

Report to: Overview and Scrutiny Committee

Title: End of Quarter 3 (October – December 2017) 2017 /18 Key Performance Indicator (KPI) Report

Date of meeting 8 March 2018

Report of: Head of Corporate Strategy and Communications

1.0 **SUMMARY**

- 1.1 Watford BC's Corporate Plan sets out the council's priorities and corporate work programme over a four year period. Underpinning the plan is a suite of key performance indicators. These measures support the delivery of good quality services (both internal and external) by highlighting areas of good performance and, more importantly, under performance. Leadership Team has approved a review of these indicators during 2017/18 so that they align more closely with the council's priorities and support decision-making and improvement.
- 1.2 The attached report shows the results for these key performance indicators at the end of Quarter 3 (October – December) 2017/18. This means that both quarterly and monthly results are included – the report shows which are collected and reported quarterly and which monthly. The report also shows:
- The result for Quarter 3
 - The results for the same period in 2016/17 if available
 - The result for the previous period – end of Quarter 2 (July – September) 2017/18
 - The target that was set for 2017/18
 - Whether the indicator result is above or below target
 - Benchmarking information, where available, against Hertfordshire authorities or all England authorities. As this collates national information, it lags behind that collected by the council and so, in most cases is Q2.
- 1.3 The results for some of the customer services indicators are not available for reporting as the Lagan reporting system is not working. The council has procured a new Customer Relationship Management (CRM) system, which will provide a more reliable reporting tool.
- 1.4 Performance remains strong across a number of indicators, with significantly more performing above target than below. Of note this quarter, are:
- the most common reason for homelessness (indicator 14) is once again private sector eviction. In Quarter 2, for the first time since 2012/13 parental eviction was the main reason but, from the results for Quarter 3, this was clearly not a trend
 - the improvement to the numbers in temporary accommodation (indicator 15), which has continued to fall in Quarter 3

- continued strong planning performance

2.0 **DECISION REQUIRED**

- 2.1 Overview and Scrutiny Committee is asked to note the key performance indicator results for Quarter 3 2017/18.

Contact Officer:

For further information please contact:

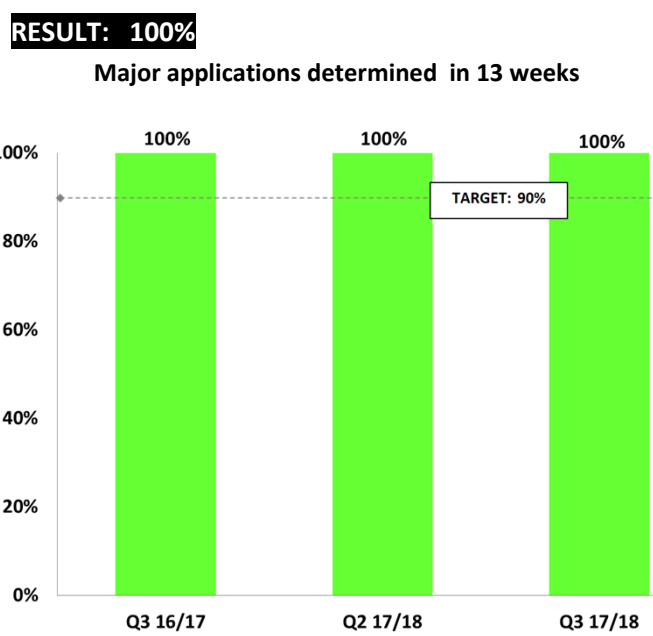

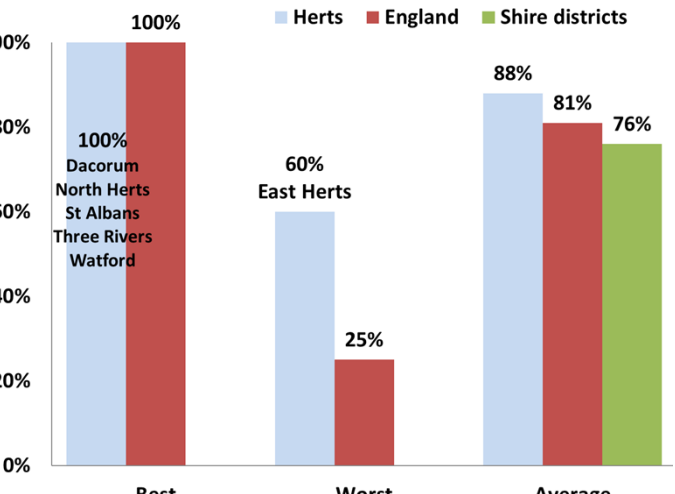
Kathryn Robson, Head of Corporate Strategy & Communications - ext.: 8077 or

