

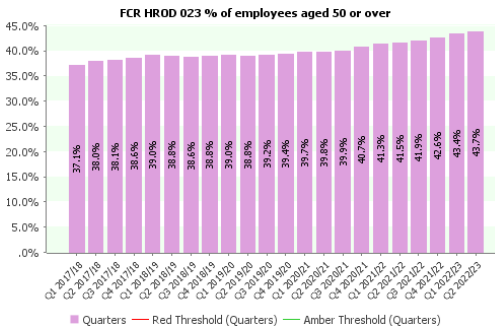


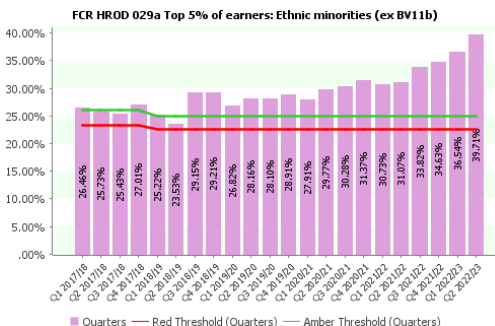


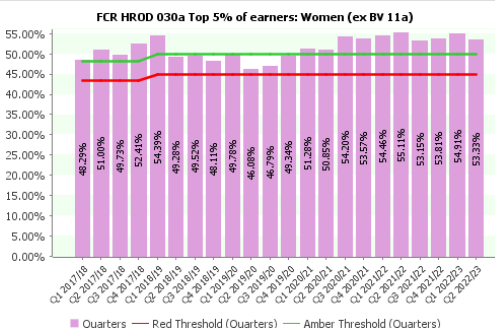

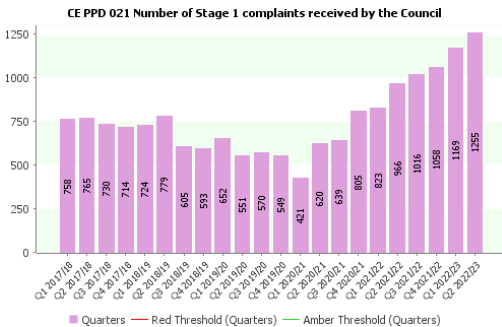

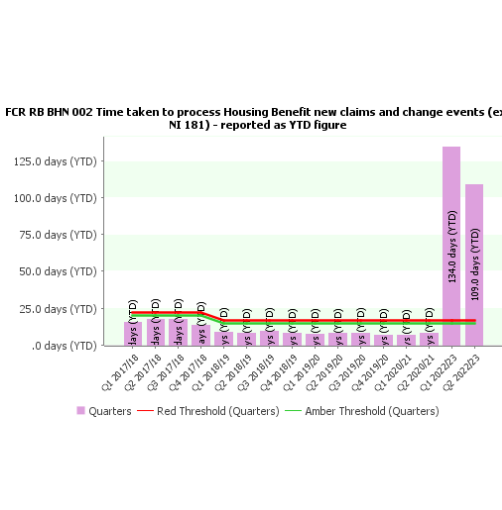




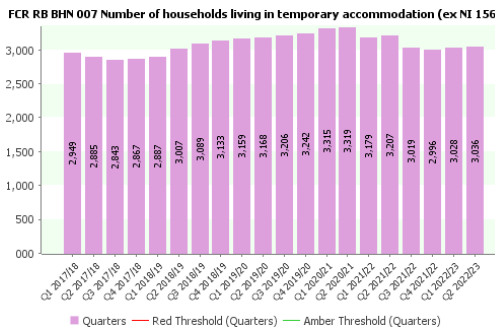
# Q2 Audit Committee Report



PI Code	Short Name	2020/21	2021/22	Q1 2022/23	Q2 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><b>ChEd CSC 010 Percentage of child protection cases which were reviewed within required timescales (ex NI 67)</b></p> <table border="1"> <caption>ChEd CSC 010 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>20/01/21</td> <td>100.0%</td> </tr> <tr> <td>20/01/21</td> <td>100.0%</td> </tr> <tr> <td>20/01/21</td> <td>100.0%</td> </tr> <tr> <td>20/01/21</td> <td>100.0%</td> </tr> <tr> <td>20/01/21</td> <td>100.0%</td> </tr> </tbody> </table>	Quarter	Percentage	20/01/21	100.0%	20/01/21	100.0%	20/01/21	100.0%	20/01/21	100.0%	20/01/21	100.0%																																				
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FCR HROD 001	Sickness 12 month rolling average	9.59	12.12	12.45	11.58	Sickness continues to be a cause for concern for the Council and targeted measures are placed to deal with sickness cases in those services where there was a much higher level of sickness absence, than the Council average.	⬮	↑	<p><b>FCR HROD 001 Sickness 12 month rolling average</b></p> <table border="1"> <caption>FCR HROD 001 Sickness 12 month rolling average</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 20/01/18</td><td>6.53</td></tr> <tr><td>Q2 20/01/18</td><td>6.63</td></tr> <tr><td>Q3 20/01/18</td><td>6.94</td></tr> <tr><td>Q4 20/01/18</td><td>6.94</td></tr> <tr><td>Q1 20/01/19</td><td>7.82</td></tr> <tr><td>Q2 20/01/19</td><td>7.79</td></tr> <tr><td>Q3 20/01/19</td><td>8.87</td></tr> <tr><td>Q4 20/01/19</td><td>8.8</td></tr> <tr><td>Q1 20/01/20</td><td>8.29</td></tr> <tr><td>Q2 20/01/20</td><td>9.17</td></tr> <tr><td>Q3 20/01/20</td><td>9.48</td></tr> <tr><td>Q4 20/01/20</td><td>9.71</td></tr> <tr><td>Q1 20/01/21</td><td>10.29</td></tr> <tr><td>Q2 20/01/21</td><td>10.27</td></tr> <tr><td>Q3 20/01/21</td><td>10.3</td></tr> <tr><td>Q4 20/01/21</td><td>9.74</td></tr> <tr><td>Q1 20/01/22</td><td>9.59</td></tr> <tr><td>Q2 20/01/22</td><td>9.68</td></tr> <tr><td>Q3 20/01/22</td><td>10.51</td></tr> <tr><td>Q4 20/01/22</td><td>11.37</td></tr> <tr><td>Q1 20/02/23</td><td>12.12</td></tr> <tr><td>Q2 20/02/23</td><td>12.46</td></tr> <tr><td>Q3 20/02/23</td><td>11.58</td></tr> </tbody> </table>	Quarter	Value	Q1 20/01/18	6.53	Q2 20/01/18	6.63	Q3 20/01/18	6.94	Q4 20/01/18	6.94	Q1 20/01/19	7.82	Q2 20/01/19	7.79	Q3 20/01/19	8.87	Q4 20/01/19	8.8	Q1 20/01/20	8.29	Q2 20/01/20	9.17	Q3 20/01/20	9.48	Q4 20/01/20	9.71	Q1 20/01/21	10.29	Q2 20/01/21	10.27	Q3 20/01/21	10.3	Q4 20/01/21	9.74	Q1 20/01/22	9.59	Q2 20/01/22	9.68	Q3 20/01/22	10.51	Q4 20/01/22	11.37	Q1 20/02/23	12.12	Q2 20/02/23	12.46	Q3 20/02/23	11.58
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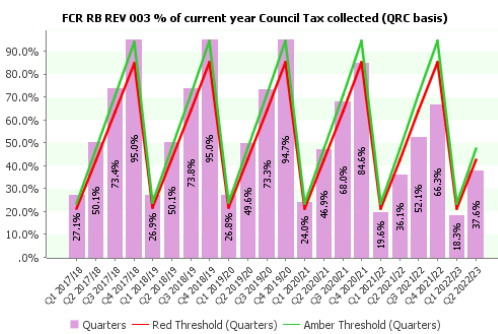


