

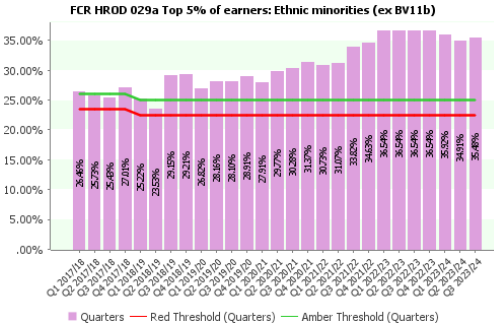


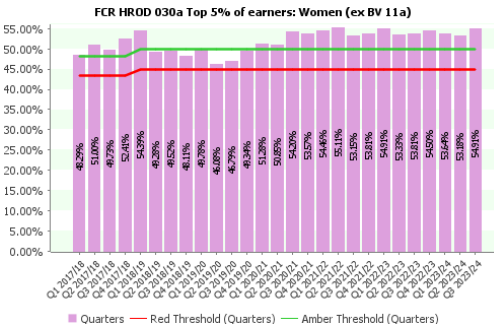


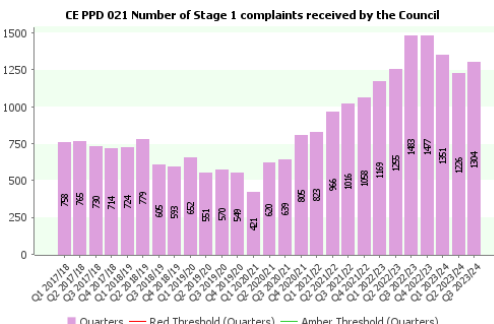


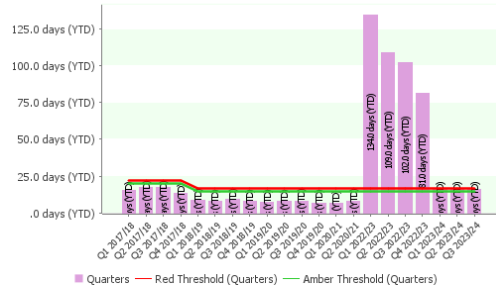


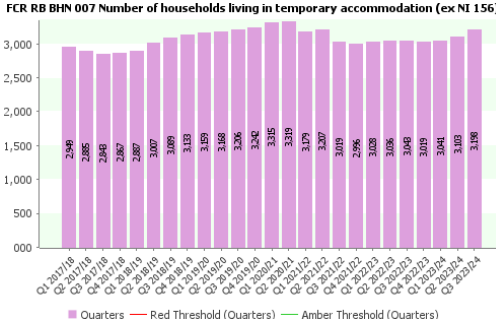


# Q3 Audit Committee Report





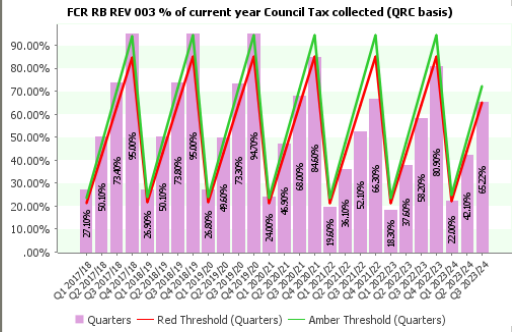
PI Code	Short Name	2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Note	Traffic Light	DoT	Performance Data Trend Chart
		Value	Value	Value	Value	Value				
FCR HROD 001	Sickness 12 month rolling average	12.00	12.00	12.01	11.83	11.64	Sickness absence continues to decline with a reduction of a further 1.6% and whilst moving in the right direction further targeted work is needed. A draft wellbeing plan is in development to support this.			<p><b>FCR HROD 001 Sickness 12 month rolling average</b></p> <p>This bar chart shows the sickness absence rate from Q1 2017/18 to Q3 2023/24. The y-axis ranges from 0.00 to 12.50. A red horizontal line represents the Red Threshold at approximately 8.5, and a green horizontal line represents the Amber Threshold at approximately 8.0. The bars show a general downward trend from 6.8 in Q1 2017/18 to 11.64 in Q3 2023/24.</p>
FCR HROD 023	% of employees aged 50 or over	44.5%	44.5%	44.6%	44.6%	44.2%	The number of employees who are aged 50 has reduced slightly, but reasonably consistent over the years.			<p><b>FCR HROD 023 % of employees aged 50 or over</b></p> <p>This bar chart shows the percentage of employees aged 50 or over from Q1 2017/18 to Q3 2023/24. The y-axis ranges from 0.0% to 45.0%. A red horizontal line represents the Red Threshold at approximately 40.0%, and a green horizontal line represents the Amber Threshold at approximately 35.0%. The bars show a slight upward trend from 37.5% in Q1 2017/18 to 44.2% in Q3 2023/24.</p>



