






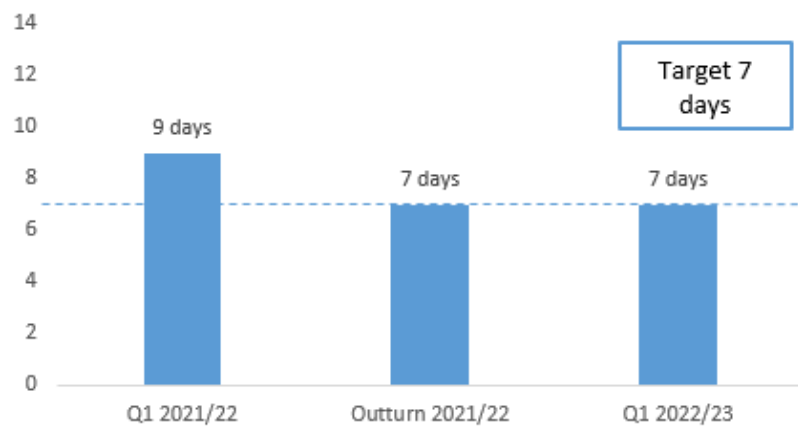

## Appendix C: Quarter 1 Key Performance Indicators 2022/23

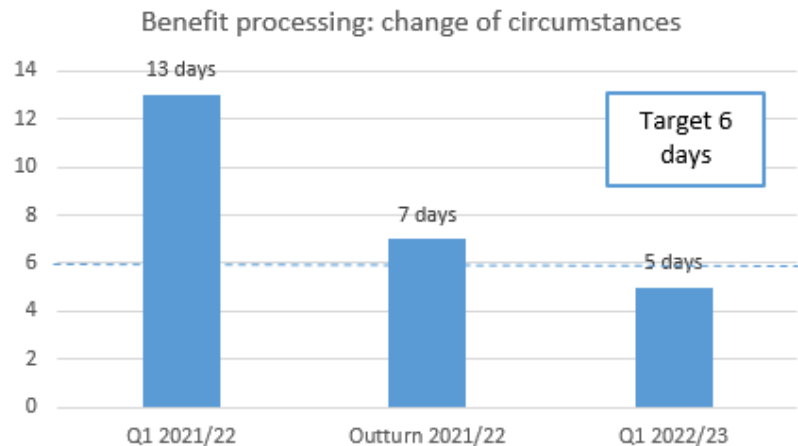


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### Overview



Key	
	Above Target (Good result)
	Below Target (Good result)
	On Target
	Above Target (negative result)
	Below Target (negative result)

**Council Plan Theme 1: A Council working for our community and serving our residents**

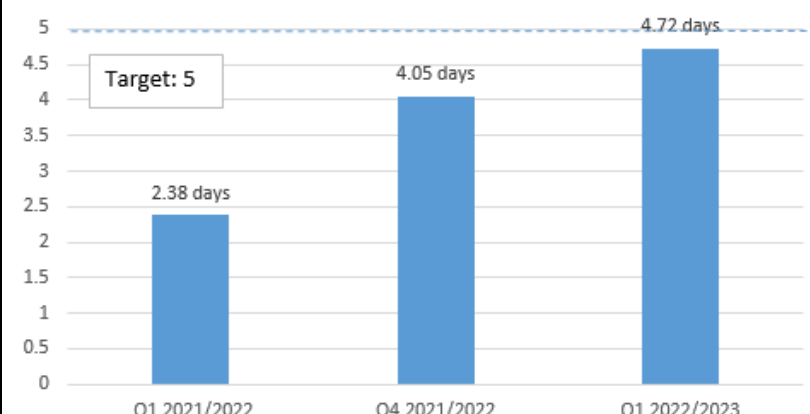
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
1.	Average time to process housing benefits claims (from date of receipt to date processed)	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<p><b>RESULT: 7 days</b></p> <p style="text-align: center;"><b>Benefit processing: new claims</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Benefit processing: new claims - Data from Chart</caption> <thead> <tr> <th>Period</th> <th>Average Time (Days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>9</td> </tr> <tr> <td>Outturn 2021/22</td> <td>7</td> </tr> <tr> <td>Q1 2022/23</td> <td>7</td> </tr> <tr> <td>Target</td> <td>7</td> </tr> </tbody> </table>	Period	Average Time (Days)	Q1 2021/22	9	Outturn 2021/22	7	Q1 2022/23	7	Target	7	<p style="text-align: center;"></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 7 days</b></p> <p>Individual results by month were: April = 8 days May = 5 days June = 5 days</p>
Period	Average Time (Days)														
Q1 2021/22	9														
Outturn 2021/22	7														
Q1 2022/23	7														
Target	7														

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
2.	Average time to process change of circumstances (from date of receipt to date processed)	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<p><b>RESULT: 5 days</b></p>  <table border="1"> <caption>Benefit processing: change of circumstances</caption> <thead> <tr> <th>Period</th> <th>Average Time (days)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>13</td> </tr> <tr> <td>Outturn 2021/22</td> <td>7</td> </tr> <tr> <td>Q1 2022/23</td> <td>5</td> </tr> <tr> <td>Target</td> <td>6</td> </tr> </tbody> </table>	Period	Average Time (days)	Q1 2021/22	13	Outturn 2021/22	7	Q1 2022/23	5	Target	6	<p> A low result is good for this indicator</p> <p><b>TARGET: 6 days</b></p> <p>Individual results by month were: April = 3 days May = 5 days June = 5 days</p>
Period	Average Time (days)														
Q1 2021/22	13														
Outturn 2021/22	7														
Q1 2022/23	5														
Target	6														
3	Value of outstanding invoices <12 months old compared to total raised in a rolling 12 month period	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<p><b>RESULT: 0.38%</b></p>	<p> A low result is good for this indicator</p> <p><b>Target: 3% or less</b></p> <p>Result is well within target, and the lowest result achieved in over a year.</p>										

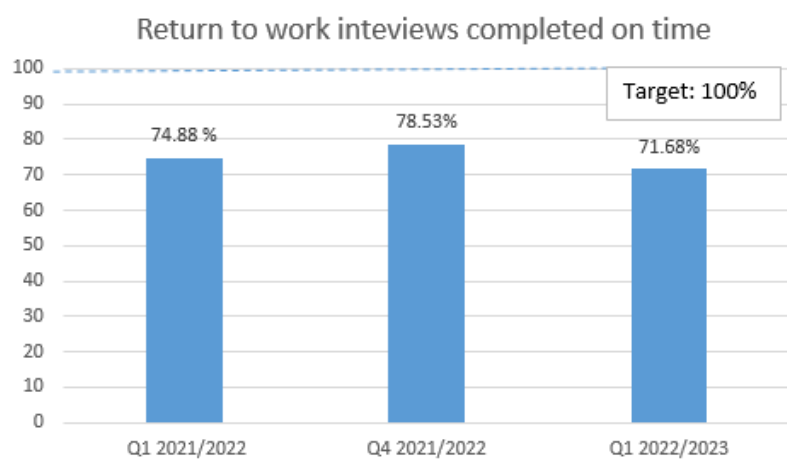

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
4	Value of outstanding invoices over 12 months	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<b>RESULT: 10.72%</b>	 <b>A low result is good for this indicator</b> <b>Target: 10 % or less</b> <p>Q1 result is slightly outside of the target. The service is currently reviewing old debt to see what needs to be considered for write-off.</p>
5.	% payment classified as 'LA error'	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<b>RESULT: 0.13%</b>	 <b>A low result is good for this indicator</b> <b>Target: 0.48% or less</b> <p>Q1 result well within target. The value of the subsidy to be received is £7,926.00.</p> <p>LA error arises when a mistake is made and/or the council have been slow in processing changes resulting in overpayments. If the overall LA error rate is :</p> <p>&gt;0.54% - NIL subsidy received on overpayments caused by LA error</p> <p>&lt;0.54&gt;0.48% - 40% subsidy received on overpayments caused by LA error</p> <p><b>&lt;0.48% 100% subsidy received</b></p>

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
6.	Collection rates of council tax	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<b>Q1 RESULT: 28%</b>	 <p><b>A high result is good for this indicator</b></p> <p><b>Target for 2022/23 : 97%</b></p> <p>For Q1 this year the service are more or less on par with the same time last year, and slightly ahead of the quarterly target (24%).</p>
7.	Collection rates of NNDR	Revenues & Benefits  Head of Revenues and Benefits	Monthly	<b>Q1 RESULT: 31.24%</b>	 <p><b>A high result is good for this indicator</b></p> <p><b>Target for 2022/23 : 97%</b></p> <p>The Q1 result is 8% up on the same position last year which can be attributed to the additional rate relief granted in 2021/22. The service are on track to achieve the end of year target. Quarterly target is 24%.</p>

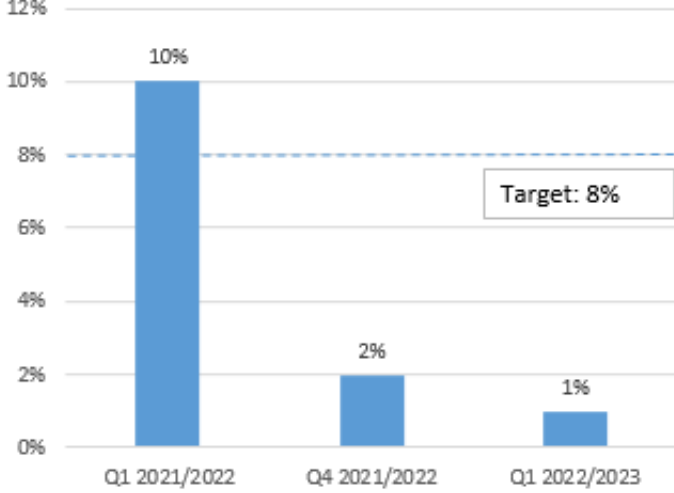

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
8.	Creditor payments paid within 30 days	Finance  Head of Revenues and Benefits	Quarterly	<b>RESULT: 99.04%</b>	<b>No target set at this time</b>  Cumulative data shows 99.04% of invoices have been paid within 30 Days.