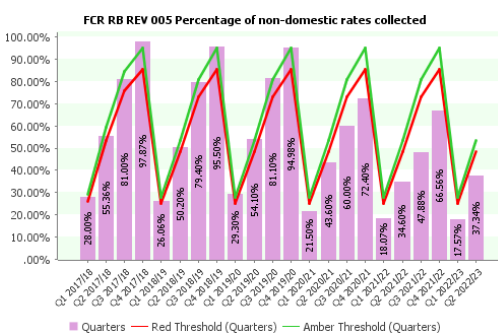


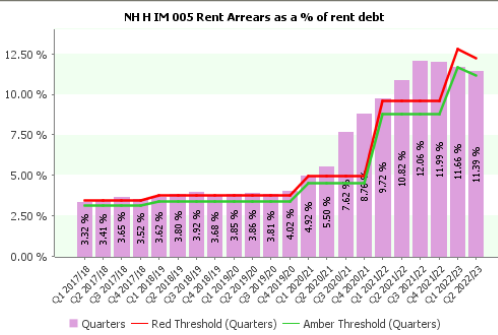
FCR HROD 023	% of employees aged 50 or over	40.7%	42.6%	43.4%	43.7%	<p>The number of employees over the age of 50 has slightly risen since the last quarter. However, the increase was not as big as previous increases.</p> <p>Directorates have been made aware of areas where they have an ageing workforce and are putting plans in place to manage this.</p>			
FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	31.37%	34.63%	36.54%	39.71%				
FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	53.57%	53.81%	54.91%	53.33%	<p>Labour turnover has an impact on the quarterly figure. However, the figure continues to remain over the 50% mark.</p>			



