

## End of year key performance indicator: year 2016/17

## Appendix

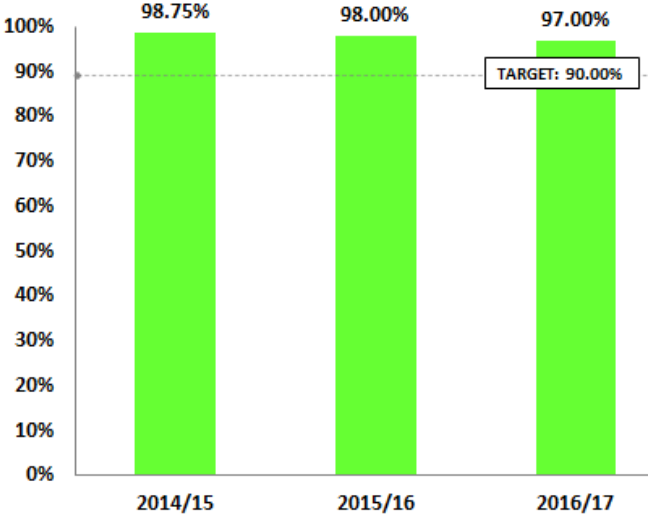

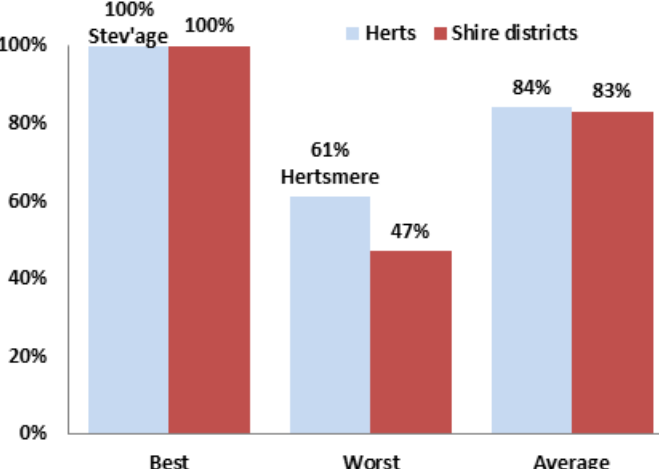
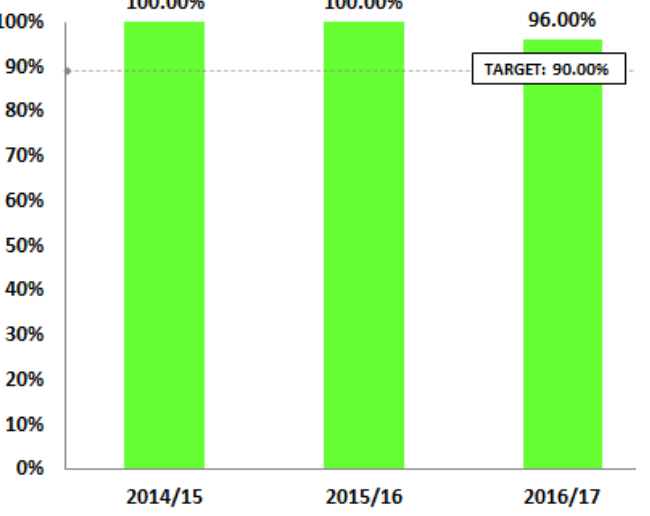

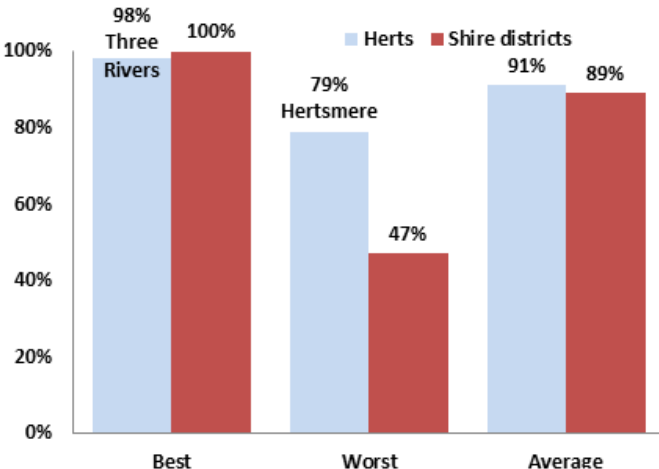
Each year, we identify a number of performance indicators that measure our key priorities or where we need to improve our performance.

