



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	5 JUNE 2018	12
YEAR-END PERFORMANCE 2017/18			

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 2017/18. 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.

PM106 Homelessness relieved (decision made to find accommodation) was 15 cases, last year's out turn was 4 cases, the target is 10 cases.

The Housing Team have been working to move long standing households out of interim and B&B accommodation within the last two quarters which has resulted in an increase in homelessness being relieved. These are households who are homeless and have had their situation relieved.

PM28: Number of households living in temporary accommodation is 8 cases and last year's out turn was 18 cases, the target was no more than 20 cases.

This is related to PM106 where the Team have focused on moving homeless households out of B&B and Interim accommodation which has resulted in a reduction in households living in temporary accommodation.

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

Food premise interventions are carried out in line with the requirements of the Food Standards Agency (FSA) Food Law Code of Practice (FLCop). The Code of Practice suggests that 100% of all interventions shall be completed in order to maximise benefits and safeguard public health.

PM25: Percentage of premises scoring 3 or higher on the food hygiene rating scheme was 93%, last year's out turn was 76%, the target was 85%.






The benefit to the business of having a higher score has become more important to the operators as a result of increased media awareness and choice based on scores by the customer. The operators across Fylde are working constructively with the food safety team to achieve the best scores they can.

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















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

None to report.

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 yearend performance (1st April 2017 – 31st March 2018)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2016 MAR 2017	APR 2017 MAR 2018	Year-end Target	Performance Status
PM104 Total cases homelessness prevented, able to remain in own home	Quarterly	Bigger is Better	31	28	30	
PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation	Quarterly	Bigger is Better	31	26	28	
PM106 Homelessness relieved (decision made assisted to find accommodation)	Quarterly	Bigger is Better	4	15	10	
PM108 % of the total DFG Budget committed	Quarterly	Bigger is Better	104	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	76	93	85	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	18	8	15	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	355	517	500	
PM29c Total number of homeless presentations	Quarterly	Bigger is Better	84	89	90	
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	0	0	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	32	30	30	