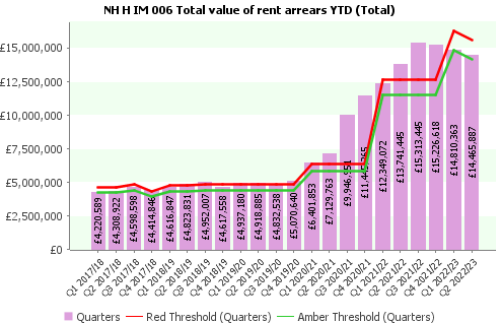
CE PPD 021	Number of Stage 1 complaints received by the Council	2485	3863	1169	1255			 <p><b>CE PPD 021 Number of Stage 1 complaints received by the Council</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Complaints</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>758</td></tr> <tr><td>Q2 2017/18</td><td>765</td></tr> <tr><td>Q3 2017/18</td><td>730</td></tr> <tr><td>Q4 2017/18</td><td>714</td></tr> <tr><td>Q1 2018/19</td><td>724</td></tr> <tr><td>Q2 2018/19</td><td>779</td></tr> <tr><td>Q3 2018/19</td><td>605</td></tr> <tr><td>Q4 2018/19</td><td>593</td></tr> <tr><td>Q1 2019/20</td><td>652</td></tr> <tr><td>Q2 2019/20</td><td>551</td></tr> <tr><td>Q3 2019/20</td><td>570</td></tr> <tr><td>Q4 2019/20</td><td>549</td></tr> <tr><td>Q1 2020/21</td><td>421</td></tr> <tr><td>Q2 2020/21</td><td>620</td></tr> <tr><td>Q3 2020/21</td><td>639</td></tr> <tr><td>Q4 2020/21</td><td>805</td></tr> <tr><td>Q1 2021/22</td><td>823</td></tr> <tr><td>Q2 2021/22</td><td>946</td></tr> <tr><td>Q3 2021/22</td><td>1016</td></tr> <tr><td>Q4 2021/22</td><td>1058</td></tr> <tr><td>Q1 2022/23</td><td>1169</td></tr> <tr><td>Q2 2022/23</td><td>1255</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	549	Q1 2020/21	421	Q2 2020/21	620	Q3 2020/21	639	Q4 2020/21	805	Q1 2021/22	823	Q2 2021/22	946	Q3 2021/22	1016	Q4 2021/22	1058	Q1 2022/23	1169	Q2 2022/23	1255
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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	N/A	N/A	134.0 days (YTD)	109.0 days (YTD)	<p>Work to address the outstanding benefits work and the discrepancy repair cases as a result of the cyber attack continues.</p> <p>The benefits processing system Academy and the document imaging system Comino are still operating with limitations and work is ongoing to restore these to the previous levels of integration and automation with other systems which will speed up backlog eradication. We had originally expected all systems functionality to be fully reinstated by December 2022, however this is likely to be closer to March 2023. The speed of processing claims continues to reduce as our systems and processes are restored.</p>		 <p><b>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Days (YTD)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>~15</td></tr> <tr><td>Q2 2017/18</td><td>~15</td></tr> <tr><td>Q3 2017/18</td><td>~15</td></tr> <tr><td>Q4 2017/18</td><td>~15</td></tr> <tr><td>Q1 2018/19</td><td>~15</td></tr> <tr><td>Q2 2018/19</td><td>~15</td></tr> <tr><td>Q3 2018/19</td><td>~15</td></tr> <tr><td>Q4 2018/19</td><td>~15</td></tr> <tr><td>Q1 2019/20</td><td>~15</td></tr> <tr><td>Q2 2019/20</td><td>~15</td></tr> <tr><td>Q3 2019/20</td><td>~15</td></tr> <tr><td>Q4 2019/20</td><td>~15</td></tr> <tr><td>Q1 2020/21</td><td>~15</td></tr> <tr><td>Q2 2020/21</td><td>~15</td></tr> <tr><td>Q3 2020/21</td><td>~15</td></tr> <tr><td>Q4 2020/21</td><td>~15</td></tr> <tr><td>Q1 2021/22</td><td>~15</td></tr> <tr><td>Q2 2021/22</td><td>~15</td></tr> <tr><td>Q3 2021/22</td><td>~15</td></tr> <tr><td>Q4 2021/22</td><td>~15</td></tr> <tr><td>Q1 2022/23</td><td>134.0 days (YTD)</td></tr> <tr><td>Q2 2022/23</td><td>109.0 days (YTD)</td></tr> </tbody> </table>	Quarter	Days (YTD)	Q1 2017/18	~15	Q2 2017/18	~15	Q3 2017/18	~15	Q4 2017/18	~15	Q1 2018/19	~15	Q2 2018/19	~15	Q3 2018/19	~15	Q4 2018/19	~15	Q1 2019/20	~15	Q2 2019/20	~15	Q3 2019/20	~15	Q4 2019/20	~15	Q1 2020/21	~15	Q2 2020/21	~15	Q3 2020/21	~15	Q4 2020/21	~15	Q1 2021/22	~15	Q2 2021/22	~15	Q3 2021/22	~15	Q4 2021/22	~15	Q1 2022/23	134.0 days (YTD)	Q2 2022/23	109.0 days (YTD)
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FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	N/A	N/A	3,028	3,036	<p>Local authorities have a statutory duty to provide accommodation for homeless households that have been defined as being in priority need and unintentionally homeless, and are obliged to secure temporary accommodation (TA) for that household as an interim measure whilst a longer-term alternative becomes available.</p> <p>The number of households seeking advice and support with homelessness in the borough has risen by 52% since March 2018 and the introduction of the Homeless Reduction Act.</p> <p>Since April 2022 we have seen a further 7% increase in households requiring temporary accommodation with an increase seen in those fleeing domestic violence and gang violence. Homeless households are still presenting on the day and are placed wherever there is accommodation available.</p> <p>The amount of temporary accommodation needed to fulfil demand for homeless households continues to increase. Current TA levels are on the increase, 3117 households, with 1000 placed outside the borough despite the use of all void properties and the creation of a number of new TA hostels and RTB buy back programmes to boost social housing availability. Despite c.2000 temporary accommodation units within the borough, demand far outstrips supply.</p>			<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p>  <table border="1"> <caption>Data for FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</caption> <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>2,895</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>2,867</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>3,033</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> <tr><td>Q2 2021/22</td><td>2,596</td></tr> <tr><td>Q3 2021/22</td><td>3,038</td></tr> <tr><td>Q4 2021/22</td><td>3,036</td></tr> </tbody> </table>	Quarter	Number of Households	Q1 2017/18	2,949	Q2 2017/18	2,895	Q3 2017/18	2,843	Q4 2017/18	2,867	Q1 2018/19	2,867	Q2 2018/19	3,007	Q3 2018/19	3,089	Q4 2018/19	3,033	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	Q2 2021/22	2,596	Q3 2021/22	3,038	Q4 2021/22	3,036
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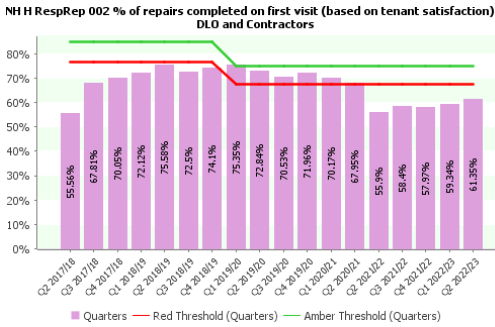
					<p>We have seen four major changes this quarter:</p> <ol style="list-style-type: none"><li>1. Temporary accommodation providers are now leaving the market with currently 30 properties requested back from Council usage and securing temporary accommodation, even outside London boundaries, is challenging.</li><li>2. Remaining TA providers are requesting steep increases in rates and officers are modelling a range of increases. In the meantime, the usage of commercial hotels is increasing.</li><li>3. Increased competition from the Home Office for their Asylum accommodation programme is affecting LA's ability to procure property and observe agreed Pan London rates across London. The Home Office recently procured a property of 60 rooms within the borough gazumping the Council by a suspected £437k pa.</li><li>4. Temporary accommodation providers who own their buildings are having cash flow problems and are now selling their properties onto their competitors. The risk of these hostels being requested back from the Council has increased suddenly.</li></ol> <p>The majority of the Council's expenditure on temporary accommodation is on c.1000 households placed outside the</p>			
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					<p>borough and London in nightly paid accommodation. The Benefits and Housing Needs Service in conjunction with the Strategic Property Services and Housing Strategy team continue to look at ways to boost more affordable temporary housing in the borough by pursuing hostel leases with private landlords and developers, to reduce the reliance on nightly paid accommodation and contain expenditure. Keen negotiating on new hostels, lease renewals and refurbishment deals for hostels in the borough is evidenced via cabinet reports.</p> <p>However, this programme is no longer enough and an urgent injection of stable temporary accommodation is needed. Purchasing of properties and procurement of temporary accommodation outside of London is currently being explored, as is a direct build programme including modular construction.</p> <p>The sheer volume of TA units, the increasing rates of providers, an increase in utilities and repairs and maintenance costs means that temporary accommodation expenditure will continue to rise this year and next.</p>			
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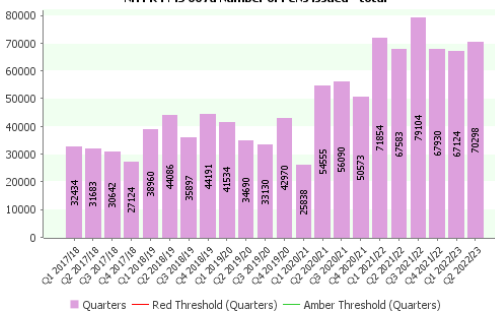