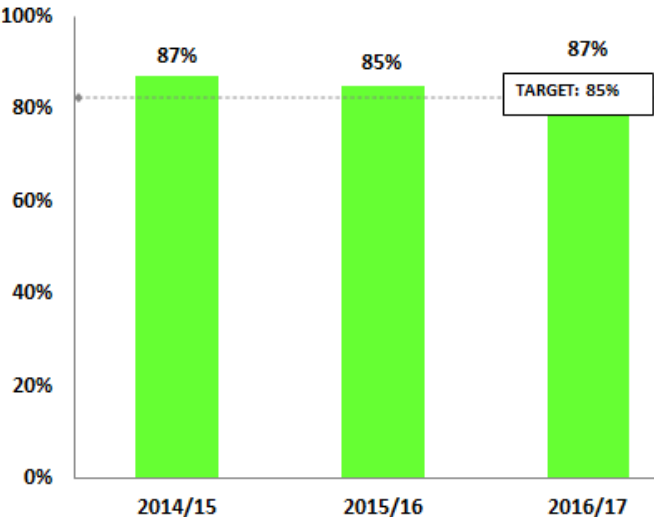

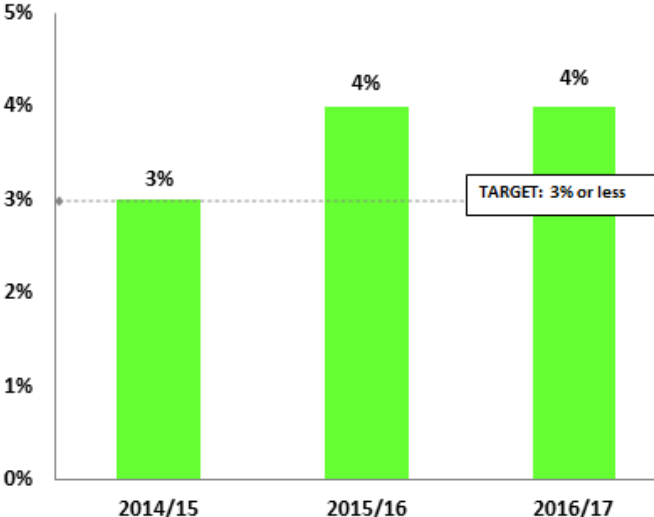

These measures should support the council deliver high quality outcomes and, through regular monitoring, provide an early indication if performance levels are not being achieved.

Over the next year, additional focus will be given to understanding how Watford BC's performance compares with other organisations to ensure we are maintaining or working towards best performance, including upper quartile where this data is available.

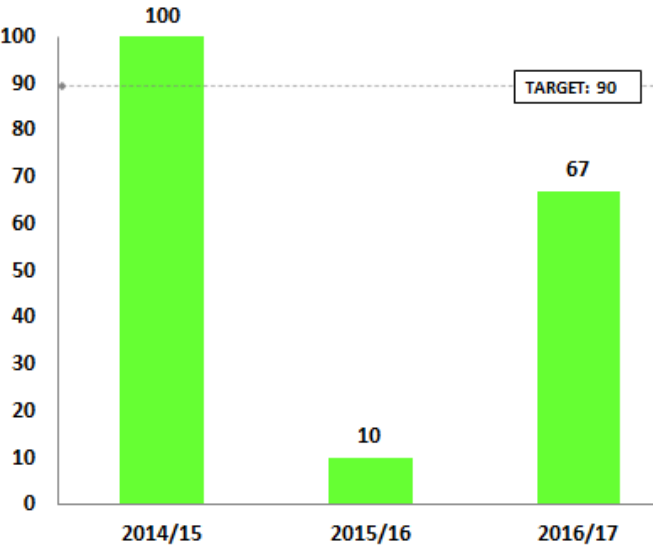
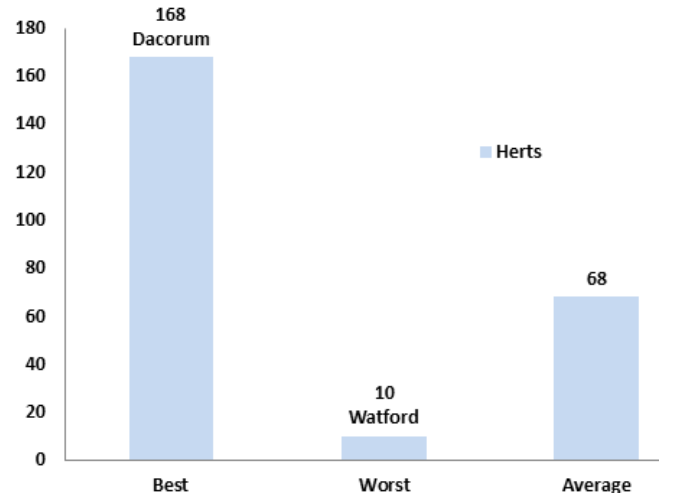
### I. CUSTOMER FIRST INDICATORS