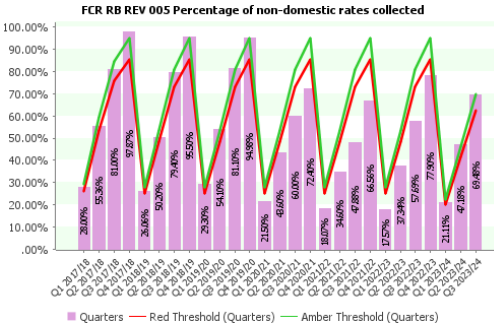


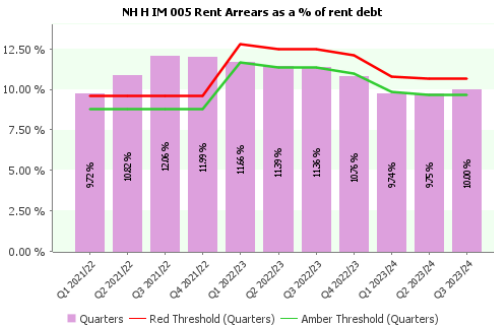


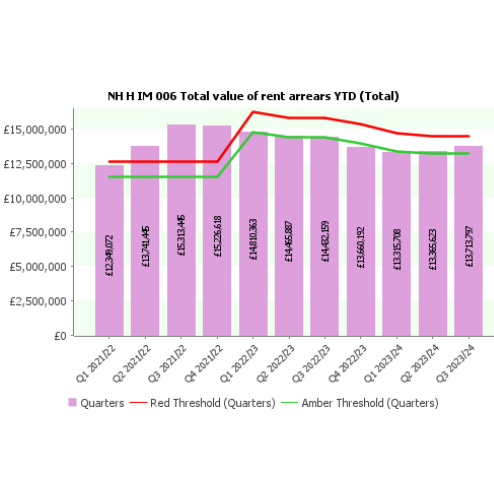
<p>FCR HROD 029a</p>	<p>Top 5% of earners: Ethnic minorities (ex BV11b)</p>	<p>36.54%</p>	<p>36.54%</p>	<p>35.92%</p>	<p>34.91%</p>	<p>35.48%</p>	<p>The number of ethnic minority earners has increased slightly over the last quarter. Further work is being developed to support colleagues in their development and open opportunities for the black and global majority, as part of the council's approach to anti-racism.</p>			
<p>FCR HROD 030a</p>	<p>Top 5% of earners: Women (ex BV 11a)</p>	<p>54.50%</p>	<p>54.50%</p>	<p>53.64%</p>	<p>53.18%</p>	<p>54.91%</p>				
<p>CE PPD 021</p>	<p>Number of Stage 1 complaints received by the Council</p>	<p>5384</p>	<p>1477</p>	<p>1351</p>	<p>1226</p>	<p>1304</p>	<p>The total number of complaints received remains high and is driven by complaints about Housing Services.</p>			



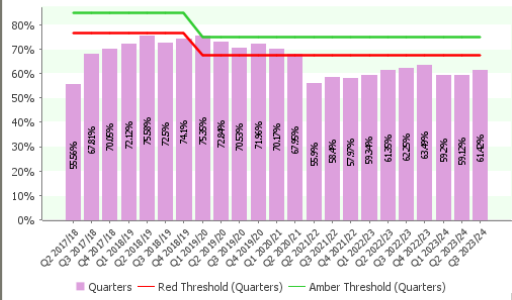
FCR RB BHN 002	Time taken to process Housing Benefit new claims and change events (ex NI 181) - reported as YTD figure	81.0 days (YTD)	81.0 days (YTD)	16.0 days (YTD)	16.0 days (YTD)	16.0 days (YTD)	Recovery from the cyber attack and the resulting backlogs is complete and the return to pre-cyber attack processing times is evident. However, it should be noted that further improvement is not possible without further ICT development as many basic functions are being carried out manually requiring additional staff to do so.			<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> 
FCR RB BHN 007	Number of households living in temporary accommodation (ex NI 156)	3,019	3,019	3,041	3,103	3,198	<p><b>December 2023</b></p> <p>We have seen a deterioration in the situation this quarter and the Council's ability to mitigate the risks:</p> <ol style="list-style-type: none"> <li>1. Temporary accommodation placements have risen by 6.6% YTD on last year.</li> <li>2. We have been forced to utilise bed and breakfast and commercial hotels for families to accommodate them. We currently have eight families in this type of accommodation with nowhere to move them to.</li> <li>3. The number of households that are waiting for temporary accommodation continues to grow, rising from 25 to 63 households awaiting a placement to be found. Homeless households are still presenting on the day and are placed where there is temporary accommodation available.</li> <li>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 twelve households in the last month.</li> <li>5. The number of rough sleepers in the borough continues to grow, with 15 verified at the annual rough sleeper count during November, containing a</li> </ol>			<p><b>FCR RB BHN 007 Number of households living in temporary accommodation (ex NI 156)</b></p> 

