



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
OFFICE OF THE CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	20 JUNE 2017	12
YEAR END PERFORMANCE EXCEPTION 2016/17			

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 financial year end 2016/17. Performance is reported against the targets set for the year and commentary is provided by performance exception.

SOURCE OF INFORMATION

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

LINK TO INFORMATION

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 Manager.

**Year End Commentary by Performance Exception for the
Environment, Health & Housing Committee**

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

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

PM104 Total cases homelessness prevented, able to remain in own home was 31, target is 24.

The Housing Service works to prevent homelessness and during 16/17 we have seen an increase in housing advice cases approaching us prior to them become homeless. This is reflected in PM29a that records an increase in total housing advice cases approaching us in 2016/17.

PM108 % of the total DFG Budget committed was 104, target is 22.5.

22.5% is quarterly target. Annual target is 90% of grant. Performance at 104% of grant spent as figure recording against is DFG Grant Allocation for 2016/17 and does not include slippage from 15/16, income from Progress Housing Association and grant repayments.

PM109 Percentage of food hygiene interventions completed (Category A to D) was 100, target is 90.

The team's resource is allocated as necessary to enable a risk based approach towards tackling non-compliance. Performance is constantly monitored to track potential short falls with the view to completion of all necessary interventions by the end of the Councils financial year.

PM29a: Total number of housing advice cases was 355, target is 280.

Please refer to commentary for PM104.

******* PERFORMANCE BELOW TARGET *******

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






PM28: Number of households living in temporary accommodation at the end of the quarter was 18, target is 12.

The Homelessness and Housing Advice Service has seen an increase in households approaching us for homelessness and housing advice which has resulted in an increase in the use of temporary accommodation. There are 10 units of temporary accommodation available in Fylde which have been fully occupied in 2016/17, therefore the service has had to seek alternatives such as B&B.















PM99: Number households received financial assistance from the council to prevent repossession was 32, target is 36.

The cumulative total of households receiving financial assistance over the years's 4 quarters is 32.

PERFORMANCE KEY ICON STATUS

	Over Performance – the indicator is over performing against target
	On Track – the indicator is performing within tolerance of target.
	Cautionary Under Performance – 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.
	Under Performance – the indicator is under performing against target.
	Missing Data – 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.
N/A	Not Applicable – no comparable data available. This could be due to the methodology being change or being a new measure created.

Environment, Health and Housing

Local Key Performance Indicators	Frequency	Good Performance Is	APR 2015 MAR 2016	APR 2016 MAR 2017	Yearend Target	Performance Status
PM104 Total cases homelessness prevented, able to remain in own home	Quarterly	Bigger is Better	N/A	31	24	
PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation	Quarterly	Bigger is Better	N/A	31	28	
PM106 Homelessness relieved (decision made assisted to find accommodation)	Quarterly	Bigger is Better	N/A	4	4	
PM108 % of the total DFG Budget committed	Quarterly	Bigger is Better	N/A	104	22.5	
PM109 Percentage of food hygiene interventions completed (Category A to D)	Quarterly	Bigger is Better	N/A	100	90	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	89	76	75	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	10	18	12	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	N/A	355	280	
PM29c Total number of homeless presentations	Quarterly	Bigger is Better	N/A	84	80	
PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)	Annual	Bigger is Better	100	100	100	
PM71c: Total % of hackney carriage/private hire vehicle & driver licenses issued within 3 days	Annual	Bigger is Better	100	100	100	
PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)	Annual	Bigger is Better	100	100	100	
PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)	Annual	Bigger is Better	100	100	100	
PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks)	Quarterly	Smaller is Better	52	0	0	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	2	32	36	