

INFORMATION ITEM



REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	10 JANUARY 2017	14
MID-YEAR PERFORMANCE 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 first half of the financial year 2016/17. 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

<http://fyldeperformance.inphase.com> - Full Corporate Performance for Fylde Council

<http://www.fylde.gov.uk/assets/files/7077/The-Corporate-Plan-2016-2020.pdf> - Full details of the Corporate Plan 2016-20

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.

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.

PM109: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly) was 38, target is 45.

Officer comment: 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.

PM28: Number of households living in temporary accommodation was 18, the target is 12, and last year's comparison figure was 15.

The Housing Service has seen a slight increase in homelessness, especially from single households. There is limited availability of move on one bedroom accommodation within the social rented sector for single households and within the private rented sector we need to ensure future tenancies are affordable. This leads to households remaining in temporary accommodation for longer periods.

PM29a: Total number of housing advice cases was 208, the target is 560, and last year's comparison figure was 151.

The target is 280 for the year. 560 is a miscalculated target of Qtr 1 of 280 plus Qtr 2 of 280. The quarterly target should be 70. Total number of housing advice cases taking a two quarter cumulative target of 140 is performance above target. The Housing Service has for a number of years experienced a high number of housing advice cases and this trend continues into 2016/17.

*****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 18, the target was 12.

The role of the Housing Service is to prevent homelessness and one way to do this is to assist households to obtain alternative accommodation prior to them becoming within 28 days of homeless. The invest to save budget mentioned in PM99 is one of the ways this is achieved by assisting households into the private rented sector with rent in advance or rent bond.















PM99: Number households received financial assistance from the council to prevent repossession was 10, the target was 2, and last year's comparison figure was 0.

PM99 was renamed in 2016/17 to pick up both the repossession prevention fund and invest to save fund that is used to prevent homelessness. The comparison figure for 2015/16 is solely for the repossession prevention fund which is only used occasionally where households are demonstrating they are helping themselves to prevent repossession either due to mortgage or rent arrears. The new target reflects all households who receive financial assistance and includes the invest to save budget which covers rent in advance and rent bond grants.

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.
N/A	Not Applicable – no comparable data available. This could be due to the methodology being change or being a new measure created.
	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.

APPENDIX 1: Performance Measures mid-year performance (1st April 2016 - 30th September 2016)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR'15-SEP'15	APR'16-SEP'16	Target To Date	Status
PM104 Total cases homelessness prevented, able to remain in own home	Quarterly	Bigger is Better	24	25	12	
PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation	Quarterly	Bigger is Better	New	18	14	
PM106 Homelessness relieved (decision made assisted to find accommodation)	Quarterly	Bigger is Better	New	1	2	
PM108 % of the total DFG Budget committed	Quarterly	Bigger is Better	New	42	50	
PM109 Percentage of food hygiene interventions completed (Category A to D)	Quarterly	Bigger is Better	New	38	45	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	73	76	75	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	15	18	12	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	151	208	560	
PM29c Total number of homeless presentations	Quarterly	Bigger is Better	New	44	40	
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	78	20	0	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	0	10	2	