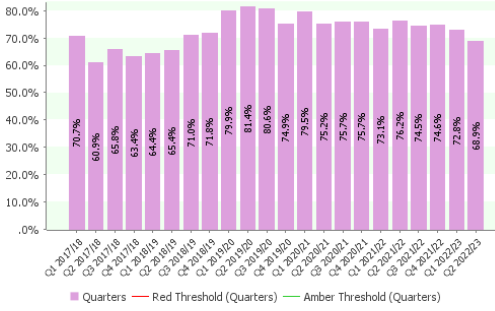
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	84.6%	66.3%	18.3%	37.6%	<p>Collection levels are increasing and are above the 2021/22 levels but remain below the 2019/20 levels (last year not impacted by COVID or cyber). Having cleared the backlog of work post cyber, this is enabling more accurate billing to take place. We have also started issuing reminder notices where the Council Tax is unpaid and not covered by an arrangement. This is part of the process to a full return to recovery next year.</p>			
FCR RB REV 005	Percentage of non-domestic rates collected	72.40%	66.56%	17.57%	37.34%	<p>Collection levels are increasing and are above the 2021/22 levels but remain below the 2019/20 levels (last year not impacted by COVID or cyber). Having cleared the backlog of work post cyber, this is enabling more accurate billing to take place. We are also working on re-introducing reminder notices where the rates are unpaid and not covered by an arrangement. This is part of the process to a full return to recovery next year.</p>			
NH H IM 005	Rent Arrears as a % of rent debt	8.76 %	11.99 %	11.66 %	11.39 %	<p>The annual debit is approximately £127m. As the rent arrears are at £14,465,887, this means that the Rent Arrears as a % of Rent Debt is calculated to be 11.39%.</p> <p>This is a 0.27% decrease on the Q1 2022/23 outturn of 11.66%.</p>			



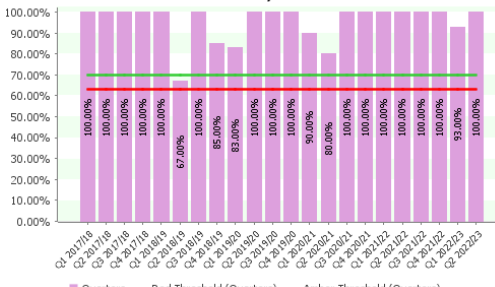


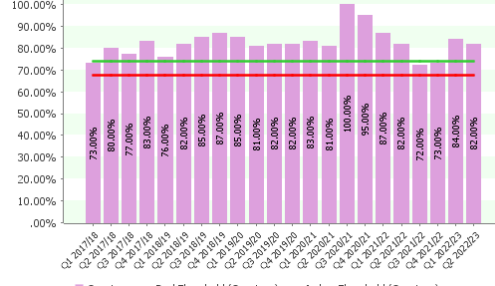


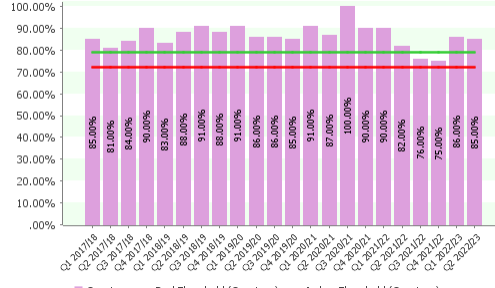
NH H IM 006	Total value of rent arrears YTD (Total)	£11,445,265	£15,226,618	£14,810,363	£14,465,887	<p>As at the end of Q2 2022/23, the rent arrears were £14,465,887 - this is a decrease of £344,476 in the last quarter. The arrears at the end of Q1 2022/23 were £14,810,363.</p> <p>£14,465,887 includes TMO arrears of £1,495,697. The TMO's arrears have increased by £77,476 in the last quarter - their arrears at the end of Q1 2022/23 were £1,418,221.</p> <p>In 2022/23, total cash received - including DWP payments - is £39,175,791. This is £2.67m higher than at the same stage last year - £36,503,389 as at Q2 2021/22.</p> <p>57.4% of Universal Credit claimants who are in arrears now have their rent directly paid to Hackney - a total of 2,039 tenants with direct payments. This is a 3.6% increase in the quarter - the Q1 2022/23 position was 53.8%.</p> <p>In Q2 2022/23, Income Officers undertook 3,241 home visits to tenants with arrears - this is an additional 646 home visits on the previous quarter (Q1 2022/23). The number of home visits will increase in Q3 2022/23, as Officers will now undertake these duties 3 days per week rather than the current 2.</p>			 <p><b>NH H IM 006 Total value of rent arrears YTD (Total)</b></p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total Value (£)</th> </tr> </thead> <tbody> <tr><td>Q2 2017/18</td><td>£4,230,589</td></tr> <tr><td>Q3 2017/18</td><td>£4,308,522</td></tr> <tr><td>Q4 2017/18</td><td>£4,538,596</td></tr> <tr><td>Q1 2018/19</td><td>£4,414,846</td></tr> <tr><td>Q2 2018/19</td><td>£4,416,897</td></tr> <tr><td>Q3 2018/19</td><td>£4,423,831</td></tr> <tr><td>Q4 2018/19</td><td>£4,452,007</td></tr> <tr><td>Q1 2019/20</td><td>£4,417,558</td></tr> <tr><td>Q2 2019/20</td><td>£4,437,180</td></tr> <tr><td>Q3 2019/20</td><td>£4,418,085</td></tr> <tr><td>Q4 2019/20</td><td>£4,633,558</td></tr> <tr><td>Q1 2020/21</td><td>£5,071,940</td></tr> <tr><td>Q2 2020/21</td><td>£6,401,853</td></tr> <tr><td>Q3 2020/21</td><td>£7,129,793</td></tr> <tr><td>Q4 2020/21</td><td>£9,946,511</td></tr> <tr><td>Q1 2021/22</td><td>£11,465,887</td></tr> <tr><td>Q2 2021/22</td><td>£12,349,072</td></tr> <tr><td>Q3 2021/22</td><td>£13,741,445</td></tr> <tr><td>Q4 2021/22</td><td>£15,313,445</td></tr> <tr><td>Q1 2022/23</td><td>£15,226,618</td></tr> <tr><td>Q2 2022/23</td><td>£14,810,363</td></tr> <tr><td>Q3 2022/23</td><td>£14,465,887</td></tr> </tbody> </table>	Quarter	Total Value (£)	Q2 2017/18	£4,230,589	Q3 2017/18	£4,308,522	Q4 2017/18	£4,538,596	Q1 2018/19	£4,414,846	Q2 2018/19	£4,416,897	Q3 2018/19	£4,423,831	Q4 2018/19	£4,452,007	Q1 2019/20	£4,417,558	Q2 2019/20	£4,437,180	Q3 2019/20	£4,418,085	Q4 2019/20	£4,633,558	Q1 2020/21	£5,071,940	Q2 2020/21	£6,401,853	Q3 2020/21	£7,129,793	Q4 2020/21	£9,946,511	Q1 2021/22	£11,465,887	Q2 2021/22	£12,349,072	Q3 2021/22	£13,741,445	Q4 2021/22	£15,313,445	Q1 2022/23	£15,226,618	Q2 2022/23	£14,810,363	Q3 2022/23	£14,465,887
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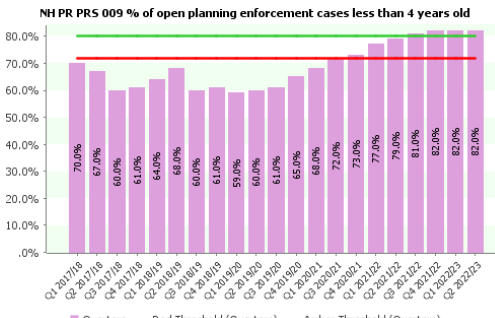