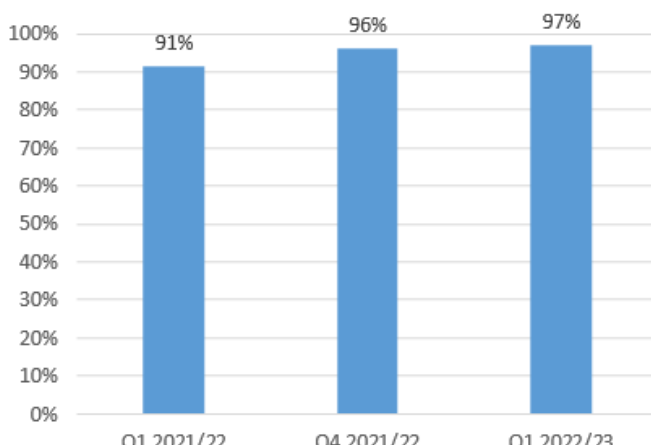

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
9.	Sickness absence (working days lost per employee, rolling 12 month rate)	Human Resources  Head of HR	Monthly	<p><b>RESULT: 4.72 days</b></p>  <table border="1"> <caption>Sickness Absence Data</caption> <thead> <tr> <th>Period</th> <th>Working days lost per employee</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/2022</td> <td>2.38 days</td> </tr> <tr> <td>Q4 2021/23</td> <td>4.05 days</td> </tr> <tr> <td>Q1 2022/2023</td> <td>4.72 days</td> </tr> <tr> <td>Target</td> <td>5 days</td> </tr> </tbody> </table>	Period	Working days lost per employee	Q1 2021/2022	2.38 days	Q4 2021/23	4.05 days	Q1 2022/2023	4.72 days	Target	5 days	<p>↓</p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 5 days</b></p>
Period	Working days lost per employee														
Q1 2021/2022	2.38 days														
Q4 2021/23	4.05 days														
Q1 2022/2023	4.72 days														
Target	5 days														

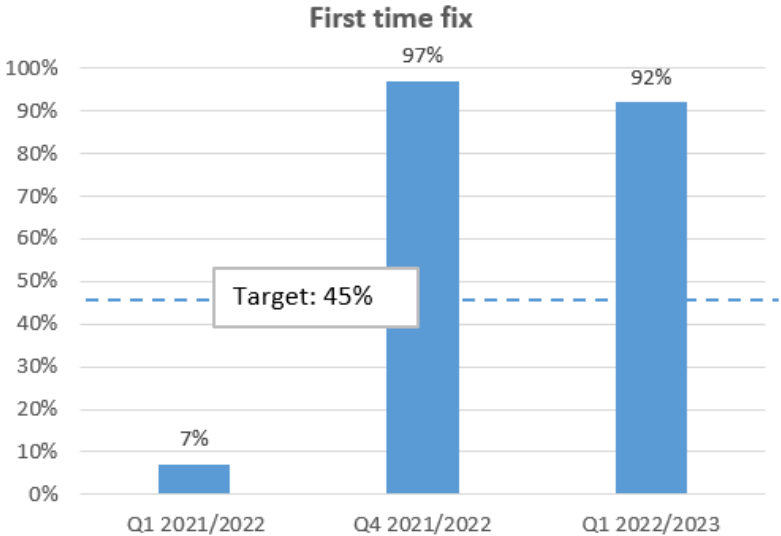

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
10.	Staff sickness – long term / short term	Human Resources  Head of HR	Monthly	<p><b>RESULT:</b></p> <p>Short term absences – 42 Long term absences – 4</p> <p><b>Comparison with Quarter 4:</b> Short term absences -57 Long term absences - 4</p> <p>These figures relate to absences started within the relevant quarter.</p>	<b>No target set</b>
11.	Staff satisfaction taken from PDRs	Human Resources  Head of HR	Monthly	<p><b>Not reported in this quarter</b></p> <p>The PDR cycle was launched at the end of June with a target completion date of 31st August. The results for this KPI is expected to be included in the Q2 report.</p>	
12.	Staff motivation taken from PDRs	Human Resources  Head of HR	Monthly	<p><b>Not reported in this quarter</b></p> <p>The PDR cycle was launched at the end of June with a target completion date of 31st August. The results for this KPI is expected to be included in the Q2 report.</p>	

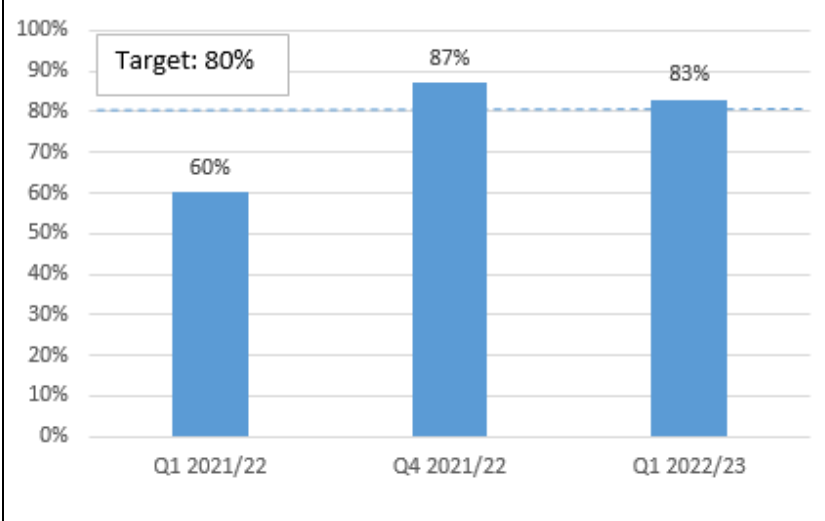

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
13.	Return to work interviews carried out on time	Human Resources  Head of HR	Monthly	<p><b>RESULT: 71.68%</b></p>  <table border="1"> <caption>Return to work interviews completed on time</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/2022</td> <td>74.88%</td> </tr> <tr> <td>Q4 2021/2022</td> <td>78.53%</td> </tr> <tr> <td>Q1 2022/2023</td> <td>71.68%</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/2022	74.88%	Q4 2021/2022	78.53%	Q1 2022/2023	71.68%	Target	100%	<p></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 100%</b></p> <p>58% of late completions have given either Employee or Manager being on leave as the reason for late completion.</p>
Quarter	Percentage														
Q1 2021/2022	74.88%														
Q4 2021/2022	78.53%														
Q1 2022/2023	71.68%														
Target	100%														
14.	PDRs completed on time	Human Resources  Head of HR	Annual	<p><b>Not reported in this quarter</b></p> <p>The PDR cycle was launched at the end of June with a target completion date of 31st August. The results for this KPI is expected to be included in the Q2 report.</p>											

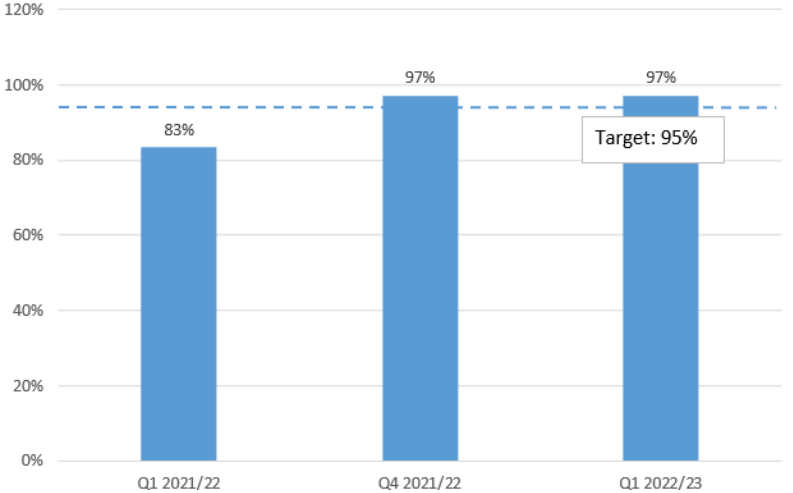





	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
15.	ICT service: Missed calls to the helpdesk	ICT  Associate Director of ICT & Shared Services	Monthly	<p><b>RESULT: 1%</b></p> <p style="text-align: center;"><b>Missed calls to the helpdesk</b></p>  <table border="1"> <caption>Missed calls to the helpdesk</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/2022</td> <td>10%</td> </tr> <tr> <td>Q4 2021/2022</td> <td>2%</td> </tr> <tr> <td>Q1 2022/2023</td> <td>1%</td> </tr> <tr> <td>Target</td> <td>8%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2021/2022	10%	Q4 2021/2022	2%	Q1 2022/2023	1%	Target	8%	<p style="text-align: center;"></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 8%</b></p> <p><b>Watford BC / Three Rivers DC – shared result.</b></p> <p>Service desk is answered 96% of calls within 20 seconds. Telephone contacts with the service desk remain at approximately 40% of the total call volumes per month.</p>
Period	Percentage														
Q1 2021/2022	10%														
Q4 2021/2022	2%														
Q1 2022/2023	1%														
Target	8%														
16.	Customer satisfaction survey  Responses where the service has been rated as meeting or exceeding expectations.	ICT  Associate Director of ICT & Shared Services	Monthly	<p><b>RESULT: 96%</b></p>	<p><b>No target set. Narrative indicator</b></p> <p>Total of 5 'Poor' responses to customer satisfaction surveys. Contacts made with those staff. There was an average Net Promoter Score of 77 across Q1.</p>										

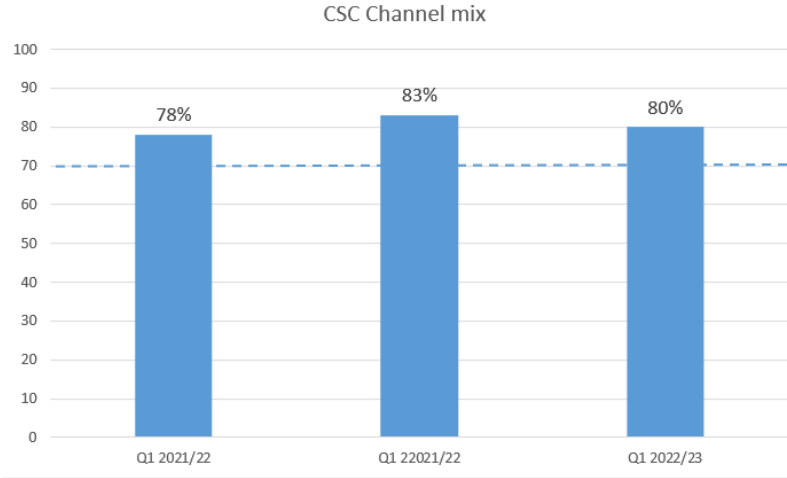


	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;"><b>Customer Satisfaction</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Customer Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>91%</td> </tr> <tr> <td>Q4 2021/22</td> <td>96%</td> </tr> <tr> <td>Q1 2022/23</td> <td>97%</td> </tr> </tbody> </table>	Period	Customer Satisfaction (%)	Q1 2021/22	91%	Q4 2021/22	96%	Q1 2022/23	97%	
Period	Customer Satisfaction (%)												
Q1 2021/22	91%												
Q4 2021/22	96%												
Q1 2022/23	97%												
17.	<p>First time fix (first time fix statistics are calculated by the ME system as an incident being closed 30 minutes post creation)</p>	<p>ICT  Associate Director of ICT &amp; Shared Services</p>	Quarterly	<p><b>RESULT: 92%</b></p>	<p style="text-align: center;"></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 45%</b></p> <p>Ongoing improvements, with a movement away from email as a mechanism to contact Littlefish vs use of Chat function.</p>								

