

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
DEPUTY CHIEF EXECUTIVE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	14 JUNE 2022	13
PERFORMANCE REPORTING 2021/22			

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 2021/22. Performance is reported against the targets set for the year and commentary is provided by performance exception.

SOURCE OF INFORMATION

Environmental Protection, Food Safety, Housing and Licensing teams have input data into the corporate online system (called InPhase) for 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 the performance of the services within its remit.

FURTHER INFORMATION

Contact: Alex Scrivens, Performance & Improvement Manager (alex.scrivens@fylde.gov.uk).

Year-end 1st April 2021 to 31st March 2022 Commentary by Performance Exception

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

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

PM111: % of customers who agree that the adaptation has increased their independence is 100% and last year's comparison figure was 99.03, the target is 95.

Disabled adaptations aim is to increase an individuals independence. Performance demonstrates the intervention is achieving this.

PM112: % of customer rating the DFG service as either good or excellent is 100 and last year's comparison figure was 100, the target is 95.

Service is performing as expected in the delivery of the better care fund grant.

PM113: Number of households to whom a relief duty is owed is 157 and last year's comparison figure was 105, the target is 100.

Increase in number of clients approaching in relief stage of homelessness has increased. Clients to whom prevention duty was owed unable to prevent homelessness due to lack of move on options in private and social rented sectors.

PM114: Number of households with relief duty is owed who have been assisted to source accommodation is 66 and last year's comparison figure was 61, the target is 40.

Increase in number of clients approaching in relief stage of homelessness has lead to increase in numbers of clients able to assist into move on accommodation.

PM115: Number of households to whom a prevention duty is owed is 112 and last year's comparison figure was 58, the target is 100.

Significant increase in Landlords serving Section 21 notices, as restrictions on seeking repossession ended and as a result large increase in households approaching local authority for advice and assistance to prevent homelessness.

***** 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 69 and last year's comparison figure was 5, the target is 90.

The pandemic and resulting lockdown inevitably imposed restrictions on our ability to carry out normal service. The Council continues to work towards the National Recovery Plan which is administered by The Food Standards Agency.






PM116: Number of households with prevention duty owed been assisted to remain in their own home is 9 and last year's comparison figure was 10, the target is 40.

Increase in households under prevention duty has not resulted in an increase in enabling clients to remain in own homes, mainly as a result of served Section 21 notices, as restrictions on seeking repossession ended.
















PM28: Number of households living in temporary accommodation at the end of the quarter is 93 and last year's comparison figure was 109, the target is 52.

93 is cumulative total at the end of each quarter during 22/23 for households in temporary accommodaion. At the end of the quarter there were 28 households in temporary accommodation. The service has seen a significant increase in households, especially single persons, to whom a duty to provide temporary accommodation is required over the past 2 years and there is a reliance on B&B. There are 10 untis of temporary accommodation available in Fylde.

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 year-end performance (1st April 2021 – 31st March 2022)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2020 MAR 2021	APR 2021 MAR 2022	Year-end Target	Performance Status
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	5	69	90	
PM111: % of customers who agree that the adaptation has increased their independence	Quarterly	Bigger is Better	99.03	100	95	
PM112: % of customer rating the DFG service as either good or excellent	Quarterly	Bigger is Better	100	100	95	
PM113: Number of households to whom a relief duty is owed	Quarterly	Bigger is Better	105	157	100	
PM114: Number of households with relief duty is owed who have been assisted to source accommodation	Quarterly	Bigger is Better	50	66	40	
PM115: Number of households to whom a prevention duty is owed	Quarterly	Bigger is Better	58	112	100	
PM116: Number of households with prevention duty owed been assisted to remain in their own home	Quarterly	Bigger is Better	10	9	40	
PM117: Number of households with prevention duty assisted to source alternative accommodation	Quarterly	Bigger is Better	27	49	40	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	97	98	97	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	109	93	52	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	650	773	800	
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	