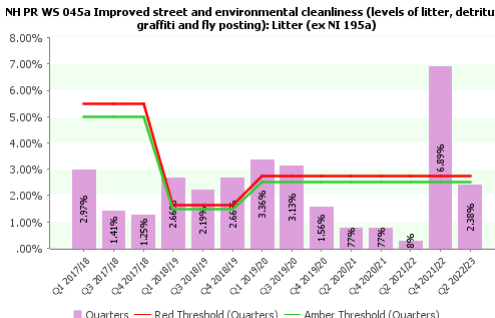


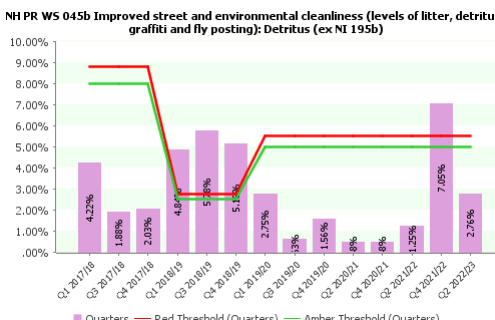




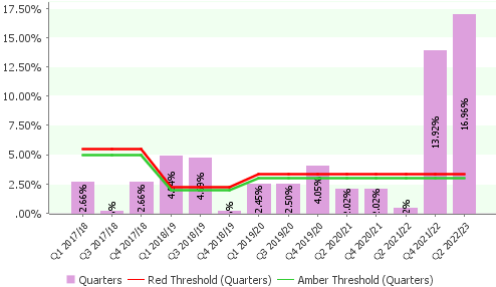


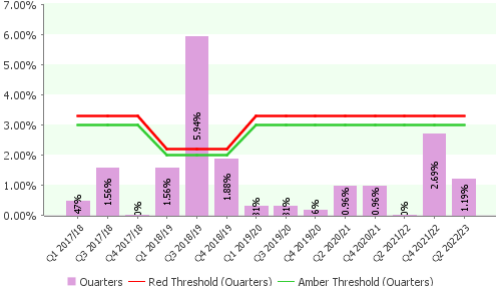


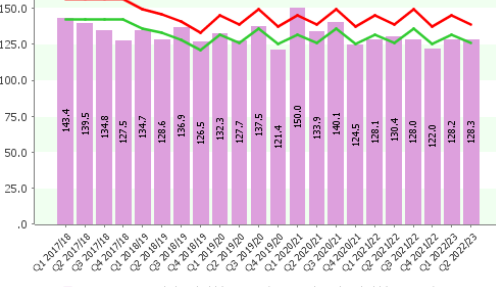
<p>NH H RespRep 002</p>	<p>% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>	<p>71.44%</p>	<p>57.57%</p>	<p>59.34%</p>	<p>61.35%</p> <p>Whilst still some way short of their targets, in Q2 all three repairs satisfaction KPIs reported their highest figures since the cyber attack.</p> <p>Based on tenant satisfaction responses received in Q2, 61.35% (427/696) of residents reported that their repairs were completed on the first visit, which is an improvement on the 59.34% reported in Q1.</p> <p>Jul - 62.40% (156/250) Aug - 60.83% (132/217) Sep - 61.21% (142/232)</p> <p>We are still encouraging Right First Time and now have a duty supervisor who will make the final call on whether an operative should stay on site and complete the repair or arrange a follow-on visit.</p> <p>Where a follow-on visit is required, operatives have been phoning the follow-on team to arrange a new appointment whilst still on site. Whilst this has had some success, the follow-on team have been swamped with phone calls so a new email address has been set up. Operatives will now email follow-ons and the team will contact the resident asap with an appointment date.</p> <p>Additional capacity has been reserved for follow-on visits to reduce wait times whilst DRS efficiency settings have been reviewed to add additional capacity to the diaries.</p>			<p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p> 
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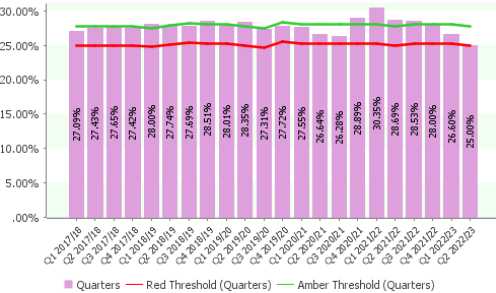
NH H RespRep 003	% of repairs completed on first visit (based on system generated data) - DLO only	87.54%	N/A	N/A	N/A	<p>We are unable to report on this PI until additional functionality has been added to Repairs Hub/Mobile working.</p> <p>All current ICT development capacity is focussed on adding gas servicing works functionality to Repairs Hub, which is due to be completed in mid-November 2022.</p>	N/A	N/A	<p><b>NH H RespRep 003 % of repairs completed on first visit (based on system generated data) - DLO only</b></p> <table border="1"> <caption>NH H RespRep 003 % 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>Q1 2021/18</td><td>68.8%</td></tr> <tr><td>Q2 2021/18</td><td>44.4%</td></tr> <tr><td>Q3 2021/18</td><td>64.9%</td></tr> <tr><td>Q4 2021/18</td><td>74.5%</td></tr> <tr><td>Q1 2021/19</td><td>82.6%</td></tr> <tr><td>Q2 2021/19</td><td>87.4%</td></tr> <tr><td>Q3 2021/19</td><td>88.8%</td></tr> <tr><td>Q4 2021/19</td><td>88.8%</td></tr> <tr><td>Q1 2022/20</td><td>87.21%</td></tr> <tr><td>Q2 2022/20</td><td>91.46%</td></tr> <tr><td>Q3 2022/20</td><td>89.5%</td></tr> <tr><td>Q4 2022/20</td><td>90.23%</td></tr> <tr><td>Q1 2022/21</td><td>87.55%</td></tr> </tbody> </table>	Quarter	% of repairs completed on first visit	Q1 2021/18	68.8%	Q2 2021/18	44.4%	Q3 2021/18	64.9%	Q4 2021/18	74.5%	Q1 2021/19	82.6%	Q2 2021/19	87.4%	Q3 2021/19	88.8%	Q4 2021/19	88.8%	Q1 2022/20	87.21%	Q2 2022/20	91.46%	Q3 2022/20	89.5%	Q4 2022/20	90.23%	Q1 2022/21	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	145	143	<p>During Quarter 2, there were 84 re-lets, with an average turnaround time of 142.9 days. This represents a slight improvement compared to the 144.9 days in Quarter 1. Between May and August the average turnaround time peaked at over 150 days. However, a sharp fall - to 119 days - was seen in September 2022.