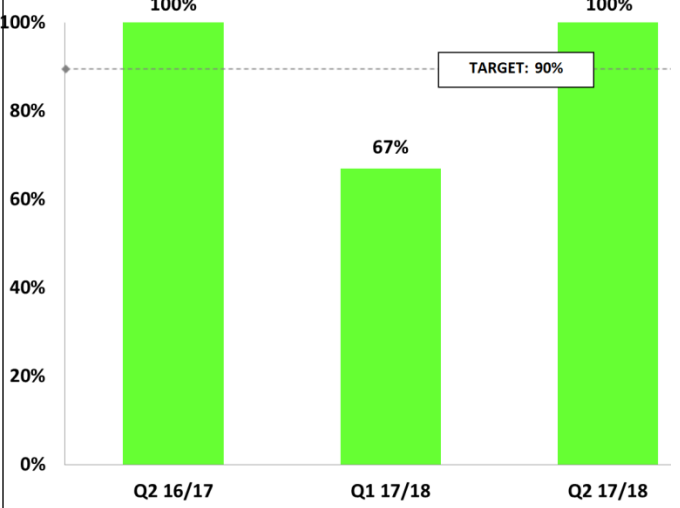




**KEY PERFORMANCE INDICATORS: 2017/18**


**MONTHLY INDICATORS: SEPTEMBER 2017 / QUARTERLY INDICATORS: QUARTER 2**

**I. CUSTOMER FIRST INDICATORS**

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	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>Quarter</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>100%</td> </tr> <tr> <td>Q1 17/18</td> <td>67%</td> </tr> <tr> <td>Q2 17/18</td> <td>100%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Result (%)	Q2 16/17	100%	Q1 17/18	67%	Q2 17/18	100%	Target	90%	<p><b>Above target:</b> </p> <p><b>Target for Q2: 90%</b>      <b>Target for 2017/18: 90%</b></p> <p>There were 3 applications in this category with all 3 determined within 13 weeks.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q1 2017/18</p>
Quarter	Result (%)														
Q2 16/17	100%														
Q1 17/18	67%														
Q2 17/18	100%														
Target	90%														

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)
					 <p>A bar chart comparing performance across three categories: Best, Worst, and Average. The Y-axis represents percentage from 0% to 100%. The legend indicates three groups: Herts (light blue), England (red), and Shire districts (green). For 'Best', Herts is 100%, England is 100%, and Shire districts is 100%. For 'Worst', Herts is 67%, England is 25%, and Shire districts is 25%. For 'Average', Herts is 90%, England is 77%, and Shire districts is 86%.</p>
2.	<p>Process of planning applications: 'minor' applications - % determined within 8 weeks</p> <p><b>A high result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 96%</b></p> <p>Minor applications determined in 8 weeks</p>  <p>A bar chart showing the percentage of minor applications determined in 8 weeks for three quarters: Q2 16/17 (97%), Q1 17/18 (92%), and Q2 17/18 (96%). A horizontal dashed line indicates a target of 90%.</p>	<p><b>Above target:</b> </p> <p><b>Target for Q2: 90%</b>      <b>Target for 2017/18: 90%</b></p> <p>There were 70 applications in this category, with 67 determined within 8 weeks.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q1 2017/18</p>

