	Q2 2018/19	44086	Q3 2018/19	35997	Q4 2018/19	44131	Q1 2019/20	41534	Q2 2019/20	34690	Q3 2019/20	33130	Q4 2019/20	45970	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	79004	Q4 2021/22	67930	Q1 2022/23	67124
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NH PR PMS 010a	PCN recovery rate - including estates	76.5%	74.6%	74.6%	72.8%				<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>70.7%</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>79.9%</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>75.2%</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> <tr><td>Q3 2021/22</td><td>74.5%</td></tr> <tr><td>Q4 2021/22</td><td>74.8%</td></tr> <tr><td>Q1 2022/23</td><td>72.8%</td></tr> </tbody> </table>	Quarter	Recovery Rate (%)	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	79.9%	Q2 2019/20	81.4%	Q3 2019/20	80.6%	Q4 2019/20	74.9%	Q1 2020/21	79.5%	Q2 2020/21	75.2%	Q3 2020/21	75.7%	Q4 2020/21	75.7%	Q1 2021/22	73.1%	Q2 2021/22	76.2%	Q3 2021/22	74.5%	Q4 2021/22	74.8%	Q1 2022/23	72.8%
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NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	92.00%	100.00%	100.00%	93.00%				<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>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>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> <tr><td>Q3 2021/22</td><td>100.00%</td></tr> <tr><td>Q4 2021/22</td><td>100.00%</td></tr> <tr><td>Q1 2022/23</td><td>93.00%</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	90.00%	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%	Q1 2022/23	93.00%
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	90.00%	78.00%	73.00%	84.00%		 	<p>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157)</p>  <table border="1"> <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>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>83.00%</td></tr> <tr><td>Q1 2020/21</td><td>81.00%</td></tr> <tr><td>Q2 2020/21</td><td>100.00%</td></tr> <tr><td>Q3 2020/21</td><td>95.00%</td></tr> <tr><td>Q4 2020/21</td><td>87.00%</td></tr> <tr><td>Q1 2021/22</td><td>83.00%</td></tr> <tr><td>Q2 2021/22</td><td>72.00%</td></tr> <tr><td>Q3 2021/22</td><td>73.00%</td></tr> <tr><td>Q4 2021/22</td><td>84.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	73.00%	Q2 2017/18	80.00%	Q3 2017/18	77.00%	Q4 2017/18	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	83.00%	Q1 2020/21	81.00%	Q2 2020/21	100.00%	Q3 2020/21	95.00%	Q4 2020/21	87.00%	Q1 2021/22	83.00%	Q2 2021/22	72.00%	Q3 2021/22	73.00%	Q4 2021/22	84.00%		
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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	90.00%	81.00%	75.00%	86.00%		 	<p>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>85.00%</td></tr> <tr><td>Q2 2017/18</td><td>81.00%</td></tr> <tr><td>Q3 2017/18</td><td>84.00%</td></tr> <tr><td>Q4 2017/18</td><td>90.00%</td></tr> <tr><td>Q1 2018/19</td><td>83.00%</td></tr> <tr><td>Q2 2018/19</td><td>88.00%</td></tr> <tr><td>Q3 2018/19</td><td>91.00%</td></tr> <tr><td>Q4 2018/19</td><td>88.00%</td></tr> <tr><td>Q1 2019/20</td><td>91.00%</td></tr> <tr><td>Q2 2019/20</td><td>86.00%</td></tr> <tr><td>Q3 2019/20</td><td>85.00%</td></tr> <tr><td>Q4 2019/20</td><td>85.00%</td></tr> <tr><td>Q1 2020/21</td><td>91.00%</td></tr> <tr><td>Q2 2020/21</td><td>87.00%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</td></tr> <tr><td>Q4 2020/21</td><td>90.00%</td></tr> <tr><td>Q1 2021/22</td><td>83.00%</td></tr> <tr><td>Q2 2021/22</td><td>76.00%</td></tr> <tr><td>Q3 2021/22</td><td>75.00%</td></tr> <tr><td>Q4 2021/22</td><td>86.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	85.00%	Q2 2017/18	81.00%	Q3 2017/18	84.00%	Q4 2017/18	90.00%	Q1 2018/19	83.00%	Q2 2018/19	88.00%	Q3 2018/19	91.00%	Q4 2018/19	88.00%	Q1 2019/20	91.00%	Q2 2019/20	86.00%	Q3 2019/20	85.00%	Q4 2019/20	85.00%	Q1 2020/21	91.00%	Q2 2020/21	87.00%	Q3 2020/21	100.00%	Q4 2020/21	90.00%	Q1 2021/22	83.00%	Q2 2021/22	76.00%	Q3 2021/22	75.00%	Q4 2021/22	86.00%		