</p> <p>Monitoring data is produced for managers on the number of trade works completed in each quarter, and the time spent on each. The biggest improvements were observed in plumbing, electrics, gas, environmental and glazing works. Performance deteriorated for metalwork and asbestos surveys.</p> <p>Due to poor recent performance in void turnaround time, the below steps have been taken to improve the situation:</p> <ul style="list-style-type: none"> <li>• Creation of an improvement action plan with involvement from staff across the process. Progress is reviewed every two weeks.</li> <li>• A Qlik dashboard - providing real time data - is available and will continue to be expanded. Fortnightly</li> </ul>			<p><b>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major &amp; minor voids) - calendar days</b></p> <table border="1"> <caption>NH H Voids 001 Average time taken to re-let local authority housing</caption> <thead> <tr> <th>Quarter</th> <th>Average time taken to re-let (calendar days)</th> </tr> </thead> <tbody> <tr><td>Q1 2021/18</td><td>73</td></tr> <tr><td>Q2 2021/18</td><td>70</td></tr> <tr><td>Q3 2021/18</td><td>64</td></tr> <tr><td>Q4 2021/18</td><td>73</td></tr> <tr><td>Q1 2021/19</td><td>73</td></tr> <tr><td>Q2 2021/19</td><td>54</td></tr> <tr><td>Q3 2021/19</td><td>48</td></tr> <tr><td>Q4 2021/19</td><td>57</td></tr> <tr><td>Q1 2022/20</td><td>61</td></tr> <tr><td>Q2 2022/20</td><td>53</td></tr> <tr><td>Q3 2022/20</td><td>53</td></tr> <tr><td>Q4 2022/20</td><td>67</td></tr> <tr><td>Q1 2022/21</td><td>54</td></tr> <tr><td>Q2 2022/21</td><td>86</td></tr> <tr><td>Q3 2022/21</td><td>105</td></tr> <tr><td>Q4 2022/21</td><td>98</td></tr> <tr><td>Q1 2023/22</td><td>113</td></tr> <tr><td>Q2 2023/22</td><td>97</td></tr> <tr><td>Q3 2023/22</td><td>93</td></tr> <tr><td>Q4 2023/22</td><td>105</td></tr> <tr><td>Q1 2023/23</td><td>143</td></tr> <tr><td>Q2 2023/23</td><td>143</td></tr> </tbody> </table>	Quarter	Average time taken to re-let (calendar days)	Q1 2021/18	73	Q2 2021/18	70	Q3 2021/18	64	Q4 2021/18	73	Q1 2021/19	73	Q2 2021/19	54	Q3 2021/19	48	Q4 2021/19	57	Q1 2022/20	61	Q2 2022/20	53	Q3 2022/20	53	Q4 2022/20	67	Q1 2022/21	54	Q2 2022/21	86	Q3 2022/21	105	Q4 2022/21	98	Q1 2023/22	113	Q2 2023/22	97	Q3 2023/22	93	Q4 2023/22	105	Q1 2023/23	143	Q2 2023/23	143
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						operational meetings have now been scheduled, to use this intelligence to scrutinise the progress of each void and take necessary steps.			
						<ul style="list-style-type: none"> <li>A working group of Housing Management and Voids staff has been put together to create a clear handover process, as well as looking at other possibilities such as any day tenancy start dates.</li> <li>Implementation of Repairs Hub</li> <li>The Voids Team are also attempting to recruit more operatives and address issues with contractors in order to alleviate resource issues.</li> </ul>			
NH PR PMS 007a	Number of PCNs issued - total	187056	286471	67124	70298				<p><b>NH PR PMS 007a Number of PCNs issued - total</b></p> 
NH PR PMS 010a	PCN recovery rate – including estates	76.5%	74.6%	72.8%	68.9%				<p><b>NH PR PMS 010a PCN recovery rate – including estates</b></p> 

NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	92.00%	100.00%	93.00%	100.00 %				<p><b>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</b></p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>100.00%</td></tr> <tr><td>Q2 2017/18</td><td>100.00%</td></tr> <tr><td>Q3 2017/18</td><td>100.00%</td></tr> <tr><td>Q4 2017/18</td><td>100.00%</td></tr> <tr><td>Q1 2018/19</td><td>100.00%</td></tr> <tr><td>Q2 2018/19</td><td>67.00%</td></tr> <tr><td>Q3 2018/19</td><td>100.00%</td></tr> <tr><td>Q4 2018/19</td><td>85.00%</td></tr> <tr><td>Q1 2019/20</td><td>83.00%</td></tr> <tr><td>Q2 2019/20</td><td>100.00%</td></tr> <tr><td>Q3 2019/20</td><td>100.00%</td></tr> <tr><td>Q4 2019/20</td><td>100.00%</td></tr> <tr><td>Q1 2020/21</td><td>90.00%</td></tr> <tr><td>Q2 2020/21</td><td>80.00%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</td></tr> <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>92.00%</td></tr> <tr><td>Q2 2022/23</td><td>100.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	100.00%	Q2 2017/18	100.00%	Q3 2017/18	100.00%	Q4 2017/18	100.00%	Q1 2018/19	100.00%	Q2 2018/19	67.00%	Q3 2018/19	100.00%	Q4 2018/19	85.00%	Q1 2019/20	83.00%	Q2 2019/20	100.00%	Q3 2019/20	100.00%	Q4 2019/20	100.00%	Q1 2020/21	90.00%	Q2 2020/21	80.00%	Q3 2020/21	100.00%	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	92.00%	Q2 2022/23	100.00%
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NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	90.00%	78.00%	84.00%	82.00%				<p><b>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</b></p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>73.00%</td></tr> <tr><td>Q2 2017/18</td><td>80.00%</td></tr> <tr><td>Q3 2017/18</td><td>77.00%</td></tr> <tr><td>Q4 2017/18</td><td>83.00%</td></tr> <tr><td>Q1 2018/19</td><td>76.00%</td></tr> <tr><td>Q2 2018/19</td><td>82.00%</td></tr> <tr><td>Q3 2018/19</td><td>85.00%</td></tr> <tr><td>Q4 2018/19</td><td>87.00%</td></tr> <tr><td>Q1 2019/20</td><td>85.00%</td></tr> <tr><td>Q2 2019/20</td><td>81.00%</td></tr> <tr><td>Q3 2019/20</td><td>82.00%</td></tr> <tr><td>Q4 2019/20</td><td>82.00%</td></tr> <tr><td>Q1 2020/21</td><td>83.00%</td></tr> <tr><td>Q2 2020/21</td><td>81.00%</td></tr> <tr><td>Q3 2020/21</td><td>100.00%</td></tr> <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>72.00%</td></tr> <tr><td>Q4 2021/22</td><td>73.00%</td></tr> <tr><td>Q1 2022/23</td><td>84.00%</td></tr> <tr><td>Q2 2022/23</td><td>82.00%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	73.00%	Q2 2017/18	80.00%	Q3 2017/18	77.00%	Q4 2017/18	83.00%	Q1 2018/19	76.00%	Q2 2018/19	82.00%	Q3 2018/19	85.00%	Q4 2018/19	87.00%	Q1 2019/20	85.00%	Q2 2019/20	81.00%	Q3 2019/20	82.00%	Q4 2019/20	82.00%	Q1 2020/21	83.00%	Q2 2020/21	81.00%	Q3 2020/21	100.00%	Q4 2020/21	95.00%	Q1 2021/22	87.00%	Q2 2021/22	82.00%	Q3 2021/22	72.00%	Q4 2021/22	73.00%	Q1 2022/23	84.00%	Q2 2022/23	82.00%
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NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	90.00%	81.00%	86.00%	85.00%				<p><b>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</b></p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</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>86.00%</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>82.00%</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> <tr><td>Q1 2022/23</td><td>85.00%</td></tr> </tbody> </table>	Quarter	Value (%)	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	86.00%	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	82.00%	Q2 2021/22	76.00%	Q3 2021/22	75.00%	Q4 2021/22	86.00%	Q1 2022/23	85.00%		
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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%				
NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	N/A	6.89%	N/A	2.38%	Litter: Using Defra's Code of Practice on Litter & Refuse four grades of levels of street cleanliness, the score for litter is 2.38%, being the percentage of streets classified as Grade C or below.			
NH PR WS 045b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)	N/A	7.05%	N/A	2.76%	Detritus: Using Defra's Code of Practice on Litter & Refuse four grades of levels of street cleanliness, the score for detritus is 2.76%, being the percentage of streets classified as Grade C or below.			