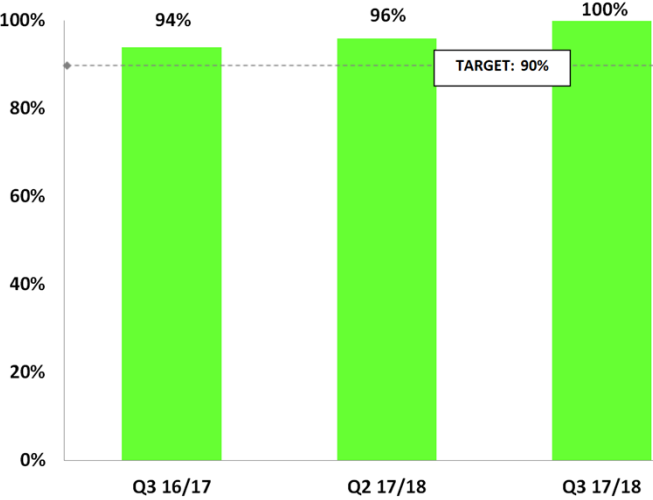

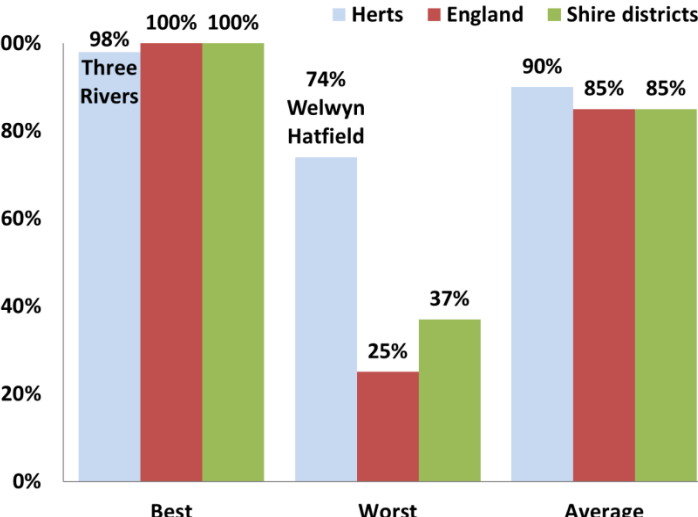
kathryn.robson@watford.gov.uk

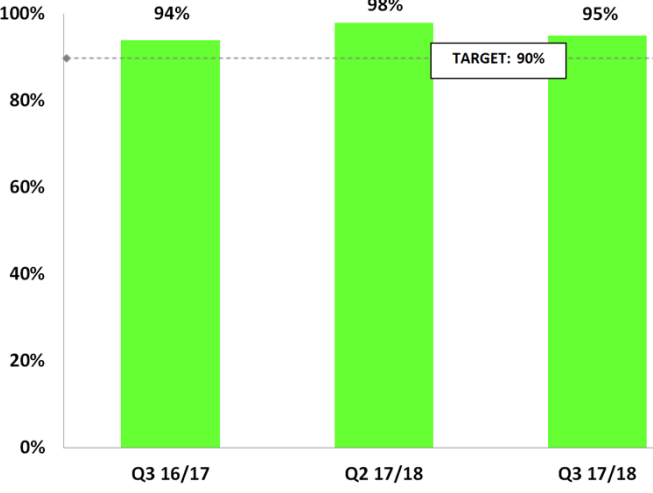

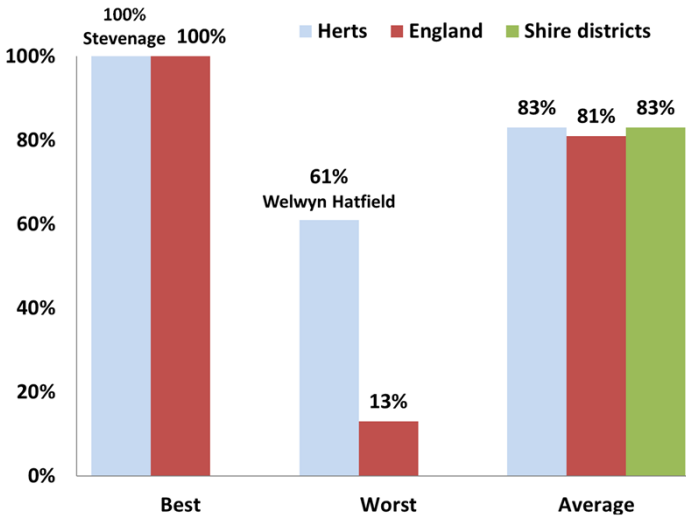
KEY PERFORMANCE INDICATORS: 2017/18

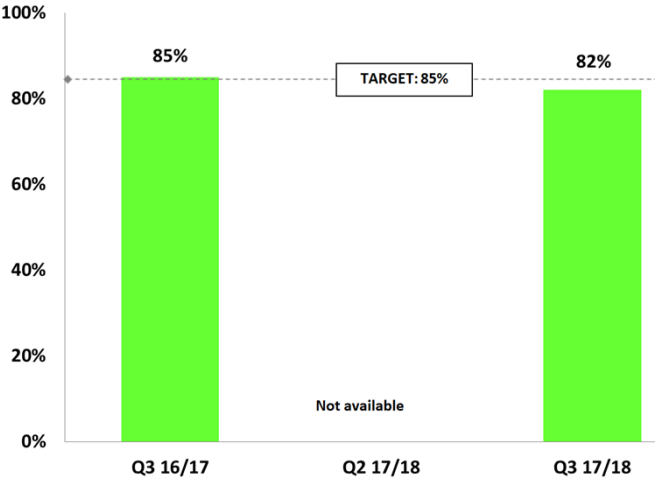

QUARTERLY INDICATORS - QUARTER 3

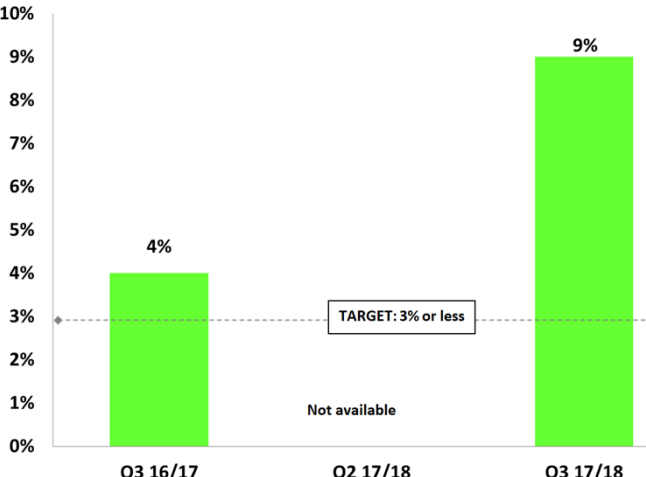

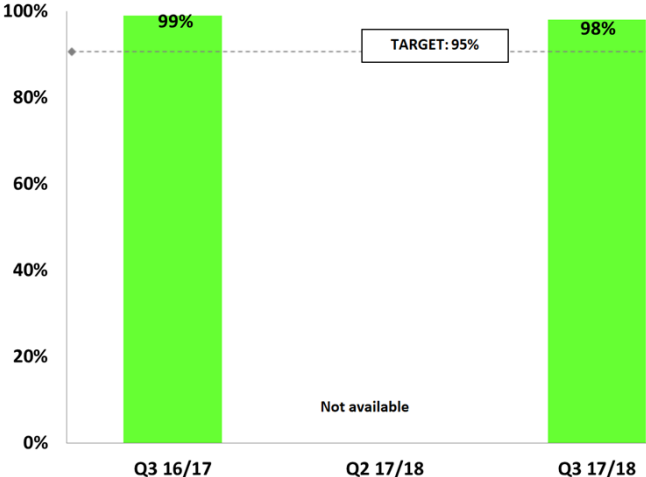

I. CUSTOMER FIRST INDICATORS

	Indicator	Service area	Reporting frequency	Results (Quarter 3)	Comments & Benchmarking (where available)																										
PLANNING:																															
3.	Processing of planning applications: 'major' applications - % determined within 13 weeks A high result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 100%</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>Q3 16/17</td> <td>100%</td> </tr> <tr> <td>Q2 17/18</td> <td>100%</td> </tr> <tr> <td>Q3 17/18</td> <td>100%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Result (%)	Q3 16/17	100%	Q2 17/18	100%	Q3 17/18	100%	Target	90%	<p>Above target: </p> <p>Target for Q3: 90% Target for 2017/18: 90%</p> <p>There were 6 applications in this category with all 6 determined within 13 weeks.</p> <p>Benchmarking: Herts, England & Shire Districts performance: Q2 2017/18 (July – September)</p>  <table border="1"> <caption>Benchmarking: Herts, England & Shire Districts performance: Q2 2017/18 (July – September)</caption> <thead> <tr> <th>Category</th> <th>Herts (%)</th> <th>England (%)</th> <th>Shire districts (%)</th> </tr> </thead> <tbody> <tr> <td>Best</td> <td>100%</td> <td>100%</td> <td>-</td> </tr> <tr> <td>Worst</td> <td>60%</td> <td>25%</td> <td>-</td> </tr> <tr> <td>Average</td> <td>88%</td> <td>81%</td> <td>76%</td> </tr> </tbody> </table>	Category	Herts (%)	England (%)	Shire districts (%)	Best	100%	100%	-	Worst	60%	25%	-	Average	88%	81%	76%
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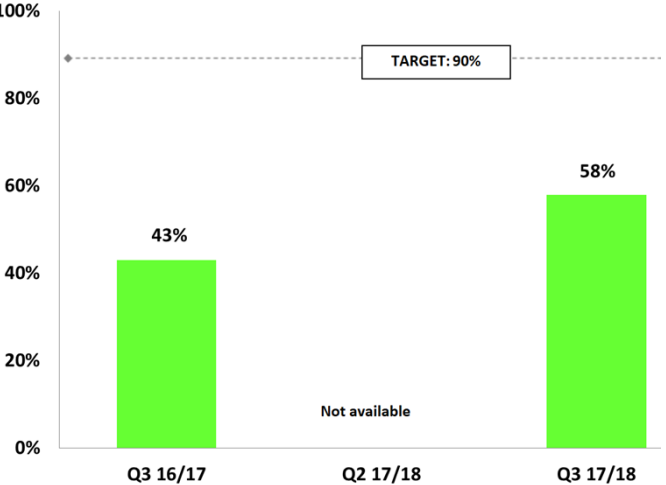