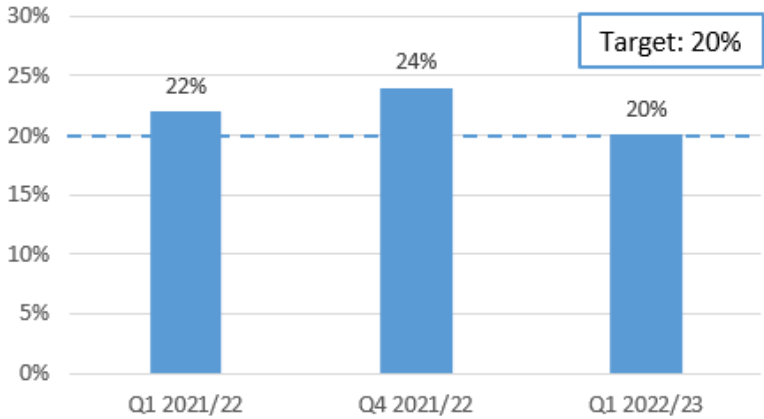
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;"><b>First time fix</b></p>  <table border="1"> <caption>First time fix Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/2022</td> <td>7%</td> </tr> <tr> <td>Q4 2021/2022</td> <td>97%</td> </tr> <tr> <td>Q1 2022/2023</td> <td>92%</td> </tr> <tr> <td>Target</td> <td>45%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/2022	7%	Q4 2021/2022	97%	Q1 2022/2023	92%	Target	45%	
Quarter	Percentage														
Q1 2021/2022	7%														
Q4 2021/2022	97%														
Q1 2022/2023	92%														
Target	45%														
18.	Tickets closed per team	ICT  Associate Director of ICT & Shared Services	Quarterly	<p><b>RESULT: 83%</b></p>	<p style="text-align: center;"></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 80%</b></p> <p>Ongoing consistent performance from Littlefish service desk and network operations team. Ongoing activities around continuous service improvement and shifts of procedures from W3R team to Littlefish team.</p>										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Tickets closed per team</p>  <table border="1"> <caption>Tickets closed per team</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>60%</td> </tr> <tr> <td>Q4 2021/22</td> <td>87%</td> </tr> <tr> <td>Q1 2022/23</td> <td>83%</td> </tr> <tr> <td>Target</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	60%	Q4 2021/22	87%	Q1 2022/23	83%	Target	80%	
Quarter	Percentage														
Q1 2021/22	60%														
Q4 2021/22	87%														
Q1 2022/23	83%														
Target	80%														
19.	Tickets against service levels	ICT  Associate Director of ICT & Shared Services	Quarterly	<p><b>RESULT: 97%</b></p>	<p style="text-align: center;"></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 95%</b></p> <p>Ongoing consistent performance from the Littlefish team and W3R onsite team. Improvements specifically around service request service levels from the W3R time.</p>										

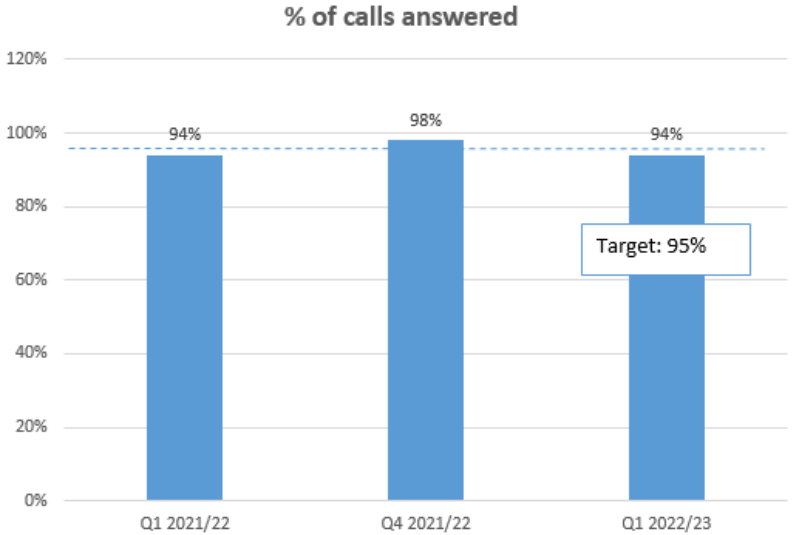
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;">Tickets against service levels</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Tickets against service levels</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>83%</td> </tr> <tr> <td>Q4 2021/22</td> <td>97%</td> </tr> <tr> <td>Q1 2022/23</td> <td>97%</td> </tr> <tr> <td>Target</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	83%	Q4 2021/22	97%	Q1 2022/23	97%	Target	95%	
Quarter	Percentage														
Q1 2021/22	83%														
Q4 2021/22	97%														
Q1 2022/23	97%														
Target	95%														
20.	<p>Network Uptime Local Area Network:</p> <p>Network uptime defined as availability of local area network across all primary sites, Watford Borough Council, Three Rivers District Council. This would be measured through P1 and major incident notification</p>	<p>ICT</p> <p>Associate Director of ICT &amp; Shared Services</p>	<p>Quarterly</p>	<p><b>RESULT: 100%</b></p>	<p style="text-align: center;"></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 99%</b></p> <p>No local network incidents in Q1.</p>										

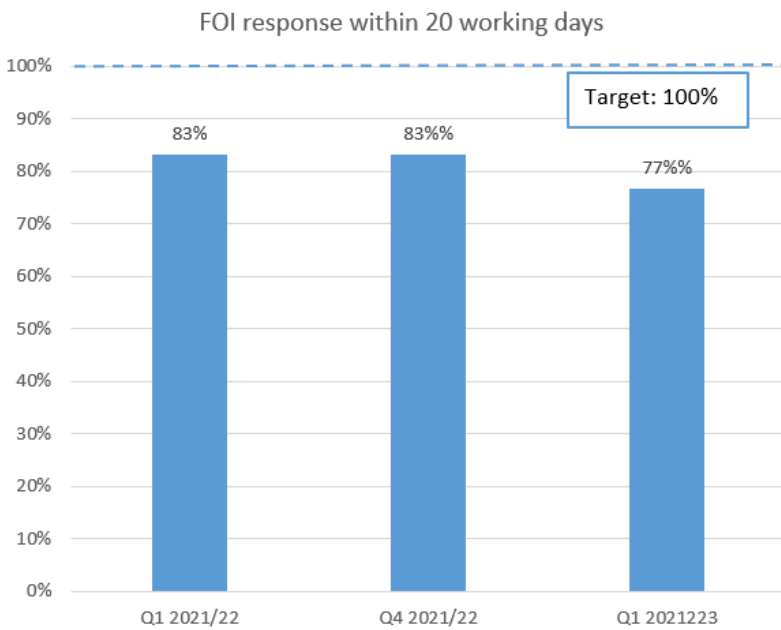
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
21.	<p><b>Core System Uptime:</b></p> <p>Core systems uptime defined as the available of all priority 1 applications.</p> <p>Downtime to be recorded as full system unavailable, not partial, the time from call logged to call resolution.</p>	<p>ICT</p> <p>Associate Director of ICT &amp; Shared Services</p>	Quarterly	<b>RESULT: 99%</b>	<p></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 99%</b></p> <p>Total of 5 priority 1 (P1) incidents through Q1.</p> <p>2 P1 incidents were related to the 8x8 application. The root cause was identified for both.</p> <p>1 P1 incident for EROS WBC elections application. The root cause was identified.</p> <p>2 P1 related to incidents at the Batchworth depot where the Firmstep service unavailable. Root cause was identified.</p>
22.	<p><b>Network Uptime Wide Area Network:</b></p> <p>Network uptime defined as availability of wide area network across all connected sites, Watford Borough Council, Three Rivers District Council, Batchworth and Wiggshall Depots</p>	<p>ICT</p> <p>Associate Director of ICT &amp; Shared Services</p>	Quarterly	<b>RESULT: 100%</b>	<p></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 99%</b></p> <p>No wide area network incidents recorded in Q1.</p>

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
23.	CSC - Channel mix (% transactions that customers self-serve)	Customer Services  Associate Director of Customer and Corporate Services	Quarterly	<p><b>RESULT: 80%</b></p> <p>* for those processes for which data is currently available, which are those that have been digitised on the Firmstep platform.</p>  <table border="1"> <caption>CSC Channel mix</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>78%</td> </tr> <tr> <td>Q1 22021/22</td> <td>83%</td> </tr> <tr> <td>Q1 2022/23</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	78%	Q1 22021/22	83%	Q1 2022/23	80%	<p></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET 70%</b></p> <p>There was an increase in general enquiry and garden waste renewal online submissions during this quarter.</p>
Quarter	Percentage												
Q1 2021/22	78%												
Q1 22021/22	83%												
Q1 2022/23	80%												
24.	Long wait calls received to CSC Long wait = calls not answered within 2 minutes  (Revenues and Benefits calls are not included)	Customer Services  Associate Director of Customer and Corporate Services	Monthly	<p><b>RESULT: 20%</b></p>	<p></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 20%</b></p>								