						<p>growing number of those with failed asylum applications.</p> <ol style="list-style-type: none"><li>6. Temporary Accommodation providers are leaving the market with currently 220 rising from 207 properties requested back from the Council. 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.</li><li>7. The number of children living in TA continues to grow, with nearly 4000 children currently housed.</li><li>8. Rates for nightly procured emergency accommodation has risen by 25% in the last quarter and is continuing to rise.</li><li>9. 14 Ukrainian households are now placed in temporary accommodation.</li></ol> <p><b>Update</b></p> <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 3198 households are placed in TA, with 1037 placed outside the borough and 124 placed outside London despite the use of all void regeneration properties, the creation of a number of new TA hostels and a small RTB buy back scheme 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</p>			
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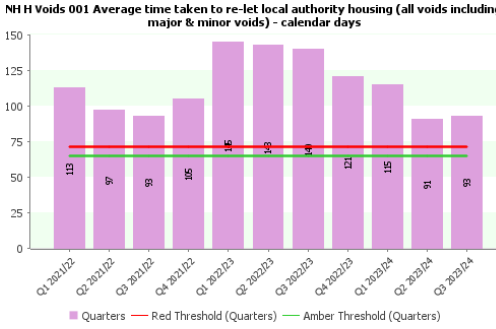


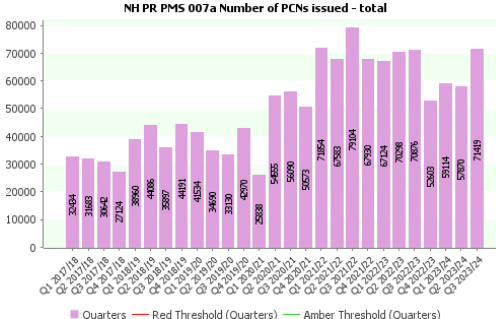


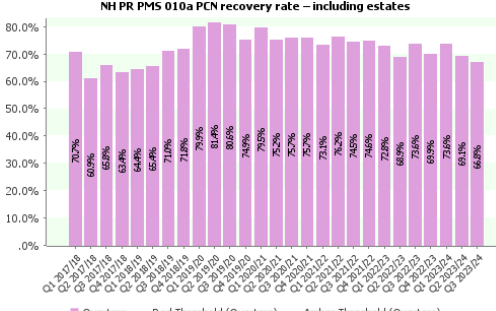
						<p>term; The council will potentially need to place 1440+ households over the next 12 months, 1550+ in 2023-24, 1670+ in 2024-25, and 1810+ in 2025-26.</p> <p>Overall for 2023/24 we have seen successful homelessness and relief outcomes achieved by the Council fall by 23%, this has been exacerbated by the cost of living crisis, shrinking of the private rented sector and the lack of affordable housing.</p> <p>Family and friend exclusions are still the highest reason for approaches accounting for 40% of all approaches, followed by end of private tenant tenancy at 22%, with those fleeing from domestic abuse being the third highest reason for approaches at 8%.</p> <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 1 x 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 schemes would free up temporary accommodation and return it to its original purpose.</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</p>			
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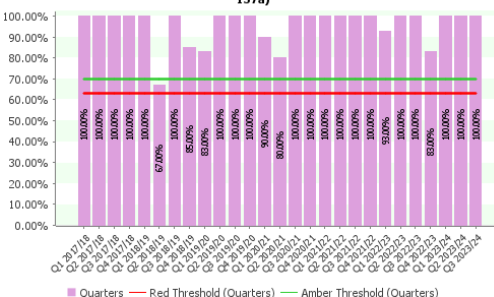