	Indicator	Service area	Reporting frequency	Results (Quarter 3)	Comments & Benchmarking (where available)																										
4.	<p>Process of planning applications: 'minor' applications - % determined within 8 weeks</p> <p>A high result is good for this indicator</p>	<p>Place Shaping & Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p>RESULT: 100%</p> <p>Minor applications determined in 8 weeks</p>  <table border="1"> <caption>Minor applications determined in 8 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>94%</td> </tr> <tr> <td>Q2 17/18</td> <td>96%</td> </tr> <tr> <td>Q3 17/18</td> <td>100%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 16/17	94%	Q2 17/18	96%	Q3 17/18	100%	Target	90%	<p>Above target: </p> <p>Target for Q3: 90% Target for 2017/18: 90%</p> <p>There were 48 applications in this category, with all 48 determined within 8 weeks.</p> <p>Benchmarking: Herts, England & Shire Districts performance: Q2 2017/18 (July – September)</p>  <table border="1"> <caption>Benchmarking: Herts, England & Shire Districts performance: Q2 2017/18 (July – September)</caption> <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%
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5.	Process of planning applications: 'other' applications - % determined within 8 weeks A high result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 95%</p> <p>Other applications determined in 8 weeks</p>  <table border="1"> <caption>Other applications determined in 8 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>94%</td> </tr> <tr> <td>Q2 17/18</td> <td>98%</td> </tr> <tr> <td>Q3 17/18</td> <td>95%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 16/17	94%	Q2 17/18	98%	Q3 17/18	95%	Target	90%	<p>Above target: </p> <p>Target for Q2: 90% Target for 2017/18: 90%</p> <p>There were 120 applications in this category, with 114 determined within 8 weeks.</p> <p>Benchmarking: Herts, England & Shire Districts performance: Q2 2017/18</p>  <table border="1"> <caption>Benchmarking: Herts, England & Shire Districts performance: Q2 2017/18</caption> <thead> <tr> <th>Category</th> <th>Herts</th> <th>England</th> <th>Shire districts</th> </tr> </thead> <tbody> <tr> <td>Best (Stevenage)</td> <td>100%</td> <td>100%</td> <td>-</td> </tr> <tr> <td>Worst (Welwyn Hatfield)</td> <td>61%</td> <td>13%</td> <td>-</td> </tr> <tr> <td>Average</td> <td>83%</td> <td>81%</td> <td>83%</td> </tr> </tbody> </table>	Category	Herts	England	Shire districts	Best (Stevenage)	100%	100%	-	Worst (Welwyn Hatfield)	61%	13%	-	Average	83%	81%	83%
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6.	CSC service levels – 85% calls answered in 20 seconds (Revenues and Benefits calls are not included) A high result is good for this indicator	Service Transf'tion Andrew Cox	Monthly	<p>RESULT: 82%</p>  <p>The chart displays the percentage of calls answered within 20 seconds. The y-axis ranges from 0% to 100% in 20% increments. A dashed horizontal line represents the target at 85%. The bar for Q3 16/17 reaches 85%. The bar for Q2 17/18 is labeled 'Not available'. The bar for Q3 17/18 reaches 82%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>85%</td> <td>85%</td> </tr> <tr> <td>Q2 17/18</td> <td>Not available</td> <td>85%</td> </tr> <tr> <td>Q3 17/18</td> <td>82%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Result (%)	Target (%)	Q3 16/17	85%	85%	Q2 17/18	Not available	85%	Q3 17/18	82%	85%	<p>Below target: </p> <p>Target for Q3: 85% Target for 2017/18: 85%</p> <p>8% improvement from last quarter due to the increase staffing levels in November. This will improve further once new staff are fully trained on all services`.</p>
