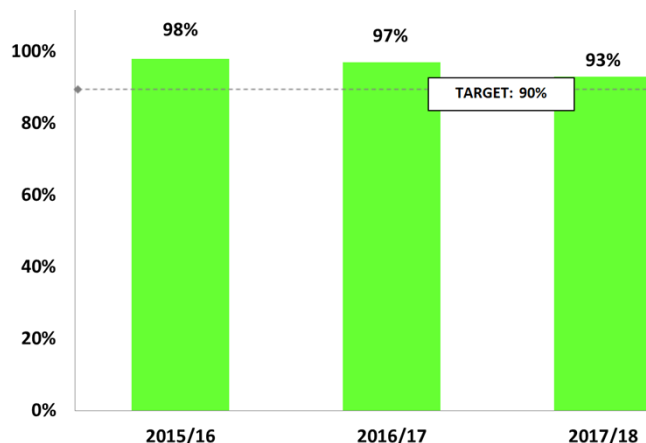
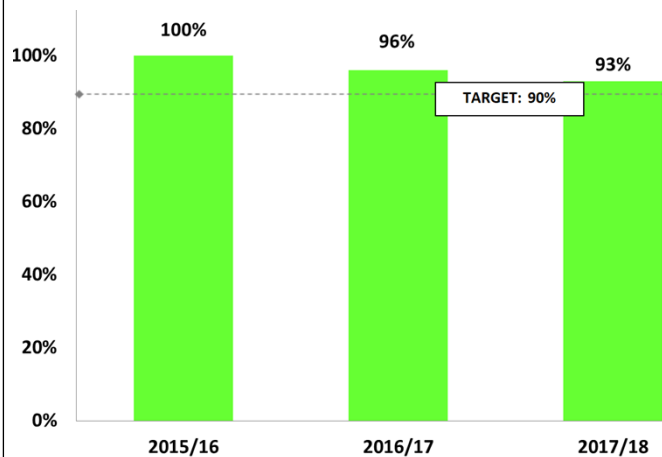