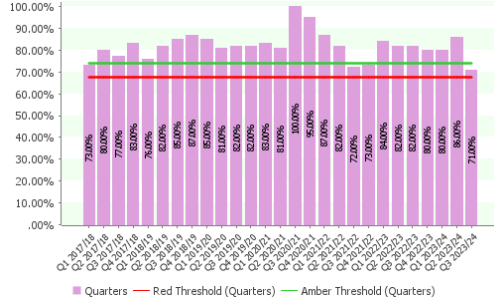


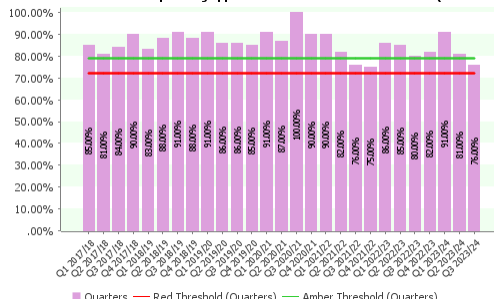
							score has now risen to the maximum reflecting the intense pressures.																																																										
							<p><b>Context</b></p> <p>Local authorities have a statutory duty to provide accommodation for homeless households that have been defined as being in priority need and 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. The YTD figure shows that for 2023/24 the total number of approaches is up by 6.3% on the previous year, which was at an all time high.</p>																																																										
FCR RB REV 003	% of current year Council Tax collected (QRC basis)	80.90%	80.90%	22.00%	42.10%	65.22%	<p>The in month collection rates for Oct, Nov &amp; Dec have been the highest in month rate bar April. This has taken us back closer to achieving an in year rate of between 88% to 90%. The rate of 65.22% at Dec 2023 is 6.89% higher than Dec 2022</p>	 	<p><b>FCR RB REV 003 % of current year Council Tax collected (QRC basis)</b></p>  <table border="1"> <caption>Quarterly Council Tax Collection Rates (QRC basis)</caption> <thead> <tr> <th>Quarter</th> <th>Collection Rate (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>27.00%</td></tr> <tr><td>Q2 2017/18</td><td>50.00%</td></tr> <tr><td>Q3 2017/18</td><td>75.00%</td></tr> <tr><td>Q4 2017/18</td><td>90.00%</td></tr> <tr><td>Q1 2018/19</td><td>26.00%</td></tr> <tr><td>Q2 2018/19</td><td>50.00%</td></tr> <tr><td>Q3 2018/19</td><td>71.00%</td></tr> <tr><td>Q4 2018/19</td><td>95.00%</td></tr> <tr><td>Q1 2019/20</td><td>26.00%</td></tr> <tr><td>Q2 2019/20</td><td>46.00%</td></tr> <tr><td>Q3 2019/20</td><td>73.00%</td></tr> <tr><td>Q4 2019/20</td><td>94.00%</td></tr> <tr><td>Q1 2020/21</td><td>24.00%</td></tr> <tr><td>Q2 2020/21</td><td>46.00%</td></tr> <tr><td>Q3 2020/21</td><td>68.00%</td></tr> <tr><td>Q4 2020/21</td><td>84.00%</td></tr> <tr><td>Q1 2021/22</td><td>19.00%</td></tr> <tr><td>Q2 2021/22</td><td>36.00%</td></tr> <tr><td>Q3 2021/22</td><td>51.00%</td></tr> <tr><td>Q4 2021/22</td><td>66.00%</td></tr> <tr><td>Q1 2022/23</td><td>15.00%</td></tr> <tr><td>Q2 2022/23</td><td>27.00%</td></tr> <tr><td>Q3 2022/23</td><td>50.00%</td></tr> <tr><td>Q4 2022/23</td><td>80.00%</td></tr> <tr><td>Q1 2023/24</td><td>22.00%</td></tr> <tr><td>Q2 2023/24</td><td>41.00%</td></tr> <tr><td>Q3 2023/24</td><td>65.22%</td></tr> </tbody> </table>	Quarter	Collection Rate (%)	Q1 2017/18	27.00%	Q2 2017/18	50.00%	Q3 2017/18	75.00%	Q4 2017/18	90.00%	Q1 2018/19	26.00%	Q2 2018/19	50.00%	Q3 2018/19	71.00%	Q4 2018/19	95.00%	Q1 2019/20	26.00%	Q2 2019/20	46.00%	Q3 2019/20	73.00%	Q4 2019/20	94.00%	Q1 2020/21	24.00%	Q2 2020/21	46.00%	Q3 2020/21	68.00%	Q4 2020/21	84.00%	Q1 2021/22	19.00%	Q2 2021/22	36.00%	Q3 2021/22	51.00%	Q4 2021/22	66.00%	Q1 2022/23	15.00%	Q2 2022/23	27.00%	Q3 2022/23	50.00%	Q4 2022/23	80.00%	Q1 2023/24	22.00%	Q2 2023/24	41.00%	Q3 2023/24	65.22%
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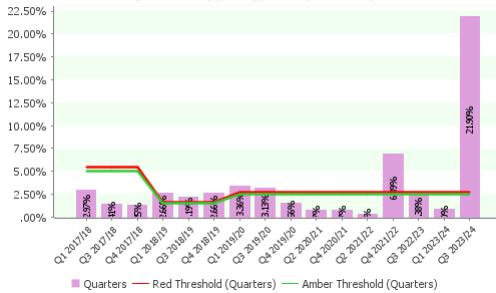