Quarter	Result (%)	Target (%)															
Q3 16/17	85%	85%															
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	Indicator	Service area	Reporting frequency	Results (Quarter 3)	Comments & Benchmarking (where available)												
7.	<p>Long wait calls received to CSC Long wait = calls not answered within 2 minutes</p> <p>(Revenues and Benefits calls are not included)</p> <p>A low result is good for this indicator</p>	<p>Service Transf'tion</p> <p>Andrew Cox</p>	Monthly	<p>RESULT: 9%</p>  <table border="1"> <caption>Long wait calls received to CSC</caption> <thead> <tr> <th>Quarter</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>4%</td> <td>3% or less</td> </tr> <tr> <td>Q2 17/18</td> <td>Not available</td> <td>3% or less</td> </tr> <tr> <td>Q3 17/18</td> <td>9%</td> <td>3% or less</td> </tr> </tbody> </table>	Quarter	Result	Target	Q3 16/17	4%	3% or less	Q2 17/18	Not available	3% or less	Q3 17/18	9%	3% or less	<p>Below target: </p> <p>Target for Q3: 3% or less</p> <p>Target for 2017/18: 3% or less</p>
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8.	<p>CSC service levels 95% all calls answered</p> <p>A high result is good for this indicator</p>	<p>Service Transf'tion</p> <p>Andrew Cox</p>		<p>RESULT: 98%</p>  <table border="1"> <caption>CSC service levels</caption> <thead> <tr> <th>Quarter</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>99%</td> <td>95%</td> </tr> <tr> <td>Q2 17/18</td> <td>Not available</td> <td>95%</td> </tr> <tr> <td>Q3 17/18</td> <td>98%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Result	Target	Q3 16/17	99%	95%	Q2 17/18	Not available	95%	Q3 17/18	98%	95%	<p>Above target: </p> <p>Target for Q2: 95% Target for 2017/18: 95%</p>
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9.	Calls resolved at first point of contact A high result is good for this indicator	Service Transf'tion Andrew Cox		RESULT: NOT AVAILABLE Reporting within Lagan is not available											
10.	Complaints resolved at stage one A high result is good for this indicator	Service Transf'tion Andrew Cox		<p>RESULT: 58%</p> <table border="1"> <caption>Complaints resolved at stage one - Results</caption> <thead> <tr> <th>Quarter</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>43%</td> </tr> <tr> <td>Q2 17/18</td> <td>Not available</td> </tr> <tr> <td>Q3 17/18</td> <td>58%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Result (%)	Q3 16/17	43%	Q2 17/18	Not available	Q3 17/18	58%	Target	90%	<p>Below target: </p> <p>Target for Q3: 90% Target for 2017/18: 90%</p> <p>At the end of Q3:</p> <p>Revs & Bens had 3 outstanding complaints</p> <p>Housing had 1 outstanding complaint</p> <p>EH had 1 outstanding complaint</p>
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	Indicator	Service area	Reporting frequency	Results (Quarter 3)	Comments & Benchmarking (where available)										
11.	% of stage 1 complaints resolved within 10 days A high result is good for this indicator	Service Transf'tion Andrew Cox		<p>RESULT: 58%</p>  <table border="1"> <caption>Complaint Resolution Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>43%</td> </tr> <tr> <td>Q2 17/18</td> <td>Not available</td> </tr> <tr> <td>Q3 17/18</td> <td>58%</td> </tr> <tr> <td>Target</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Percentage	Q3 16/17	43%	Q2 17/18	Not available	Q3 17/18	58%	Target	90%	<p>Below target: </p> <p>Target for Q3: 90% Target for 2017/18: 90%</p> <p>At the end of Q3:</p> <ul style="list-style-type: none"> Revs & Bens had 3 outstanding complaints Housing had 1 outstanding complaint EH had 1 outstanding complaint
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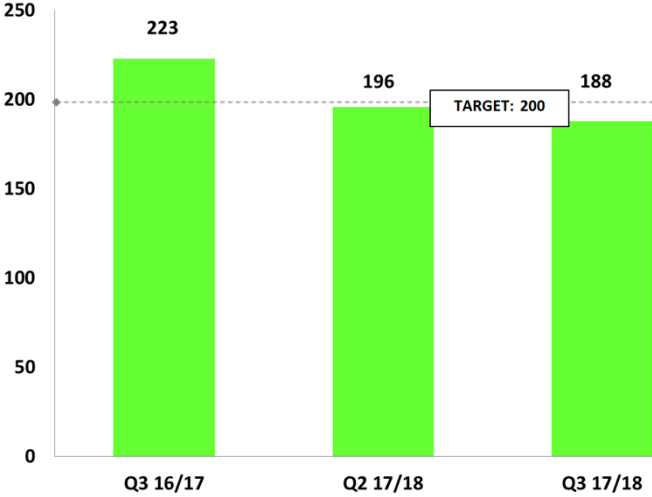