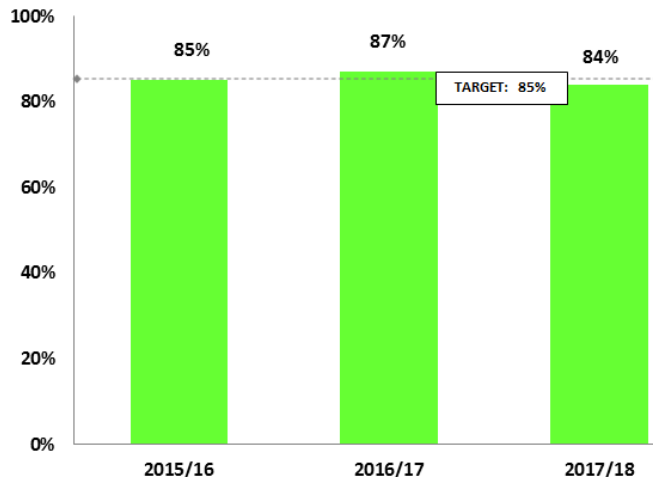

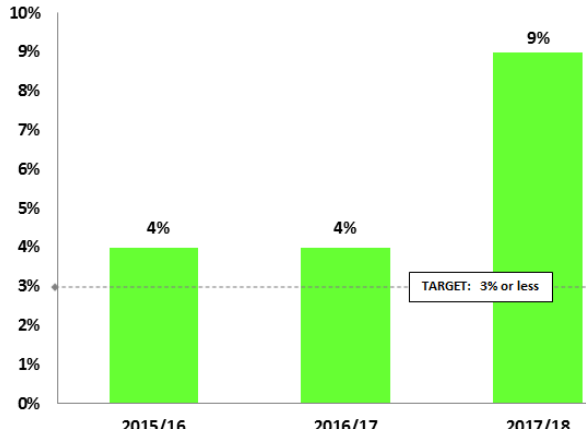

## Appendix A: KEY PERFORMANCE INDICATORS: 2017/18: End of year (services delivered directly by Watford BC)

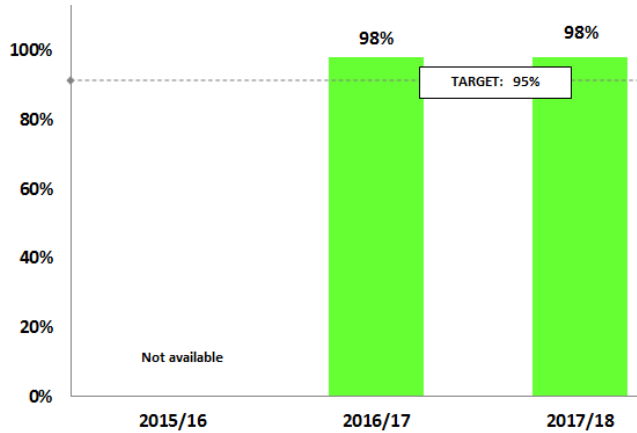

### I. CUSTOMER FIRST INDICATORS

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																						
	PLANNING:																																										
1.	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	<div>RESULT: 91%</div> <div>Major applications determined in 13 weeks</div> <table><caption>Major applications determined in 13 weeks</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2015/16</td><td>97%</td></tr><tr><td>2016/17</td><td>100%</td></tr><tr><td>2017/18</td><td>91%</td></tr></tbody></table>	Year	Percentage	2015/16	97%	2016/17	100%	2017/18	91%	<div>Above target: </div> <div>Target for 2017/18: 90%</div> <p>There were 19 applications in this category during 2017/18 with 9 determined within 13 weeks and 1 outside the target.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q3 2017/18 (Oct – Dec)</p> <table><thead><tr><th colspan="2">Speed of planning decisions: ‘major’ (Q3)</th></tr><tr><th></th><th>%</th></tr></thead><tbody><tr><td>Broxbourne</td><td>90%</td></tr><tr><td>Dacorum</td><td>85%</td></tr><tr><td>East Herts</td><td>85%</td></tr><tr><td>Hertsmere</td><td>71%</td></tr><tr><td>North Herts</td><td>89%</td></tr><tr><td>St Albans</td><td>81%</td></tr><tr><td>Stevenage</td><td>90%</td></tr><tr><td>Three Rivers</td><td>100%</td></tr><tr><td>Watford</td><td>95%</td></tr><tr><td>Welwyn Hatfield</td><td>86%</td></tr><tr><td>England (average)</td><td>86.7%</td></tr><tr><td>Hertfordshire (average)</td><td>87%</td></tr><tr><td>England (best)</td><td>100%</td></tr></tbody></table>	Speed of planning decisions: ‘major’ (Q3)			%	Broxbourne	90%	Dacorum	85%	East Herts	85%	Hertsmere	71%	North Herts	89%	St Albans	81%	Stevenage	90%	Three Rivers	100%	Watford	95%	Welwyn Hatfield	86%	England (average)	86.7%	Hertfordshire (average)	87%	England (best)	100%
Year	Percentage																																										
2015/16	97%																																										
2016/17	100%																																										
2017/18	91%																																										
Speed of planning decisions: ‘major’ (Q3)																																											
	%																																										
Broxbourne	90%																																										
Dacorum	85%																																										
East Herts	85%																																										
Hertsmere	71%																																										
North Herts	89%																																										
St Albans	81%																																										
Stevenage	90%																																										
Three Rivers	100%																																										
Watford	95%																																										
Welwyn Hatfield	86%																																										
England (average)	86.7%																																										
Hertfordshire (average)	87%																																										
England (best)	100%																																										

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																					
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	<div><div>4</div><div>RESULT: 93%</div><div><p>Minor applications determined in 8 weeks</p><table><caption>Minor applications determined in 8 weeks</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2015/16</td><td>98%</td></tr><tr><td>2016/17</td><td>97%</td></tr><tr><td>2017/18</td><td>93%</td></tr></tbody></table></div></div> <div><div>Above target:</div><div><div>Target for 2017/18: 90%</div><p>There were 216 applications in this category during 2017/18, with 200 determined within 8 weeks and 16 outside the target.</p><p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q3 2017/18 (July – September). <b>Residential applications only.</b></p><table><tr><th colspan="2">Speed of planning decisions: ‘minor’ (Q3)</th></tr><tr><th>Residential</th><th>%</th></tr><tr><td>Broxbourne</td><td>100%</td></tr><tr><td>Dacorum</td><td>78%</td></tr><tr><td>East Herts</td><td>86%</td></tr><tr><td>Hertsmere</td><td>83%</td></tr><tr><td>North Herts</td><td>62%</td></tr><tr><td>St Albans</td><td>92%</td></tr><tr><td>Stevenage</td><td>100%</td></tr><tr><td>Three Rivers</td><td>67%</td></tr><tr><td>Watford</td><td>86%</td></tr><tr><td>Welwyn Hatfield</td><td>86%</td></tr><tr><td>England (average)</td><td>82%</td></tr><tr><td>Hertfordshire (average)</td><td>84%</td></tr><tr><td>England (best)</td><td>100%</td></tr></table></div></div>	Year	Percentage	2015/16	98%	2016/17	97%	2017/18	93%	Speed of planning decisions: ‘minor’ (Q3)		Residential	%	Broxbourne	100%	Dacorum	78%	East Herts	86%	Hertsmere	83%	North Herts	62%	St Albans	92%	Stevenage	100%	Three Rivers	67%	Watford	86%	Welwyn Hatfield	86%	England (average)	82%	Hertfordshire (average)	84%	England (best)	100%
Year	Percentage																																									
2015/16	98%																																									
2016/17	97%																																									
2017/18	93%																																									
Speed of planning decisions: ‘minor’ (Q3)																																										
Residential	%																																									
Broxbourne	100%																																									
Dacorum	78%																																									
East Herts	86%																																									
Hertsmere	83%																																									
North Herts	62%																																									
St Albans	92%																																									
Stevenage	100%																																									
Three Rivers	67%																																									
Watford	86%																																									
Welwyn Hatfield	86%																																									
England (average)	82%																																									
Hertfordshire (average)	84%																																									
England (best)	100%																																									

