



INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	9 JANUARY 2018	9
MID-YEAR 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 first half of the financial year 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).

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.

PM106 Homelessness relieved (decision made assisted to find accommodation) was 18 and last year's comparison figure was 1, the target is 3.

Qtr 1's figure was 8 and Qtr 2 figure was 2, to date the Cumulative figure is 10. We have been working with a number of households already homeless to relieve their situation.

PM109 Percentage of food hygiene interventions completed (Category A to D) was 63 and last year's comparison figure was 38, the target is 45.

The completion of the inspection programme is kept under constant review throughout the year to ensure that end of year targets will be met. The number of interventions completed can fluctuate, dependent upon levels of other incoming work load within the team.

PM25: % of premises scoring 3 or higher on the food hygiene rating scheme was 92 and last year's comparison figure was 76, the target is 85.

It is the responsibility of the food business to comply with the law. The team work closely with businesses to improve and achieve compliance with every inspection. The National Food Hygiene Rating Scheme is key to driving up compliance and officers will assist businesses with re-rating visits when requested. Where non-compliance is identified, proportionate and risk based action will be taken with measures in place to improve standards.

PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 0 and last year's comparison figure was 20, the target is 50.

The target of 50 is an historical figure. With extra funding from the Better Care Fund there is now no waiting time for households to have a Disabled Facilities Grant completed.

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

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

PM104 Total cases homelessness prevented, able to remain in own home was 17 and last year's comparison figure was 25, the target is 21.

The total number of households where homelessness was prevented, able to remain in own home for 2016/17 was 31. We are still on progress to support a similar number of households to remain in their own accommodation in 2017/18.






PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation was 14 and last year's comparison figure was 18, the target is 21.

The total number of households where homelessness was prevented, assisted to obtain alternative accommodation for 2016/17 was 28. We are still on progress to help a similar number of households to obtain alternative accommodation in 2017/18















PM29a: Total number of housing advice cases was 183 and last year's comparison figure was 208, the target is 210.

The total number of housing advice cases for 2016/17 was 280. We are still on progress to help a similar number of households with advice in 2017/18. The Year to date targets are incorrect it should read 70 per quarter.

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 2017 - 30th September 2017)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2016 SEP 2016	APR 2017 SEP 2017	Mid-year Target	Performance Status
PM104 Total cases homelessness prevented, able to remain in own home	Quarterly	Bigger is Better	25	17	21	
PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation	Quarterly	Bigger is Better	18	14	21	
PM106 Homelessness relieved (decision made assisted to find accommodation)	Quarterly	Bigger is Better	1	10	4	
PM108 % of the total DFG Budget committed	Quarterly	Bigger is Better	42	44	50	
PM109 Percentage of food hygiene interventions completed (Category A to D)	Quarterly	Bigger is Better	38	63	45	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	76	92	85	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	18	17	20	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	208	183	210	
PM29c Total number of homeless presentations	Quarterly	Bigger is Better	44	54	60	
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	20	0	50	
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	19	1	2	