



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	11 JUNE 2019	11
YEAR-END PERFORMANCE 2018/19			

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 yearend 2018/19. 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

<http://fyldeperformance.inphase.com> - Full Corporate Performance suite 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 (01253 658543 or alexs@fylde.gov.uk).

**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.

PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation was 73 and last year's comparison figure was 26, the target is 28.

The Homeless Reduction Act introduced in April 2018 placed new statutory prevention and relief duties on local authorities to assist "all households" facing homelessness. Previously we had a statutory homeless duty for households in priority need and a duty to provide advice and assistance only to households with no priority. As a result the service now has to accept a prevention duty for everyone within 56 days of becoming homeless, to work with them proactively to source accommodation. The target was 30, but we have accepted a prevention duty to 73 households and worked with them to source alternative accommodation. This level of support will continue into 2019/20. It is proposed this indicator be removed and replaced with number of households to whom a prevention duty is owed to better reflect the reporting requirements of The Homeless Reduction Act.

PM106 Homelessness relieved (decision made assisted to find accommodation) was 83 and last year's comparison figure was 15, the target is 10.

The Homeless Reduction Act introduced in April 2018 placed new statutory prevention and relief duties on local authorities to assist "all households" facing homelessness. Previously we had a statutory homeless duty for households in priority need and a duty to provide advice and assistance only. As a result the service now has to accept a relief duty for everyone who is homeless to work with them for 56 days proactively to source accommodation. The target was 10, but we have accepted a relief duty for 83 households and worked with them to source alternative accommodation. This level of support will continue into 2019/20. It is proposed this indicator be removed and replaced with number of households to whom a relief duty is owed to better reflect the reporting requirements of The Homeless Reduction Act.

PM109 Percentage of food hygiene interventions completed (Category A to D) was 100 and last year's comparison figure was 100, the target is 90.

The Food Standards Agency Food Law Code of Practice has a large influence over interventions that are completed. To this end, the team realise the importance of completing all interventions as this is an important factor in revealing non-compliance and therefore directing enforcement and resource.

PM25: % of premises scoring 3 or higher on the food hygiene rating scheme was 96 and last year's comparison figure was 93, the target is 85.

The Council operate a graduated approach to enforcement where businesses do not meet the minimum requirements of food law. A "3" rating gauges this factor and is an important parameter in terms of public health. The Council will not hesitate to take risk based and appropriate action where standards are not satisfactory. It is noted that the team work quickly and effectively to also help and assist business as and when necessary.

PM29a: Total number of housing advice cases was 802 and last year's comparison figure was 517, the target is 500.

The introduction of the Homeless Reduction Act in April 2018 has seen a marked increase in the number of households contacting the Housing Team for advice and assistance. In addition under the Homeless Trailblazer project a post has been funded in the customer services team as a housing specialist to pick up referrals as soon as an initial contact has been made in the hope that we do not miss anyone who needs advice and assistance in relation to their housing situation. This level of service will continue into 2019/20.

PM99: Number households received financial assistance from the council to prevent repossession was 44 and last year's comparison figure was 30, the target is 30.

The introduction of the Homeless Reduction Act in April 2018 has seen a marked increase in the number of households contacting the Housing Team for advice and assistance. Additional funding has been received to

increase the amount of funding available for this purpose. This figure relates to all households who have received financial assistance from the Council to prevent repossession or to access accommodation, not solely prevent repossession. It is proposed this indicator is replaced to reflect the number of households who have received financial assistance from the Council to prevent repossession and to access accommodation.

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

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

PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 6 and last year's comparison figure was 0, the target is 0.

Monitoring of the waiting list was introduced when high numbers of clients were waiting a long time for an adaptation. As waiting times are now short, this is no longer considered to be a suitable performance measure as it is outside the control of housing services. It is proposed that *this indicator is replaced with indicators that are within the control of the service. The new indicators will measure satisfaction with the work done and the impact the adaption has had on a households independence.*

*******PERFORMANCE MEASURE CHANGES*******

Details provided to explain reasons for the performance capturing alterations

Housing Department following indicators for 2019/20:

KEEP – PM 40 – Number of affordable homes delivered

KEEP – PM 108 % of the total BCF committed

REMOVE - PM 97a, length of time applicants on the waiting list and replace with two new indicators, where the target for each quarter is to receive 90% satisfaction as either good or excellent. The current indicator is no longer relevant to service delivery, as waiting times have reduced to minimum number of weeks. This is monitored at a Lancashire Wide level. The new proposed indicators measure level of satisfaction of the work done and the impact the adaption has had on a households independence.

NEW - % of customers who agree or strongly agree that the adaptation has increased their independence – quarterly target of 90%

NEW - % of customer rating the DFG service as either good or excellent – quarterly target of 90%

REMOVE – PM 29c Total number of homeless presentations

REMOVE - PM 104 Total cases homelessness prevented, able to remain in own home

REMOVE - PM 105 Total cases homelessness prevented, assisted to obtain alternative accommodation

REMOVE – PM 106 Homelessness relieved

REMOVE – PM 99 Number of households received financial assistance from the council to prevent repossession

KEEP – PM 28 – Number of households living in temporary accommodation at the end of the quarter with the same targets

KEEP – PM 29a – Total number of housing advice cases with the same quarterly targets

NEW – Number of households to whom a relief duty is owed – quarterly target of 25, cumulative annual target of 100

NEW – Number of households to whom a relief duty is owed who have been assisted to source accommodation - quarterly target of 10, cumulative annual target of 40






NEW – Number of households to whom a prevention duty is owed - quarterly target of 25, cumulative annual target of 100

NEW – Number of households to whom a prevention duty is owed who have been assisted to remain in their own home – annual target of 40.















NEW - Number of households to whom a prevention duty is owed who have been assisted to source alternative accommodation - annual target of 40. This will enable us to compare households who we are assisting to remain in their own home and households who access alternative accommodation.

The Homeless Reduction Act 2017 became statute from the 1st April 2018. The Act places new legal duties on Councils so that everyone who is homeless or at risk of homelessness will have access to meaningful assistance to resolve their housing situation, regardless of their priority need status. This will increase the protection for single people who previously would have been offered advice and assistance only. The Act places a new prevention and relief duties on local authorities to assist all households to prevent or relieve their homelessness within a period of 56 days under either duty. MHCLG has introduced new reporting tool HClick, which is designed to refocus local authorities housing role as one of prevention and improve the quality of advice and support available. The current indicators are related to the previous reporting system required by MHCLG known as the P1E returns.

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.

APPENDIX 1: Performance Measures mid-year performance (1st April 2018 – 31st March 2019)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2017 MAR 2018	APR 2018 MAR 2019	Year-end Target	Performance Status
PM104 Total cases homelessness prevented, able to remain in own home	Quarterly	Bigger is Better	28	31	30	
PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation	Quarterly	Bigger is Better	26	73	28	
PM106 Homelessness relieved (decision made assisted to find accommodation)	Quarterly	Bigger is Better	15	83	10	
PM108 % of the total DFG Budget committed	Quarterly	Bigger is Better	100	100	100	
PM109 Percentage of food hygiene interventions completed (Category A to D)	Quarterly	Bigger is Better	100	100	90	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	93	96	85	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	8	14	15	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	517	802	500	
PM29c Total number of homeless presentations	Quarterly	Bigger is Better	89	227	225	
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	0	6	0	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	30	44	30	