

INFORMATION ITEM

REPORT OF	MEETING	DATE	ITEM NO
RESOURCES DIRECTORATE	ENVIRONMENT, HEALTH AND HOUSING COMMITTEE	4 JANUARY 2022	19
PERFORMANCE REPORTING 2020/21			

PUBLIC ITEM

This item is for consideration in the public part of the meeting.

SUMMARY OF INFORMATION

All services have been impacted by the pandemic resulting in reduced resources, new demands by customers and changes in working practices. This has naturally hindered our reporting arrangements, however, regular performance monitoring and reporting is being reintroduced.

This report combines details of the key performance outcomes which has not been reported to the committee for the previous financial year end 2020/21 (1st April 2020 to 31st March 2021) and now for the first six months of the existing financial year end (1st April 2021 to 30th September 2021).

Performance is reported against the targets set and commentary is provided by performance exception. Due to the ongoing challenges post-covid, target setting will be reviewed in detail at the start of the new financial year 2021/22. The periods reported have shown unusual trends in data, benchmarking would not be comparable for most instances with the previous outturns and will need to be considered when scrutinising results.

SOURCE OF INFORMATION

Environmental Protection, Food Safety, Housing, 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 2020 to 31st March 2021 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 99.03 and last year's comparison figure was 95.38, the target is 95.

Disabled Facilities Grant service is enabling grants that increase an individual's independence to remain within their own home.

PM112: % of customer rating the DFG service as either good or excellent is 100 and last year's comparison figure was 98.75, the target is 95.

Management and installation of DFG grant service is working well and providing a good/excellent service.

PM114: Number of households with relief duty is owed who have been assisted to source accommodation is 50 and last year's comparison figure was 61, the target is 40.

Increase in the number of households to the local authority presenting as already homeless and a relief duty is owed following the Covid 19 pandemic, however the figure has fallen compared to 2019/20 during the first Lockdown.

***** 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 5 and last year's comparison figure was 90, the target is 98.

The pandemic has presented a number of challenges. Lockdown has forced closure of many businesses through the year therefore limiting business opening and officer access. For personal safety and infection control reasons, together with periods of lockdown, officers have been unable to visit over long periods of time during the course of the year. Businesses have had challenges with their own staff levels, as as the council's Environmental Protection Team, which has also exacerbated the situation.

PM115: Number of households to whom a prevention duty is owed is 58 and last year's comparison figure was 77, the target is 100.

Last years figure was high due to the easing of restrictions on evictions and households approaching the local authority with section 21 notices. This years figure is lower as rental market is returning to normal.

PM116: Number of households with prevention duty owed been assisted to remain in their own home is 10 and last year's comparison figure was 26, the target is 40.

Easing of restrictions on evictions has seen an increase in landlords who have served a section 21 notice seeking repossession of their home with limited room for negotiation to keep the client in the accommodation. Increase in section 8 notices for rent arrears.

PM117: Number of households with prevention duty assisted to source alternative accommodation is 27 and last year's comparison figure was 41, the target is 40.

Availability of accommodation in both the private and rented sector has been limited and impacted on ability of service to source alternative accommodation.

PM28: Number of households living in temporary accommodation at the end of the quarter is 109 and last year's comparison figure was 75, the target is 52.

Figure is totalled annual figure for each quarter end. The service as a whole during the Covid 19 has seen a marked increase in households in temporary accommodation where availability of move on accommodation in both private

and social rented sector is a limited supply.

PM29a: Total number of housing advice cases is 650 and last year's comparison figure was 680, the target is 800.
Housing advice enquiries to the service has fallen since the target figure of 800 was established as a result of the Homeless Reduction Act implementation in 2018. Service appears to be seeing around 600 clients per annum and as a result this target is to be adjusted.

Mid-Year 1st April 2021 to 30th September 2021 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 99.03 and last year's comparison figure was 95.38, the target is 95.

Disabled Facilities Grant service is enabling grants that increase an individual's independence to remain within their own home.

PM112: % of customer rating the DFG service as either good or excellent is 100 and last year's comparison figure was 98.75, the target is 95.

Management and installation of DFG grant service is working well and providing a good/excellent service.

PM113: Number of households to whom a relief duty is owed is 66 and last year's comparison figure was 50, the target is 50.

As emerge from Covid 19 pandemic increase in households who service has been unable to prevent homelessness and they have moved into relief duty.

PM114: Number of households with relief duty is owed who have been assisted to source accommodation is 50 and last year's comparison figure was 61, the target is 40.

Increase in the number of households to the local authority presenting as already homeless and a relief duty is owed following the Covid 19 pandemic. During 2021/22 able to move clients into accommodation in either social or private rented sector.

PM115: Number of households to whom a prevention duty is owed is 58 and last year's comparison figure was 24, the target is 50.

Easing of restrictions on evictions and increase in households approaching the local authority with section 21 and section 8 notices to whom a prevention duty is owed.

******* 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 39 and last year's comparison figure was 4, the target is 90.

Officer comment: The team have cautiously started working towards the FSA (Food Standards Agency) recovery programme (in place until March 2023). A phased approach is in place to reintroduce inspections in a safe manner. A continued need to support business and management of workplace outbreaks maintains pressure on resource. The team has lost some key qualified personell with resuting vacancies having to be filled.

PM116: Number of households with prevention duty owed been assisted to remain in their own home is 2 and last year's comparison figure was 8, the target is 20.

Easing of restrictions on evictions has seen an increase in landlords who have served a section 21 notice seeking repossession of their home with limited room for negotiation to keep the client in the accommodation. Increase in section 8 notices for rent arrears.






PM28: Number of households living in temporary accommodation at the end of the quarter is 39 and last year's comparison figure was 56, the target is 26.

Figure is totalled annual figure for each quarter end. The service as a whole during the Covid 19 has seen a marked increase in households in temporary accommodation where availability of move on accommodation in both private and social rented sector is a limited supply.
















PM29a: Total number of housing advice cases is 344 and last year's comparison figure was 330, the target is 400.

Housing advice enquiries to the service has fallen since the target figure of 800 was established as a result of the Homeless Reduction Act implementation in 2018. Service appears to be seeing around 600 clients per annum. Target needs to be revised.

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 2020 – 31st March 2021)

Environment, Health and Housing						
Local Key Performance Indicators	Frequency	Good Performance Is	APR 2019 MAR 2020	APR 2020 MAR 2021	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	98	5	90	
PM111: % of customers who agree that the adaptation has increased their independence	Quarterly	Bigger is Better	95.38	99.03	95	
PM112: % of customer rating the DFG service as either good or excellent	Quarterly	Bigger is Better	98.75	100	95	
PM113: Number of households to whom a relief duty is owed	Quarterly	Bigger is Better	95	105	100	
PM114: Number of households with relief duty is owed who have been assisted to source accommodation	Quarterly	Bigger is Better	61	50	40	
PM115: Number of households to whom a prevention duty is owed	Quarterly	Bigger is Better	77	58	100	
PM116: Number of households with prevention duty owed been assisted to remain in their own home	Quarterly	Bigger is Better	26	10	40	
PM117: Number of households with prevention duty assisted to source alternative accommodation	Quarterly	Bigger is Better	41	27	40	
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme	Quarterly	Bigger is Better	97	97	97	
PM28: Number of households living in temporary accommodation at the end of the quarter	Quarterly	Smaller is Better	75	109	52	
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	680	650	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	