11.

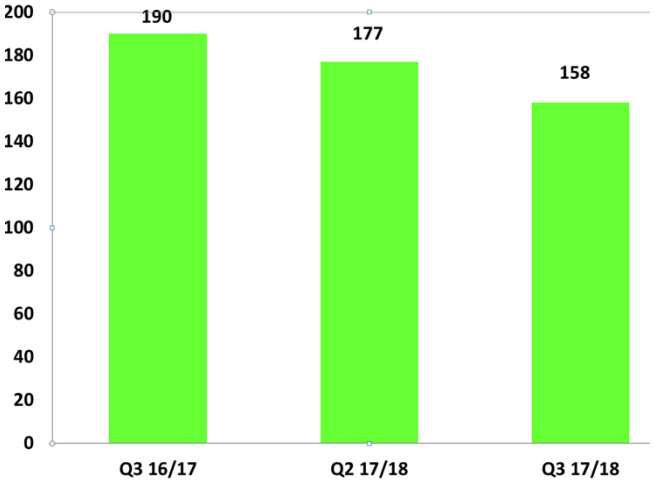
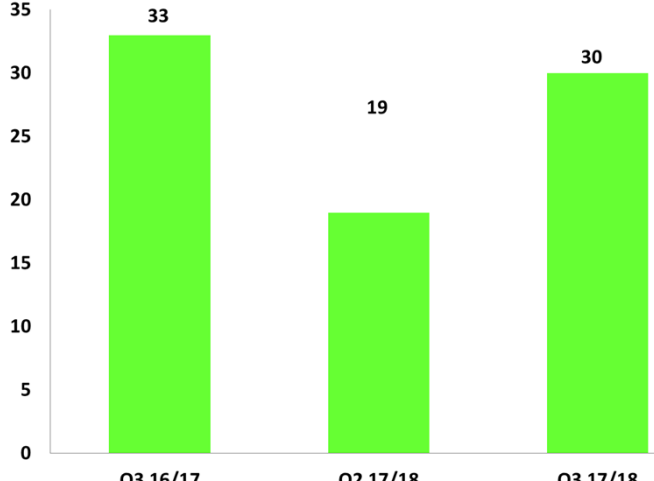
II. QUALITY OF LIFE INDICATORS