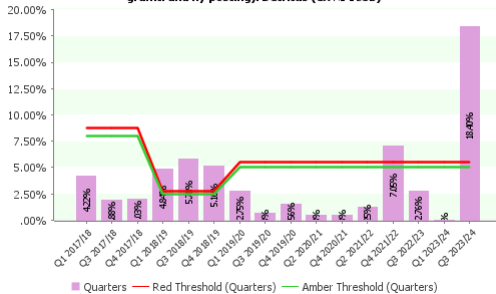
FCR RB REV 005	Percentage of non-domestic rates collected	77.90%	77.90%	21.11%	47.18%	69.48%	<p>NNDR collection is on track to meet the in year target of 91.50%. Dec 2023 is 11.55% higher than Dec 2022. With some further payments due from other Hackney Departments and also the payments that remain due in Jan, Feb &amp; March it is likely we will meet the 91.50% target</p>			
NH H IM 005	Rent Arrears as a % of rent debt	10.76 %	10.76 %	9.74 %	9.75 %	10.00 %	<p>The annual debit is approximately £137.1m. As the rent arrears are at £13,713,797, this means that the Rent Arrears, as a % of Rent Debit, is calculated to be 10.00% for Q3 2023/24. This is 0.25% higher than the outturn for the previous quarter - 9.75% for Q2 2023/24.</p>			
NH H IM 006	Total value of rent arrears YTD (Total)	£13,660,192	£13,660,192	£13,315,708	£13,365,623	£13,713,797	<p>As at the end of Q3 2023/24, the rent arrears are £13,713,797. The rent arrears increased by £348,174 in the last quarter. As expected, the Christmas and New Year period had a big impact on rent collection - cash and Housing Benefit income is always much reduced at this time of year. In addition to this, the daily Post Office and Paypoint transaction files between 21st and 27th December 2023 inclusive, were not processed and credited to rent accounts until 10 January 2024 - this amounted to 1,347 individual payments, totalling £238,605.</p> <p>The £13,713,797 overall arrears figure includes Tenancy Management Organisation (TMO) arrears of £1,889,482.</p>			



						<p>Although the overall increase in arrears during the quarter is 2.6%, the TMO's arrears have increased by 8.4%. The TMOs now have access to the Manage Arrears system, however, it is only view only, so still do not have the ability to use an arrears escalation policy within their work - a manual work around system is still being used, which means that triggers to the next stage of the process are not always being flagged.</p> <p>Total cash received - including DWP payments - is £8.39m higher than at the same stage last year. Whereas Housing Benefit (HB) income is £2.35m lower than at the same stage last year. Although there has been a 7% rent increase in 2023/24, which will bring in additional income from HB, there are now 1,023 fewer HB claimants than a year ago and the processing of backdated claims has slowed down.</p>																																																			
NH H RespRep 002	% of repairs completed on first visit (based on tenant satisfaction) - DLO and Contractors	61.86%	63.49%	59.2%	59.12%	61.42%	<p>In Q3, 61.42% of residents (406/661 survey returns) reported that their repair was completed on the first visit, which is the highest quarterly result this year.</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 % of repairs completed on first visit</caption> <thead> <tr> <th>Quarter</th> <th>%</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>55.9%</td></tr> <tr><td>Q2 2017/18</td><td>67.81%</td></tr> <tr><td>Q3 2017/18</td><td>70.95%</td></tr> <tr><td>Q4 2017/18</td><td>71.13%</td></tr> <tr><td>Q1 2018/19</td><td>75.68%</td></tr> <tr><td>Q2 2018/19</td><td>72.5%</td></tr> <tr><td>Q3 2018/19</td><td>74.1%</td></tr> <tr><td>Q4 2018/19</td><td>75.36%</td></tr> <tr><td>Q1 2019/20</td><td>72.94%</td></tr> <tr><td>Q2 2019/20</td><td>70.53%</td></tr> <tr><td>Q3 2019/20</td><td>71.96%</td></tr> <tr><td>Q4 2019/20</td><td>70.1%</td></tr> <tr><td>Q1 2020/21</td><td>67.95%</td></tr> <tr><td>Q2 2020/21</td><td>58.4%</td></tr> <tr><td>Q3 2020/21</td><td>57.97%</td></tr> <tr><td>Q4 2020/21</td><td>63.34%</td></tr> <tr><td>Q1 2021/22</td><td>61.35%</td></tr> <tr><td>Q2 2021/22</td><td>62.6%</td></tr> <tr><td>Q3 2021/22</td><td>63.46%</td></tr> <tr><td>Q4 2021/22</td><td>59.2%</td></tr> <tr><td>Q1 2022/23</td><td>59.12%</td></tr> <tr><td>Q2 2022/23</td><td>61.42%</td></tr> <tr><td>Q3 2022/23</td><td>61.42%</td></tr> </tbody> </table>	Quarter	%	Q1 2017/18	55.9%	Q2 2017/18	67.81%	Q3 2017/18	70.95%	Q4 2017/18	71.13%	Q1 2018/19	75.68%	Q2 2018/19	72.5%	Q3 2018/19	74.1%	Q4 2018/19	75.36%	Q1 2019/20	72.94%	Q2 2019/20	70.53%	Q3 2019/20	71.96%	Q4 2019/20	70.1%	Q1 2020/21	67.95%	Q2 2020/21	58.4%	Q3 2020/21	57.97%	Q4 2020/21	63.34%	Q1 2021/22	61.35%	Q2 2021/22	62.6%	Q3 2021/22	63.46%	Q4 2021/22	59.2%	Q1 2022/23	59.12%	Q2 2022/23	61.42%	Q3 2022/23	61.42%
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<p>NH H Voids 001</p>	<p>Average time taken to re-let local authority housing (all voids including major &amp; minor voids) - calendar days</p>	<p>136</p>	<p>121</p>	<p>115</p>	<p>91</p>	<p>93</p>	<p>During Q3 2023/24, 91 properties were re-let with an average void turnaround time of 92.6 days - the works period was 58.6 days. This compares with 111 relets in Q2 2023/24, where the average turnaround time was 90.8 days, and the works period was 63.6 days. The turnaround and works periods have been consistently decreasing for the past year, with the exception of a few outlying months. However, there was an expected increase in December 2023 - at the end of Q3 2023/24 - due to the impact of the Christmas and New Year break.</p>			
<p>NH PR PMS 007a</p>	<p>Number of PCNs issued - total</p>	<p>266772</p>	<p>52603</p>	<p>59114</p>	<p>57870</p>	<p>71419</p>	<p>PCN volumes increased in Q3 due to the completion of Parking Service's post-insourcing restructure of enforcement, and reduced vandalism of CCTV cameras following joint working between Parking, the Police and Environmental Services.</p>			
<p>NH PR PMS 010a</p>	<p>PCN recovery rate - including estates</p>	<p>73.3%</p>	<p>69.9%</p>	<p>73.6%</p>	<p>69.1%</p>	<p>66.8%</p>	<p>The PCN recovery rate continues to trend downwards, due primarily to the growing number of drivers who are now deregistering their vehicles with the DVLA, or using cloned numberplates, in order to avoid being identified via the growing number of CCTV moving traffic cameras that are in operation across London.</p>			