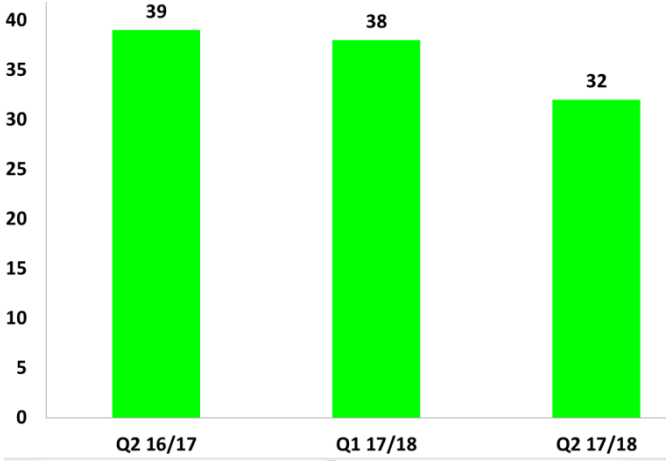
	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																
					 <p>Legend: Herts (blue), England (red), Shire districts (green)</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Herts</th> <th>England</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>98% (Three Rivers)</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Worst</td> <td>74% (Welwyn Hatfield)</td> <td>25%</td> <td>37%</td> </tr> <tr> <td>Average</td> <td>90%</td> <td>85%</td> <td>85%</td> </tr> </tbody> </table>	Category	Herts	England	Shire districts	Best	98% (Three Rivers)	100%	100%	Worst	74% (Welwyn Hatfield)	25%	37%	Average	90%	85%	85%
Category	Herts	England	Shire districts																		
Best	98% (Three Rivers)	100%	100%																		
Worst	74% (Welwyn Hatfield)	25%	37%																		
Average	90%	85%	85%																		
3.	<p>Process of planning applications: 'other' applications - % determined within 8 weeks</p> <p><b>A high result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 98%</b></p> <p>Other applications determined in 8 weeks</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>97%</td> </tr> <tr> <td>Q1 17/18</td> <td>97%</td> </tr> <tr> <td>Q2 17/18</td> <td>98%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q2 16/17	97%	Q1 17/18	97%	Q2 17/18	98%	Target	90%	<p><b>Above target:</b></p> <p><b>Target for Q2: 90%</b>      <b>Target for 2017/18: 90%</b></p> <p>There were 142 applications in this category, with 139 determined within 8 weeks.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q1 2017/18</p>						
Quarter	Percentage																				
Q2 16/17	97%																				
Q1 17/18	97%																				
Q2 17/18	98%																				
Target	90%																				

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	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: 73%</b></p> <p>CSC service levels – 85% call answered in 20 secs</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>78%</td> <td>85%</td> </tr> <tr> <td>Q1 17/18</td> <td>73%</td> <td>85%</td> </tr> <tr> <td>Q2 17/18</td> <td>77%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Result (%)	Target (%)	Q2 16/17	78%	85%	Q1 17/18	73%	85%	Q2 17/18	77%	85%	<p>Below target: </p> <p><b>Target for Q2: 85%</b>      <b>Target for 2017/18: 85%</b></p>
Quarter	Result (%)	Target (%)															
Q2 16/17	78%	85%															
Q1 17/18	73%	85%															
Q2 17/18	77%	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: 13%</b></p> <p>CSC service levels: long wait calls (not answered in 2 mins)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 (Jun) 16/17</td> <td>8%</td> <td>95%</td> </tr> <tr> <td>Q4 (Mar) 16/17</td> <td>27%</td> <td>95%</td> </tr> <tr> <td>Q1 (Jun) 17/18</td> <td>13%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Result (%)	Target (%)	Q1 (Jun) 16/17	8%	95%	Q4 (Mar) 16/17	27%	95%	Q1 (Jun) 17/18	13%	95%	<p>Below target: Below target: </p> <p><b>Target for Q2: 3%</b>      <b>Target for 2017/18: 3%</b></p>
Quarter	Result (%)	Target (%)															
Q1 (Jun) 16/17	8%	95%															
Q4 (Mar) 16/17	27%	95%															
Q1 (Jun) 17/18	13%	95%															

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)
6.	CSC service levels 95% all calls answered	Service Transf'tion  Andrew Cox		Report not available.	<b>Target for Q2: 95%</b> <b>Target for 2017/18: 95%</b>
7.	Calls resolved at first point of contact	Service Transf'tion  Andrew Cox		Report not available.	<b>Target for Q2: 3%</b> <b>Target for 2017/18: 3%</b>
8.	Complaints resolved at stage one	Service Transf'tion  Andrew Cox		Report not available.	<b>Target for Q2: 90%</b> <b>Target for 2017/18: 90%</b>
9.	% of stage 1 complaints resolved within 10 days	Service Transf'tion  Andrew Cox		Report not available.	<b>Target for Q2: 80%</b> <b>Target for 2017/18: 80%</b>