	Indicator	Service area	Reporting frequency	Results (Quarter 3)	Comments & Benchmarking (where available)																																																					
	HOUSING:																																																									
12.	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> A high result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Biannually	Not reported in Q2 (32 achieved up to end of Q2).																																																						
13.	Number of statutory homeless A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 24</p> <p>Number of statutory homeless (new cases)</p> <table border="1"> <caption>Number of statutory homeless (new cases)</caption> <thead> <tr> <th>Quarter</th> <th>Number of cases</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>55</td> </tr> <tr> <td>Q2 17/18</td> <td>32</td> </tr> <tr> <td>Q3 17/18</td> <td>24</td> </tr> </tbody> </table>	Quarter	Number of cases	Q3 16/17	55	Q2 17/18	32	Q3 17/18	24	<p>No target set.</p> <p>Benchmarking: Herts and England performance: Q2 2017/18</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>74</td> <td>1.85</td> </tr> <tr> <td>Dacorum</td> <td>22</td> <td>0.34</td> </tr> <tr> <td>East Herts</td> <td>22</td> <td>0.36</td> </tr> <tr> <td>Hertsmere</td> <td>28</td> <td>0.66</td> </tr> <tr> <td>North Herts</td> <td>13</td> <td>0.23</td> </tr> <tr> <td>St Albans</td> <td>33</td> <td>0.37</td> </tr> <tr> <td>Stevenage</td> <td>17</td> <td>0.55</td> </tr> <tr> <td>Three Rivers</td> <td>13</td> <td>0.35</td> </tr> <tr> <td>Watford</td> <td>32</td> <td>0.79</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>38</td> <td>1.11</td> </tr> <tr> <td>England</td> <td></td> <td>0.65</td> </tr> <tr> <td>London</td> <td></td> <td>1.21</td> </tr> <tr> <td>England exc. London</td> <td></td> <td>0.55</td> </tr> </tbody> </table>	Numbers accepted as being homeless and in priority need				Total	Number per 1,000 households	Broxbourne	74	1.85	Dacorum	22	0.34	East Herts	22	0.36	Hertsmere	28	0.66	North Herts	13	0.23	St Albans	33	0.37	Stevenage	17	0.55	Three Rivers	13	0.35	Watford	32	0.79	Welwyn Hatfield	38	1.11	England		0.65	London		1.21	England exc. London		0.55
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14.	Reasons for homelessness Narrative indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>No target set</p> <table border="1" data-bbox="817 231 1944 805"> <thead> <tr> <th data-bbox="817 231 1720 354">Watford BC: Homeless acceptances - top main reasons for loss of last settled home</th> <th data-bbox="1720 231 1944 354">Q3 Sept - Dec</th> </tr> </thead> <tbody> <tr> <td data-bbox="817 354 1720 395">Loss of private sector tenancy</td> <td data-bbox="1720 354 1944 395">10 (42%)</td> </tr> <tr> <td data-bbox="817 395 1720 437">Family or friend eviction</td> <td data-bbox="1720 395 1944 437">3 (12.5%)</td> </tr> <tr> <td data-bbox="817 437 1720 478">Relationship breakdown – violent</td> <td data-bbox="1720 437 1944 478">3 (12.5%)</td> </tr> <tr> <td data-bbox="817 478 1720 520">Left hospital/institution/care</td> <td data-bbox="1720 478 1944 520">2 (8%)</td> </tr> <tr> <td data-bbox="817 520 1720 561">Loss other rented</td> <td data-bbox="1720 520 1944 561">2 (8%)</td> </tr> <tr> <td data-bbox="817 561 1720 603">Other</td> <td data-bbox="1720 561 1944 603">1 (4%)</td> </tr> <tr> <td data-bbox="817 603 1720 644">Parental evictions</td> <td data-bbox="1720 603 1944 644">1 (4%)</td> </tr> <tr> <td data-bbox="817 644 1720 686">Relationship break non-violent</td> <td data-bbox="1720 644 1944 686">1 (4%)</td> </tr> <tr> <td data-bbox="817 686 1720 727">Rental arrears (private)</td> <td data-bbox="1720 686 1944 727">1 (4%)</td> </tr> <tr> <td data-bbox="817 727 1720 769">Total Homeless Acceptances</td> <td data-bbox="1720 727 1944 769">24</td> </tr> <tr> <td data-bbox="817 769 1720 805">Homeless applications</td> <td data-bbox="1720 769 1944 805">34</td> </tr> </tbody> </table> <p data-bbox="817 845 2152 957">The biggest reason for homelessness during the last quarter was loss of a private sector tenancy. This is a return to the trend seen over the last few years, following last quarter when family or friend eviction was the main reason.</p>	Watford BC: Homeless acceptances - top main reasons for loss of last settled home	Q3 Sept - Dec	Loss of private sector tenancy	10 (42%)	Family or friend eviction	3 (12.5%)	Relationship breakdown – violent	3 (12.5%)	Left hospital/institution/care	2 (8%)	Loss other rented	2 (8%)	Other	1 (4%)	Parental evictions	1 (4%)	Relationship break non-violent	1 (4%)	Rental arrears (private)	1 (4%)	Total Homeless Acceptances	24	Homeless applications	34	