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																				
	<b>PLANNING:</b>																								
1.	Processing of planning applications: 'major' applications - % determined within 13 weeks  <b>A high result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 100%</b></p> <p>Major applications determined in 13 weeks</p> <table border="1"> <caption>Major applications determined in 13 weeks</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>100.00%</td> </tr> <tr> <td>2015/16</td> <td>97.00%</td> </tr> <tr> <td>2016/17</td> <td>100.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	100.00%	2015/16	97.00%	2016/17	100.00%	<p><b>Above target:</b> </p> <p><b>Proposed target 2017/18: 90%</b></p> <p><b>Benchmarking:</b> Herts &amp; Shire Districts performance: Dec 2016</p> <table border="1"> <caption>Benchmarking: Herts &amp; Shire Districts performance: Dec 2016</caption> <thead> <tr> <th>Category</th> <th>Herts (%)</th> <th>Shire districts (%)</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>17%</td> <td>0%</td> </tr> <tr> <td>Average</td> <td>80%</td> <td>86%</td> </tr> </tbody> </table>	Category	Herts (%)	Shire districts (%)	Best	100%	100%	Worst	17%	0%	Average	80%	86%
Year	Percentage																								
2014/15	100.00%																								
2015/16	97.00%																								
2016/17	100.00%																								
Category	Herts (%)	Shire districts (%)																							
Best	100%	100%																							
Worst	17%	0%																							
Average	80%	86%																							

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																						
2.	Process of planning applications: 'minor' applications - % determined within 8 weeks  <b>A high result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 97%</b></p> <p>Minor applications determined in 8 weeks</p>  <table border="1"> <caption>Minor applications determined in 8 weeks</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>98.75%</td> </tr> <tr> <td>2015/16</td> <td>98.00%</td> </tr> <tr> <td>2016/17</td> <td>97.00%</td> </tr> <tr> <td>Target</td> <td>90.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	98.75%	2015/16	98.00%	2016/17	97.00%	Target	90.00%	<p><b>Above target:</b> </p> <p><b>Proposed target 2017/18: 90%</b></p> <p><b>Benchmarking: Herts &amp; Shire Districts performance: Dec 2016</b></p>  <table border="1"> <caption>Benchmarking: Herts &amp; Shire Districts performance: Dec 2016</caption> <thead> <tr> <th>Category</th> <th>Herts</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>61%</td> <td>47%</td> </tr> <tr> <td>Average</td> <td>84%</td> <td>83%</td> </tr> </tbody> </table>	Category	Herts	Shire districts	Best	100%	100%	Worst	61%	47%	Average	84%	83%
Year	Percentage																										
2014/15	98.75%																										
2015/16	98.00%																										
2016/17	97.00%																										
Target	90.00%																										
Category	Herts	Shire districts																									
Best	100%	100%																									
Worst	61%	47%																									
Average	84%	83%																									
3.	Process of planning applications: 'other' applications - % determined within 8 weeks  <b>A high result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 96%</b></p> <p>Other applications determined in 8 weeks</p>  <table border="1"> <caption>Other applications determined in 8 weeks</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>100.00%</td> </tr> <tr> <td>2015/16</td> <td>100.00%</td> </tr> <tr> <td>2016/17</td> <td>96.00%</td> </tr> <tr> <td>Target</td> <td>90.00%</td> </tr> </tbody> </table>	Year	Percentage	2014/15	100.00%	2015/16	100.00%	2016/17	96.00%	Target	90.00%	<p><b>Above target:</b> </p> <p><b>Proposed target 2017/18: 90%</b></p> <p><b>Benchmarking: Herts &amp; Shire Districts performance: Dec 2016</b></p>  <table border="1"> <caption>Benchmarking: Herts &amp; Shire Districts performance: Dec 2016</caption> <thead> <tr> <th>Category</th> <th>Herts</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>98%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>79%</td> <td>47%</td> </tr> <tr> <td>Average</td> <td>91%</td> <td>89%</td> </tr> </tbody> </table>	Category	Herts	Shire districts	Best	98%	100%	Worst	79%	47%	Average	91%	89%
Year	Percentage																										
2014/15	100.00%																										
2015/16	100.00%																										
2016/17	96.00%																										
Target	90.00%																										
Category	Herts	Shire districts																									
Best	98%	100%																									
Worst	79%	47%																									
Average	91%	89%																									