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NH PR PRS 009	% of open planning enforcement cases less than 4 years old	71.0%	79.0%	82.0%	82.0%		 	<p>NH PR PRS 009 % of open planning enforcement cases less than 4 years old</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>70.0%</td></tr> <tr><td>Q2 2017/18</td><td>67.0%</td></tr> <tr><td>Q3 2017/18</td><td>60.0%</td></tr> <tr><td>Q4 2017/18</td><td>61.0%</td></tr> <tr><td>Q1 2018/19</td><td>64.0%</td></tr> <tr><td>Q2 2018/19</td><td>68.0%</td></tr> <tr><td>Q3 2018/19</td><td>60.0%</td></tr> <tr><td>Q4 2018/19</td><td>61.0%</td></tr> <tr><td>Q1 2019/20</td><td>59.0%</td></tr> <tr><td>Q2 2019/20</td><td>60.0%</td></tr> <tr><td>Q3 2019/20</td><td>61.0%</td></tr> <tr><td>Q4 2019/20</td><td>65.0%</td></tr> <tr><td>Q1 2020/21</td><td>68.0%</td></tr> <tr><td>Q2 2020/21</td><td>72.0%</td></tr> <tr><td>Q3 2020/21</td><td>73.0%</td></tr> <tr><td>Q4 2020/21</td><td>79.0%</td></tr> <tr><td>Q1 2021/22</td><td>77.0%</td></tr> <tr><td>Q2 2021/22</td><td>79.0%</td></tr> <tr><td>Q3 2021/22</td><td>81.0%</td></tr> <tr><td>Q4 2021/22</td><td>82.0%</td></tr> <tr><td>Q1 2022/23</td><td>82.0%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	70.0%	Q2 2017/18	67.0%	Q3 2017/18	60.0%	Q4 2017/18	61.0%	Q1 2018/19	64.0%	Q2 2018/19	68.0%	Q3 2018/19	60.0%	Q4 2018/19	61.0%	Q1 2019/20	59.0%	Q2 2019/20	60.0%	Q3 2019/20	61.0%	Q4 2019/20	65.0%	Q1 2020/21	68.0%	Q2 2020/21	72.0%	Q3 2020/21	73.0%	Q4 2020/21	79.0%	Q1 2021/22	77.0%	Q2 2021/22	79.0%	Q3 2021/22	81.0%	Q4 2021/22	82.0%	Q1 2022/23	82.0%
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<p>NH PR WS 045a</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p>	<p>N/A</p>	<p>N/A</p>	<p>6.89%</p>	<p>N/A</p>	<p>The methodology used to monitor levels of street cleanliness changed within the reporting period from a Council own methodology, using a four point scale, to Keep Britain Tidy (KBT) one, which uses a 7 point scale.</p> <p>KBT is a nationally recognised organisation, using a more rigorous inspection methodology. The switch to the KBT methodology will also allow us to benchmark against the best in London.</p> <p>It is worth noting that the perception of street cleanliness in Hackney remains high, and for litter, detritus and fly posting, Hackney performs better than the London average.</p> <p>Litter: for the last reporting period the overall score of 6.89% is still below, and therefore we're performing better than the London benchmark of 8.9%.</p> <p>The reporting of this indicator takes place three times a year, and as such there is no reporting this quarter.</p>	<p>N/A</p>	<p>N/A</p>	<p>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Litter Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.97%</td></tr> <tr><td>Q2 2017/18</td><td>1.41%</td></tr> <tr><td>Q3 2017/18</td><td>1.25%</td></tr> <tr><td>Q4 2017/18</td><td>2.65%</td></tr> <tr><td>Q1 2018/19</td><td>2.19%</td></tr> <tr><td>Q2 2018/19</td><td>2.44%</td></tr> <tr><td>Q3 2018/19</td><td>3.36%</td></tr> <tr><td>Q4 2018/19</td><td>3.13%</td></tr> <tr><td>Q1 2019/20</td><td>1.55%</td></tr> <tr><td>Q2 2019/20</td><td>0.77%</td></tr> <tr><td>Q3 2019/20</td><td>0.77%</td></tr> <tr><td>Q4 2019/20</td><td>0.8%</td></tr> <tr><td>Q1 2020/21</td><td>6.89%</td></tr> <tr><td>Q2 2020/21</td><td>6.89%</td></tr> <tr><td>Q3 2020/21</td><td>6.89%</td></tr> <tr><td>Q4 2020/21</td><td>6.89%</td></tr> <tr><td>Q1 2021/22</td><td>6.89%</td></tr> <tr><td>Q2 2021/22</td><td>6.89%</td></tr> <tr><td>Q3 2021/22</td><td>6.89%</td></tr> <tr><td>Q4 2021/22</td><td>6.89%</td></tr> </tbody> </table>	Quarter	Litter Level (%)	Q1 2017/18	2.97%	Q2 2017/18	1.41%	Q3 2017/18	1.25%	Q4 2017/18	2.65%	Q1 2018/19	2.19%	Q2 2018/19	2.44%	Q3 2018/19	3.36%	Q4 2018/19	3.13%	Q1 2019/20	1.55%	Q2 2019/20	0.77%	Q3 2019/20	0.77%	Q4 2019/20	0.8%	Q1 2020/21	6.89%	Q2 2020/21	6.89%	Q3 2020/21	6.89%	Q4 2020/21	6.89%	Q1 2021/22	6.89%	Q2 2021/22	6.89%	Q3 2021/22	6.89%	Q4 2021/22	6.89%