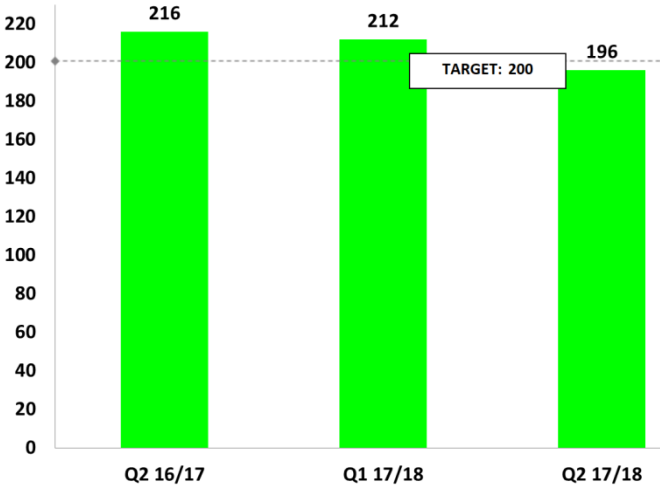

## II. QUALITY OF LIFE INDICATORS

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																									
	<b>HOUSING:</b>																													
10.	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 accom.)</i> <b>A high result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Biannually	<table border="1"> <thead> <tr> <th>Size of home</th> <th>Social Rented</th> <th>Affordable Rented</th> <th>LCH O</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>1 bed</td> <td>2</td> <td>10</td> <td>2</td> <td>14</td> </tr> <tr> <td>2 bed</td> <td>7</td> <td>11</td> <td>2</td> <td>20</td> </tr> <tr> <td>3 bed</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total</td> <td>9</td> <td>21</td> <td>4</td> <td>34</td> </tr> </tbody> </table>	Size of home	Social Rented	Affordable Rented	LCH O	Total	1 bed	2	10	2	14	2 bed	7	11	2	20	3 bed	0	0	0	0	Total	9	21	4	34	<p><b>Target for 2017/18: 32</b></p> <p>Handovers have exceeded the target of 32 so far this year.</p>
Size of home	Social Rented	Affordable Rented	LCH O	Total																										
1 bed	2	10	2	14																										
2 bed	7	11	2	20																										
3 bed	0	0	0	0																										
Total	9	21	4	34																										

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																																					
11.	Number of statutory homeless  <b>A low result is good for this indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>RESULT: 32</b></p> <p>Number of statutory homeless (new cases)</p>  <table border="1" data-bbox="808 316 1473 778"> <thead> <tr> <th>Quarter</th> <th>Number of statutory homeless (new cases)</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>39</td> </tr> <tr> <td>Q1 17/18</td> <td>38</td> </tr> <tr> <td>Q2 17/18</td> <td>32</td> </tr> </tbody> </table>	Quarter	Number of statutory homeless (new cases)	Q2 16/17	39	Q1 17/18	38	Q2 17/18	32	<p><b>No target set.</b></p> <p><b>Benchmarking:</b> Herts and England performance: Q1 2017/18</p> <table border="1" data-bbox="1496 300 2168 932"> <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>66</td> <td>1.65</td> </tr> <tr> <td>Dacorum</td> <td>50</td> <td>0.77</td> </tr> <tr> <td>East Herts</td> <td>13</td> <td>0.21</td> </tr> <tr> <td>Hertsmere</td> <td>51</td> <td>1.21</td> </tr> <tr> <td>North Herts</td> <td>32</td> <td>0.24</td> </tr> <tr> <td>St Albans</td> <td>22</td> <td>0.37</td> </tr> <tr> <td>Stevenage</td> <td>19</td> <td>0.51</td> </tr> <tr> <td>Three Rivers</td> <td>12</td> <td>0.32</td> </tr> <tr> <td>Watford</td> <td>38</td> <td>0.94</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>38</td> <td>0.79</td> </tr> <tr> <td>England</td> <td></td> <td>0.61</td> </tr> <tr> <td>London</td> <td></td> <td>1.11</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>0.52</td> </tr> </tbody> </table>	Numbers accepted as being homeless and in priority need				Total	Number per 1,000 households	Broxbourne	66	1.65	Dacorum	50	0.77	East Herts	13	0.21	Hertsmere	51	1.21	North Herts	32	0.24	St Albans	22	0.37	Stevenage	19	0.51	Three Rivers	12	0.32	Watford	38	0.94	Welwyn Hatfield	38	0.79	England		0.61	London		1.11	England exc. London		0.52
Quarter	Number of statutory homeless (new cases)																																																									
Q2 16/17	39																																																									
Q1 17/18	38																																																									
Q2 17/18	32																																																									
Numbers accepted as being homeless and in priority need																																																										
	Total	Number per 1,000 households																																																								
Broxbourne	66	1.65																																																								
Dacorum	50	0.77																																																								
East Herts	13	0.21																																																								
Hertsmere	51	1.21																																																								
North Herts	32	0.24																																																								
St Albans	22	0.37																																																								
Stevenage	19	0.51																																																								
Three Rivers	12	0.32																																																								
Watford	38	0.94																																																								
Welwyn Hatfield	38	0.79																																																								
England		0.61																																																								
London		1.11																																																								
England exc. London		0.52																																																								