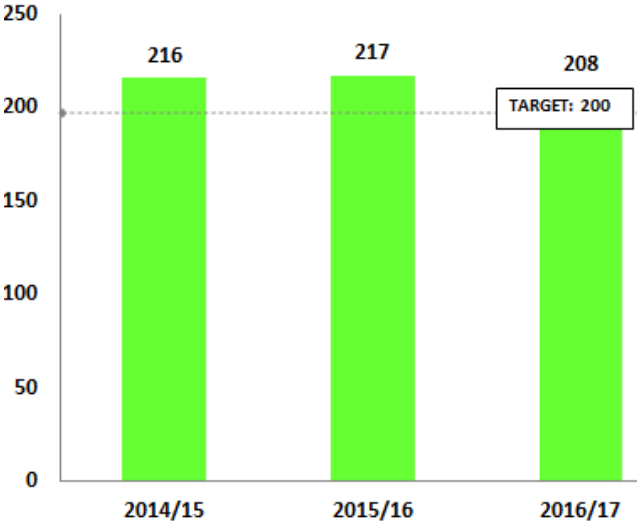

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)										
4.	<p>CSC service levels – 85% calls answered in 20 seconds (Revenues and Benefits calls are not included)</p> <p><b>A high result is good for this indicator</b></p>	<p>Service Transf'tion  Andrew Cox</p>	<p>Monthly</p>	<p><b>RESULT: 85%</b></p> <p>CSC service levels – 85% call answered in 20 secs</p>  <table border="1"> <caption>CSC service levels – 85% call answered in 20 secs</caption> <thead> <tr> <th>Year</th> <th>Service Level (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>87%</td> </tr> <tr> <td>2015/16</td> <td>85%</td> </tr> <tr> <td>2016/17</td> <td>87%</td> </tr> <tr> <td>Target</td> <td>85%</td> </tr> </tbody> </table>	Year	Service Level (%)	2014/15	87%	2015/16	85%	2016/17	87%	Target	85%	<p>Above target: </p> <p><b>Proposed target 2017/18: 85.00%</b></p>
Year	Service Level (%)														
2014/15	87%														
2015/16	85%														
2016/17	87%														
Target	85%														
5.	<p>Long wait calls received to CSC Long wait = calls not answered within 2 minutes  (Revenues and Benefits calls are not included)</p> <p><b>A low result is good for this indicator</b></p>	<p>Service Transf'tion  Andrew Cox</p>	<p>Monthly</p>	<p><b>RESULT: 4%</b></p> <p>CSC service levels – long wait calls (not answered in 2 mins)</p>  <table border="1"> <caption>CSC service levels – long wait calls (not answered in 2 mins)</caption> <thead> <tr> <th>Year</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>3%</td> </tr> <tr> <td>2015/16</td> <td>4%</td> </tr> <tr> <td>2016/17</td> <td>4%</td> </tr> <tr> <td>Target</td> <td>3% or less</td> </tr> </tbody> </table>	Year	Percentage (%)	2014/15	3%	2015/16	4%	2016/17	4%	Target	3% or less	<p>Below target: </p> <p><b>Proposed target 2017/18: 3.00%</b></p>
Year	Percentage (%)														
2014/15	3%														
2015/16	4%														
2016/17	4%														
Target	3% or less														

II. QUALITY OF LIFE INDICATORS

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)															
<b>HOUSING:</b>																				
8.	<p>Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accommodation)</i></p> <p><b>A high result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Biannually	<p><b>RESULT: 67</b></p> <p>Affordable homes completion</p>  <table border="1" data-bbox="806 1045 1456 1252"> <thead> <tr> <th></th> <th>Social Rented</th> <th>Affordable Rent</th> <th>Low Cost Home Ownership</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>2016/17, Q4</td> <td>2</td> <td>45</td> <td>18</td> <td>65</td> </tr> <tr> <td>2016/17 Total</td> <td>2</td> <td>47</td> <td>18</td> <td>67</td> </tr> </tbody> </table>		Social Rented	Affordable Rent	Low Cost Home Ownership	Total	2016/17, Q4	2	45	18	65	2016/17 Total	2	47	18	67	<p><b>Below target:</b></p> <p><b>Proposed target 2017/18: 32</b></p> <p>Benchmarking: Herts performance 2015/16</p> 
	Social Rented	Affordable Rent	Low Cost Home Ownership	Total																
2016/17, Q4	2	45	18	65																
2016/17 Total	2	47	18	67																