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<p>NH PR WS 045b</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p>	<p>N/A</p>	<p>N/A</p>	<p>7.05%</p>	<p>N/A</p>	<p>The methodology used to monitor levels of street cleanliness changed within the reporting period from a Council own methodology, using a four point scale, to Keep Britain Tidy (KBT) one, which uses a 7 point scale.</p> <p>KBT is a nationally recognised organisation, using a more rigorous inspection methodology. The switch to the KBT methodology will also allow us to benchmark against the best in London.</p> <p>It is worth noting that the perception of street cleanliness in Hackney remains</p>	<p>N/A</p>	<p>N/A</p>	<p>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Detritus Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>4.23%</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>4.82%</td></tr> <tr><td>Q1 2018/19</td><td>5.33%</td></tr> <tr><td>Q2 2018/19</td><td>5.13%</td></tr> <tr><td>Q3 2018/19</td><td>2.75%</td></tr> <tr><td>Q4 2018/19</td><td>0.9%</td></tr> <tr><td>Q1 2019/20</td><td>1.56%</td></tr> <tr><td>Q2 2019/20</td><td>0.8%</td></tr> <tr><td>Q3 2019/20</td><td>0.8%</td></tr> <tr><td>Q4 2019/20</td><td>1.25%</td></tr> <tr><td>Q1 2020/21</td><td>7.05%</td></tr> <tr><td>Q2 2020/21</td><td>7.05%</td></tr> <tr><td>Q3 2020/21</td><td>7.05%</td></tr> <tr><td>Q4 2020/21</td><td>7.05%</td></tr> <tr><td>Q1 2021/22</td><td>7.05%</td></tr> <tr><td>Q2 2021/22</td><td>7.05%</td></tr> <tr><td>Q3 2021/22</td><td>7.05%</td></tr> <tr><td>Q4 2021/22</td><td>7.05%</td></tr> </tbody> </table>	Quarter	Detritus Level (%)	Q1 2017/18	4.23%	Q2 2017/18	1.88%	Q3 2017/18	2.03%	Q4 2017/18	4.82%	Q1 2018/19	5.33%	Q2 2018/19	5.13%	Q3 2018/19	2.75%	Q4 2018/19	0.9%	Q1 2019/20	1.56%	Q2 2019/20	0.8%	Q3 2019/20	0.8%	Q4 2019/20	1.25%	Q1 2020/21	7.05%	Q2 2020/21	7.05%	Q3 2020/21	7.05%	Q4 2020/21	7.05%	Q1 2021/22	7.05%	Q2 2021/22	7.05%	Q3 2021/22	7.05%	Q4 2021/22	7.05%
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NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	N/A	N/A	13.92%	N/A	<p>The methodology used to monitor levels of street cleanliness changed within the reporting period from a Council own methodology, using a four point scale, to Keep Britain Tidy (KBT) one, which uses a 7 point scale.</p> <p>KBT is a nationally recognised organisation, using a more rigorous inspection methodology. The switch to the KBT methodology will also allow us to benchmark against the best in London.</p> <p>It is worth noting that the perception of street cleanliness in Hackney remains high, and for litter, detritus and fly posting, Hackney performs better than the London average.</p> <p>For graffiti however, Hackney performs worse than the London average (13.92% and 4.83% respectively), but does have particular locations where graffiti is prevalent as part of the fabric of the street environment. There is also the need to gain permission from property owners to remove graffiti, and in some instances the Council does not have the specialist equipment to remove certain bits of graffiti.