

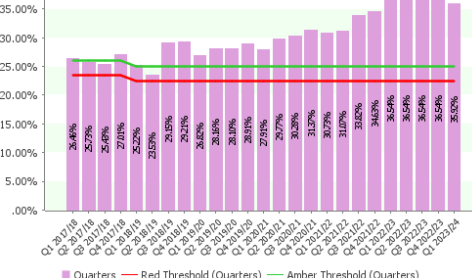


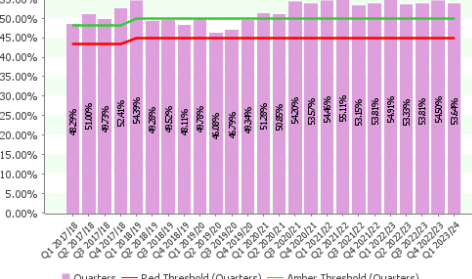


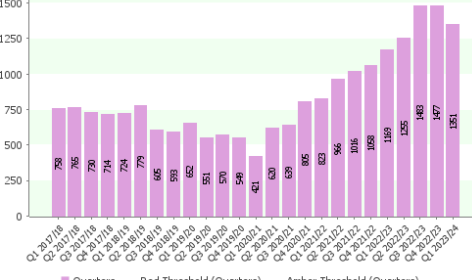


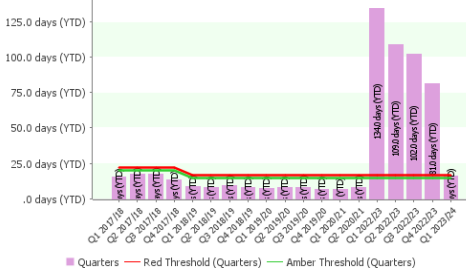


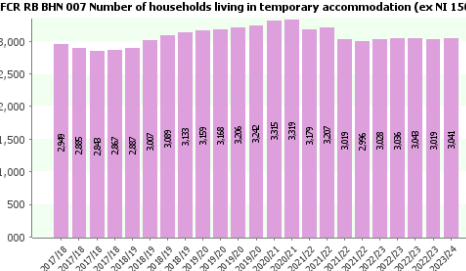


Q1 Audit Committee Report



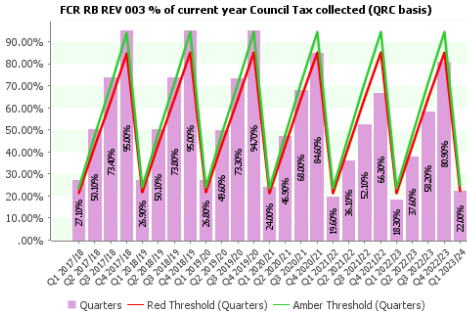


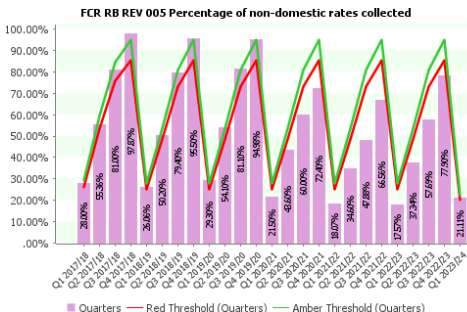




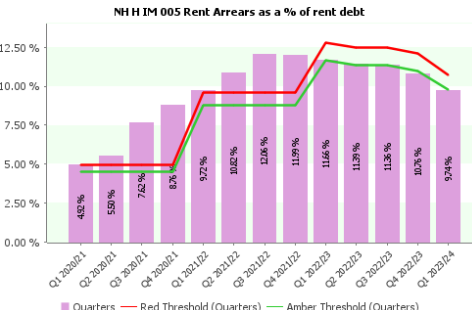


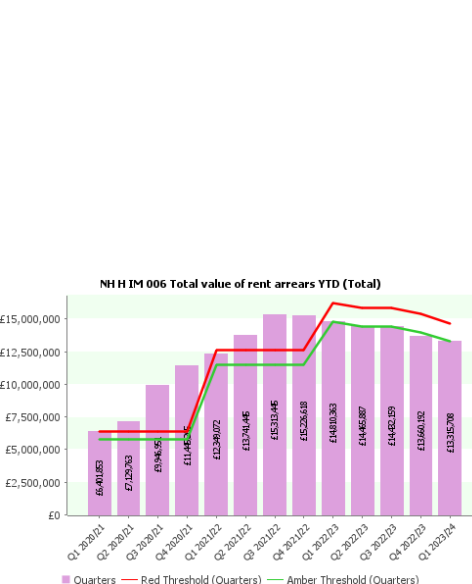
PI Code	Short Name	2021/22	2022/23	Q4 2022/23	Q1 2023/24	Note	Traffic Light	DoT	Performance Data Trend Chart																																																						
		Value	Value	Value	Value																																																										
FCR HROD 001	Sickness 12 month rolling average	12.12	12.00	12.00	12.01				<p>FCR HROD 001 Sickness 12 month rolling average</p> <table border="1"> <caption>FCR HROD 001 Sickness 12 month rolling average Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>6.63</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>8.80</td></tr> <tr><td>Q4 2018/19</td><td>8.39</td></tr> <tr><td>Q1 2019/20</td><td>9.47</td></tr> <tr><td>Q2 2019/20</td><td>9.48</td></tr> <tr><td>Q3 2019/20</td><td>9.21</td></tr> <tr><td>Q4 2019/20</td><td>10.28</td></tr> <tr><td>Q1 2020/21</td><td>10.77</td></tr> <tr><td>Q2 2020/21</td><td>10.30</td></tr> <tr><td>Q3 2020/21</td><td>10.30</td></tr> <tr><td>Q4 2020/21</td><td>9.74</td></tr> <tr><td>Q1 2021/22</td><td>9.59</td></tr> <tr><td>Q2 2021/22</td><td>9.68</td></tr> <tr><td>Q3 2021/22</td><td>10.51</td></tr> <tr><td>Q4 2021/22</td><td>11.37</td></tr> <tr><td>Q1 2022/23</td><td>12.12</td></tr> <tr><td>Q2 2022/23</td><td>12.46</td></tr> <tr><td>Q3 2022/23</td><td>11.93</td></tr> <tr><td>Q4 2022/23</td><td>12.18</td></tr> <tr><td>Q1 2023/24</td><td>12.00</td></tr> <tr><td>Q2 2023/24</td><td>12.01</td></tr> </tbody> </table>	Quarter	Value	Q1 2017/18	6.63	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	8.80	Q4 2018/19	8.39	Q1 2019/20	9.47	Q2 2019/20	9.48	Q3 2019/20	9.21	Q4 2019/20	10.28	Q1 2020/21	10.77	Q2 2020/21	10.30	Q3 2020/21	10.30	Q4 2020/21	9.74	Q1 2021/22	9.59	Q2 2021/22	9.68	Q3 2021/22	10.51	Q4 2021/22	11.37	Q1 2022/23	12.12	Q2 2022/23	12.46	Q3 2022/23	11.93	Q4 2022/23	12.18	Q1 2023/24	12.00	Q2 2023/24	12.01
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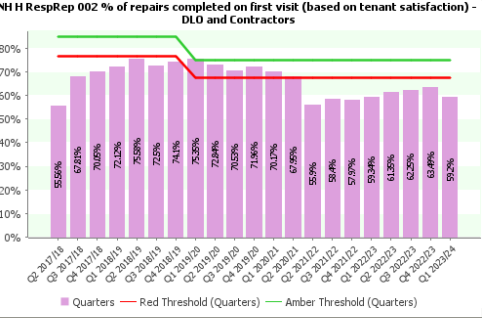