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																						
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: 93%</b></p> <p><b>Other applications determined in 8 weeks</b></p>  <table><caption>Data for Other applications determined in 8 weeks</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2015/16</td><td>100%</td></tr><tr><td>2016/17</td><td>96%</td></tr><tr><td>2017/18</td><td>93%</td></tr></tbody></table>	Year	Percentage	2015/16	100%	2016/17	96%	2017/18	93%	<p><b>Above target:</b> </p> <p><b>Target for 2017/18: 90%</b></p> <p>There were 534 applications in this category during 2017/18, with 508 determined within 8 weeks and 26 outside of target.</p> <p><b>Benchmarking:</b> Herts, England &amp; Shire Districts performance: Q3 2017/18</p> <table><tr><th colspan="2">Speed of planning decisions: 'other' (Q3)</th></tr><tr><th></th><th>%</th></tr><tr><td>Broxbourne</td><td>90%</td></tr><tr><td>Dacorum</td><td>87%</td></tr><tr><td>East Herts</td><td>93%</td></tr><tr><td>Hertsmere</td><td>92%</td></tr><tr><td>North Herts</td><td>90%</td></tr><tr><td>St Albans</td><td>83%</td></tr><tr><td>Stevenage</td><td>98%</td></tr><tr><td>Three Rivers</td><td>96%</td></tr><tr><td>Watford</td><td>95%</td></tr><tr><td>Welwyn Hatfield</td><td>80%</td></tr><tr><td>England (average)</td><td>87.4%</td></tr><tr><td>Hertfordshire (average)</td><td>90%</td></tr><tr><td>England (best)</td><td>100%</td></tr></table>	Speed of planning decisions: 'other' (Q3)			%	Broxbourne	90%	Dacorum	87%	East Herts	93%	Hertsmere	92%	North Herts	90%	St Albans	83%	Stevenage	98%	Three Rivers	96%	Watford	95%	Welwyn Hatfield	80%	England (average)	87.4%	Hertfordshire (average)	90%	England (best)	100%
Year	Percentage																																										
2015/16	100%																																										
2016/17	96%																																										
2017/18	93%																																										
Speed of planning decisions: 'other' (Q3)																																											
	%																																										
Broxbourne	90%																																										
Dacorum	87%																																										
East Herts	93%																																										
Hertsmere	92%																																										
North Herts	90%																																										
St Albans	83%																																										
Stevenage	98%																																										
Three Rivers	96%																																										
Watford	95%																																										
Welwyn Hatfield	80%																																										
England (average)	87.4%																																										
Hertfordshire (average)	90%																																										
England (best)	100%																																										

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)								
	CUSTOMER SERVICES												
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</p> <p>Andrew Cox</p>	Monthly	<p><b>RESULT: 84%</b></p> <p><b>Calls answered in 20 seconds</b></p>  <table><caption>Calls answered in 20 seconds</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2015/16</td><td>85%</td></tr><tr><td>2016/17</td><td>87%</td></tr><tr><td>2017/18</td><td>84%</td></tr></tbody></table>	Year	Percentage	2015/16	85%	2016/17	87%	2017/18	84%	<p><b>Below target:</b></p> <p><b>Target for 2017/18: 85%</b></p> 
Year	Percentage												
2015/16	85%												
2016/17	87%												
2017/18	84%												
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</p> <p>Andrew Cox</p>	Monthly	<p><b>RESULT: 9%</b></p> <p><b>% of long wait calls received</b></p>  <table><caption>% of long wait calls received</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2015/16</td><td>4%</td></tr><tr><td>2016/17</td><td>4%</td></tr><tr><td>2017/18</td><td>9%</td></tr></tbody></table>	Year	Percentage	2015/16	4%	2016/17	4%	2017/18	9%	<p><b>Below target:</b></p> <p><b>Target for 2017/18: 3% or less</b></p> 
Year	Percentage												
2015/16	4%												
2016/17	4%												
2017/18	9%												