NH PR PRS 001a	% of Major planning applications determined within 13 weeks (ex NI 157a)	91.00%	83.00%	100.00%	100.00%	100.00%	Performance above 70% statutory target			<p><b>NH PR PRS 001a % of Major planning applications determined within 13 weeks (ex NI 157a)</b></p> 
NH PR PRS 001b	% of Minor planning applications determined within 8 weeks (ex NI 157b)	81.00%	80.00%	80.00%	86.00%	71.00%	Although there was a dip in the Q3 performance, compared to the previous quarter, the current average of the "Minor" applications determined over the three quarters is 79%, which is above the 75% annual target. The national planning application performance is measured annually and the service is on target to meet the statutory annual target of 75%.			<p><b>NH PR PRS 001b % of Minor planning applications determined within 8 weeks (ex NI 157b)</b></p> 
NH PR PRS 001c	% of Other planning applications determined within 8 weeks (ex NI 157c)	83.00%	82.00%	91.00%	81.00%	76.00%	There was a slight dip in the Q3 performance, compared to Q2, due to a number of reasons, such as the office closure during the Christmas period. However, the current average for the "Other" applications determined over the three quarters is 82%, which is above the 80% annual target. The national planning application performance is measured annually and the service is on target to meet the statutory annual target of 80%.			<p><b>NH PR PRS 001c % of Other planning applications determined within 8 weeks (ex NI 157c)</b></p> 