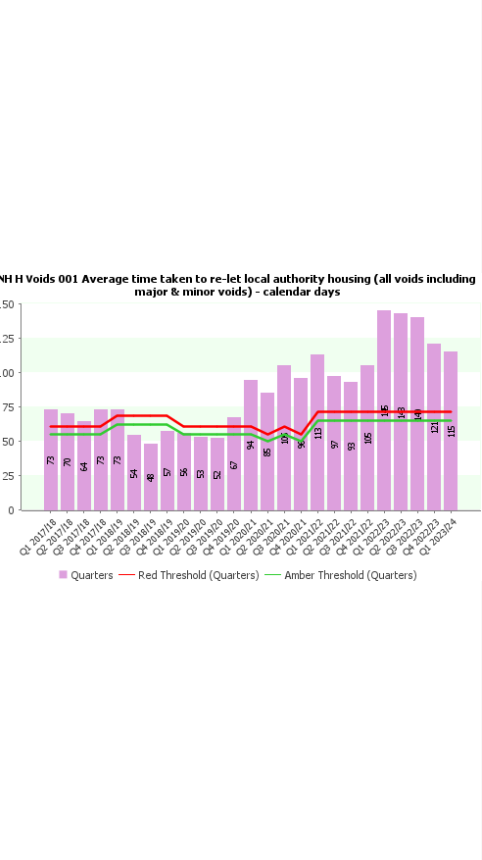
FCR HROD 029a	Top 5% of earners: Ethnic minorities (ex BV11b)	34.63%	36.54%	36.54%	35.92%				<p>FCR HROD 029a Top 5% of earners: Ethnic minorities (ex BV11b)</p> 
FCR HROD 030a	Top 5% of earners: Women (ex BV 11a)	53.81%	54.50%	54.50%	53.64%				<p>FCR HROD 030a Top 5% of earners: Women (ex BV 11a)</p> 
CE PPD 021	Number of Stage 1 complaints received by the Council	3863	5384	1477	1351				<p>CE PPD 021 Number of Stage 1 complaints received by the Council</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	81.0 days (YTD)	81.0 days (YTD)	16.0 days (YTD)	<p>Cyber recovery action has progressed and enabled claim processing times to return to pre-cyber attack levels. However, with a lack of functioning systems and the absence of previous automation the cost of delivering the service has increased due to the need for agency staff to deliver the manual workaround processes in place to achieve these standards.</p>			<p>FCR RB BHN 002 Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure</p> 
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	2,996	3,019	3,019	3,041	<p>London Local Authorities have made it very clear that we are now experiencing a temporary accommodation crisis as well as a housing crisis.</p> <p>The amount of temporary accommodation needed to fulfil demand for homeless households in Hackney continues to increase. Currently 3041 households are placed in TA, with 1000 placed outside the borough despite the use of 600+ void regeneration properties, the creation of a number of new TA hostels and a £10m RTB buy back programme to boost social housing availability. Despite c.2000 temporary accommodation units within the borough, demand far outstrips supply.</p> <p>We can reasonably predict that the demand for temporary accommodation will grow at around 8% per year in the short to medium term; The council will potentially need to place 1440+ households over the next 12 months, 1550+ in 2023-24, 1670+ in 2024-25, and 1810+ in 2025-26.</p> <p>We have seen major changes this quarter:</p> <ol style="list-style-type: none"> 1. We have been forced to utilise bed and breakfast hotels for families to accommodate them. We currently have eight families in this type of accommodation with nowhere to move them to. 			<p>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</p> 