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15.	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i> A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 188</p> <p>Households in temporary accommodation</p>  <table border="1"> <caption>Households in temporary accommodation</caption> <thead> <tr> <th>Quarter</th> <th>Households</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>223</td> </tr> <tr> <td>Q2 17/18</td> <td>196</td> </tr> <tr> <td>Q3 17/18</td> <td>188</td> </tr> <tr> <td>Target</td> <td>200</td> </tr> </tbody> </table>	Quarter	Households	Q3 16/17	223	Q2 17/18	196	Q3 17/18	188	Target	200	<p>Above target: </p> <p>Target for Q3: 200 Target for 2017/18: 200</p> <p>In the quarter October to December 2017, there were only 3 weeks when the number of households in TA exceeded 200.</p> <p>Presentations of homeless households were lower than the previous quarter and more households left TA than the previous quarter.</p> <p>Benchmarking: Herts and England performance: Q2 September 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>452</td> <td>11.3</td> </tr> <tr> <td>Dacorum</td> <td>85</td> <td>1.32</td> </tr> <tr> <td>East Herts</td> <td>19</td> <td>0.31</td> </tr> <tr> <td>Hertsmere</td> <td>166</td> <td>3.93</td> </tr> <tr> <td>North Herts</td> <td>76</td> <td>1.32</td> </tr> <tr> <td>St Albans</td> <td>119</td> <td>1.99</td> </tr> <tr> <td>Stevenage</td> <td>78</td> <td>2.09</td> </tr> <tr> <td>Three Rivers</td> <td>72</td> <td>1.92</td> </tr> <tr> <td>Watford</td> <td>196</td> <td>4.83</td> </tr> <tr> <td>Welwyn Hatfield</td> <td>75</td> <td>1.57</td> </tr> <tr> <td>England</td> <td></td> <td>3.37</td> </tr> </tbody> </table>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	452	11.3	Dacorum	85	1.32	East Herts	19	0.31	Hertsmere	166	3.93	North Herts	76	1.32	St Albans	119	1.99	Stevenage	78	2.09	Three Rivers	72	1.92	Watford	196	4.83	Welwyn Hatfield	75	1.57	England		3.37
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16.	Number of households living in temporary accommodation with children <i>Snap-shot at quarter end</i> A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 158</p> <p>Households in temporary accommodation with children</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Households</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>190</td> </tr> <tr> <td>Q2 17/18</td> <td>177</td> </tr> <tr> <td>Q3 17/18</td> <td>158</td> </tr> </tbody> </table>	Quarter	Households	Q3 16/17	190	Q2 17/18	177	Q3 17/18	158	<p>No target set for this indicator.</p> <p>This is the P1E return figure to government.</p> <p>it includes pregnant women with no other dependents</p> <p>At end of December 2017: 158 households were living in temporary accommodation with children including pregnant women with no other dependent children. These households had a total of 359 children including expected children. (December 2016, the equivalent figure was 190 households with 391 children including ones expected).</p>
Quarter	Households												
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17.	Number of households living in temporary accommodation without children <i>Snap-shot at quarter end</i> A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Quarterly	<p>RESULT: 30</p> <p>Households in temporary accommodation without children</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Households</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>33</td> </tr> <tr> <td>Q2 17/18</td> <td>19</td> </tr> <tr> <td>Q3 17/18</td> <td>30</td> </tr> </tbody> </table>	Quarter	Households	Q3 16/17	33	Q2 17/18	19	Q3 17/18	30	<p>No target set for this indicator.</p>
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18.	Rough sleepers within the authority area <i>Snap shot taken on one night in November</i> A low result is good for this indicator	Place Shaping & Corporate Performance Nick Fenwick	Annual	<p>RESULT: 6</p> <table border="1"> <caption>Results for Rough Sleepers</caption> <thead> <tr> <th>Quarter</th> <th>Result</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q3 16/17</td> <td>12</td> <td>12</td> </tr> <tr> <td>Q2 17/18</td> <td>-</td> <td>12</td> </tr> <tr> <td>Q3 17/18</td> <td>6</td> <td>12</td> </tr> </tbody> </table>	Quarter	Result	Target	Q3 16/17	12	12	Q2 17/18	-	12	Q3 17/18	6	12	<p>Target for 2017/18: 12</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"> • 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 • A large rise in chaotic lifestyles in the rough sleeping population was seen, mostly due to drug use • 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
Quarter	Result	Target															
Q3 16/17	12	12															
Q2 17/18	-	12															
Q3 17/18	6	12															