NH PR WS 045a	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)	2.38%	N/A	.90%	N/A	21.9%	<p>This is the Tranche 2 score, which covers the period August to November. Litter is scored using Defra's Code of Practice on Litter &amp; Refuse (four grades for levels of street cleanliness). The score for Litter is 21.9%, being the percentage of streets classified as Grade C or below.</p> <p>Results were negatively impacted by an in-year savings trial which saw a reduction in resources deployed, and was in place between October and January (half the reporting period). These resources have now been reinstated.</p> <p>We should also note that Quarter 1 reporting covers Tranche 1 (April - July) undertaken independently by Keep Britain Tidy. Monitoring is now undertaken internally, and is paced across the whole tranche (rather than a two week period), which therefore takes account of differing impacts such as footfall and seasonality.</p> <p>Further, the Tranche 2 score is also negatively impacted by our internal monitoring conducting higher numbers of surveys in this period, compared to the standard number delivered for other periods. Proportionately reducing the survey numbers would deliver improvements to the results.</p>			<p><b>NH PR WS 045a Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Litter (ex NI 195a)</b></p>  <table border="1"> <caption>Litter Levels (ex NI 195a)</caption> <thead> <tr> <th>Quarter</th> <th>Litter Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>3.0%</td></tr> <tr><td>Q2 2017/18</td><td>3.0%</td></tr> <tr><td>Q3 2017/18</td><td>3.0%</td></tr> <tr><td>Q4 2017/18</td><td>3.0%</td></tr> <tr><td>Q1 2018/19</td><td>3.0%</td></tr> <tr><td>Q2 2018/19</td><td>3.0%</td></tr> <tr><td>Q3 2018/19</td><td>3.0%</td></tr> <tr><td>Q4 2018/19</td><td>3.0%</td></tr> <tr><td>Q1 2019/20</td><td>3.0%</td></tr> <tr><td>Q2 2019/20</td><td>3.0%</td></tr> <tr><td>Q3 2019/20</td><td>3.0%</td></tr> <tr><td>Q4 2019/20</td><td>3.0%</td></tr> <tr><td>Q1 2020/21</td><td>3.0%</td></tr> <tr><td>Q2 2020/21</td><td>3.0%</td></tr> <tr><td>Q3 2020/21</td><td>3.0%</td></tr> <tr><td>Q4 2020/21</td><td>3.0%</td></tr> <tr><td>Q1 2021/22</td><td>3.0%</td></tr> <tr><td>Q2 2021/22</td><td>3.0%</td></tr> <tr><td>Q3 2021/22</td><td>3.0%</td></tr> <tr><td>Q4 2021/22</td><td>3.0%</td></tr> <tr><td>Q1 2022/23</td><td>3.0%</td></tr> <tr><td>Q2 2022/23</td><td>3.0%</td></tr> <tr><td>Q3 2022/23</td><td>3.0%</td></tr> <tr><td>Q4 2022/23</td><td>3.0%</td></tr> <tr><td>Q1 2023/24</td><td>3.0%</td></tr> <tr><td>Q2 2023/24</td><td>3.0%</td></tr> <tr><td>Q3 2023/24</td><td>21.9%</td></tr> </tbody> </table>	Quarter	Litter Level (%)	Q1 2017/18	3.0%	Q2 2017/18	3.0%	Q3 2017/18	3.0%	Q4 2017/18	3.0%	Q1 2018/19	3.0%	Q2 2018/19	3.0%	Q3 2018/19	3.0%	Q4 2018/19	3.0%	Q1 2019/20	3.0%	Q2 2019/20	3.0%	Q3 2019/20	3.0%	Q4 2019/20	3.0%	Q1 2020/21	3.0%	Q2 2020/21	3.0%	Q3 2020/21	3.0%	Q4 2020/21	3.0%	Q1 2021/22	3.0%	Q2 2021/22	3.0%	Q3 2021/22	3.0%	Q4 2021/22	3.0%	Q1 2022/23	3.0%	Q2 2022/23	3.0%	Q3 2022/23	3.0%	Q4 2022/23	3.0%	Q1 2023/24	3.0%	Q2 2023/24	3.0%	Q3 2023/24	21.9%
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NH PR WS 045b	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)	2.76%	N/A	.00%	N/A	18.40%	<p>This is the Tranche 2 score, which covers the period August to November. Detritus is scored using Defra's Code of Practice on Litter &amp; Refuse (four grades for levels of street cleanliness). The score for Detritus is 18.4%, being the percentage of streets classified as Grade C or below.</p> <p>Results were negatively impacted by an in-year savings trial which saw a reduction in resources deployed, and was in place between October and January (half the</p>			<p><b>NH PR WS 045b Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly posting): Detritus (ex NI 195b)</b></p>  <table border="1"> <caption>Detritus Levels (ex NI 195b)</caption> <thead> <tr> <th>Quarter</th> <th>Detritus Level (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>4.2%</td></tr> <tr><td>Q2 2017/18</td><td>3.8%</td></tr> <tr><td>Q3 2017/18</td><td>3.8%</td></tr> <tr><td>Q4 2017/18</td><td>3.8%</td></tr> <tr><td>Q1 2018/19</td><td>4.2%</td></tr> <tr><td>Q2 2018/19</td><td>4.2%</td></tr> <tr><td>Q3 2018/19</td><td>4.2%</td></tr> <tr><td>Q4 2018/19</td><td>4.2%</td></tr> <tr><td>Q1 2019/20</td><td>5.1%</td></tr> <tr><td>Q2 2019/20</td><td>5.1%</td></tr> <tr><td>Q3 2019/20</td><td>5.1%</td></tr> <tr><td>Q4 2019/20</td><td>5.1%</td></tr> <tr><td>Q1 2020/21</td><td>2.5%</td></tr> <tr><td>Q2 2020/21</td><td>2.5%</td></tr> <tr><td>Q3 2020/21</td><td>2.5%</td></tr> <tr><td>Q4 2020/21</td><td>2.5%</td></tr> <tr><td>Q1 2021/22</td><td>2.5%</td></tr> <tr><td>Q2 2021/22</td><td>2.5%</td></tr> <tr><td>Q3 2021/22</td><td>2.5%</td></tr> <tr><td>Q4 