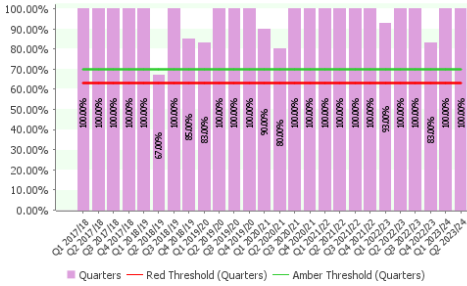


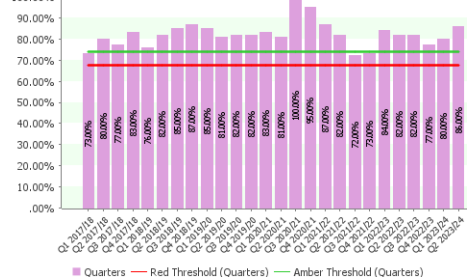


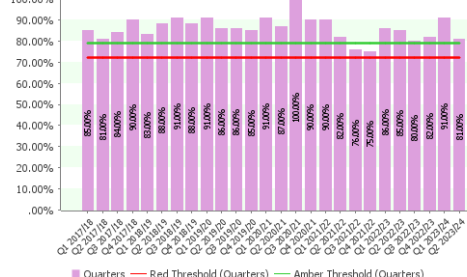
					<ol style="list-style-type: none"> 2. The number of households that are waiting for temporary accommodation continues to grow, with c.25 households awaiting a placement to be found. 3. Homeless households are still presenting on the day and are placed where there is accommodation available, currently Leicester. 4. Approaches from people with successful asylum applications who have been asked to leave Home Office hotels and are now homeless have started to increase with nine households in the last month. 5. Temporary Accommodation providers are leaving the market with currently 207 properties requested back from the Council. This has increased from 147 properties since the last update. There is no alternative temporary accommodation available to move these families into and therefore the Council is being pursued legally for these properties to be returned. 6. The number of children living in TA continues to grow, with 4000 children currently housed. <p>The Temporary Accommodation Delivery Group continues to look at ways to boost more affordable temporary housing in the borough by pursuing lease and purchase deals with landlords, as well as exploring the possibility of development. To date 1x 3 bed unit is progressing to purchase and 1 x 3 bed unit has been found amongst the Councils portfolio and is undergoing works.</p> <p>However, this programme is no longer enough and an urgent injection of stable temporary accommodation is needed. Purchasing of properties and negotiations with investment companies is progressing. Alternatively, investment in supported accommodation</p>			
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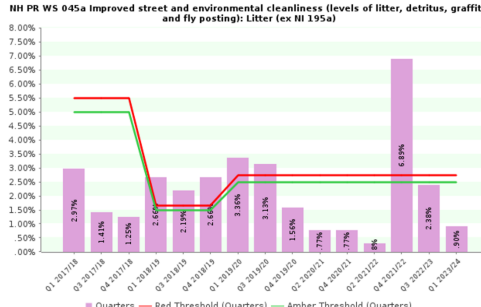