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																																														
12.	Reasons for homelessness  <b>Narrative indicator</b>	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<p><b>No target set.</b></p> <table border="1"> <thead> <tr> <th><b>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</b></th> <th><b>Q1 Apr - Jun</b></th> </tr> </thead> <tbody> <tr> <td>Loss of private sector tenancy</td> <td>4 (13%)</td> </tr> <tr> <td>Parental eviction</td> <td>12 (39%)</td> </tr> <tr> <td>Family or friend eviction</td> <td>5 (16%)</td> </tr> <tr> <td>Other</td> <td>1 (3%)</td> </tr> <tr> <td>Relationship break non-violent</td> <td>4 (13%)</td> </tr> <tr> <td>Left hospital/institution/care</td> <td>2 (6%)</td> </tr> <tr> <td>Left prison/on remand</td> <td>1 (3%)</td> </tr> <tr> <td>Relationship breakdown - violent</td> <td>2 (6%)</td> </tr> <tr> <td><b>Total Homeless Acceptances</b></td> <td><b>31</b></td> </tr> <tr> <td><b>Homeless applications</b></td> <td><b>43</b></td> </tr> </tbody> </table> <p>For the first time since 2012/13, parental evictions this last quarter exceeded the loss of a private sector tenancy</p> <p><b>Benchmark against England and London (Q1 2017/18)</b></p> <table border="1"> <thead> <tr> <th><b>Homeless acceptances Top main reasons for loss of last settled home</b></th> <th><b>England</b></th> <th><b>London</b></th> <th><b>England exc London</b></th> </tr> </thead> <tbody> <tr> <td>Relatives/friends no longer able or willing to provide accommodation (parents)</td> <td>15%</td> <td>15%</td> <td>14%</td> </tr> <tr> <td>Relatives/friends no longer able or willing to provide accommodation (other)</td> <td>12%</td> <td>15%</td> <td>10%</td> </tr> <tr> <td>Relationship breakdown with partner (violent)</td> <td>17%</td> <td>6%</td> <td>14%</td> </tr> <tr> <td>Relationship breakdown with partner (other)</td> <td>7%</td> <td>2%</td> <td>7%</td> </tr> <tr> <td>Mortgage arrears (repossession or other loss of home)</td> <td>6%</td> <td>0%</td> <td>1%</td> </tr> <tr> <td>Rent arrears</td> <td>3%</td> <td>3%</td> <td>3%</td> </tr> <tr> <td>End of assured shorthold tenancy</td> <td>29%</td> <td>34%</td> <td>28%</td> </tr> <tr> <td>Loss of other rented or tied housing</td> <td>8%</td> <td>7%</td> <td>5%</td> </tr> <tr> <td>Other reasons</td> <td>18%</td> <td>18%</td> <td>17%</td> </tr> </tbody> </table>	<b>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</b>	<b>Q1 Apr - Jun</b>	Loss of private sector tenancy	4 (13%)	Parental eviction	12 (39%)	Family or friend eviction	5 (16%)	Other	1 (3%)	Relationship break non-violent	4 (13%)	Left hospital/institution/care	2 (6%)	Left prison/on remand	1 (3%)	Relationship breakdown - violent	2 (6%)	<b>Total Homeless Acceptances</b>	<b>31</b>	<b>Homeless applications</b>	<b>43</b>	<b>Homeless acceptances Top main reasons for loss of last settled home</b>	<b>England</b>	<b>London</b>	<b>England exc London</b>	Relatives/friends no longer able or willing to provide accommodation (parents)	15%	15%	14%	Relatives/friends no longer able or willing to provide accommodation (other)	12%	15%	10%	Relationship breakdown with partner (violent)	17%	6%	14%	Relationship breakdown with partner (other)	7%	2%	7%	Mortgage arrears (repossession or other loss of home)	6%	0%	1%	Rent arrears	3%	3%	3%	End of assured shorthold tenancy	29%	34%	28%	Loss of other rented or tied housing	8%	7%	5%	Other reasons	18%	18%	17%	
<b>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</b>	<b>Q1 Apr - Jun</b>																																																																		
Loss of private sector tenancy	4 (13%)																																																																		
Parental eviction	12 (39%)																																																																		
Family or friend eviction	5 (16%)																																																																		
Other	1 (3%)																																																																		
Relationship break non-violent	4 (13%)																																																																		
Left hospital/institution/care	2 (6%)																																																																		
Left prison/on remand	1 (3%)																																																																		
Relationship breakdown - violent	2 (6%)																																																																		
<b>Total Homeless Acceptances</b>	<b>31</b>																																																																		
<b>Homeless applications</b>	<b>43</b>																																																																		
<b>Homeless acceptances Top main reasons for loss of last settled home</b>	<b>England</b>	<b>London</b>	<b>England exc London</b>																																																																
Relatives/friends no longer able or willing to provide accommodation (parents)	15%	15%	14%																																																																
Relatives/friends no longer able or willing to provide accommodation (other)	12%	15%	10%																																																																
Relationship breakdown with partner (violent)	17%	6%	14%																																																																
Relationship breakdown with partner (other)	7%	2%	7%																																																																
Mortgage arrears (repossession or other loss of home)	6%	0%	1%																																																																
Rent arrears	3%	3%	3%																																																																
End of assured shorthold tenancy	29%	34%	28%																																																																
Loss of other rented or tied housing	8%	7%	5%																																																																
Other reasons	18%	18%	17%																																																																