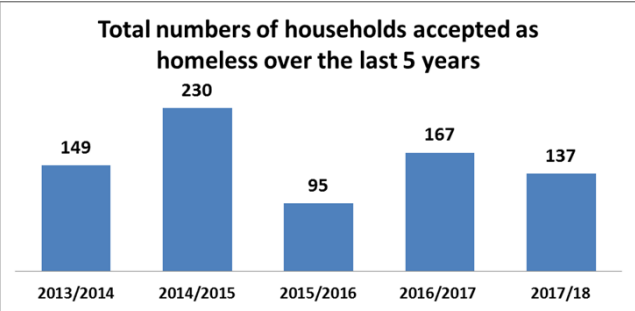
	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)												
6.	CSC service levels 95% all calls answered  <b>A high result is good for this indicator</b>	Service Transf'tion  Andrew Cox		<b>RESULT: 98%</b>  <table><caption>CSC Service Levels Data</caption><thead><tr><th>Year</th><th>Result (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>2015/16</td><td>Not available</td><td>95%</td></tr><tr><td>2016/17</td><td>98%</td><td>95%</td></tr><tr><td>2017/18</td><td>98%</td><td>95%</td></tr></tbody></table>	Year	Result (%)	Target (%)	2015/16	Not available	95%	2016/17	98%	95%	2017/18	98%	95%	Above target:  <b>Target for 2017/18: 95%</b>  
Year	Result (%)	Target (%)															
2015/16	Not available	95%															
2016/17	98%	95%															
2017/18	98%	95%															
7.	Calls resolved at first point of contact  <b>A high result is good for this indicator</b>	Service Transf'tion  Andrew Cox		<b>RESULT: NOT AVAILABLE</b>													

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)								
8	Complaints resolved at stage one  A high result is good for this indicator	Service Transf'tion  Andrew Cox		<div>RESULT: 98%</div> <table><tr><th>Year</th><th>Result</th></tr><tr><td>2015/16</td><td>Not available</td></tr><tr><td>2016/17</td><td>98%</td></tr><tr><td>2017/18</td><td>98%</td></tr></table>	Year	Result	2015/16	Not available	2016/17	98%	2017/18	98%	Above target:  Target for 2017/18: 90%
Year	Result												
2015/16	Not available												
2016/17	98%												
2017/18	98%												