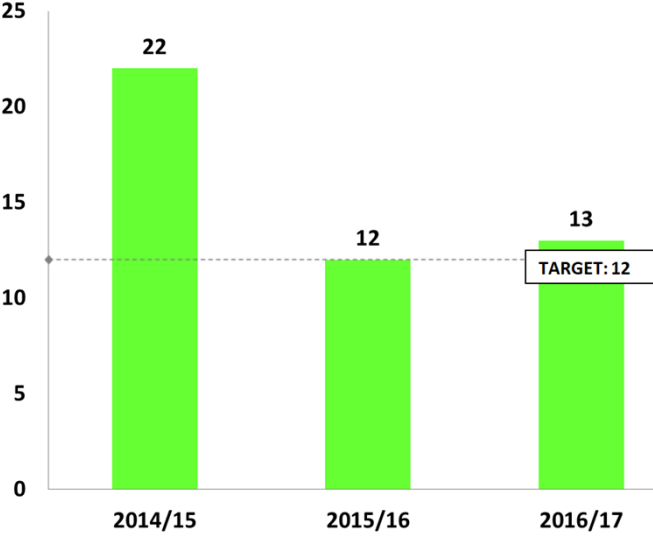

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																																				
7.	Number of statutory homeless  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	32 new cases during Q4 (end March 2017)  55 new cases during Q3 (end Dec 2016);  49 new cases during Q2 (end Sep 2016);  54 new cases during Q1 (end Jun 2016);	<p><b>No target set.</b></p> <p><b>Benchmarking:</b> Herts performance Oct to Dec 2016</p> <table border="1"> <thead> <tr> <th colspan="3">Numbers accepted as being homeless and in priority need</th> </tr> <tr> <th></th> <th>Total</th> <th>Number per 1,000 households</th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>53</td> <td>1.34</td> </tr> <tr> <td>Dacorum</td> <td>37</td> <td>0.58</td> </tr> <tr> <td>East Herts</td> <td>12</td> <td>0.2</td> </tr> <tr> <td>Hertsmere</td> <td>36</td> <td>0.86</td> </tr> <tr> <td>North Herts</td> <td>17</td> <td>0.3</td> </tr> <tr> <td>St Albans</td> <td>27</td> <td>0.46</td> </tr> <tr> <td>Stevenage</td> <td>40</td> <td>1.08</td> </tr> <tr> <td>Three Rivers</td> <td>9</td> <td>0.24</td> </tr> <tr> <td>Watford</td> <td>55</td> <td>1.38</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>28</td> <td>0.59</td> </tr> </tbody> </table>	Numbers accepted as being homeless and in priority need				Total	Number per 1,000 households	Broxbourne	53	1.34	Dacorum	37	0.58	East Herts	12	0.2	Hertsmere	36	0.86	North Herts	17	0.3	St Albans	27	0.46	Stevenage	40	1.08	Three Rivers	9	0.24	Watford	55	1.38	Welwyn Hatfield	28	0.59
Numbers accepted as being homeless and in priority need																																									
	Total	Number per 1,000 households																																							
Broxbourne	53	1.34																																							
Dacorum	37	0.58																																							
East Herts	12	0.2																																							
Hertsmere	36	0.86																																							
North Herts	17	0.3																																							
St Albans	27	0.46																																							
Stevenage	40	1.08																																							
Three Rivers	9	0.24																																							
Watford	55	1.38																																							
Welwyn Hatfield	28	0.59																																							