	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																																							
13.	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: 196</b></p> <p>Households in temporary accommodation</p>  <table border="1"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>216</td> </tr> <tr> <td>Q1 17/18</td> <td>212</td> </tr> <tr> <td>Q2 17/18</td> <td>196</td> </tr> <tr> <td>Target</td> <td>200</td> </tr> </tbody> </table>	Quarter	Number of Households	Q2 16/17	216	Q1 17/18	212	Q2 17/18	196	Target	200	<p><b>Above target:</b> </p> <p><b>Target for Q2: 200      Target for 2017/18: 200</b></p> <p>This is the first time since December 2014 that the number of households in TA was below 200</p> <p><b>Benchmarking:</b> Herts and England performance: Q1 June 2017</p> <table border="1"> <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>495</td> <td>12.37</td> </tr> <tr> <td>Dacorum</td> <td>84</td> <td>1.30</td> </tr> <tr> <td>East Herts</td> <td>20</td> <td>0.32</td> </tr> <tr> <td>Hertsmere</td> <td>176</td> <td>4.17</td> </tr> <tr> <td>North Herts</td> <td>80</td> <td>1.39</td> </tr> <tr> <td>St Albans</td> <td>111</td> <td>1.86</td> </tr> <tr> <td>Stevenage</td> <td>98</td> <td>2.62</td> </tr> <tr> <td>Three Rivers</td> <td>83</td> <td>2.21</td> </tr> <tr> <td>Watford</td> <td>212</td> <td>5.22</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>75</td> <td>1.57</td> </tr> <tr> <td>England</td> <td></td> <td>3.33</td> </tr> <tr> <td>London</td> <td></td> <td>14.84</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>1.21</td> </tr> </tbody> </table>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	495	12.37	Dacorum	84	1.30	East Herts	20	0.32	Hertsmere	176	4.17	North Herts	80	1.39	St Albans	111	1.86	Stevenage	98	2.62	Three Rivers	83	2.21	Watford	212	5.22	Welwyn Hatfield	75	1.57	England		3.33	London		14.84	England exc. London		1.21
Quarter	Number of Households																																																											
Q2 16/17	216																																																											
Q1 17/18	212																																																											
Q2 17/18	196																																																											
Target	200																																																											
Number of households in temporary accommodation																																																												
	Total	Number per 1,000 households																																																										
Broxbourne	495	12.37																																																										
Dacorum	84	1.30																																																										
East Herts	20	0.32																																																										
Hertsmere	176	4.17																																																										
North Herts	80	1.39																																																										
St Albans	111	1.86																																																										
Stevenage	98	2.62																																																										
Three Rivers	83	2.21																																																										
Watford	212	5.22																																																										
Welwyn Hatfield	75	1.57																																																										
England		3.33																																																										
London		14.84																																																										
England exc. London		1.21																																																										