## II. QUALITY OF LIFE INDICATORS

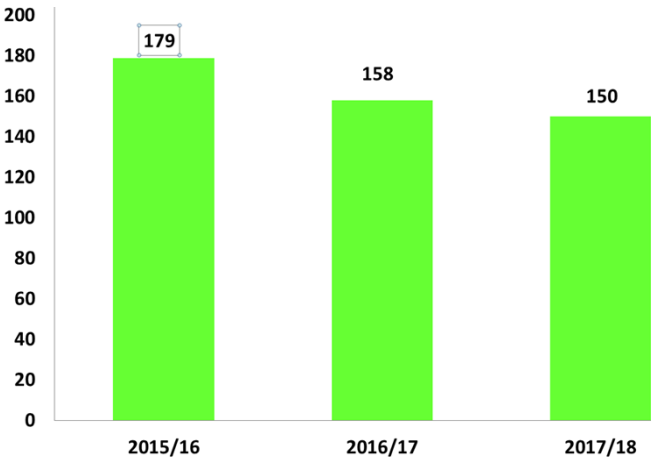
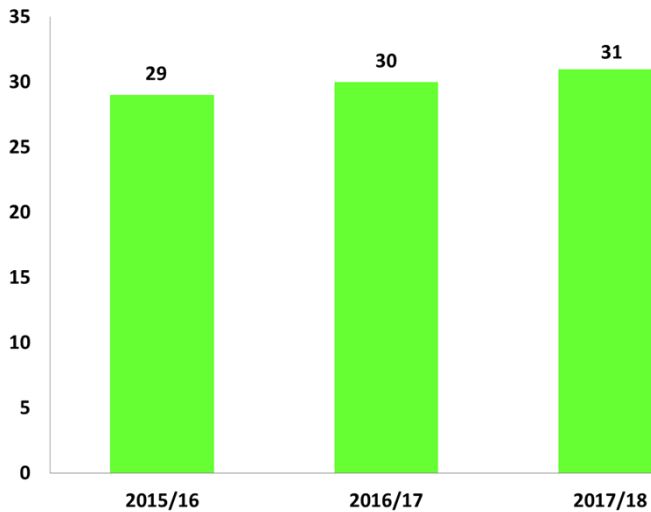
	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																																		
	HOUSING:																																																						
9.	<p>Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accom.)</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: 68</b></p> <p>The total handovers for 2017/18 (68) are shown in the table below:</p> <p><b>Results for 2017/18</b></p> <table><tr><th>Size of home</th><th>Social Rented</th><th>Affordable Rented</th><th>LCHO</th><th>Total</th></tr><tr><td>1 bed</td><td>2</td><td>16</td><td>2</td><td>20</td></tr><tr><td>2 bed</td><td>10</td><td>36</td><td>2</td><td>48</td></tr><tr><td>Total</td><td>12</td><td>52</td><td>4</td><td>68</td></tr></table> <p><b>Results 1 October 2017 to 31 March 2018</b></p> <table><tr><th>Size of home</th><th>Social Rented</th><th>Affordable Rented</th><th>LCHO</th><th>Total</th></tr><tr><td>1 bed</td><td>0</td><td>6</td><td>0</td><td>6</td></tr><tr><td>2 bed</td><td>3</td><td>25</td><td>0</td><td>28</td></tr><tr><td>Total</td><td>3</td><td>31</td><td>0</td><td>34</td></tr></table> <p><b>Affordable homes delivered</b></p> <table><caption>Affordable homes delivered</caption><tr><th>Year</th><th>Count</th></tr><tr><td>2014/15</td><td>100</td></tr><tr><td>2015/16</td><td>10</td></tr><tr><td>2016/17</td><td>67</td></tr><tr><td>2017/18</td><td>68</td></tr></table>	Size of home	Social Rented	Affordable Rented	LCHO	Total	1 bed	2	16	2	20	2 bed	10	36	2	48	Total	12	52	4	68	Size of home	Social Rented	Affordable Rented	LCHO	Total	1 bed	0	6	0	6	2 bed	3	25	0	28	Total	3	31	0	34	Year	Count	2014/15	100	2015/16	10	2016/17	67	2017/18	68	<p><b>Above target:</b></p> <p><b>Target for 2017/18: 32</b></p> <p>All sites where we expected handover of new homes did so apart from the North Watford Police Station site containing an additional 28 units. We expect these to appear in 2018/19 handover results.</p>
Size of home	Social Rented	Affordable Rented	LCHO	Total																																																			
1 bed	2	16	2	20																																																			
2 bed	10	36	2	48																																																			
Total	12	52	4	68																																																			
Size of home	Social Rented	Affordable Rented	LCHO	Total																																																			
1 bed	0	6	0	6																																																			
2 bed	3	25	0	28																																																			
Total	3	31	0	34																																																			
Year	Count																																																						
2014/15	100																																																						
2015/16	10																																																						
2016/17	67																																																						
2017/18	68																																																						