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																																																																				
8.	Reasons for homelessness  <b>Narrative indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<b>No target set.</b>	<table border="1"> <thead> <tr> <th data-bbox="817 233 1644 384">Watford BC: Homeless acceptances - top main reasons for loss of last settled home</th> <th data-bbox="1644 233 1816 384">2015/16</th> <th data-bbox="1816 233 1982 384">Q4 ONLY 2016/17</th> <th data-bbox="1982 233 2152 384">2016/17</th> </tr> </thead> <tbody> <tr> <td data-bbox="817 384 1644 485">Loss of private sector tenancy due to termination of assured shorthold tenancy</td> <td data-bbox="1644 384 1816 485">43 (51%)</td> <td data-bbox="1816 384 1982 485">16 (55%)</td> <td data-bbox="1982 384 2152 485">80 (53%)</td> </tr> <tr> <td data-bbox="817 485 1644 585">Loss of private sector tenancy due to reasons other than termination of AST</td> <td data-bbox="1644 485 1816 585">6 (7%)</td> <td data-bbox="1816 485 1982 585">5 (17%)</td> <td data-bbox="1982 485 2152 585">10 (7%)</td> </tr> <tr> <td data-bbox="817 585 1644 686">Parental eviction</td> <td data-bbox="1644 585 1816 686">22 (26%)</td> <td data-bbox="1816 585 1982 686">6 (21%)</td> <td data-bbox="1982 585 2152 686">34 (23%)</td> </tr> <tr> <td data-bbox="817 686 1644 786">Family or friend eviction</td> <td data-bbox="1644 686 1816 786">14 (16%)</td> <td data-bbox="1816 686 1982 786">1 (3%)</td> <td data-bbox="1982 686 2152 786">16 (11%)</td> </tr> <tr> <td data-bbox="817 786 1644 887">Relationship breakdown - violent</td> <td data-bbox="1644 786 1816 887">0</td> <td data-bbox="1816 786 1982 887">1 (3%)</td> <td data-bbox="1982 786 2152 887">10 (7%)</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="4" data-bbox="817 927 2152 959"><b>Benchmark against England and London</b></th> </tr> <tr> <th data-bbox="817 959 1644 1034">Homeless acceptances Top main reasons for loss of last settled home</th> <th data-bbox="1644 959 1816 1034">England</th> <th data-bbox="1816 959 1982 1034">London</th> <th data-bbox="1982 959 2152 1034">England exc London</th> </tr> </thead> <tbody> <tr> <td data-bbox="817 1034 1644 1109">Relatives/friends no longer able or willing to provide accommodation (parents)</td> <td data-bbox="1644 1034 1816 1109">15%</td> <td data-bbox="1816 1034 1982 1109">14%</td> <td data-bbox="1982 1034 2152 1109">15%</td> </tr> <tr> <td data-bbox="817 1109 1644 1184">Relatives/friends no longer able or willing to provide accommodation (other)</td> <td data-bbox="1644 1109 1816 1184">12%</td> <td data-bbox="1816 1109 1982 1184">16%</td> <td data-bbox="1982 1109 2152 1184">11%</td> </tr> <tr> <td data-bbox="817 1184 1644 1227">Relationship breakdown with partner (violent)</td> <td data-bbox="1644 1184 1816 1227">11%</td> <td data-bbox="1816 1184 1982 1227">5%</td> <td data-bbox="1982 1184 2152 1227">14%</td> </tr> <tr> <td data-bbox="817 1227 1644 1270">Relationship breakdown with partner (other)</td> <td data-bbox="1644 1227 1816 1270">5%</td> <td data-bbox="1816 1227 1982 1270">2%</td> <td data-bbox="1982 1227 2152 1270">6%</td> </tr> <tr> <td data-bbox="817 1270 1644 1313">Mortgage arrears (repossession or other loss of home)</td> <td data-bbox="1644 1270 1816 1313">1%</td> <td data-bbox="1816 1270 1982 1313">0%</td> <td data-bbox="1982 1270 2152 1313">1%</td> </tr> <tr> <td data-bbox="817 1313 1644 1356">Rent arrears</td> <td data-bbox="1644 1313 1816 1356">3%</td> <td data-bbox="1816 1313 1982 1356">3%</td> <td data-bbox="1982 1313 2152 1356">3%</td> </tr> <tr> <td data-bbox="817 1356 1644 1399">End of assured shorthold tenancy</td> <td data-bbox="1644 1356 1816 1399">32%</td> <td data-bbox="1816 1356 1982 1399">40%</td> <td data-bbox="1982 1356 2152 1399">28%</td> </tr> <tr> <td data-bbox="817 1399 1644 1442">Loss of other rented or tied housing</td> <td data-bbox="1644 1399 1816 1442">7%</td> <td data-bbox="1816 1399 1982 1442">8%</td> <td data-bbox="1982 1399 2152 1442">6%</td> </tr> <tr> <td data-bbox="817 1442 1644 1469">Other reasons</td> <td data-bbox="1644 1442 1816 1469">16%</td> <td data-bbox="1816 1442 1982 1469">12%</td> <td data-bbox="1982 1442 2152 1469">17%</td> </tr> </tbody> </table>	Watford BC: Homeless acceptances - top main reasons for loss of last settled home	2015/16	Q4 ONLY 2016/17	2016/17	Loss of private sector tenancy due to termination of assured shorthold tenancy	43 (51%)	16 (55%)	80 (53%)	Loss of private sector tenancy due to reasons other than termination of AST	6 (7%)	5 (17%)	10 (7%)	Parental eviction	22 (26%)	6 (21%)	34 (23%)	Family or friend eviction	14 (16%)	1 (3%)	16 (11%)	Relationship breakdown - violent	0	1 (3%)	10 (7%)	<b>Benchmark against England and London</b>				Homeless acceptances Top main reasons for loss of last settled home	England	London	England exc London	Relatives/friends no longer able or willing to provide accommodation (parents)	15%	14%	15%	Relatives/friends no longer able or willing to provide accommodation (other)	12%	16%	11%	Relationship breakdown with partner (violent)	11%	5%	14%	Relationship breakdown with partner (other)	5%	2%	6%	Mortgage arrears (repossession or other loss of home)	1%	0%	1%	Rent arrears	3%	3%	3%	End of assured shorthold tenancy	32%	40%	28%	Loss of other rented or tied housing	7%	8%	6%	Other reasons	16%	12%	17%
Watford BC: Homeless acceptances - top main reasons for loss of last settled home	2015/16	Q4 ONLY 2016/17	2016/17																																																																						
Loss of private sector tenancy due to termination of assured shorthold tenancy	43 (51%)	16 (55%)	80 (53%)																																																																						
Loss of private sector tenancy due to reasons other than termination of AST	6 (7%)	5 (17%)	10 (7%)																																																																						
Parental eviction	22 (26%)	6 (21%)	34 (23%)																																																																						
Family or friend eviction	14 (16%)	1 (3%)	16 (11%)																																																																						
Relationship breakdown - violent	0	1 (3%)	10 (7%)																																																																						
<b>Benchmark against England and London</b>																																																																									
Homeless acceptances Top main reasons for loss of last settled home	England	London	England exc London																																																																						
Relatives/friends no longer able or willing to provide accommodation (parents)	15%	14%	15%																																																																						
Relatives/friends no longer able or willing to provide accommodation (other)	12%	16%	11%																																																																						
Relationship breakdown with partner (violent)	11%	5%	14%																																																																						
Relationship breakdown with partner (other)	5%	2%	6%																																																																						
Mortgage arrears (repossession or other loss of home)	1%	0%	1%																																																																						
Rent arrears	3%	3%	3%																																																																						
End of assured shorthold tenancy	32%	40%	28%																																																																						
Loss of other rented or tied housing	7%	8%	6%																																																																						
Other reasons	16%	12%	17%																																																																						