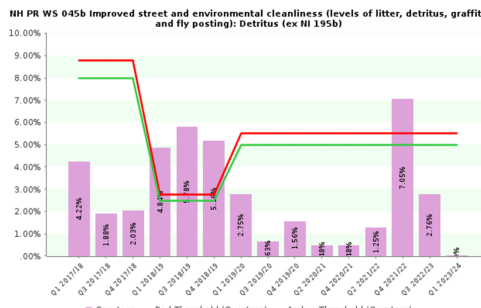


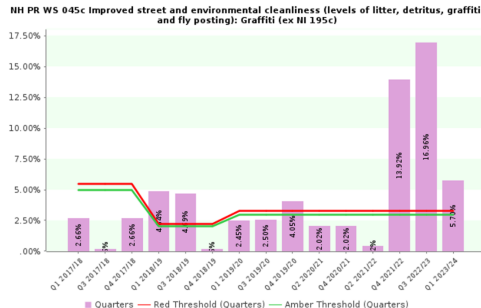
						<p>schemes would free up temporary accommodation and return it to its original purpose but this requires major investment.</p> <p>The sheer volume of TA units, the increasing rates of providers, an increase in utilities and repairs and maintenance costs means that temporary accommodation expenditure will continue to rise this year and next. The risk score has now risen to the maximum reflecting the intense pressures.</p>		
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	66.3%	80.90%	80.90%	22.00%	<p>Council Tax collection at Q1 is 3.35% higher than the 2022/23 collection. We are behind with the forecast which is being reviewed and work will continue to maximise collection while working to support residents impacted by the cyber attack and delays in billing and also now impacted by the cost of living crisis.</p>		 
FCR RB REV 005	Percentage of non-domestic rates collected	66.56%	77.90%	77.90%	21.11%	<p>Collection at Q1 is 3.37% ahead of 2022/23 and although not in line with the forecast remains likely to meet in the in year target</p>		 