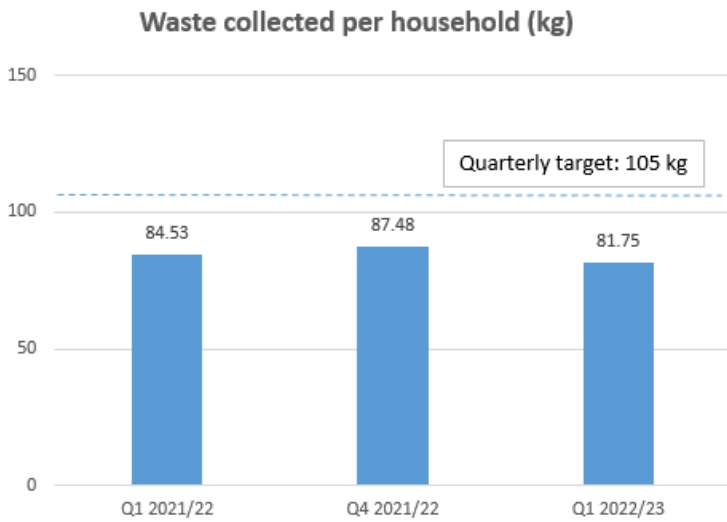

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;"><b>% of long wait calls received</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Data for % of long wait calls received</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>22%</td> </tr> <tr> <td>Q4 2021/22</td> <td>24%</td> </tr> <tr> <td>Q1 2022/23</td> <td>20%</td> </tr> <tr> <td>Target</td> <td>20%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2021/22	22%	Q4 2021/22	24%	Q1 2022/23	20%	Target	20%	
Period	Percentage														
Q1 2021/22	22%														
Q4 2021/22	24%														
Q1 2022/23	20%														
Target	20%														

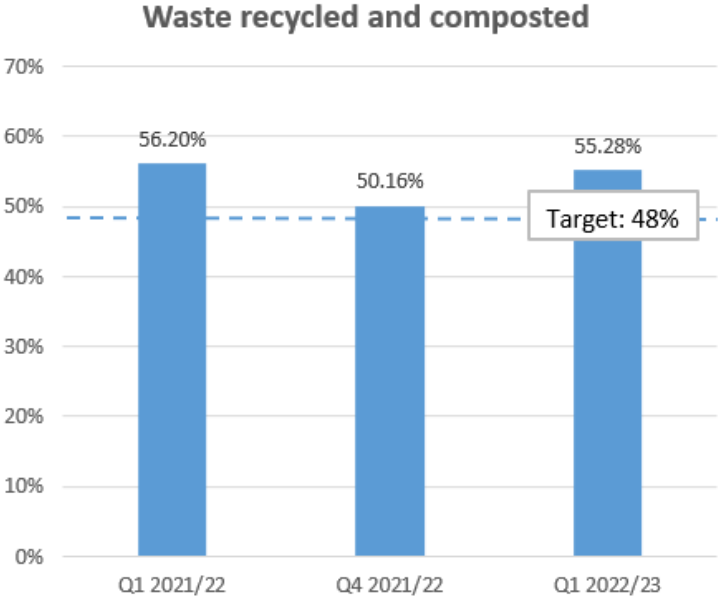



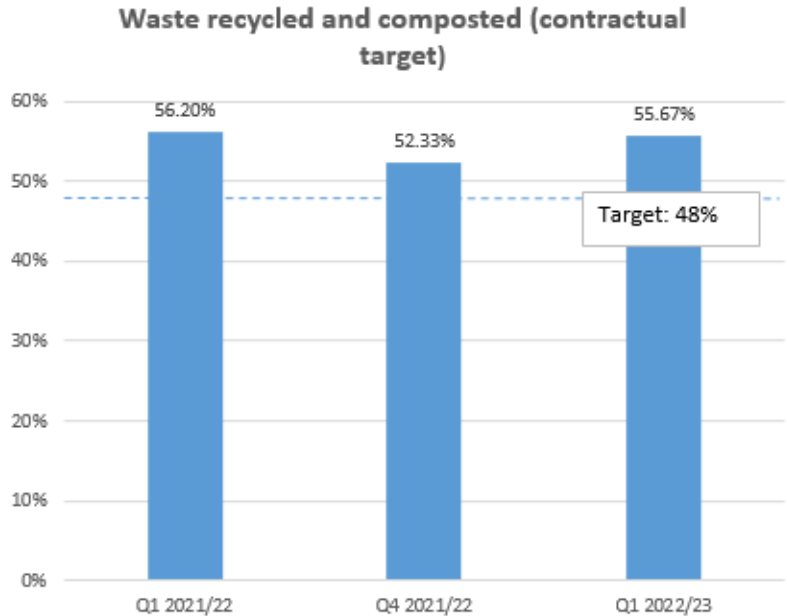
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
25.	CSC service levels: Percentage of all calls answered	Customer Services  Associate Director of Customer and Corporate Services	Monthly	<p><b>RESULT: 94%</b></p>  <table border="1"> <caption>% of calls answered</caption> <thead> <tr> <th>Quarter</th> <th>% of calls answered</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>94%</td> </tr> <tr> <td>Q4 2021/22</td> <td>98%</td> </tr> <tr> <td>Q1 2022/23</td> <td>94%</td> </tr> <tr> <td>Target</td> <td>95%</td> </tr> </tbody> </table>	Quarter	% of calls answered	Q1 2021/22	94%	Q4 2021/22	98%	Q1 2022/23	94%	Target	95%	<p>↓</p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 95%</b></p> <p>This result was impacted by staff shortages over the past 3 months due to leave and other issues. In addition the service have 1 member of staff seconded to Hertfordshire County Council for 8 months to support the Hertfordshire response to Ukraine, which impacted service levels. An increase in Green Bin renewals was also a factor, increasing calls to the CSC in June.</p>
Quarter	% of calls answered														
Q1 2021/22	94%														
Q4 2021/22	98%														
Q1 2022/23	94%														
Target	95%														

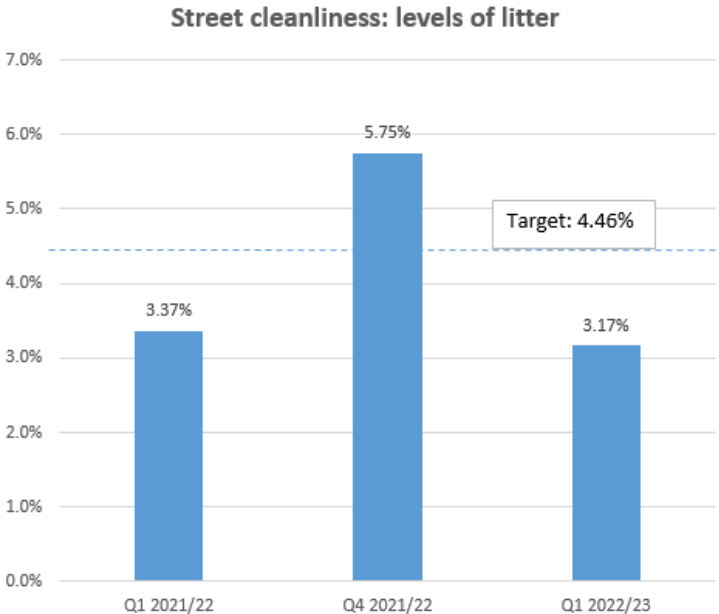

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
26.	CSC service levels:  FOI's responded to within 20 working days	Customer Services  Associate Director of Customer and Corporate Services	Quarterly	<p><b>RESULT: 77%</b></p>  <table border="1"> <caption>FOI response within 20 working days</caption> <thead> <tr> <th>Quarter</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>83%</td> </tr> <tr> <td>Q4 2021/22</td> <td>83%</td> </tr> <tr> <td>Q1 2022/23</td> <td>77%</td> </tr> <tr> <td>Target</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Response Rate	Q1 2021/22	83%	Q4 2021/22	83%	Q1 2022/23	77%	Target	100%	<p>↓</p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 100%</b></p> <p>There were 130 FOI requests received in Q1.</p> <p>There has been some discussion as to why it's often a challenge to meet the timescales for FOI responses. Some FOI's need input from multiple departments, which can take time to coordinate. FOI responses can sometimes generate a significant amount of work (depending on the type of request) which needs to be fitted in alongside existing workloads. To give an indication of numbers, 130 FOI's were received by WBC in Q1. The service are investigating additional reports that may improve visibility of FOI's that are not moving through the process quickly enough and improve this result. There are some departments that consistently receive significantly more FOI's than others.</p>
Quarter	Response Rate														
Q1 2021/22	83%														
Q4 2021/22	83%														
Q1 2022/23	77%														
Target	100%														

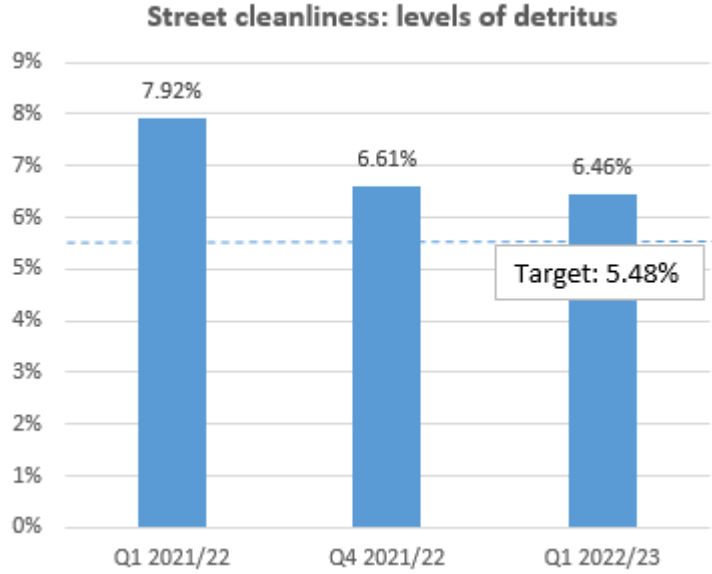


**Council Plan Theme 2: A greener, brighter future**

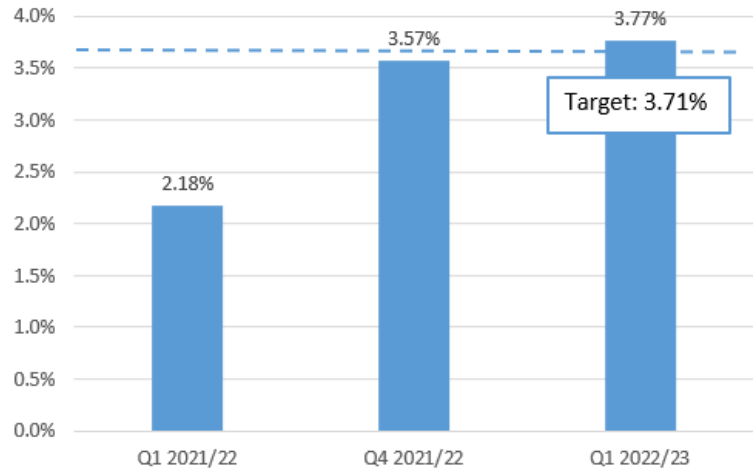

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
27.	Residual household waste per household	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 81.75 kg</b></p>  <table border="1"> <caption>Waste collected per household (kg)</caption> <thead> <tr> <th>Quarter</th> <th>Waste collected (kg)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>84.53</td> </tr> <tr> <td>Q4 2021/22</td> <td>87.48</td> </tr> <tr> <td>Q1 2022/23</td> <td>81.75</td> </tr> <tr> <td>Quarterly target</td> <td>105</td> </tr> </tbody> </table>	Quarter	Waste collected (kg)	Q1 2021/22	84.53	Q4 2021/22	87.48	Q1 2022/23	81.75	Quarterly target	105	<p></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET per quarter: 105 kg</b></p> <p>126 tonnes less residual waste collected when compared to Q1 last year. This is recognised as a national trend as people are buying less.</p>
Quarter	Waste collected (kg)														
Q1 2021/22	84.53														
Q4 2021/22	87.48														
Q1 2022/23	81.75														
Quarterly target	105														

