



## INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	8 JANUARY 2019	10
MID-YEAR PERFORMANCE 2018/19			

### 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 2018/19. 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](mailto: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.*

PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation was 38 and last year's comparison figure was 14, the target is 14.

*The Homeless Reduction Act introduced in April 2018 placed new statutory prevention and relief duties on local authorities to assist "all households" facing homelessness. Previously we had a statutory homeless duty for households in priority need and a duty to provide advice and assistance only. As a result the service now has to accept a prevention duty for everyone within 56 days of becoming homeless, to work with them proactively to source accommodation. This figure is the number of households in Qtr 1 and Qtr 2 who we have accepted a prevention duty for and worked with to source alternative accommodation.*

PM106 Homelessness relieved (decision made assisted to find accommodation) was 56 and last year's comparison figure was 10, the target is 4.

*The Homeless Reduction Act introduced in April 2018 placed new statutory prevention and relief duties on local authorities to assist "all households" facing homelessness. Previously we had a statutory homeless duty for households in priority need and a duty to provide advice and assistance only. As a result the service now has to accept a relief duty for everyone who is homeless to work with them for 56 days proactively to source accommodation. This figure is the number of households in Qtr 1 and Qtr 2 who we have accepted a relief duty and worked with to source alternative accommodation.*

PM108 % of the total DFG Budget committed was 60 and last year's comparison figure was 44, the target is 50.

*The current spend of DFG budget is above spend from previous years at this time. This is due to a number of factors. The number of monthly referrals from Occupational Therapists has increased to an average of 16 per month whereas in the previous years it was around 10 per month. In addition we have enabled from this year's budgets 6 extensions, 4 of which have been for children and 2 major internal alterations for children. In the 2018 Budget it was announced an additional £45 million would be pumped into disabled facilities grants in England for 2018-19. Last year an additional £42 million was provided and Fylde received £96,235 in Qtr 4 17/18.*

PM25: % of premises scoring 3 or higher on the food hygiene rating scheme was 91 and last year's comparison figure was 92, the target is 85.

*The level of compliance within food businesses constantly varies with a new food hygiene rating awarded at every visit. The rating is dependent upon the conditions observed. It is important to note that food hygiene inspections continue to be completed in line with National and local guidelines with proportionate and risk based action taken to deal with non-compliance.*

PM29a: Total number of housing advice cases was 394 and last year's comparison figure was 132, the target is 250.

*The introduction of the Homeless Reduction Act in April 2018 has seen an marked increase in the number of households contacting the Housing Team for advice and assistance. In addition under the Homeless Trailblazer project a post has been funded in the customer services team as a housing specialist to pick up referrals as soon as an initial contact has been made in the hope that we do not miss anyone who needs advice and assistance in relation to their housing situation.*

PM29c Total number of homeless presentations was 123 and last year's comparison figure was 54, the target is 68.

*The Homeless Reduction Act introduced in April 2018 placed new statutory prevention and relief duties on local authorities to assist "all households" facing homelessness. Previously we had a statutory homeless duty for households in priority need and a duty to provide advice and assistance only. As a result the service now has to accept a relief duty for everyone who is homeless to work with them for 56 days proactively to source accommodation. This figure is the number of households in Qtr 1 and Qtr 2 who have presented to us that are*

*already homeless, whom we now owe a relief duty to work with them for 56 days to source alternative accommodation.*

PM99: Number households received financial assistance from the council to prevent repossession was 34 and last year's comparison figure was 14, the target is 14.

*The introduction of the Homeless Reduction Act in April 2018 has seen an marked increase in the number of households contacting the Housing Team for advice and assistance and to whom either a prevention or relief duty is owed to work with that household to source alternative accommodation. Financial assistance is through an Invest to save budget of £10,000 that helps with rent in advance and a rent bond. Grants are provided that reflect the Local Housing Allowance levels per household for up to 1 month. In addition to the Invest to Save budget we are sourcing funding from external charitable sources, such as the Vickers Relief, Swallowdale, Glasspool and Lady Sick Poor to assist households, totalling at the end of Qtr 2 £6,700.*






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

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














PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 4 and last year's comparison figure was 0, the target is 0.

*The current spend of DFG budget is above spend from previous years at this time. The number of monthly referrals from Occupational Therapists has increased to an average of 16 per month whereas in the previous years it was around 10 per month. At the end of Quarter 2 we were holding a waiting list of 4.*

## PERFORMANCE KEY ICON STATUS

	<b>Over Performance</b> – the indicator is over performing against target
	<b>On Track</b> – the indicator is performing within tolerance of target.
	<b>Cautionary Under Performance</b> – 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.
	<b>Under Performance</b> – the indicator is under performing against target.
	<b>Missing Data</b> – 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.
<b>N/A</b>	<b>Not Applicable</b> – no comparable data available. This could be due to the methodology being change or being a new measure created.

## Environment, Health and Housing

Local Key Performance Indicators	Frequency	Good Performance Is	APR 2017 to SEP 2017	APR 2018 to SEP 2018	Mid-year Target	Performance Status
<a href="#">PM104 Total cases homelessness prevented, able to remain in own home</a>	Quarterly	Bigger is Better	17	<b>17</b>	15	
<a href="#">PM105 Total cases homelessness prevented, assisted to obtain alternative accommodation</a>	Quarterly	Bigger is Better	14	<b>38</b>	14	
<a href="#">PM106 Homelessness relieved (decision made assisted to find accommodation)</a>	Quarterly	Bigger is Better	10	<b>56</b>	3	
<a href="#">PM108 % of the total DFG Budget committed</a>	Quarterly	Bigger is Better	44	<b>60</b>	50	
<a href="#">PM109 Percentage of food hygiene interventions completed (Category A to D)</a>	Quarterly	Bigger is Better	63	<b>47</b>	45	
<a href="#">PM25: % of premises scoring 3 or higher on the food hygiene rating scheme</a>	Quarterly	Bigger is Better	92	<b>91</b>	85	
<a href="#">PM28: Number of households living in temporary accommodation at the end of the quarter</a>	Quarterly	Smaller is Better	17	<b>18</b>	15	
<a href="#">PM29a: Total number of housing advice cases</a>	Quarterly	Bigger is Better	132	<b>394</b>	250	
<a href="#">PM29c Total number of homeless presentations</a>	Quarterly	Bigger is Better	54	<b>123</b>	68	
<a href="#">PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM71c: Total % of hackney carriage/private hire vehicle &amp; driver licenses issued within 3 days</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)</a>	Annual	Bigger is Better	100	<b>100</b>	100	
<a href="#">PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks)</a>	Quarterly	Smaller is Better	0	<b>4</b>	0	
<a href="#">PM99: Number households received financial assistance from the council to prevent repossession</a>	Quarterly	Bigger is Better	14	<b>34</b>	14.5	