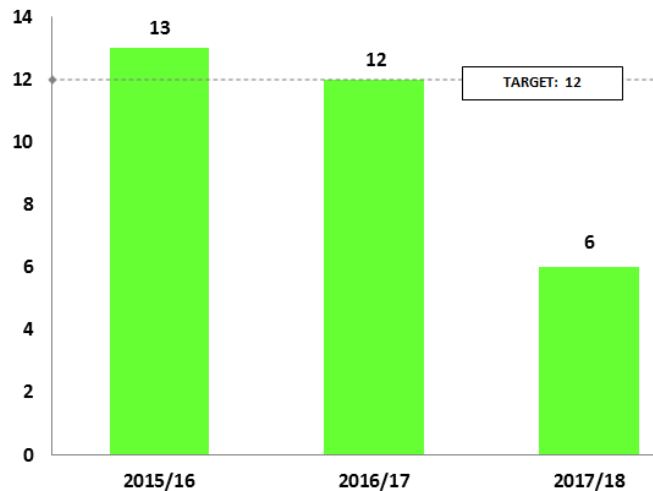
	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																																									
10.	<p>Number of statutory homeless</p> <p><b>A low result is good for this indicator</b></p>	<p>Place Shaping &amp; Corporate Performance</p> <p>Nick Fenwick</p>	Quarterly	<p><b>RESULT: 137</b></p> <p>Total numbers of households accepted as statutorily homeless over the last 5 financial years are shown in the graph below</p> <div><p><b>Total numbers of households accepted as homeless over the last 5 years</b></p><table><thead><tr><th>Financial Year</th><th>Total</th></tr></thead><tbody><tr><td>2013/2014</td><td>149</td></tr><tr><td>2014/2015</td><td>230</td></tr><tr><td>2015/2016</td><td>95</td></tr><tr><td>2016/2017</td><td>167</td></tr><tr><td>2017/18</td><td>137</td></tr></tbody></table></div> <p><b>January to March 2018</b> Statutory homeless: 43 (same quarter 2016/17: 32)</p>	Financial Year	Total	2013/2014	149	2014/2015	230	2015/2016	95	2016/2017	167	2017/18	137	<p><b>No target set.</b></p> <p><b>Benchmarking:</b> Herts and England performance: Q3 2017/18</p> <table><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>62</td><td>1.55</td></tr><tr><td>Dacorum</td><td>24</td><td>0.37</td></tr><tr><td>East Herts</td><td>8</td><td>0.13</td></tr><tr><td>Hertsmere</td><td>36</td><td>0.85</td></tr><tr><td>North Herts</td><td>19</td><td>0.33</td></tr><tr><td>St Albans</td><td>22</td><td>0.59</td></tr><tr><td>Stevenage</td><td>27</td><td>0.45</td></tr><tr><td>Three Rivers</td><td>14</td><td>0.37</td></tr><tr><td>Watford</td><td>24</td><td>0.59</td></tr><tr><td>Welwyn Hatfield</td><td>52</td><td>1.09</td></tr><tr><td>England</td><td></td><td>0.58</td></tr><tr><td>London</td><td></td><td>1.01</td></tr><tr><td>England exc. London</td><td></td><td>0.5</td></tr></tbody></table>	Numbers accepted as being homeless and in priority need				Total	Number per 1,000 households	Broxbourne	62	1.55	Dacorum	24	0.37	East Herts	8	0.13	Hertsmere	36	0.85	North Herts	19	0.33	St Albans	22	0.59	Stevenage	27	0.45	Three Rivers	14	0.37	Watford	24	0.59	Welwyn Hatfield	52	1.09	England		0.58	London		1.01	England exc. London		0.5
Financial Year	Total																																																													
2013/2014	149																																																													
2014/2015	230																																																													
2015/2016	95																																																													
2016/2017	167																																																													
2017/18	137																																																													
Numbers accepted as being homeless and in priority need																																																														
	Total	Number per 1,000 households																																																												
Broxbourne	62	1.55																																																												
Dacorum	24	0.37																																																												
East Herts	8	0.13																																																												
Hertsmere	36	0.85																																																												
North Herts	19	0.33																																																												
St Albans	22	0.59																																																												
Stevenage	27	0.45																																																												
Three Rivers	14	0.37																																																												
Watford	24	0.59																																																												
Welwyn Hatfield	52	1.09																																																												
England		0.58																																																												
London		1.01																																																												
England exc. London		0.5																																																												

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																																				
11.	Reasons for homelessness  Narrative indicator	Place Shaping & Corporate Performance  Nick Fenwick	Quarterly	<div>No target set</div> <table><tr><th>Watford BC: Homeless acceptances - top main reasons for loss of last settled home</th><th>Q4 Jan- Mar</th></tr><tr><td>Loss of private sector tenancy</td><td>18</td></tr><tr><td>Family or friend eviction</td><td>3</td></tr><tr><td>Relationship breakdown – violent</td><td>2</td></tr><tr><td>Left hospital/institution/care</td><td>1</td></tr><tr><td>Loss other rented</td><td>3</td></tr><tr><td>Other</td><td>2</td></tr><tr><td>Parental evictions</td><td>6</td></tr><tr><td>Relationship break non-violent</td><td>5</td></tr><tr><td>Rental arrears (private)</td><td>1</td></tr><tr><td>Total Homeless Acceptances</td><td>43</td></tr><tr><td>Homeless applications</td><td>61</td></tr></table> <p>The biggest reason for homelessness in Watford during the last quarter was loss of a private sector tenancy. The table below shows this trend:</p> <table><tr><th colspan="4">Where the council has accepted a duty to house under the homelessness law, the main reasons households are homeless are shown below</th></tr><tr><th>Year</th><th>Of accepted: total number homeless because of Parental/ Family/ Friend eviction</th><th>Of accepted: total number homeless because of ending of privately rented tenancy</th><th>Of accepted: total number homeless because of Other reasons</th></tr><tr><td>2013/2014</td><td>66</td><td>56</td><td>27</td></tr><tr><td>2014/2015</td><td>63</td><td>92</td><td>75</td></tr><tr><td>2015/2016</td><td>31</td><td>43</td><td>21</td></tr><tr><td>2016/2017</td><td>50</td><td>80</td><td>37</td></tr><tr><td>2017/2018</td><td>44 (32%)</td><td>48 (35%)</td><td>45 (33%)</td></tr></table>		Watford BC: Homeless acceptances - top main reasons for loss of last settled home	Q4 Jan- Mar	Loss of private sector tenancy	18	Family or friend eviction	3	Relationship breakdown – violent	2	Left hospital/institution/care	1	Loss other rented	3	Other	2	Parental evictions	6	Relationship break non-violent	5	Rental arrears (private)	1	Total Homeless Acceptances	43	Homeless applications	61	Where the council has accepted a duty to house under the homelessness law, the main reasons households are homeless are shown below				Year	Of accepted: total number homeless because of Parental/ Family/ Friend eviction	Of accepted: total number homeless because of ending of privately rented tenancy	Of accepted: total number homeless because of Other reasons	2013/2014	66	56	27	2014/2015	63	92	75	2015/2016	31	43	21	2016/2017	50	80	37	2017/2018	44 (32%)	48 (35%)	45 (33%)
Watford BC: Homeless acceptances - top main reasons for loss of last settled home	Q4 Jan- Mar																																																								
Loss of private sector tenancy	18																																																								
Family or friend eviction	3																																																								
Relationship breakdown – violent	2																																																								
Left hospital/institution/care	1																																																								
Loss other rented	3																																																								
Other	2																																																								
Parental evictions	6																																																								
Relationship break non-violent	5																																																								
Rental arrears (private)	1																																																								
Total Homeless Acceptances	43																																																								
Homeless applications	61																																																								
Where the council has accepted a duty to house under the homelessness law, the main reasons households are homeless are shown below																																																									
Year	Of accepted: total number homeless because of Parental/ Family/ Friend eviction	Of accepted: total number homeless because of ending of privately rented tenancy	Of accepted: total number homeless because of Other reasons																																																						
2013/2014	66	56	27																																																						
2014/2015	63	92	75																																																						
2015/2016	31	43	21																																																						
2016/2017	50	80	37																																																						
2017/2018	44 (32%)	48 (35%)	45 (33%)																																																						