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																																																							
9.	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i>  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 208</b></p> <p><b>Households in temporary accommodation</b></p>  <table border="1" data-bbox="815 852 1451 1075"> <thead> <tr> <th>End Quarter Date</th> <th>No. of households in TA</th> </tr> </thead> <tbody> <tr> <td>31/3/17:</td> <td>208</td> </tr> <tr> <td>30/12/16:</td> <td>223</td> </tr> <tr> <td>30/09/2016:</td> <td>212</td> </tr> <tr> <td>1/7/16:</td> <td>211</td> </tr> </tbody> </table>	End Quarter Date	No. of households in TA	31/3/17:	208	30/12/16:	223	30/09/2016:	212	1/7/16:	211	<p><b>Below target:</b> </p> <p>Numbers in temporary accommodation are moving in a positive direction, reducing from a peak of 227 in December 2016.</p> <p><b>Proposed target 2017/18: 200</b></p> <p><b>Benchmarking:</b> Herts and England performance Oct to Dec 2016</p> <table border="1" data-bbox="1491 541 2168 1203"> <thead> <tr> <th colspan="3">Number of households in temporary accommodation</th> </tr> <tr> <th></th> <th>Total</th> <th>Number per 1,000 households</th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>404</td> <td>10.20</td> </tr> <tr> <td>Dacorum</td> <td>86</td> <td>1.35</td> </tr> <tr> <td>East Herts</td> <td>9</td> <td>0.15</td> </tr> <tr> <td>Hertsmere</td> <td>117</td> <td>2.80</td> </tr> <tr> <td>North Herts</td> <td>74</td> <td>1.30</td> </tr> <tr> <td>St Albans</td> <td>123</td> <td>2.08</td> </tr> <tr> <td>Stevenage</td> <td>98</td> <td>2.65</td> </tr> <tr> <td>Three Rivers</td> <td>79</td> <td>2.13</td> </tr> <tr> <td>Watford</td> <td>223</td> <td>5.58</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>62</td> <td>1.31</td> </tr> <tr> <td>England</td> <td></td> <td>3.26</td> </tr> <tr> <td>London</td> <td></td> <td>15.09</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>1.10</td> </tr> </tbody> </table>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	404	10.20	Dacorum	86	1.35	East Herts	9	0.15	Hertsmere	117	2.80	North Herts	74	1.30	St Albans	123	2.08	Stevenage	98	2.65	Three Rivers	79	2.13	Watford	223	5.58	Welwyn Hatfield	62	1.31	England		3.26	London		15.09	England exc. London		1.10
End Quarter Date	No. of households in TA																																																											
31/3/17:	208																																																											
30/12/16:	223																																																											
30/09/2016:	212																																																											
1/7/16:	211																																																											
Number of households in temporary accommodation																																																												
	Total	Number per 1,000 households																																																										
Broxbourne	404	10.20																																																										
Dacorum	86	1.35																																																										
East Herts	9	0.15																																																										
Hertsmere	117	2.80																																																										
North Herts	74	1.30																																																										
St Albans	123	2.08																																																										
Stevenage	98	2.65																																																										
Three Rivers	79	2.13																																																										
Watford	223	5.58																																																										
Welwyn Hatfield	62	1.31																																																										
England		3.26																																																										
London		15.09																																																										
England exc. London		1.10																																																										