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
28.	Waste recycled and composted	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 55.28%</b></p>  <table border="1"> <caption>Waste recycled and composted</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>56.20%</td> </tr> <tr> <td>Q4 2021/22</td> <td>50.16%</td> </tr> <tr> <td>Q1 2022/23</td> <td>55.28%</td> </tr> <tr> <td>Target</td> <td>48%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2021/22	56.20%	Q4 2021/22	50.16%	Q1 2022/23	55.28%	Target	48%	<p></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 48%</b></p> <p>When compared with Q1 2021/22, there was 316 tonnes less recycling, food and garden waste collected in Q1 2022/23.</p>
Period	Percentage														
Q1 2021/22	56.20%														
Q4 2021/22	50.16%														
Q1 2022/23	55.28%														
Target	48%														

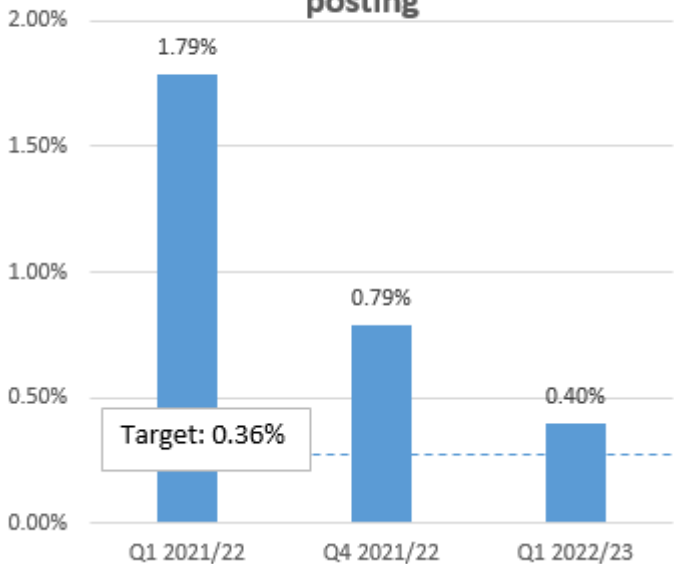

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
29.	Recycled household kerbside collection services (Veolia contract target)	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 55.67%</b></p>  <table border="1"> <caption>Waste recycled and composted (contractual target)</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>56.20%</td> </tr> <tr> <td>Q4 2021/22</td> <td>52.33%</td> </tr> <tr> <td>Q1 2022/23</td> <td>55.67%</td> </tr> <tr> <td>Target</td> <td>48%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	56.20%	Q4 2021/22	52.33%	Q1 2022/23	55.67%	Target	48%	<p>↑</p> <p>A high result is good for this indicator</p> <p><b>TARGET: 48%</b></p> <p>See commentary for indicator 21.</p>
Quarter	Percentage														
Q1 2021/22	56.20%														
Q4 2021/22	52.33%														
Q1 2022/23	55.67%														
Target	48%														

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
30.	Levels of Litter: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 3.17%</b></p>  <table border="1"> <caption>Street cleanliness: levels of litter</caption> <thead> <tr> <th>Quarter</th> <th>Litter Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>3.37%</td> </tr> <tr> <td>Q4 2021/22</td> <td>5.75%</td> </tr> <tr> <td>Q1 2022/23</td> <td>3.17%</td> </tr> <tr> <td>Target</td> <td>4.46%</td> </tr> </tbody> </table>	Quarter	Litter Level (%)	Q1 2021/22	3.37%	Q4 2021/22	5.75%	Q1 2022/23	3.17%	Target	4.46%	<p></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 4.46%</b></p> <p>The litter score has decreased slightly from 3.37% this time last year to 3.17% this year. This result represents a significant 2.98% improvement on the Q3 score the last time this area was surveyed (Oct, Nov, Dec 2021). The improvement is largely down to performance gains in Other Retail and Commercial, and Industry and Warehousing areas. Littering hot spots found in Main Road areas will be targeted ahead of the next survey.</p>
Quarter	Litter Level (%)														
Q1 2021/22	3.37%														
Q4 2021/22	5.75%														
Q1 2022/23	3.17%														
Target	4.46%														

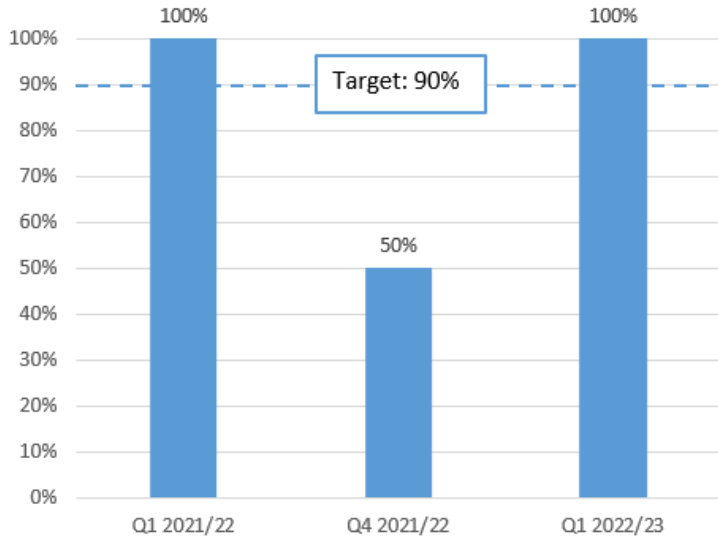

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
31.	Levels of Detritus: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 6.46%</b></p>  <table border="1"> <caption>Street cleanliness: levels of detritus</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>7.92%</td> </tr> <tr> <td>Q4 2021/22</td> <td>6.61%</td> </tr> <tr> <td>Q1 2022/23</td> <td>6.46%</td> </tr> <tr> <td>Target</td> <td>5.48%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	7.92%	Q4 2021/22	6.61%	Q1 2022/23	6.46%	Target	5.48%	<p></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 5.48%</b></p> <p>The detritus score has improved significantly when compared with this time last year, reducing from 7.92% to 6.46%, however it is still outside of the target. There was a general improvement in performance across most land use areas. Further work is required in Main Road, Medium and Low Obstruction Housing areas, in order to maintain performance gains and where possible improve performance in time for the next survey.</p>
Quarter	Percentage														
Q1 2021/22	7.92%														
Q4 2021/22	6.61%														
Q1 2022/23	6.46%														
Target	5.48%														
32.	Levels of Graffiti: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 3.77%</b></p>	<p></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 3.71%</b></p> <p>The graffiti score has risen from 2.18% this time last year to 3.77% this year and reflects a noticeable increase in graffiti incidents. The worst affected areas are Main Retail and Commercial and Other</p>										

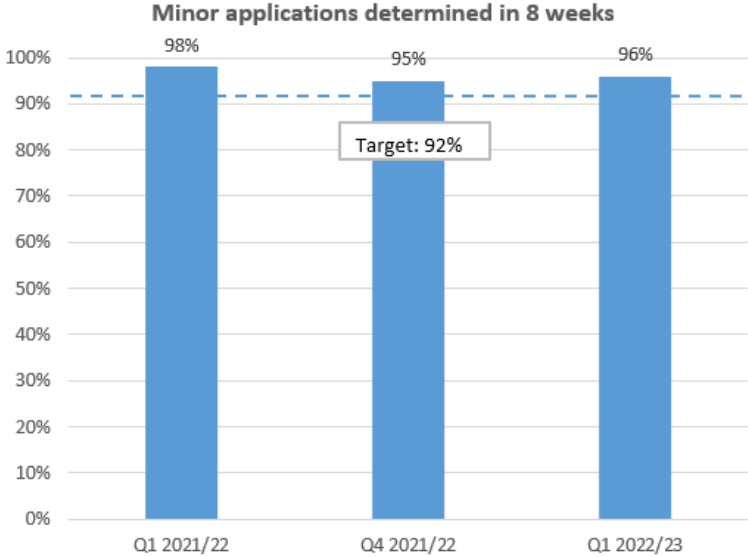
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;"><b>Street cleanliness: levels of graffiti</b></p>  <table border="1"> <caption>Street cleanliness: levels of graffiti</caption> <thead> <tr> <th>Quarter</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>2.18%</td> </tr> <tr> <td>Q4 2021/22</td> <td>3.57%</td> </tr> <tr> <td>Q1 2022/23</td> <td>3.77%</td> </tr> <tr> <td>Target</td> <td>3.71%</td> </tr> </tbody> </table>	Quarter	Level (%)	Q1 2021/22	2.18%	Q4 2021/22	3.57%	Q1 2022/23	3.77%	Target	3.71%	<p>Highway areas, therefore efforts will be directed towards these areas accordingly.</p>
Quarter	Level (%)														
Q1 2021/22	2.18%														
Q4 2021/22	3.57%														
Q1 2022/23	3.77%														
Target	3.71%														
33.	Levels of Fly Posting: Improved street and environmental cleanliness	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 0.40%</b></p>	<p style="text-align: center;"></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 0.36%</b></p> <p>The results show a significant improvement in the flyposting score, which has decreased from 1.79% this time last year to 0.40% this year. The reduction is due to Improved performance in Main Retail and Commercial, and Main Road areas, with just two estate agent boards (one attached to a</p>										