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)						
				<b>Benchmark against England and London (Q3 2017/18)</b>							
				<b>Homeless acceptances</b>				<b>England</b>	<b>London</b>	<b>England exc London</b>	
				<b>Top main reasons for loss of last settled home</b>							
				Of accepted: total number homeless because of Parental/ Family/ Friend eviction				27%	31%	25%	
				<b>Of accepted: total number homeless because of ending of privately rented tenancy</b>				27%	31%	25%	
				Of accepted: total number homeless because of ‘Other reasons				44%	36%	49%	

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																																					
12.	<p>Number of households living in temporary accommodation</p> <p><i>Snap-shot at quarter end</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>	Quarterly	<div><div>RESULT: 181</div><div><p>Households in temporary accommodation</p><table><caption>Households in temporary accommodation</caption><thead><tr><th>Year</th><th>Households</th></tr></thead><tbody><tr><td>2015/16</td><td>217</td></tr><tr><td>2016/17</td><td>208</td></tr><tr><td>2017/18</td><td>181</td></tr></tbody></table></div></div>	Year	Households	2015/16	217	2016/17	208	2017/18	181	<div><div>Above target:</div><div><div>Target for 2017/18: 200</div><p>In the quarter March to January 2018, there were <b>no</b> weeks when the number of households in TA exceeded 200. Presentations of homeless households doubled in this quarter compared with Q3, 2017/18 but despite this numbers of households in TA reduced. Some 26 new handovers of social/affordable rent housing were let during the period, compared to 20 in Q3.</p><p><b>Benchmarking:</b> Herts and England performance: Q3 December 2017</p><table><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>475</td><td>11.87</td></tr><tr><td>Dacorum</td><td>93</td><td>1.44</td></tr><tr><td>East Herts</td><td>18</td><td>0.29</td></tr><tr><td>Hertsmere</td><td>160</td><td>3.79</td></tr><tr><td>North Herts</td><td>67</td><td>1.17</td></tr><tr><td>St Albans</td><td>118</td><td>1.98</td></tr><tr><td>Stevenage</td><td>85</td><td>2.28</td></tr><tr><td>Three Rivers</td><td>54</td><td>1.44</td></tr><tr><td>Watford</td><td>188</td><td>4.63</td></tr><tr><td>Welwyn Hatfield</td><td>82</td><td>1.71</td></tr><tr><td>England</td><td></td><td>3.36</td></tr><tr><td>London</td><td></td><td>14.89</td></tr><tr><td>England exc. London</td><td></td><td>1.24</td></tr></tbody></table></div></div>	Number of households in temporary accommodation				Total	Number per 1,000 households	Broxbourne	475	11.87	Dacorum	93	1.44	East Herts	18	0.29	Hertsmere	160	3.79	North Herts	67	1.17	St Albans	118	1.98	Stevenage	85	2.28	Three Rivers	54	1.44	Watford	188	4.63	Welwyn Hatfield	82	1.71	England		3.36	London		14.89	England exc. London		1.24
Year	Households																																																									
2015/16	217																																																									
2016/17	208																																																									
2017/18	181																																																									
Number of households in temporary accommodation																																																										
	Total	Number per 1,000 households																																																								
Broxbourne	475	11.87																																																								
Dacorum	93	1.44																																																								
East Herts	18	0.29																																																								
Hertsmere	160	3.79																																																								
North Herts	67	1.17																																																								
St Albans	118	1.98																																																								
Stevenage	85	2.28																																																								
Three Rivers	54	1.44																																																								
Watford	188	4.63																																																								
Welwyn Hatfield	82	1.71																																																								
England		3.36																																																								
London		14.89																																																								
England exc. London		1.24																																																								