</p>	N/A	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"> <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>2.66%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q2 2017/18</td><td>0%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q4 2018/19</td><td>4.77%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q1 2018/19</td><td>4.83%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q2 2018/19</td><td>0%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q3 2019/20</td><td>2.46%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q4 2019/20</td><td>2.50%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q1 2020/21</td><td>4.05%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q2 2020/21</td><td>2.02%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q3 2020/21</td><td>2.02%</td><td>5.00%</td><td>2.50%</td></tr> <tr><td>Q4 2021/22</td><td>13.92%</td><td>5.00%</td><td>2.50%</td></tr> </tbody> </table>	Quarter	Quarters (%)	Red Threshold (%)	Amber Threshold (%)	Q1 2017/18	2.66%	5.00%	2.50%	Q2 2017/18	0%	5.00%	2.50%	Q3 2017/18	2.66%	5.00%	2.50%	Q4 2018/19	4.77%	5.00%	2.50%	Q1 2018/19	4.83%	5.00%	2.50%	Q2 2018/19	0%	5.00%	2.50%	Q3 2019/20	2.46%	5.00%	2.50%	Q4 2019/20	2.50%	5.00%	2.50%	Q1 2020/21	4.05%	5.00%	2.50%	Q2 2020/21	2.02%	5.00%	2.50%	Q3 2020/21	2.02%	5.00%	2.50%	Q4 2021/22	13.92%	5.00%	2.50%
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NH PR WS 045d	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)	N/A	N/A	2.69%	N/A	<p>The methodology used to monitor levels of street cleanliness changed within the reporting period from a Council own methodology, using a four point scale, to Keep Britain Tidy (KBT) one, which uses a 7 point scale.</p> <p>KBT is a nationally recognised organisation, using a more rigorous inspection methodology. The switch to the KBT methodology will also allow us to benchmark against the best in London.</p> <p>It is worth noting that the perception of street cleanliness in Hackney remains high, and for litter, detritus and fly posting, Hackney performs better than the London average.</p> <p>Fly posting: for the last reporting period the overall score of 2.69% is still below, and therefore we're performing better than the London benchmark of 3.99%.</p> <p>Further, the reporting of this indicator takes place three times a year, and as such there is no reporting this quarter.</p>	N/A	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>
NH PR WS 047	Residual household waste per household (ex NI 191)	548.4	508.5	122.0	128.2	<p>Q1 waste collection was impacted by the additional collection arrangements around the Easter period.</p>			<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p>

NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.44%	28.70%	28.00%	26.60%	<p>The socio-economic factors facing the country (plus a hot and dry summer) appear to be significantly impacting on waste and recycling in 2022/23. Comparing April to July tonnages, mixed dry recycling and garden waste have fallen 11.3% and food has fallen 12.9%. Household waste has increased by 1.57%, which is approximately what we would expect from housing growth. Further, the impact of behaviour change with people ensuring food waste is reduced, reusing and refilling instead of purchasing items in glass or plastic bottles and jars, and possibly consuming less in general, as well as manufacturers changing packaging types and lightweighting materials, target the materials that are typically recycled, rather than those that end up in the general waste. The net result is a fall in the borough-wide recycling rate for Q1 2022/23 to 26.5%.</p> <p>These trends, and the resulting fall in recycling rate, are being seen across London. Comparing April-June 2022 performance across the NLWA boroughs, mixed dry recycling has fallen 13.2%, food has fallen 12.6% and garden waste has fallen around 8%. Local Authority Collected Waste has decreased by 5.1%.</p>			<p>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p>
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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				