

# INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JANUARY 2016	14

## MID-YEAR PERFORMANCE 2015/16

### PUBLIC ITEM

This item is for consideration in the public part of the meeting.

### SUMMARY OF INFORMATION

The report provides details of the key performance outcomes for the first half of the financial year 2015/16. Performance is reported against the targets set for the year and commentary is provided by performance exception.

### SOURCE OF INFORMATION

Environment, Health and Housing teams input data into the InPhase corporate online system from service based performance data.

### LINK TO INFORMATION

[www.fylde.gov.uk/performance](http://www.fylde.gov.uk/performance) - Full Corporate Performance for Fylde Council

### WHY IS THIS INFORMATION BEING GIVEN TO THE COMMITTEE

The performance information is relevant to the committee terms of reference and the responsibility of the committee to monitor performance of the services within its remit.

### FURTHER INFORMATION

Contact Alex Scrivens, Performance Improvement Officer.

## Mid-Year Commentary by Performance Exception for the Environment, Health and Housing Committee

### \*\*\*\*\*PERFORMANCE BELOW TARGET\*\*\*\*\*

*Commentary is provided to explain why performance is currently not on target, with details of any corrective action.*

PM25: % of premises scoring 3 or higher on the food hygiene rating scheme (quarterly) is 73%, the target is 85%.

*The compliance for the premises scoring 3 or above and included within the food hygiene rating scheme is currently 73%. The overall level of compliance, inclusive of all food businesses is currently 87%.*

PM27: % of high risk food hygiene inspections completed - Category A to C (quarterly) was 54%, the yearend target is 90%.

*The team carry out food hygiene inspections using a risk based approach to tackling non-compliance, the high risk ones are prioritised resources will be dedicated to complete all necessary inspections by the end of the Councils financial year.*

PM28: Number of households living in temporary accommodation is 13, the target is 6.

*The council is seeing an increase in the number of homeless applications who are in a priority need category to whom there is a duty to provide temporary accommodation, while the homeless application is investigated.*

PM32: Average time accommodated in B&B - all homeless households (days) is 59, the target is 0 and last year's comparison figure was 18 days.

*The council is seeing an increase in the number of homeless applications who are in a priority need category to whom there is a duty to provide temporary accommodation, while the application is investigated. There is a finite resource of 9 interim units of accommodation available and as a result B&B accommodation must be used until an interim unit becomes available.*

PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly) is 0, the target is 100% and last year's comparison figure was 100%.

*All the A rated health and safety premise inspections are scheduled to be carried out in the second half of the financial year with the 100% target expected to be achieved.*

PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 78, the target is 0, and last year's comparison figure was 68.

*The target of 0 is unachievable (this will be reviewed) as the demand for the mandatory disabled facilities grant continues to exceed the resources available to the council to undertake DFGs. The grant is focussed on meeting the needs of high priority DFG and where possible DFG applicants with lower needs are taken off the waiting list. Corrective action is dependent on resources availability.*

PM97b: The number of applicants on the waiting list for a Disabled facilities grant was 78, the target is 0, and last year's comparison figure was 68.

*The target of 0 is unachievable (this will be reviewed) as the demand for the mandatory disabled facilities grant continues to exceed the resources available to the council to undertake DFGs. The grant is focussed on meeting the needs of high priority DFG and where possible DFG applicants with lower needs are taken off the waiting list.*

\*\*\*\*\* PERFORMANCE ABOVE TARGET \*\*\*\*\*

*Commentary is provided to explain why progress has exceeded target, with details of how this will be maintained.*

PM29a: Total number of housing advice cases was 151, the target is 57. No comparison data, new indicator for 2015.

*151 is a cumulative figure for the year that has far exceeded the target, this is a new indicator and as such the target figure will be reviewed.*






PM29b Total number of housing advice enquiries where homelessness has been prevented was 40, the target was 11. No comparison data, new indicator for 2015.

*40 is a cumulative figure for the year that has far exceeded the target, this is a new indicator and as such the target figure will be reviewed.*

















PM98: Number of households in mortgage difficulty approaching the LA that received appropriate advice to date is 6, the target is 20, and last year's comparison figure was 9.

*The target of 20 is too high following Government's withdrawal of funding support for households in mortgage difficulties. Since Mortgage Rescue ended we have seen less households approaching the local authority for housing advice related to mortgage arrears.*

## PERFORMANCE KEY ICON STATUS

	<b>Over Performance</b> – the indicator is over performing against target
	<b>On Track</b> – the indicator is performing within tolerance of target.
	<b>Cautionary Under Performance</b> – the indicator is moderately under performing. Whilst the indicator has slipped from target it maybe a minor blip overall or minor action will remedy it.
	<b>Under Performance</b> – the indicator is under performing against target.
<b>N/A</b>	<b>Not Applicable</b> – no comparable data available. This could be due to the methodology being change or being a new measure created.
	<b>Missing Data</b> – the indicator is missing data, this could be due to lag in data in the way the information is collated, or because its currently unavailable.

**MID-YEAR PERFORMANCE SCORECARD APRIL 2015 TO SEPTEMBER 2015**

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR'14-SEP'14	APR'15-SEP'15	Target To Date	Status
PM19: All Recorded Crime in Fylde Per 1,000 population	Monthly	Smaller is Better	21.13	<b>20.96</b>	20	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme (quarterly)	Quarterly	Bigger is Better	89	<b>73</b>	85	
PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly)	Quarterly	Bigger is Better	86	<b>54</b>	90	
PM28: Number of households living in temporary accommodation	Quarterly	Smaller is Better	8	<b>13</b>	6	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	N/A	<b>151</b>	57	
PM29b: Total number of housing advice enquiries where homelessness has been prevented	Quarterly	Bigger is Better	N/A	<b>40</b>	11	
PM31: Average time accommodated in B&B - family only (weeks)	Quarterly	Smaller is Better	1	<b>0</b>	0	
PM32: Average time accommodated in B&B - all homeless households (days)	Quarterly	Smaller is Better	18	<b>59</b>	0	
PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks)	Quarterly	Smaller is Better	12	<b>6</b>	7	
PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)	Quarterly	Bigger is Better	100	<b>100</b>	100	
PM71c: Total % of hackney carriage/private hire vehicle & driver licenses issued within 3 days	Quarterly	Bigger is Better	100	<b>100</b>	100	
PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)	Quarterly	Bigger is Better	0	<b>50</b>	50	
PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)	Quarterly	Bigger is Better	100	<b>0</b>	100	
PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks)	Quarterly	Smaller is Better	68	<b>78</b>	0	
PM97b: The number of applicants on the waiting list for a Disabled facilities grant	Quarterly	Smaller is Better	68	<b>78</b>	0	
PM98: Number of households in mortgage difficulty approaching the LA received appropriate advice	Quarterly	Smaller is Better	9	<b>2</b>	20	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	0	<b>1</b>	2	