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)								
13.	<p>Number of households living in temporary accommodation with children</p> <p><i>Snap-shot at quarter end</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>	Quarterly	<p><b>RESULT: 150</b></p> <p>Households in temporary accommodation with children</p>  <table><thead><tr><th>Period</th><th>Households</th></tr></thead><tbody><tr><td>2015/16</td><td>179</td></tr><tr><td>2016/17</td><td>158</td></tr><tr><td>2017/18</td><td>150</td></tr></tbody></table>	Period	Households	2015/16	179	2016/17	158	2017/18	150	<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>At end of March 2018: 150 households were living in temporary accommodation with children including pregnant women with no other dependent children. These households had a total of 339 children including expected children. (March 2017, the equivalent figure was 179 households with 362 children including ones expected).</p>
Period	Households												
2015/16	179												
2016/17	158												
2017/18	150												
14.	<p>Number of households living in temporary accommodation without children</p> <p><i>Snap-shot at quarter end</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>	Quarterly	<p><b>RESULT: 31</b></p> <p>Households in temporary accommodation without children</p>  <table><thead><tr><th>Period</th><th>Households</th></tr></thead><tbody><tr><td>2015/16</td><td>29</td></tr><tr><td>2016/17</td><td>30</td></tr><tr><td>2017/18</td><td>31</td></tr></tbody></table>	Period	Households	2015/16	29	2016/17	30	2017/18	31	<p><b>No target set for this indicator.</b></p> <p>At end of March 2018: the number of households without children in TA was: 31 (End of March 2017, the figure was 29).</p>
Period	Households												
2015/16	29												
2016/17	30												
2017/18	31												

	Indicator	Service area	Reporting frequency	Results (2017/18)	Comments & Benchmarking (where available)																																																					
15.	<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	<div><div>RESULT: 6</div><table><caption>Rough Sleepers Data</caption><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2015/16</td><td>13</td></tr><tr><td>2016/17</td><td>12</td></tr><tr><td>2017/18</td><td>6</td></tr></tbody></table></div>	Year	Value	2015/16	13	2016/17	12	2017/18	6	<div><div>Target for 2017/18: 12</div><div>↑</div><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 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><table><tr><th colspan="3">Number of rough sleepers</th></tr><tr><th></th><th>Total</th><th>Number per 1,000 households</th></tr><tr><td>Broxbourne</td><td>2</td><td>0.05</td></tr><tr><td>Dacorum</td><td>7</td><td>0.11</td></tr><tr><td>East Herts</td><td>3</td><td>0.05</td></tr><tr><td>Hertsmere</td><td>6</td><td>0.14</td></tr><tr><td>North Herts</td><td>5</td><td>0.09</td></tr><tr><td>St Albans</td><td>5</td><td>0.08</td></tr><tr><td>Stevenage</td><td>6</td><td>0.16</td></tr><tr><td>Three Rivers</td><td>2</td><td>0.05</td></tr><tr><td>Watford</td><td>6</td><td>0.15</td></tr><tr><td>Welwyn Hatfield</td><td>18</td><td>0.38</td></tr><tr><td>England</td><td></td><td>0.20</td></tr><tr><td>London</td><td></td><td>0.31</td></tr><tr><td>England exc. London</td><td></td><td>0.18</td></tr></table></div>	Number of rough sleepers				Total	Number per 1,000 households	Broxbourne	2	0.05	Dacorum	7	0.11	East Herts	3	0.05	Hertsmere	6	0.14	North Herts	5	0.09	St Albans	5	0.08	Stevenage	6	0.16	Three Rivers	2	0.05	Watford	6	0.15	Welwyn Hatfield	18	0.38	England		0.20	London		0.31	England exc. London		0.18
Year	Value																																																									
2015/16	13																																																									
2016/17	12																																																									
2017/18	6																																																									
Number of rough sleepers																																																										
	Total	Number per 1,000 households																																																								
Broxbourne	2	0.05																																																								
Dacorum	7	0.11																																																								
East Herts	3	0.05																																																								
Hertsmere	6	0.14																																																								
North Herts	5	0.09																																																								
St Albans	5	0.08																																																								
Stevenage	6	0.16																																																								
Three Rivers	2	0.05																																																								
Watford	6	0.15																																																								
Welwyn Hatfield	18	0.38																																																								
England		0.20																																																								
London		0.31																																																								
England exc. London		0.18																																																								