<p>NH H IM 005</p>	<p>Rent Arrears as a % of rent debt</p>	<p>11.99 %</p>	<p>10.76 %</p>	<p>10.76 %</p>	<p>9.74 %</p>	<p>The annual debit is approximately £136.7m. As the rent arrears are at £13,315,708, this means that the Rent Arrears as a % of Rent Debt is calculated to be 9.74% for Q1 2023/24.</p> <p>This is a decrease of 1.02% on the Q4 2023/24 outturn of 10.76%. A 7% rent increase in 2023/24, has augmented the annual rent debit, which has accounted for a significant part of this 1.02%.</p>			 <p>NH H IM 005 Rent Arrears as a % of rent debt</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Arrears as % of rent debt</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>4.92%</td></tr> <tr><td>Q2 2020/21</td><td>5.00%</td></tr> <tr><td>Q3 2020/21</td><td>7.62%</td></tr> <tr><td>Q4 2020/21</td><td>8.0%</td></tr> <tr><td>Q1 2021/22</td><td>9.72%</td></tr> <tr><td>Q2 2021/22</td><td>10.62%</td></tr> <tr><td>Q3 2021/22</td><td>12.06%</td></tr> <tr><td>Q4 2021/22</td><td>11.99%</td></tr> <tr><td>Q1 2022/23</td><td>11.86%</td></tr> <tr><td>Q2 2022/23</td><td>11.97%</td></tr> <tr><td>Q3 2022/23</td><td>11.38%</td></tr> <tr><td>Q4 2022/23</td><td>10.7%</td></tr> <tr><td>Q1 2023/24</td><td>9.74%</td></tr> </tbody> </table>	Quarter	Arrears as % of rent debt	Q1 2020/21	4.92%	Q2 2020/21	5.00%	Q3 2020/21	7.62%	Q4 2020/21	8.0%	Q1 2021/22	9.72%	Q2 2021/22	10.62%	Q3 2021/22	12.06%	Q4 2021/22	11.99%	Q1 2022/23	11.86%	Q2 2022/23	11.97%	Q3 2022/23	11.38%	Q4 2022/23	10.7%	Q1 2023/24	9.74%
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<p>NH H IM 006</p>	<p>Total value of rent arrears YTD (Total)</p>	<p>£15,226,618</p>	<p>£13,660,192</p>	<p>£13,660,192</p>	<p>£13,315,708</p>	<p>As at the end of Q1 2023/24, the rent arrears are £13,315,708. The rent arrears decreased by £344,484 in the last quarter - the arrears at the end of Q4 2022/23 were £13,660,192.</p> <p>£13,315,708 includes TMO arrears of £1,577,991. The TMO's arrears have increased by £39,210 in the last quarter - their arrears at the end of Q4 2022/23 were £1,538,781.</p> <p>In Q1 2023/24, total cash received - including DWP payments - is £23,339,645. This is £3.01m higher than what was received last year - £20,327,569 in Q1 2022/23. Housing Benefit (HB) income is £682k lower in Q1 2023/24 than it was last year in Q1 2022/23 - there has been a decrease of 403 in the number of HB claimants, mainly due to the move to Universal Credit.</p> <p>Currently, there are 224 tenants who owe over £10k - combined arrears of £3,304,395. At the same stage last year (Q1 2022/23), there were 203 tenants with combined arrears of £2,709,619, and in March 2020 - at the start of the pandemic - there were only 5 cases that had arrears over £10k, which had a total value £69,264.</p> <p>The Acting Chief Executive has requested performance information on the overall arrears position - combined current arrears, MPA arrears and former tenant arrears. Since the start of 2023/24, this has remained stable - £16,602,041 (Q4 2022/23) to £16,601,904 (Q1 2023/24). £427.7k has moved from Current and MPA arrears to Former Tenant Arrears during Q1 2023/24.</p>			 <p>NH H IM 006 Total value of rent arrears YTD (Total)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total value of rent arrears</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>£6,471,083</td></tr> <tr><td>Q2 2020/21</td><td>£7,129,763</td></tr> <tr><td>Q3 2020/21</td><td>£5,946,505</td></tr> <tr><td>Q4 2020/21</td><td>£11,462,000</td></tr> <tr><td>Q1 2021/22</td><td>£12,348,072</td></tr> <tr><td>Q2 2021/22</td><td>£13,741,446</td></tr> <tr><td>Q3 2021/22</td><td>£15,313,446</td></tr> <tr><td>Q4 2021/22</td><td>£15,226,618</td></tr> <tr><td>Q1 2022/23</td><td>£14,610,383</td></tr> <tr><td>Q2 2022/23</td><td>£14,465,867</td></tr> <tr><td>Q3 2022/23</td><td>£14,402,059</td></tr> <tr><td>Q4 2022/23</td><td>£13,660,192</td></tr> <tr><td>Q1 2023/24</td><td>£13,315,708</td></tr> </tbody> </table>	Quarter	Total value of rent arrears	Q1 2020/21	£6,471,083	Q2 2020/21	£7,129,763	Q3 2020/21	£5,946,505	Q4 2020/21	£11,462,000	Q1 2021/22	£12,348,072	Q2 2021/22	£13,741,446	Q3 2021/22	£15,313,446	Q4 2021/22	£15,226,618	Q1 2022/23	£14,610,383	Q2 2022/23	£14,465,867	Q3 2022/23	£14,402,059	Q4 2022/23	£13,660,192	Q1 2023/24	£13,315,708
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Q1 2021/22	£12,348,072																																				
Q2 2021/22	£13,741,446																																				
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Q1 2022/23	£14,610,383																																				
Q2 2022/23	£14,465,867																																				
Q3 2022/23	£14,402,059																																				
Q4 2022/23	£13,660,192																																				
Q1 2023/24	£13,315,708																																				

<p>NH H RespRep 002</p>	<p>% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>	<p>57.57%</p>	<p>61.86%</p>	<p>63.49%</p>	<p>59.20%</p> <p>59.20% of residents reported that their repair was completed on their first visit in Q1. This PI has seen a downward trend throughout the quarter.</p> <p>April - 61.04% (141/243) May - 59.42% (82/138) June - 57.88% (180/311)</p> <p>The follow on process has been re-communicated and we are also introducing some cross service communication between the DLO, contact centre and planner to improve diagnosis and workflows.</p>			 <p>NH H RespRep 002 % of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors</p>
<p>NH H Voids 001</p>	<p>Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days</p>	<p>102</p>	<p>136</p>	<p>121</p>	<p>115</p> <p>During Quarter 1, 107 properties were re-let with an average void turnaround time of 114.6 days, and works period of 79.1 days. This compares to 108 re-lets in Quarter 4, with an average turnaround time of 118 days, and work period of 88.5 days.</p> <p>The turnaround and work periods have been consistently decreasing since December, with the exception of April which was an outlier driven by a number of very long term voids which had been with Purdy, an underperforming contractor which is no longer used.</p> <p>The service had been targeting 65 days turnaround time by June, which has not been achieved as June performance was 103.3 days. Further improvements are expected over the coming months in order to achieve the target. The below changes to the service have been made in order to drive this:</p> <ul style="list-style-type: none"> Enhanced monitoring of contractor performance, and giving out voids to those who perform best Giving whole major voids out to contractors- particularly ones requiring work in which the DLO has a skills shortage- which in turn allows DLO operatives to focus more on minor void works. Implementation and regular review of the 'Voids Action Plan', looking to improve known problem areas such as the timely provision of shortlists Improved data collection and scrutiny, such as recording the dates that the keys are recovered from the tenant, and then handed to the Voids team 			 <p>NH H Voids 001 Average time taken to re-let local authority housing (all voids including major & minor voids) - calendar days</p>