2021/22</td><td>2.5%</td></tr> <tr><td>Q1 2022/23</td><td>2.5%</td></tr> <tr><td>Q2 2022/23</td><td>2.5%</td></tr> <tr><td>Q3 2022/23</td><td>2.5%</td></tr> <tr><td>Q4 2022/23</td><td>2.5%</td></tr> <tr><td>Q1 2023/24</td><td>2.5%</td></tr> <tr><td>Q2 2023/24</td><td>2.5%</td></tr> <tr><td>Q3 2023/24</td><td>18.4%</td></tr> </tbody> </table>	Quarter	Detritus Level (%)	Q1 2017/18	4.2%	Q2 2017/18	3.8%	Q3 2017/18	3.8%	Q4 2017/18	3.8%	Q1 2018/19	4.2%	Q2 2018/19	4.2%	Q3 2018/19	4.2%	Q4 2018/19	4.2%	Q1 2019/20	5.1%	Q2 2019/20	5.1%	Q3 2019/20	5.1%	Q4 2019/20	5.1%	Q1 2020/21	2.5%	Q2 2020/21	2.5%	Q3 2020/21	2.5%	Q4 2020/21	2.5%	Q1 2021/22	2.5%	Q2 2021/22	2.5%	Q3 2021/22	2.5%	Q4 2021/22	2.5%	Q1 2022/23	2.5%	Q2 2022/23	2.5%	Q3 2022/23	2.5%	Q4 2022/23	2.5%	Q1 2023/24	2.5%	Q2 2023/24	2.5%	Q3 2023/24	18.4%
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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)	16.96%	N/A	5.70%	N/A	1.50%	<p>This is the Tranche 2 score, which covers August to November. Graffiti is scored using Defra's Code of Practice on Litter &amp; Refuse (four grades for levels of street cleanliness). The score for graffiti is 1.5% being the percentage of streets classified as Grade C or below.</p>	 	<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"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Q1 2017/18</td><td>2.66%</td></tr> <tr><td>Q2 2017/18</td><td>0.00%</td></tr> <tr><td>Q3 2017/18</td><td>2.66%</td></tr> <tr><td>Q4 2017/18</td><td>4.00%</td></tr> <tr><td>Q1 2018/19</td><td>4.00%</td></tr> <tr><td>Q2 2018/19</td><td>4.00%</td></tr> <tr><td>Q3 2018/19</td><td>0.00%</td></tr> <tr><td>Q4 2018/19</td><td>0.00%</td></tr> <tr><td>Q1 2019/20</td><td>2.66%</td></tr> <tr><td>Q2 2019/20</td><td>2.00%</td></tr> <tr><td>Q3 2019/20</td><td>4.00%</td></tr> <tr><td>Q4 2019/20</td><td>0.00%</td></tr> <tr><td>Q1 2020/21</td><td>0.00%</td></tr> <tr><td>Q2 2020/21</td><td>0.00%</td></tr> <tr><td>Q3 2020/21</td><td>0.00%</td></tr> <tr><td>Q4 2020/21</td><td>0.00%</td></tr> <tr><td>Q1 2021/22</td><td>13.02%</td></tr> <tr><td>Q2 2021/22</td><td>15.96%</td></tr> <tr><td>Q3 2021/22</td><td>5.70%</td></tr> <tr><td>Q4 2021/22</td><td>5.00%</td></tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	2.66%	Q2 2017/18	0.00%	Q3 2017/18	2.66%	Q4 2017/18	4.00%	Q1 2018/19	4.00%	Q2 2018/19	4.00%	Q3 2018/19	0.00%	Q4 2018/19	0.00%	Q1 2019/20	2.66%	Q2 2019/20	2.00%	Q3 2019/20	4.00%	Q4 2019/20	0.00%	Q1 2020/21	0.00%	Q2 2020/21	0.00%	Q3 2020/21	0.00%	Q4 2020/21	0.00%	Q1 2021/22	13.02%	Q2 2021/22	15.96%	Q3 2021/22	5.70%	Q4 2021/22	5.00%
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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)	1.19%	N/A	0.00%	N/A	2.0%	This is the Tranche 2 score, which covers August to November. 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 2%, 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>
NH PR WS 047	Residual household waste per household (ex NI 191)	486.8	117.7	125.0	121.0	124.8	The Quarter 3 figure is provisional. There are usually seasonal aspects to this indicator which helps explain the quarter on quarter changes seen here; total levels of household waste for the first three quarters largely match that for the same period in 2022/23.	⚠	↓	<p><b>NH PR WS 047 Residual household waste per household (ex NI 191)</b></p>
NH PR WS 048	Percentage of household waste sent for reuse, recycling and composting (ex NI 192)	26.04%	26.40%	26.40%	25.80%	25.70%	<p>The Q3 figure is provisional. Previous updates have highlighted falls in the household recycling rate, driven by significant falls in dry mixed and food waste recycling tonnages.</p> <p>To date 2023/24 has seen a stabilisation in rates. However, the falls in dry mixed and food waste recycling volumes have continued (with this having been offset by increased usage of reuse and recycling centres and higher garden waste tonnages).</p> <p>The falls in these target materials are being seen across North London and more widely, and are likely due to socio-economic factors such as the increasing cost of living impacting on consumption levels. Further, the impact of behaviour change with people</p>	⚠	↓	<p><b>NH PR WS 048 Percentage of household waste sent for reuse, recycling and composting (ex NI 192)</b></p>

							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, thereby reducing the availability of materials available to be recycled. This in itself isn't a negative; the overall aim is to reduce overall waste - and total volumes of both household waste and recycling (overall arisings) are estimated to be slightly down in Quarters 1-3 compared to the same period last year.			
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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				