

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

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

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

PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly) was 100, target is 90, and last year's comparison figure was 100.

*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 300, the target was 113.

*The total number of enquiries is to be expected and is on a par with previous year's figures.*

PM29b Total number of housing advice enquiries where homelessness has been prevented was 68, the target was 21.

*The number of preventions has increased this year due to successful case work and an increase in 'invest to save' payments. Invest to save is a fund used to provide rent in advance for rented accommodation and is an extremely useful and successful tool in preventing homelessness.*

PM98: Number of households in mortgage difficulty approaching the LA received appropriate advice was 9, the target was 20, and last year's comparison figure was 19.

*The number of households in mortgage difficulty has continued to decrease this year and there has also been a reduction in the number of possession notifications from the banks therefore less people have contacted the council for advice. The target for 2015-16 had been reduced to reflect this.*

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

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

PM19: All Recorded Crime in Fylde Per 1,000 population was 41.34, the target is 30, and last year's comparison figure was 40.17.

*Due to new Home Office Counting Rules the reporting of 'assaults' by third parties is counted as a report of a crime in this category, irrespective of whether the injured person reports it. This has had a significant impact on overall recorded crimes not only in Fylde but throughout the county.*

PM32: Average time accommodated in B&B - all homeless households (days) was 58, the target was 0 and last year's comparison figure was 45.

*The target of 0 is set because guidance is that B&B should be avoided. B&B has been used on several occasions due to a lack of suitable temporary accommodation.*

PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks) was 19, the target was 7, and last year's comparison figure was 8.

*This indicator reflects the average time accommodated in interim facilities as mentioned in PM34 a couple of households waited longer than expected for suitable accommodation.*

PM34: Average time accommodated-all homeless households re-housed into permanent accommodation (weeks) was 12, the target was 19, and last year's comparison figure was 9. *This indicator reflects the length of time accommodated before a household is rehoused into permanent accommodation. While a number of households were rehoused quicker than 12 weeks a couple of households waited longer than expected for suitable accommodation which has increased the overall average time taken to rehouse.*

PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 52, the target is 0, and last year's comparison figure was 78. *The length of time on the waiting list has reduced slightly compared to the previous year this has been achieved through an increase in DFG grant money. Targets for 2016/17 will be set by another report going to this committee on the 7<sup>th</sup> June 2016.*

PM97b: The number of applicants on the waiting list for a Disabled facilities grant was 53, the target is 0, and last year's comparison figure was 80. *The number of applicants on the waiting list has reduced since the previous year, this has been achieved through an increase in DFG grant money. Targets for 2016/17 will be sent by another report going to this committee on the 7<sup>th</sup> June 2016.*

\*\*\*\*\***PERFORMANCE MEASURES CHANGE LOG**\*\*\*\*\*

*Commentary is provided to explain details of why this measure is being altered for performance reporting purposes.*

PM19: All Recorded Crime in Fylde Per 1,000 population **is to be removed**. *Officer comment: Due to new Home Office Counting Rules the reporting of 'assaults' by third parties is counted as a report of a crime in this category, irrespective of whether the injured person reports it. This has had a significant impact on overall recorded crimes not only in Fylde but throughout the county.*

PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly) **is being replaced to** Percentage of food hygiene interventions completed (Category A to D) *PM27 has been reviewed to provide a more reflective indicator of interventions completed. The change has become necessary to fall in line with updates to the Code of Practice that are applicable to Food Law.*

PM28: Number of households living in temporary accommodation **being changed to** Number of households living in temporary accommodation at the end of the quarter (quarterly). *To provide clarity that this is quarterly and allow comparisons over quarters.*

PM29b Total number of housing advice enquiries where homelessness has been prevented **is being replaced** PM29c Total number of homeless presentations (quarterly). *To better reflect number of homeless presentations to the authority quarterly. Information is now presented in PM31, 32 and 33.*

PM31: Average time accommodated in B&B - family only (weeks) **is being replaced** Total cases homelessness prevented, able to remain in own home (quarterly) (P1Ea) *National data collected quarterly by DCLG.*

PM32: Average time accommodated in B&B - all homeless households (days) **is being replaced to**  
Total cases homelessness prevented, assisted to obtain alternative accommodation (quarterly) (P1Eb)  
*National data collected quarterly by DCLG.*

PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks) **is being replaced to** Homelessness relieved (decision made assisted to find accommodation) (quarterly) (P1E1b))  
*National data collected quarterly by DCLG.*

PM34: Average time accommodated-all homeless households re-housed into permanent accommodation (weeks) **is being deleted to** Total cases where positive action was unsuccessful in preventing or relieving homelessness (priority and non-priority) (P1E(c))  
*DCLG no longer require this data.*

PM97b: The number of applicants on the waiting list for a Disabled facilities grant **is being replaced**  
Percentage of the total DFG Budget committed (quarterly)  
*To monitor DFG Budget committed throughout the year.*

## 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>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.
<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.

PERFORMANCE SCORECARD APRIL 2015 TO MARCH 2016

Environment, Health and Housing								
Local Key Performance Indicators	Frequency	Good Performance Is	APR 14 - MAR 15	APR 15 - MAR 16	Target	Status	Target for 2016/17	Changes Log
PM19: All Recorded Crime in Fylde Per 1,000 population	Monthly	Smaller is Better	40.17	41.34	30		N/A	To be removed
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme (quarterly)	Quarterly	Bigger is Better	87	89	85		75	-
PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly)	Quarterly	Bigger is Better	100	100	90		N/A	Replacing Measure
PM28: Number of households living in temporary accommodation	Quarterly	Smaller is Better	15	10	6		40	Name Change
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	NEW	300	113		280	-
PM29b Total number of housing advice enquiries where homelessness has been prevented	Quarterly	Bigger is Better	NEW	68	21		N/A	Replacing Measure
PM31: Average time accommodated in B&B - family only (weeks)	Quarterly	Smaller is Better	1	1	0		N/A	Replacing Measure
PM32: Average time accommodated in B&B - all homeless households (days)	Quarterly	Smaller is Better	45	58	0		N/A	Replacing Measure
PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks)	Quarterly	Smaller is Better	8	19	7		N/A	Replacing Measure
PM34: Average time accommodated-all homeless households re-housed into permanent accommodation (weeks)	Quarterly	Smaller is Better	12	19	9		N/A	To be removed
PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)	Quarterly	Bigger is Better	100	100	100		100	-
PM71c: Total % of hackney carriage/private hire vehicle & driver licenses issued within 3 days	Quarterly	Bigger is Better	100	100	100		100	-
PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)	Quarterly	Bigger is Better	100	100	100		100	-
PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)	Quarterly	Bigger is Better	100	100	100		100	-
PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks)	Quarterly	Smaller is Better	78	52	0		50	-
PM97b: The number of applicants on the waiting list for a Disabled facilities grant	Quarterly	Smaller is Better	80	53	0		N/A	Replacing Measure
PM98: Number of households in mortgage difficulty approaching the LA received appropriate advice	Quarterly	Smaller is Better	19	9	20		20	-
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	4	2	2		2	-