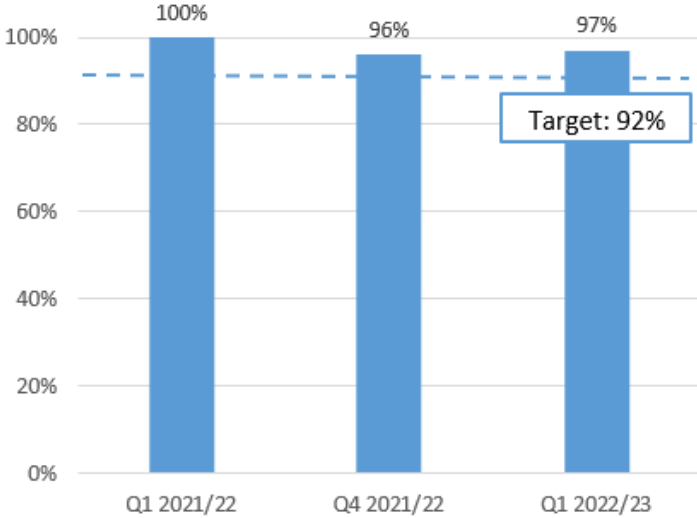


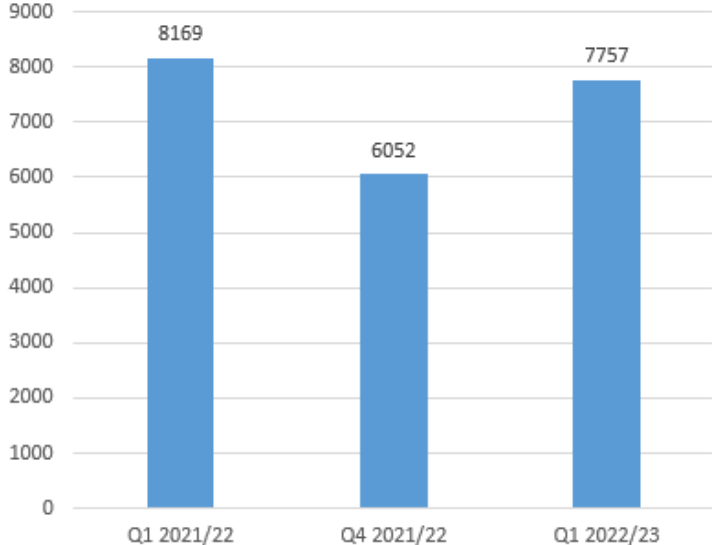
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;"><b>Street cleanliness: levels of fly posting</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Street cleanliness: levels of fly posting</caption> <thead> <tr> <th>Period</th> <th>Level (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>1.79%</td> </tr> <tr> <td>Q4 2021/22</td> <td>0.79%</td> </tr> <tr> <td>Q1 2022/23</td> <td>0.40%</td> </tr> <tr> <td>Target</td> <td>0.36%</td> </tr> </tbody> </table>	Period	Level (%)	Q1 2021/22	1.79%	Q4 2021/22	0.79%	Q1 2022/23	0.40%	Target	0.36%	<p>sign and the other driven into a highway shrub bed) housing areas accounting for the overall score. Joint action with Planning Enforcement can help to deter agents from erecting boards on highway land, however prosecutions in the past haven't always resulted in a change in behaviour from Estate Agents.</p>
Period	Level (%)														
Q1 2021/22	1.79%														
Q4 2021/22	0.79%														
Q1 2022/23	0.40%														
Target	0.36%														
34.	Number of Green Flag awards achieved	Parks Heritage and Culture  Associate Director of Environment	Annual	<p><b>RESULT: 17</b></p>	<p style="text-align: center;"></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET for 2022/23: 17</b></p> <p>Green Flag awards retained. Parks are judged annually and expected to remain at 17, the highest number in Hertfordshire.</p>										

### **Council Plan Theme 3: An inspiring, thriving and creative town**

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
35.	Processing of planning applications: 'major' applications - % determined within 13 weeks	Planning  Associate Director of Planning, Infrastructure and Economy	Quarterly	<p><b>RESULT: 100%</b></p> <p><b>Major applications determined in 13 weeks</b></p>  <table border="1"> <caption>Major applications determined in 13 weeks</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>100%</td> </tr> <tr> <td>Q4 2021/22</td> <td>50%</td> </tr> <tr> <td>Q1 2022/23</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	100%	Q4 2021/22	50%	Q1 2022/23	100%	<p></p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 90%</b></p> <p>There were two applications in this category during Q1. Both were determined within 13 weeks or with an agreed extension of time.</p>
Quarter	Percentage												
Q1 2021/22	100%												
Q4 2021/22	50%												
Q1 2022/23	100%												

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
36.	Process of planning applications: 'minor' applications - % determined within 8 weeks	Planning  Associate Director of Planning, Infrastructure and Economy	Quarterly	<p><b>RESULT: 96%</b></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>Q1 2021/22</td> <td>98%</td> </tr> <tr> <td>Q4 2021/22</td> <td>95%</td> </tr> <tr> <td>Q1 2022/23</td> <td>96%</td> </tr> <tr> <td>Target</td> <td>92%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2021/22	98%	Q4 2021/22	95%	Q1 2022/23	96%	Target	92%	<p>↑</p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 92%</b></p> <p>There were 52 applications in this category during Q1. 50 applications were determined within 8 weeks or with an agreed extension of time, and two were agreed outside the target.</p>
Quarter	Percentage														
Q1 2021/22	98%														
Q4 2021/22	95%														
Q1 2022/23	96%														
Target	92%														
37.	Process of planning applications: 'other' applications - % determined within 8 weeks	Planning  Associate Director of Planning, Infrastructure and Economy	Quarterly	<p><b>RESULT: 97%</b></p>	<p>↑</p> <p><b>A high result is good for this indicator</b></p> <p><b>TARGET: 92%</b></p> <p>There were 148 applications in this category during Q2. 143 applications were determined within 8 weeks or with an agreed extension of time, and five were agreed outside the target.</p>										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)										
				<p style="text-align: center;"><b>Other applications determined in 8 weeks</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>Data for Other applications determined in 8 weeks</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>100%</td> </tr> <tr> <td>Q4 2021/22</td> <td>96%</td> </tr> <tr> <td>Q1 2022/23</td> <td>97%</td> </tr> <tr> <td>Target</td> <td>92%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2021/22	100%	Q4 2021/22	96%	Q1 2022/23	97%	Target	92%	
Period	Percentage														
Q1 2021/22	100%														
Q4 2021/22	96%														
Q1 2022/23	97%														
Target	92%														
38.	Penalty Charge Notices issued	Parking  Associate Director of Environment	Quarterly	<b>RESULT: 7,757</b>	No target is set for penalty charge notices in line with national guidelines.										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)						
				<p style="text-align: center;"><b>Penalty charge notices issued</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Q1 2021/22</td> <td>8169</td> </tr> <tr> <td>Q4 2021/22</td> <td>6052</td> </tr> <tr> <td>Q1 2022/23</td> <td>7757</td> </tr> </table>	Q1 2021/22	8169	Q4 2021/22	6052	Q1 2022/23	7757	
Q1 2021/22	8169										
Q4 2021/22	6052										
Q1 2022/23	7757										
39.	Tribunal appeals (won/lost/not contested)	Parking Associate Director of Environment	Quarterly	<p><b>RESULT:</b></p> <p style="text-align: center;"><b>Tribunal appeals – won / lost / not contested</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Won</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Lost</td> <td style="text-align: center;">1</td> </tr> <tr> <td>Not contested</td> <td style="text-align: center;">1</td> </tr> </table>	Won	0	Lost	1	Not contested	1	No target is set for penalty charge notices in line with national guidelines.
Won	0										
Lost	1										
Not contested	1										

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
40.	Reasons for appeals lost  (narrative measure)	Parking  Associate Director of Environment	Quarterly	One appeal at the Traffic Penalty Tribunal was lost by the council in the last quarter. The adjudicator was not satisfied that the restriction was adequately signed at the location of the contravention.	

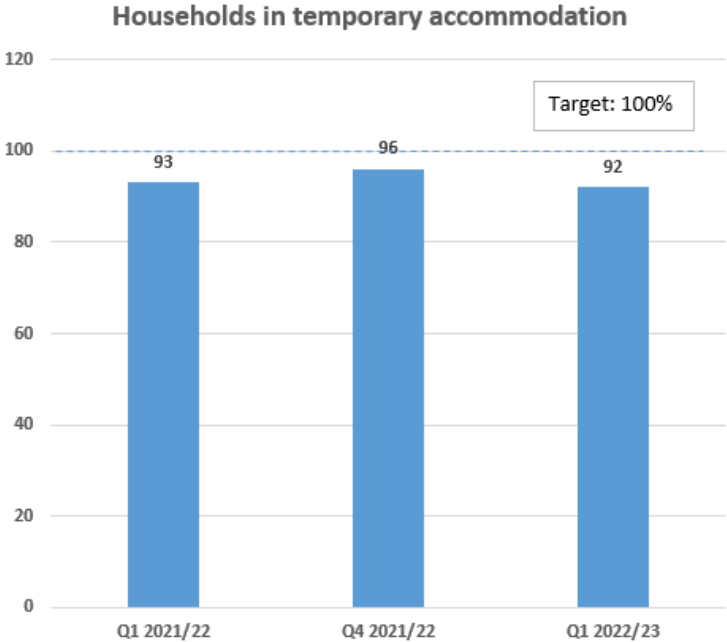

#### Council Plan Theme 4: A diverse, happy and healthy town

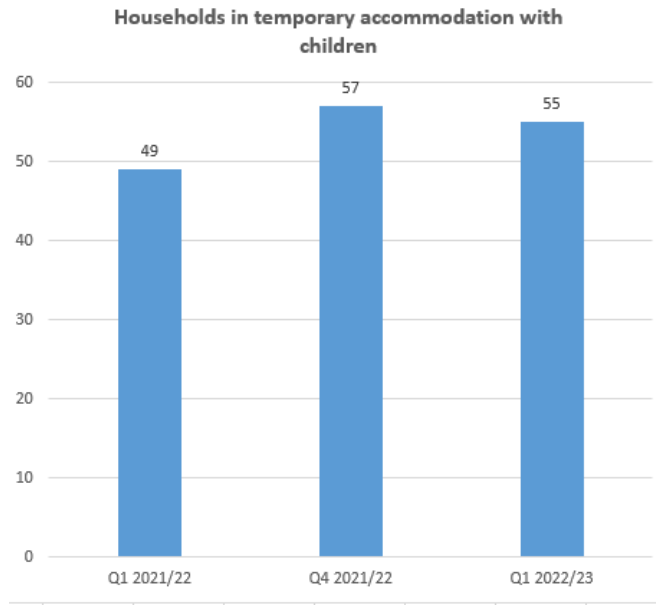
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)
41.	Affordable homes completions, including social / affordable rent, affordable sales and starter homes. <i>(Starter homes do not contribute to reduction in homeless households on the waiting list or in temporary accom.)</i>	Housing  Associate Director of Housing and Wellbeing	Biannually	Not reported in this quarter.  This indicator is reported at the end of Quarter 2 and at the end of the year.	

