



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	7 JANUARY 2020	16
MID-YEAR PERFORMANCE 2019/20			

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 2019/20. 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 alex.scrivens@fylde.gov.uk).

Mid-Year 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.

PM108 % of the total DFG Budget committed is 65.5% compared to last year's 60%, the current target is 50%.

There has been an increase of the number of referrals for DFGs in the current financial year. It is important that the budget is not overspent, so an amendment to the Housing Assistance Policy has been introduced, approved by the Housing Health and Environment Committee which introduces a test of resources which should ensure that the DFG spend remains within budget.

PM111: % of customers who agree that the adaptation has increased their independence is 98% compared to last year's 95%.

DFG customers are offered the opportunity to comment on the service they have received once the adaptation is complete and most of the responses indicate that the service has increased their independence.

PM112: % of customer rating the DFG service as either good or excellent is 98.5% and the current target is 95%.

It is anticipated that satisfaction with the DFG service will continue as the grants process is very customer focussed and targeted to meet customer needs.

PM113: Number of households to whom a relief duty is owed is 65 and the current target is 50.

The service has seen an increase in applicants presenting already homeless, therefore an automatic relief duty is owed. The service is responsive depending on the clients approaching the service.

PM114: Number of households with relief duty is owed who have been assisted to source accommodation is 34 and the current target is 20.

This reflects the increase recorded under PM113 and the number of households, whom already homeless and a relief duty is owed have been assisted to source accommodation for at least 6 months.

PM25: % of premises scoring 3 or higher on the food hygiene rating scheme is 95 and last year's comparison figure was 91, the current target is 75.

A "3" hygiene rating (Satisfactory) is the minimum rating acceptable in terms of public health. The Council work closely with business to ensure that hygiene standards are being met or improved. For businesses failing to meet these requirements a graduated approach to enforcement is in place. The Council will not hesitate to take risk based and proportionate action whenever necessary.

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

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

PM109 Percentage of food hygiene interventions completed (Category A to D) is 35% compared to last year's 47, the current target is 90.

The team have been involved in some unplanned enforcement activity that has inevitably resulted in a temporary shift of resource. The current position is being kept closely under Management review so as to ensure that service delivery continues in line with the requirements of the (Food Standards Agency) Food Law Code of Practice.






PM116: Number of households with prevention duty owed been assisted to remain in their own home is 10 the current target is 20.

We have recently had a number of households present under prevention with high levels of rent arrears and it has been impossible to resolve the issue due to historical over payments of housing benefit or the housing element of Universal Credit. Therefore our only option is to assist households into alternative accommodation and if in priority need provide temporary accommodation.
















PM28: Number of households living in temporary accommodation at the end of the quarter is 33 compared to last year's 18, the current target is 26.

We recorded a high figure of 20 households in temporary accommodation in Qtr1, which will affect the years reporting. The quarterly target is 13, and the actual figure for Qtr 2 was 13. Therefore quarterly we are meeting the target, however we are above the year to date target due, to the Qtr 1 figure.

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 2019 - 30th September 2019)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2018 SEP 2018	APR 2019 SEP 2019	Mid-Year Target	Performance Status
PM108 % of the total DFG Budget committed	Quarterly	Bigger is Better	60	65.5	50	
PM109 Percentage of food hygiene interventions completed (Category A to D)	Quarterly	Bigger is Better	47	35	90	
PM111: % of customers who agree that the adaptation has increased their independence	Quarterly	Bigger is Better	NEW	98	95	
PM112: % of customer rating the DFG service as either good or excellent	Quarterly	Bigger is Better	NEW	98.5	95	
PM113: Number of households to whom a relief duty is owed	Quarterly	Bigger is Better	NEW	65	50	
PM114: Number of households with relief duty is owed who have been assisted to source accommodation	Quarterly	Bigger is Better	NEW	34	20	
PM115: Number of households to whom a prevention duty is owed	Quarterly	Bigger is Better	NEW	51	50	
PM116: Number of households with prevention duty owed been assisted to remain in their own home	Quarterly	Bigger is Better	NEW	10	20	
PM117: Number of households with prevention duty assisted to source alternative accommodation	Quarterly	Bigger is Better	NEW	17	20	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	91	95	75	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	18	33	26	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	394	388	400	
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	