						<ul style="list-style-type: none"> Streamlining the process of carrying out post-works inspections, and returning the void to the Void Coordinators <p>In April and May there were issues with starting the works promptly, caused by a small number of instances where keys were handed to the works late, either due to the Housing Officer not taking action promptly enough or issues with the resident. This has improved for relets, where on average the works were able to begin before the void start date. However, there remain issues with the post work phase.</p>			
NH PR PMS 007a	Number of PCNs issued - total	286,471	260,901	52,603	59,114	<p>Q1 2023/2024:</p> <p>Total PCNs: 59,114 OnStreet & Car Parks: 14,332 Estates: 4,332 CCTV: 40,450</p>			<p>NH PR PMS 007a Number of PCNs issued - total</p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>
NH PR PMS 010a	PCN recovery rate – including estates	74.6%	73.3%	69.9%	73.6%	<p>Q1 2023/2024</p> <p>% PCN Recovered 73.58% % PCN Recovered - On Street 74.52% % PCN Recovered - Car Parks 74.46% % PCN Recovered - Estates 46.38% % PCN Recovered - CCTV 74.82%</p>			<p>NH PR PMS 010a PCN recovery rate – including estates</p> <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>

NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	100.00%	91.00%	83.00%	100.00%		 	<p>NH PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</p>  <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>
NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	78.00%	81.00%	77.00%	80.00%		 	<p>NH PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</p>  <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>
NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	81.00%	83.00%	82.00%	91.00%		 	<p>NH PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</p>  <p>Legend: Quarters (purple bars), Red Threshold (Quarters) (red line), Amber Threshold (Quarters) (green line)</p>