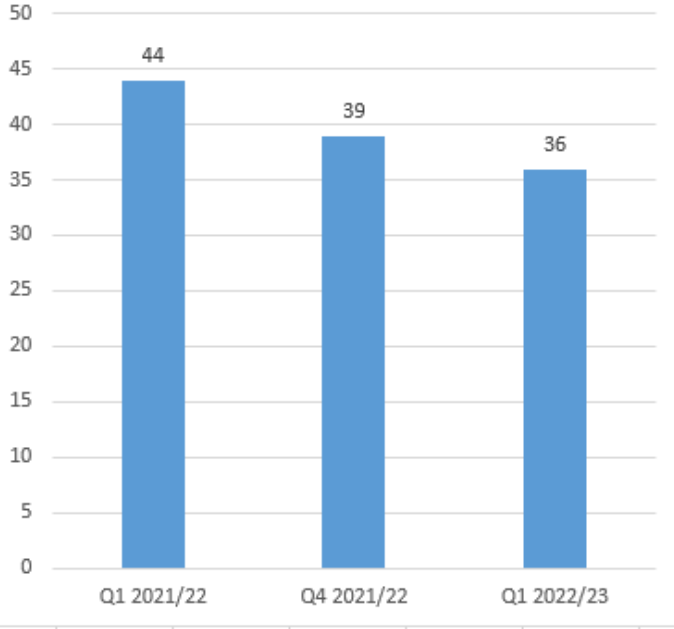

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
42.	Number of statutory homeless	Housing  Associate Director of Housing and Wellbeing	Quarterly	<p><b>RESULT: 13</b></p> <p style="text-align: center;"><b>Number of statutory homeless</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Number of statutory homeless</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>16</td> </tr> <tr> <td>Q4 2021/22</td> <td>7</td> </tr> <tr> <td>Q1 2022/23</td> <td>13</td> </tr> </tbody> </table>	Quarter	Number of statutory homeless	Q1 2021/22	16	Q4 2021/22	7	Q1 2022/23	13	<p><b>No target set</b></p> <p>See indicator 12 regarding reasons for homelessness.</p>
Quarter	Number of statutory homeless												
Q1 2021/22	16												
Q4 2021/22	7												
Q1 2022/23	13												
43.	Reasons for homelessness  <b>Narrative indicator</b>	Housing  Associate Director of Housing and Wellbeing	Quarterly	<p>The reasons for homelessness among those to whom the council accepted a duty to house are as follows:</p>									

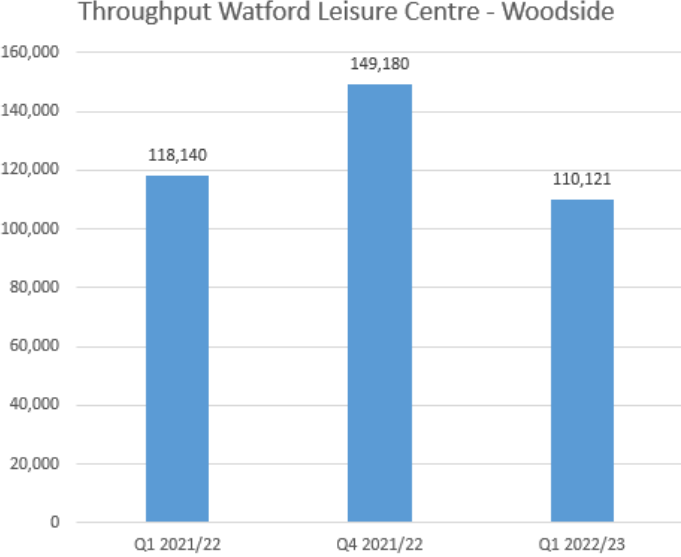



	Indicator	Service area	Reporting frequency	Results 2022/23		Comments & Benchmarking (where available)																														
				<table border="1"> <thead> <tr> <th data-bbox="828 325 1487 400">Reason for loss of last settled home</th> <th data-bbox="1487 325 1700 400">Result Q1 2022/23</th> </tr> </thead> <tbody> <tr> <td data-bbox="828 400 1487 448">Family no longer willing or able to accommodate</td> <td data-bbox="1487 400 1700 448">3</td> </tr> <tr> <td data-bbox="828 448 1487 496">End of private rented tenancy - assured shorthold tenancy</td> <td data-bbox="1487 448 1700 496">6</td> </tr> <tr> <td data-bbox="828 496 1487 536">Other</td> <td data-bbox="1487 496 1700 536">1</td> </tr> <tr> <td data-bbox="828 536 1487 576">End of social rented tenancy</td> <td data-bbox="1487 536 1700 576"></td> </tr> <tr> <td data-bbox="828 576 1487 616">Eviction from support housing</td> <td data-bbox="1487 576 1700 616">1</td> </tr> <tr> <td data-bbox="828 616 1487 663">Relationship with partner ended (non-violent breakdown)</td> <td data-bbox="1487 616 1700 663"></td> </tr> <tr> <td data-bbox="828 663 1487 711">Domestic abuse</td> <td data-bbox="1487 663 1700 711">2</td> </tr> <tr> <td data-bbox="828 711 1487 759">End of private rented tenancy - not assured shorthold tenancy</td> <td data-bbox="1487 711 1700 759"></td> </tr> <tr> <td data-bbox="828 759 1487 807">Property disrepair</td> <td data-bbox="1487 759 1700 807"></td> </tr> <tr> <td data-bbox="828 807 1487 855">Friends no longer willing or able to accommodate</td> <td data-bbox="1487 807 1700 855"></td> </tr> <tr> <td data-bbox="828 855 1487 903">Fire, flood or other emergency</td> <td data-bbox="1487 855 1700 903"></td> </tr> <tr> <td data-bbox="828 903 1487 951">Departure from institution: Custody</td> <td data-bbox="1487 903 1700 951"></td> </tr> <tr> <td data-bbox="828 951 1487 999">Home no longer suitable due to disability/ill health</td> <td data-bbox="1487 951 1700 999"></td> </tr> <tr> <td data-bbox="828 999 1487 1046"><b>Total</b></td> <td data-bbox="1487 999 1700 1046"><b>13</b></td> </tr> </tbody> </table>		Reason for loss of last settled home	Result Q1 2022/23	Family no longer willing or able to accommodate	3	End of private rented tenancy - assured shorthold tenancy	6	Other	1	End of social rented tenancy		Eviction from support housing	1	Relationship with partner ended (non-violent breakdown)		Domestic abuse	2	End of private rented tenancy - not assured shorthold tenancy		Property disrepair		Friends no longer willing or able to accommodate		Fire, flood or other emergency		Departure from institution: Custody		Home no longer suitable due to disability/ill health		<b>Total</b>	<b>13</b>	
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<b>Total</b>	<b>13</b>																																			
				<p>Ending of a private rented tenancy is the most frequent reason for loss of the last settled home which has bucked the trend for the previous three quarters. Evictions of these families from the private rented sector occurred in September (three families) and November (1 family). This increase in evictions from the private rented sector has been expected. Six out of the seven households where the council accepted a main duty to house had three or more children and there were 23 children involved altogether in this set of decisions. It is more difficult to find alternative, affordable accommodation for larger families. As a result the council needed to make a decision on whether the council owed these households a duty to a main duty to house. They will remain in temporary accommodation until something suitable comes up in the private rented sector or with a local housing association.</p>																																

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
44.	Number of households living in temporary accommodation <i>Snap-shot at quarter end</i>	Housing  Associate Director of Housing and Wellbeing	Quarterly	<p><b>RESULT: 92</b></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>Q1 2021/22</td> <td>93</td> </tr> <tr> <td>Q4 2021/22</td> <td>96</td> </tr> <tr> <td>Q1 2022/23</td> <td>92</td> </tr> </tbody> </table> <p>Target: 100%</p>	Quarter	Number of Households	Q1 2021/22	93	Q4 2021/22	96	Q1 2022/23	92	<p></p> <p><b>A low result is good for this indicator</b></p> <p><b>TARGET: 100</b></p> <p>The number of households in temporary accommodation (TA) has remained under 100 since the beginning April. There have been significant numbers of new development handovers, including social rent homes, which has helped both reduce numbers in temporary accommodation (as there were over 100 in March 2022) and keep them at a steady rate. This is despite an increase in the number of households approaching the council already homeless rather than being threatened with (impending) homelessness. The average number of homeless presentations was four per week last year. So far this financial year the average has been six homeless presentations per week.</p>
Quarter	Number of Households												
Q1 2021/22	93												
Q4 2021/22	96												
Q1 2022/23	92												