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)																																								
14.	Number of households living in temporary accommodation with children <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: 177</b></p> <p>Households in temporary accommodation with children</p> <table border="1"> <caption>Households in temporary accommodation with children</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>185</td> </tr> <tr> <td>Q1 17/18</td> <td>186</td> </tr> <tr> <td>Q2 17/18</td> <td>177</td> </tr> </tbody> </table>	Quarter	Number of Households	Q2 16/17	185	Q1 17/18	186	Q2 17/18	177	<p><b>No target set for this indicator.</b></p> <p>This is the P1E return figure to government.</p> <p>it includes pregnant women with no other dependents</p> <p>These households had a total of 381 children including expected children. In September 2016, the equivalent figure was 185 households with 364 children including expected.</p>																																
Quarter	Number of Households																																												
Q2 16/17	185																																												
Q1 17/18	186																																												
Q2 17/18	177																																												
15.	Number of households living in temporary accommodation without children <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: 19</b></p> <p>Households in temporary accommodation without children</p> <table border="1"> <caption>Households in temporary accommodation without children</caption> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q2 16/17</td> <td>27</td> </tr> <tr> <td>Q1 17/18</td> <td>26</td> </tr> <tr> <td>Q2 17/18</td> <td>19</td> </tr> </tbody> </table>	Quarter	Number of Households	Q2 16/17	27	Q1 17/18	26	Q2 17/18	19	<p><b>No target set for this indicator.</b></p> <p>The table below shows a breakdown by gender and age range of the 19 households.</p> <table border="1"> <thead> <tr> <th>Age Group</th> <th>Men</th> <th>Women</th> <th>Grand Total</th> </tr> </thead> <tbody> <tr> <td>16-17</td> <td>1</td> <td></td> <td>1</td> </tr> <tr> <td>18-24</td> <td>3</td> <td>2</td> <td>5</td> </tr> <tr> <td>25-44</td> <td>6</td> <td>2</td> <td>8</td> </tr> <tr> <td>45-59</td> <td>2</td> <td>1</td> <td>3</td> </tr> <tr> <td>60-64</td> <td>1</td> <td></td> <td>1</td> </tr> <tr> <td>65-74</td> <td>1</td> <td></td> <td>1</td> </tr> <tr> <td><b>Grand Total</b></td> <td><b>14</b></td> <td><b>5</b></td> <td><b>19</b></td> </tr> </tbody> </table>	Age Group	Men	Women	Grand Total	16-17	1		1	18-24	3	2	5	25-44	6	2	8	45-59	2	1	3	60-64	1		1	65-74	1		1	<b>Grand Total</b>	<b>14</b>	<b>5</b>	<b>19</b>
Quarter	Number of Households																																												
Q2 16/17	27																																												
Q1 17/18	26																																												
Q2 17/18	19																																												
Age Group	Men	Women	Grand Total																																										
16-17	1		1																																										
18-24	3	2	5																																										
25-44	6	2	8																																										
45-59	2	1	3																																										
60-64	1		1																																										
65-74	1		1																																										
<b>Grand Total</b>	<b>14</b>	<b>5</b>	<b>19</b>																																										

	Indicator	Service area	Reporting frequency	Results (Quarter 2)	Comments & Benchmarking (where available)
16.	<p>Rough sleepers within the authority area <i>Snap shot taken on one night in November</i></p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Annual	Not reported for Q2	<p><b>Target for 2017/18: 12</b></p> <p>Count held in November 2016: 13</p> <p>Next count due in November 2017.</p> <p>New Hope continues to deliver the council's Outreach Services contract to work with rough sleepers including through its Rough Sleepers Prevention Service. Feedback from New Hope about rough sleepers they worked with in 2016-17 includes the following:</p> <ul style="list-style-type: none"> <li>• At least a third of the rough sleepers they have worked with were problematic drug users. The majority of these were known to be involved with begging and various aspects of criminality in the town centre</li> <li>• A large rise in chaotic lifestyles in the rough sleeping population was seen, mostly due to drug use</li> <li>• 17% of rough sleepers worked with during 2016/17 were EEA nationals. Although the service engaged well with this client group it was difficult to find them accommodation due to lack of income and alcohol issues</li> </ul>