<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>2.38%</p>	<p>N/A</p>	<p>0.9%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Litter is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for litter is 0.9%, being the percentage of streets classified as Grade C or below.</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>Score (%)</th> </tr> </thead> <tbody> <tr><td>01/20/2018</td><td>2.91%</td></tr> <tr><td>02/20/2018</td><td>1.41%</td></tr> <tr><td>04/20/2018</td><td>1.25%</td></tr> <tr><td>01/20/2019</td><td>2.46%</td></tr> <tr><td>02/20/2019</td><td>2.15%</td></tr> <tr><td>04/20/2019</td><td>2.68%</td></tr> <tr><td>01/20/2020</td><td>3.83%</td></tr> <tr><td>02/20/2020</td><td>3.13%</td></tr> <tr><td>04/20/2020</td><td>1.50%</td></tr> <tr><td>01/20/2021</td><td>0.77%</td></tr> <tr><td>04/20/2021</td><td>0%</td></tr> <tr><td>01/20/2022</td><td>0%</td></tr> <tr><td>04/20/2022</td><td>6.83%</td></tr> <tr><td>01/20/2023</td><td>2.18%</td></tr> <tr><td>01/20/2024</td><td>0.9%</td></tr> </tbody> </table>	Quarter	Score (%)	01/20/2018	2.91%	02/20/2018	1.41%	04/20/2018	1.25%	01/20/2019	2.46%	02/20/2019	2.15%	04/20/2019	2.68%	01/20/2020	3.83%	02/20/2020	3.13%	04/20/2020	1.50%	01/20/2021	0.77%	04/20/2021	0%	01/20/2022	0%	04/20/2022	6.83%	01/20/2023	2.18%	01/20/2024	0.9%
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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>2.76%</p>	<p>N/A</p>	<p>0%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Detritus is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for detritus is 0%, being the percentage of streets classified as Grade C or below.</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>Score (%)</th> </tr> </thead> <tbody> <tr><td>01/20/2018</td><td>4.32%</td></tr> <tr><td>02/20/2018</td><td>1.88%</td></tr> <tr><td>04/20/2018</td><td>2.03%</td></tr> <tr><td>01/20/2019</td><td>4.87%</td></tr> <tr><td>02/20/2019</td><td>5.18%</td></tr> <tr><td>04/20/2019</td><td>5.18%</td></tr> <tr><td>01/20/2020</td><td>2.75%</td></tr> <tr><td>02/20/2020</td><td>0.23%</td></tr> <tr><td>04/20/2020</td><td>1.50%</td></tr> <tr><td>01/20/2021</td><td>0%</td></tr> <tr><td>04/20/2021</td><td>0%</td></tr> <tr><td>01/20/2022</td><td>1.25%</td></tr> <tr><td>04/20/2022</td><td>7.05%</td></tr> <tr><td>01/20/2023</td><td>2.76%</td></tr> <tr><td>01/20/2024</td><td>0%</td></tr> </tbody> </table>	Quarter	Score (%)	01/20/2018	4.32%	02/20/2018	1.88%	04/20/2018	2.03%	01/20/2019	4.87%	02/20/2019	5.18%	04/20/2019	5.18%	01/20/2020	2.75%	02/20/2020	0.23%	04/20/2020	1.50%	01/20/2021	0%	04/20/2021	0%	01/20/2022	1.25%	04/20/2022	7.05%	01/20/2023	2.76%	01/20/2024	0%
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<p>NH PR WS 045c</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Graffiti (ex NI 195c)</p>	<p>N/A</p>	<p>16.96%</p>	<p>N/A</p>	<p>5.7%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Graffiti is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for graffiti is 5.7%, being the percentage of streets classified as Grade C or below.</p>			 <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>Score (%)</th> </tr> </thead> <tbody> <tr><td>01/20/2018</td><td>2.60%</td></tr> <tr><td>02/20/2018</td><td>0%</td></tr> <tr><td>04/20/2018</td><td>2.60%</td></tr> <tr><td>01/20/2019</td><td>4.86%</td></tr> <tr><td>02/20/2019</td><td>4.39%</td></tr> <tr><td>04/20/2019</td><td>0%</td></tr> <tr><td>01/20/2020</td><td>2.65%</td></tr> <tr><td>02/20/2020</td><td>2.85%</td></tr> <tr><td>04/20/2020</td><td>4.05%</td></tr> <tr><td>01/20/2021</td><td>2.02%</td></tr> <tr><td>04/20/2021</td><td>0%</td></tr> <tr><td>01/20/2022</td><td>0%</td></tr> <tr><td>04/20/2022</td><td>13.32%</td></tr> <tr><td>01/20/2023</td><td>16.80%</td></tr> <tr><td>01/20/2024</td><td>5.7%</td></tr> </tbody> </table>	Quarter	Score (%)	01/20/2018	2.60%	02/20/2018	0%	04/20/2018	2.60%	01/20/2019	4.86%	02/20/2019	4.39%	04/20/2019	0%	01/20/2020	2.65%	02/20/2020	2.85%	04/20/2020	4.05%	01/20/2021	2.02%	04/20/2021	0%	01/20/2022	0%	04/20/2022	13.32%	01/20/2023	16.80%	01/20/2024	5.7%
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<p>NH PR WS 045d</p>	<p>Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p>	<p>N/A</p>	<p>1.19%</p>	<p>N/A</p>	<p>0%</p>	<p>This is the Tranche 1 score, which covers April to July, and the survey was conducted by Keep Britain Tidy in July 2023. Fly-posting is scored using Defra's Code of Practice on Litter & Refuse (four grades for levels of street cleanliness). The score for fly-posting is 0%, being the percentage of streets classified as Grade C or below</p>			<p>NH PR WS 045d Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Fly-posting (ex NI 195d)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Score (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2021/22</td><td>0.4%</td></tr> <tr><td>Q2 2021/22</td><td>1.5%</td></tr> <tr><td>Q3 2021/22</td><td>0%</td></tr> <tr><td>Q4 2021/22</td><td>1.5%</td></tr> <tr><td>Q1 2022/23</td><td>1.8%</td></tr> <tr><td>Q2 2022/23</td><td>0.3%</td></tr> <tr><td>Q3 2022/23</td><td>0.3%</td></tr> <tr><td>Q4 2022/23</td><td>0.9%</td></tr> <tr><td>Q1 2023/24</td><td>5.9%</td></tr> <tr><td>Q2 2023/24</td><td>0.9%</td></tr> <tr><td>Q3 2023/24</td><td>0%</td></tr> <tr><td>Q4 2023/24</td><td>2.4%</td></tr> <tr><td>Q1 2024/25</td><td>1.1%</td></tr> <tr><td>Q2 2024/25</td><td>0%</td></tr> </tbody> </table>	Quarter	Score (%)	Q1 2021/22	0.4%	Q2 2021/22	1.5%	Q3 2021/22	0%	Q4 2021/22	1.5%	Q1 2022/23	1.8%	Q2 2022/23	0.3%	Q3 2022/23	0.3%	Q4 2022/23	0.9%	Q1 2023/24	5.9%	Q2 2023/24	0.9%	Q3 2023/24	0%	Q4 2023/24	2.4%	Q1 2024/25	1.1%	Q2 2024/25	0%				