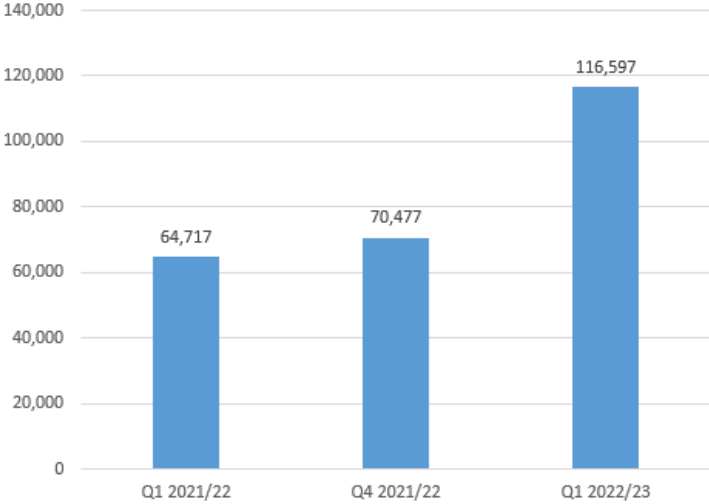
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
45.	Number of households living in temporary accommodation with children <i>Snap-shot at quarter end</i>	Housing  Associate Director of Housing and Wellbeing	Quarterly	<p><b>RESULT: 55</b></p>  <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>Q1 2021/22</td> <td>49</td> </tr> <tr> <td>Q4 2021/22</td> <td>57</td> </tr> <tr> <td>Q1 2022/23</td> <td>55</td> </tr> </tbody> </table>	Quarter	Number of Households	Q1 2021/22	49	Q4 2021/22	57	Q1 2022/23	55	<p><b>No target set</b></p> <p>The numbers of households living in temporary accommodation (TA) with children has remained steady over the quarter. There are 135 children, including expected children, in TA as at the end of June 2022.</p>
Quarter	Number of Households												
Q1 2021/22	49												
Q4 2021/22	57												
Q1 2022/23	55												
46.	Number of households living in temporary accommodation without children <i>Snap-shot at quarter end</i>	Housing  Associate Director of Housing and Wellbeing	Quarterly	<p><b>Q4 RESULT: 36</b></p>	<p><b>No target set</b></p> <p>The number of households without children in temporary accommodation remained steady throughout the quarter.</p>								

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;"><b>Households in temporary accommodation without children</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Number of Households</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>44</td> </tr> <tr> <td>Q4 2021/22</td> <td>39</td> </tr> <tr> <td>Q1 2022/23</td> <td>36</td> </tr> </tbody> </table>	Quarter	Number of Households	Q1 2021/22	44	Q4 2021/22	39	Q1 2022/23	36	
Quarter	Number of Households												
Q1 2021/22	44												
Q4 2021/22	39												
Q1 2022/23	36												
47.	Rough sleepers within the authority area <i>Snap shot taken on one night in November</i>	Housing  Associate Director of Housing and Wellbeing	Annual	<p style="background-color: black; color: white; padding: 2px;"><b>NOVEMBER 2021 RESULT: 6</b></p>	<p style="text-align: center;"></p> <p style="text-align: center;"><b>A low result is good for this indicator</b></p> <p style="background-color: black; color: white; padding: 2px; text-align: center;"><b>TARGET: 5</b></p> <p>The result of six is the official rough sleeper total found in November 2021. The</p>								

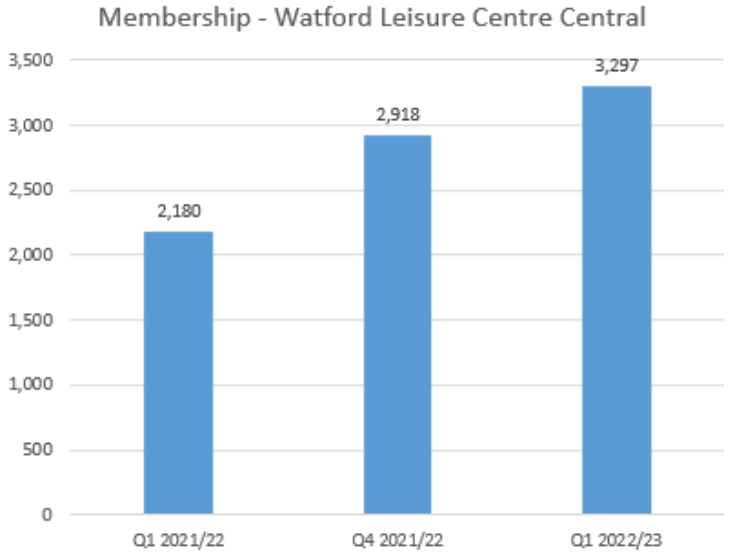
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
					average number of verified rough sleepers (i.e. they have been observed rough sleeping by the New Hope Outreach Plus service) has been five during Q1.								
48.	Throughput of Watford Leisure Centre: Woodside	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 110,121</b></p>  <table border="1"> <caption>Throughput Watford Leisure Centre - Woodside</caption> <thead> <tr> <th>Quarter</th> <th>Throughput</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>118,140</td> </tr> <tr> <td>Q4 2021/22</td> <td>149,180</td> </tr> <tr> <td>Q1 2022/23</td> <td>110,121</td> </tr> </tbody> </table>	Quarter	Throughput	Q1 2021/22	118,140	Q4 2021/22	149,180	Q1 2022/23	110,121	<p><b>No target set at this time</b></p> <p>This result shows a slight reduction in comparison to the same quarter last year. Physical development officer focus is increasing participation. The Physical Development Officer's role is to break down barriers to participation and to work with inactive individuals to help them become active.</p>
Quarter	Throughput												
Q1 2021/22	118,140												
Q4 2021/22	149,180												
Q1 2022/23	110,121												

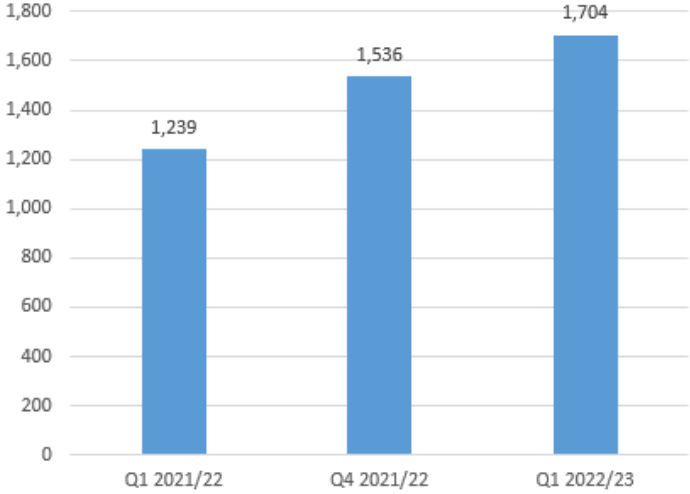
	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
49.	Membership of Watford Leisure Centre: Woodside	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 4,398</b></p>  <table border="1"> <caption>Membership Watford Leisure Centre - Woodside</caption> <thead> <tr> <th>Quarter</th> <th>Membership</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>3,578</td> </tr> <tr> <td>Q4 2021/22</td> <td>4,697</td> </tr> <tr> <td>Q1 2022/23</td> <td>4,398</td> </tr> </tbody> </table>	Quarter	Membership	Q1 2021/22	3,578	Q4 2021/22	4,697	Q1 2022/23	4,398	<p><b>No target set at this time</b></p> <p>Membership figures have remained steady.</p>
Quarter	Membership												
Q1 2021/22	3,578												
Q4 2021/22	4,697												
Q1 2022/23	4,398												
50.	Watford Leisure Centre - Woodside - swimming lessons take up	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<p><b>RESULT: 2,058</b></p>	<p><b>No target set at this time</b></p> <p>These figures have remained steady.</p>								

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Swimming Lessons take up - Woodside</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>1,817</td> </tr> <tr> <td>Q4 2021/22</td> <td>2,054</td> </tr> <tr> <td>Q1 2022/23</td> <td>2,058</td> </tr> </tbody> </table>	Quarter	Take up	Q1 2021/22	1,817	Q4 2021/22	2,054	Q1 2022/23	2,058	
Quarter	Take up												
Q1 2021/22	1,817												
Q4 2021/22	2,054												
Q1 2022/23	2,058												
51.	Throughput of Watford Leisure Centre: Central	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<b>Q4 RESULT: 116,597</b>	<b>No target set at this time</b>  Some good improvements across the site. SLM have a physical development officer who is working hard to increase these numbers and focus on those who are inactive.								

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;">Throughput - Watford Leisure Centre Central</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Quarter</th> <th>Throughput</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>64,717</td> </tr> <tr> <td>Q4 2021/22</td> <td>70,477</td> </tr> <tr> <td>Q1 2022/23</td> <td>116,597</td> </tr> </tbody> </table>	Quarter	Throughput	Q1 2021/22	64,717	Q4 2021/22	70,477	Q1 2022/23	116,597	
Quarter	Throughput												
Q1 2021/22	64,717												
Q4 2021/22	70,477												
Q1 2022/23	116,597												
52.	Membership of Watford Leisure Centre: Central	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<b>RESULT: 3,297</b>	<b>No target set at this time</b>  Some great improvements across the site. SLM have a physical development officer who is working hard to increase these numbers and focus on those who are inactive.								



	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				 <table border="1"> <caption>Membership - Watford Leisure Centre Central</caption> <thead> <tr> <th>Quarter</th> <th>Membership</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>2,180</td> </tr> <tr> <td>Q4 2021/22</td> <td>2,918</td> </tr> <tr> <td>Q1 2022/23</td> <td>3,297</td> </tr> </tbody> </table>	Quarter	Membership	Q1 2021/22	2,180	Q4 2021/22	2,918	Q1 2022/23	3,297	
Quarter	Membership												
Q1 2021/22	2,180												
Q4 2021/22	2,918												
Q1 2022/23	3,297												
53.	Watford Leisure Centre – Central - swimming lessons take up	Leisure, Community & Environ'tal Services  Associate Director of Environment	Quarterly	<b>Q4 RESULT: 1,704</b>	<b>No target set at this time</b>  Some great improvements across the site. SLM have a physical development officer who is working hard to increase these numbers and focus on those who are inactive.								

	Indicator	Service area	Reporting frequency	Results 2022/23	Comments & Benchmarking (where available)								
				<p style="text-align: center;"><b>Watford Leisure Centre - Central - swimming lesson take up</b></p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Period</th> <th>Take up</th> </tr> </thead> <tbody> <tr> <td>Q1 2021/22</td> <td>1,239</td> </tr> <tr> <td>Q4 2021/22</td> <td>1,536</td> </tr> <tr> <td>Q1 2022/23</td> <td>1,704</td> </tr> </tbody> </table>	Period	Take up	Q1 2021/22	1,239	Q4 2021/22	1,536	Q1 2022/23	1,704	
Period	Take up												
Q1 2021/22	1,239												
Q4 2021/22	1,536												
Q1 2022/23	1,704												