NH PR WS 045c	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)	N/A	13.92%	N/A	16.96%	Graffiti: Using Defra's Code of Practice on Litter & Refuse four grades of levels of street cleanliness, the score for graffiti is 16.96%, being the percentage of streets classified as Grade C or below. Levels of graffiti are high particularly in the areas of Hackney Wick, Dalston, Shoreditch and Hoxton.			<p><b>NH PR WS 045c Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</b></p>  <table border="1"> <caption>Quarterly Graffiti Levels (ex NI 195c)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> <tr><td>Q2 2017/18</td><td>0%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td></tr> <tr><td>Q4 2017/18</td><td>4.47%</td></tr> <tr><td>Q1 2018/19</td><td>4.3%</td></tr> <tr><td>Q2 2018/19</td><td>0%</td></tr> <tr><td>Q3 2018/19</td><td>2.45%</td></tr> <tr><td>Q4 2018/19</td><td>3.50%</td></tr> <tr><td>Q1 2019/20</td><td>4.05%</td></tr> <tr><td>Q2 2019/20</td><td>0.02%</td></tr> <tr><td>Q3 2019/20</td><td>0.02%</td></tr> <tr><td>Q4 2019/20</td><td>0%</td></tr> <tr><td>Q1 2020/21</td><td>13.32%</td></tr> <tr><td>Q2 2020/21</td><td>16.96%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	2.66%	Q2 2017/18	0%	Q3 2017/18	2.66%	Q4 2017/18	4.47%	Q1 2018/19	4.3%	Q2 2018/19	0%	Q3 2018/19	2.45%	Q4 2018/19	3.50%	Q1 2019/20	4.05%	Q2 2019/20	0.02%	Q3 2019/20	0.02%	Q4 2019/20	0%	Q1 2020/21	13.32%	Q2 2020/21	16.96%																
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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	2.69	N/A	1.19%	Fly posting: Using Defra's Code of Practice on Litter & Refuse four grades of levels of street cleanliness, the score for fly posting is 1.19%, being the percentage of streets classified as Grade C or below.			<p><b>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</b></p>  <table border="1"> <caption>Quarterly Fly-posting Levels (ex NI 195d)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>0.47%</td></tr> <tr><td>Q2 2017/18</td><td>1.56%</td></tr> <tr><td>Q3 2017/18</td><td>0%</td></tr> <tr><td>Q4 2017/18</td><td>1.56%</td></tr> <tr><td>Q1 2018/19</td><td>5.94%</td></tr> <tr><td>Q2 2018/19</td><td>1.88%</td></tr> <tr><td>Q3 2018/19</td><td>0.1%</td></tr> <tr><td>Q4 2018/19</td><td>0.1%</td></tr> <tr><td>Q1 2019/20</td><td>0.6%</td></tr> <tr><td>Q2 2019/20</td><td>0.96%</td></tr> <tr><td>Q3 2019/20</td><td>0%</td></tr> <tr><td>Q4 2019/20</td><td>2.69%</td></tr> <tr><td>Q1 2020/21</td><td>1.19%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2017/18	0.47%	Q2 2017/18	1.56%	Q3 2017/18	0%	Q4 2017/18	1.56%	Q1 2018/19	5.94%	Q2 2018/19	1.88%	Q3 2018/19	0.1%	Q4 2018/19	0.1%	Q1 2019/20	0.6%	Q2 2019/20	0.96%	Q3 2019/20	0%	Q4 2019/20	2.69%	Q1 2020/21	1.19%																		
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NH PR WS 047	Residual household waste per household (ex NI 191)	548.4	508.5	125.6	124.7	Hackney is starting to see waste per household decrease which may be down to the socio-economic factors facing the country and also the waste minimisation messaging promoted by Hackney and other organisations. Waste fell by 2% in Q2 compared to Q2 last year.			<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p>  <table border="1"> <caption>Quarterly 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>143.4</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>126.6</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>127.5</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>126.1</td></tr> <tr><td>Q2 2021/22</td><td>130.4</td></tr> <tr><td>Q3 2021/22</td><td>128.0</td></tr> <tr><td>Q4 2021/22</td><td>122.0</td></tr> <tr><td>Q1 2022/23</td><td>126.2</td></tr> <tr><td>Q2 2022/23</td><td>124.7</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	143.4	Q2 2017/18	139.5	Q3 2017/18	134.8	Q4 2017/18	127.5	Q1 2018/19	134.7	Q2 2018/19	126.6	Q3 2018/19	136.9	Q4 2018/19	126.5	Q1 2019/20	132.3	Q2 2019/20	127.7	Q3 2019/20	127.5	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	126.1	Q2 2021/22	130.4	Q3 2021/22	128.0	Q4 2021/22	122.0	Q1 2022/23	126.2	Q2 2022/23	124.7
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NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	27.44%	28.70%	26.10%	25.7%	<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 Q2 tonnages with last year, garden waste has fallen 27% (nearly 200 tonnes), mixed dry recycling has fallen 13% and food has fallen 10%. Household waste is falling too, down 2%.</p> <p>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 Q2 2022/23 to 25.7%.</p> <p>These trends, and the resulting fall in recycling rate, are being seen across London. Comparing the available data for the NLWA boroughs collectively (April-Oct 2021 vs 2022), mixed dry recycling has fallen 9.2%, food has fallen 13.5% and garden waste has fallen around 13.1%. Local Authority Collected Waste has decreased by 4.6%.</p>			<p><b>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</b></p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.05%</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>27.46%</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>26.51%</td></tr> <tr><td>Q1 2019/20</td><td>26.01%</td></tr> <tr><td>Q2 2019/20</td><td>26.95%</td></tr> <tr><td>Q3 2019/20</td><td>27.31%</td></tr> <tr><td>Q4 2019/20</td><td>27.72%</td></tr> <tr><td>Q1 2020/21</td><td>27.55%</td></tr> <tr><td>Q2 2020/21</td><td>26.44%</td></tr> <tr><td>Q3 2020/21</td><td>26.30%</td></tr> <tr><td>Q4 2020/21</td><td>26.85%</td></tr> <tr><td>Q1 2021/22</td><td>30.35%</td></tr> <tr><td>Q2 2021/22</td><td>28.63%</td></tr> <tr><td>Q3 2021/22</td><td>28.53%</td></tr> <tr><td>Q4 2021/22</td><td>28.00%</td></tr> <tr><td>Q1 2022/23</td><td>26.60%</td></tr> <tr><td>Q2 2022/23</td><td>25.06%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2017/18	27.05%	Q2 2017/18	27.43%	Q3 2017/18	27.65%	Q4 2017/18	27.46%	Q1 2018/19	28.00%	Q2 2018/19	27.74%	Q3 2018/19	27.69%	Q4 2018/19	26.51%	Q1 2019/20	26.01%	Q2 2019/20	26.95%	Q3 2019/20	27.31%	Q4 2019/20	27.72%	Q1 2020/21	27.55%	Q2 2020/21	26.44%	Q3 2020/21	26.30%	Q4 2020/21	26.85%	Q1 2021/22	30.35%	Q2 2021/22	28.63%	Q3 2021/22	28.53%	Q4 2021/22	28.00%	Q1 2022/23	26.60%	Q2 2022/23	25.06%
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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				