	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)
10.	<p>Number of households living in temporary accommodation with children</p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>		<p><b>Results for 2016/17</b></p> <p>179 (P1E figure to end March 2017, includes pregnant women with no other dependents – 3 new in quarter)</p> <p>190 (P1E figure to end December 2016, includes pregnant women with no other dependents - 6 new in quarter)</p> <p>185 (P1E figure to end September 2016, includes pregnant women with no other dependents – 2 new in quarter)</p> <p>182 (P1E figure to end June 2016, includes pregnant woman with no other dependents - 1 new in quarter)</p>	<p>This indicator was introduced in Q4 2016/17 and so there is not year on year comparable data available.</p>
11.	<p>Number of households living in temporary accommodation without children</p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>		<p><b>Results for 2016/17</b></p> <p>29 (P1E figure to end March 2017)</p> <p>33 (P1E figure to end December 2016)</p> <p>27 (P1E figure to end September 2016)</p> <p>29 (P1E figure to end June 2016)</p>	<p>This indicator was introduced in Q4 2016/17 and so there is not year on year comparable data available.</p>



	Indicator	Service area	Reporting frequency	Results	Comments & Benchmarking (where available)																																																							
12.	Rough sleepers within the authority area <i>Snap shot taken on one night in November</i>  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Annual	<p><b>RESULT: 13</b></p> <p>Rough sleepers within the authority area</p>  <table border="1" data-bbox="817 343 1467 885"> <caption>Rough sleepers within the authority area</caption> <thead> <tr> <th>Year</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>22</td> </tr> <tr> <td>2015/16</td> <td>12</td> </tr> <tr> <td>2016/17</td> <td>13</td> </tr> <tr> <td>Target</td> <td>12</td> </tr> </tbody> </table>	Year	Count	2014/15	22	2015/16	12	2016/17	13	Target	12	<p><b>Below target:</b> </p> <p><b>Proposed target 2017/18: 12</b></p> <p><b>Benchmarking:</b> Herts and England performance Oct to Dec 2016</p> <table border="1" data-bbox="1496 427 2168 1093"> <thead> <tr> <th colspan="3">Number of households in temporary accommodation</th> </tr> <tr> <th></th> <th>Total</th> <th>Number per 1,000 households</th> </tr> </thead> <tbody> <tr> <td>Broxbourne</td> <td>3</td> <td>0.08</td> </tr> <tr> <td>Dacorum</td> <td>6</td> <td>0.09</td> </tr> <tr> <td>East Herts</td> <td>9</td> <td>0.15</td> </tr> <tr> <td>Hertsmere</td> <td>7</td> <td>0.17</td> </tr> <tr> <td>North Herts</td> <td>2</td> <td>0.04</td> </tr> <tr> <td>St Albans</td> <td>13</td> <td>0.22</td> </tr> <tr> <td>Stevenage</td> <td>17</td> <td>0.46</td> </tr> <tr> <td>Three Rivers</td> <td>1</td> <td>0.03</td> </tr> <tr> <td>Watford</td> <td>13</td> <td>0.33</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>3</td> <td>0.06</td> </tr> <tr> <td>England</td> <td></td> <td>0.18</td> </tr> <tr> <td>London</td> <td></td> <td>0.27</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>0.16</td> </tr> </tbody> </table>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	3	0.08	Dacorum	6	0.09	East Herts	9	0.15	Hertsmere	7	0.17	North Herts	2	0.04	St Albans	13	0.22	Stevenage	17	0.46	Three Rivers	1	0.03	Watford	13	0.33	Welwyn Hatfield	3	0.06	England		0.18	London		0.27	England exc. London		0.16
Year	Count																																																											
2014/15	22																																																											
2015/16	12																																																											
2016/17	13																																																											
Target	12																																																											
Number of households in temporary accommodation																																																												
	Total	Number per 1,000 households																																																										
Broxbourne	3	0.08																																																										
Dacorum	6	0.09																																																										
East Herts	9	0.15																																																										
Hertsmere	7	0.17																																																										
North Herts	2	0.04																																																										
St Albans	13	0.22																																																										
Stevenage	17	0.46																																																										
Three Rivers	1	0.03																																																										
Watford	13	0.33																																																										
Welwyn Hatfield	3	0.06																																																										
England		0.18																																																										
London		0.27																																																										
England exc. London		0.16																																																										