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<p>NH PR WS 047</p>	<p>Residual household waste per household (ex NI 191)</p>	<p>508.5</p>	<p>488.7</p>	<p>117.7</p>	<p>134.1</p>	<p>Quarter 1 outturns are provisional. We typically see increases in waste volumes for the first quarter of the year compared to the previous quarter. This is replicated here.</p>			<p>NH PR WS 047 Residual household waste per household (ex NI 191)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Waste Volume</th> </tr> </thead> <tbody> <tr><td>Q1 2021/22</td><td>144.4</td></tr> <tr><td>Q2 2021/22</td><td>144.4</td></tr> <tr><td>Q3 2021/22</td><td>144.4</td></tr> <tr><td>Q4 2021/22</td><td>144.4</td></tr> <tr><td>Q1 2022/23</td><td>144.4</td></tr> <tr><td>Q2 2022/23</td><td>144.4</td></tr> <tr><td>Q3 2022/23</td><td>144.4</td></tr> <tr><td>Q4 2022/23</td><td>144.4</td></tr> <tr><td>Q1 2023/24</td><td>134.1</td></tr> <tr><td>Q2 2023/24</td><td>144.4</td></tr> <tr><td>Q3 2023/24</td><td>144.4</td></tr> <tr><td>Q4 2023/24</td><td>144.4</td></tr> <tr><td>Q1 2024/25</td><td>144.4</td></tr> <tr><td>Q2 2024/25</td><td>144.4</td></tr> <tr><td>Q3 2024/25</td><td>144.4</td></tr> <tr><td>Q4 2024/25</td><td>144.4</td></tr> </tbody> </table>	Quarter	Waste Volume	Q1 2021/22	144.4	Q2 2021/22	144.4	Q3 2021/22	144.4	Q4 2021/22	144.4	Q1 2022/23	144.4	Q2 2022/23	144.4	Q3 2022/23	144.4	Q4 2022/23	144.4	Q1 2023/24	134.1	Q2 2023/24	144.4	Q3 2023/24	144.4	Q4 2023/24	144.4	Q1 2024/25	144.4	Q2 2024/25	144.4	Q3 2024/25	144.4	Q4 2024/25	144.4
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<p>NH PR WS 048</p>	<p>Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p>	<p>28.70%</p>	<p>26.3%</p>	<p>26.4%</p>	<p>24.9%</p>	<p>The outturn for Q1 23/24 is provisional. The estimated recycling rate of 24.9% compares to 26.4% for the previous quarter, and 26.7% for Q1 2022/23.</p> <p>Part of this change is down to the trend covered in previous updates, of falls in recycling tonnages throughout 2022/23 (particularly in food and garden waste) which has been seen in Hackney and other London boroughs. Contamination levels of dry mixed recycling has also increased.</p> <p>In addition changes in behaviour and trends amongst packaging producers are likely to be driving these changes. Further, consumer behaviour could be influenced by the cost of living crisis with people ensuring food waste is reduced and possibly consuming less in general. Others in Hackney may be adopting more sustainable behaviours, like reusing and refilling instead of purchasing items in glass or plastic packaging and using plastic film recycling points in supermarkets. Meanwhile, manufacturers are changing packaging types and switching to lighter</p>			<p>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Recycling Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2021/22</td><td>26.4%</td></tr> <tr><td>Q2 2021/22</td><td>26.4%</td></tr> <tr><td>Q3 2021/22</td><td>26.4%</td></tr> <tr><td>Q4 2021/22</td><td>26.4%</td></tr> <tr><td>Q1 2022/23</td><td>26.4%</td></tr> <tr><td>Q2 2022/23</td><td>26.4%</td></tr> <tr><td>Q3 2022/23</td><td>26.4%</td></tr> <tr><td>Q4 2022/23</td><td>26.4%</td></tr> <tr><td>Q1 2023/24</td><td>24.9%</td></tr> <tr><td>Q2 2023/24</td><td>26.4%</td></tr> <tr><td>Q3 2023/24</td><td>26.4%</td></tr> <tr><td>Q4 2023/24</td><td>26.4%</td></tr> <tr><td>Q1 2024/25</td><td>26.4%</td></tr> <tr><td>Q2 2024/25</td><td>26.4%</td></tr> <tr><td>Q3 2024/25</td><td>26.4%</td></tr> <tr><td>Q4 2024/25</td><td>26.4%</td></tr> </tbody> </table>	Quarter	Recycling Rate (%)	Q1 2021/22	26.4%	Q2 2021/22	26.4%	Q3 2021/22	26.4%	Q4 2021/22	26.4%	Q1 2022/23	26.4%	Q2 2022/23	26.4%	Q3 2022/23	26.4%	Q4 2022/23	26.4%	Q1 2023/24	24.9%	Q2 2023/24	26.4%	Q3 2023/24	26.4%	Q4 2023/24	26.4%	Q1 2024/25	26.4%	Q2 2024/25	26.4%	Q3 2024/25	26.4%	Q4 2024/25	26.4%
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Q3 2024/25	26.4%																																										
Q4 2024/25	26.4%																																										

						weight materials. Most of these measures target the materials that can be recycled rather than materials in the general waste stream, contributing to recycling rates.			
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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				