

Year End Commentary by Performance Exception for the Environment, Health and Housing Committee

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

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

PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly) was 100, target is 90, and last year's comparison figure was 100.

The team's resource is allocated as necessary to enable a risk based approach towards tackling non-compliance. Performance is constantly monitored to track potential short falls with the view to completion of all necessary interventions by the end of the Councils financial year.

PM29a: Total number of housing advice cases was 300, the target was 113.

The total number of enquiries is to be expected and is on a par with previous year's figures.

PM29b Total number of housing advice enquiries where homelessness has been prevented was 68, the target was 21.

The number of preventions has increased this year due to successful case work and an increase in 'invest to save' payments. Invest to save is a fund used to provide rent in advance for rented accommodation and is an extremely useful and successful tool in preventing homelessness.

PM98: Number of households in mortgage difficulty approaching the LA received appropriate advice was 9, the target was 20, and last year's comparison figure was 19.

The number of households in mortgage difficulty has continued to decrease this year and there has also been a reduction in the number of possession notifications from the banks therefore less people have contacted the council for advice. The target for 2015-16 had been reduced to reflect this.

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

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

PM19: All Recorded Crime in Fylde Per 1,000 population was 41.34, the target is 30, and last year's comparison figure was 40.17.

Due to new Home Office Counting Rules the reporting of 'assaults' by third parties is counted as a report of a crime in this category, irrespective of whether the injured person reports it. This has had a significant impact on overall recorded crimes not only in Fylde but throughout the county.

PM32: Average time accommodated in B&B - all homeless households (days) was 58, the target was 0 and last year's comparison figure was 45.

The target of 0 is set because guidance is that B&B should be avoided. B&B has been used on several occasions due to a lack of suitable temporary accommodation.

PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks) was 19, the target was 7, and last year's comparison figure was 8.

This indicator reflects the average time accommodated in interim facilities as mentioned in PM34 a couple of households waited longer than expected for suitable accommodation.

PM34: Average time accommodated-all homeless households re-housed into permanent accommodation (weeks) was 12, the target was 19, and last year's comparison figure was 9.
This indicator reflects the length of time accommodated before a household is rehoused into permanent accommodation. While a number of households were rehoused quicker than 12 weeks a couple of households waited longer than expected for suitable accommodation which has increased the overall average time taken to rehouse.

PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks) was 52, the target is 0, and last year's comparison figure was 78.
The length of time on the waiting list has reduced slightly compared to the previous year this has been achieved through an increase in DFG grant money. Targets for 2016/17 will be set by another report going to this committee on the 7th June 2016.

PM97b: The number of applicants on the waiting list for a Disabled facilities grant was 53, the target is 0, and last year's comparison figure was 80.
The number of applicants on the waiting list has reduced since the previous year, this has been achieved through an increase in DFG grant money. Targets for 2016/17 will be sent by another report going to this committee on the 7th June 2016.

*******PERFORMANCE MEASURES CHANGE LOG*******

Commentary is provided to explain details of why this measure is being altered for performance reporting purposes.

PM19: All Recorded Crime in Fylde Per 1,000 population **is to be removed**.
Officer comment: Due to new Home Office Counting Rules the reporting of 'assaults' by third parties is counted as a report of a crime in this category, irrespective of whether the injured person reports it. This has had a significant impact on overall recorded crimes not only in Fylde but throughout the county.

PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly) **is being replaced to** Percentage of food hygiene interventions completed (Category A to D)
PM27 has been reviewed to provide a more reflective indicator of interventions completed. The change has become necessary to fall in line with updates to the Code of Practice that are applicable to Food Law.

PM28: Number of households living in temporary accommodation **being changed to** Number of households living in temporary accommodation at the end of the quarter (quarterly).
To provide clarity that this is quarterly and allow comparisons over quarters.

PM29b Total number of housing advice enquiries where homelessness has been prevented **is being replaced** PM29c Total number of homeless presentations (quarterly).
To better reflect number of homeless presentations to the authority quarterly. Information is now presented in PM31, 32 and 33.

PM31: Average time accommodated in B&B - family only (weeks) **is being replaced** Total cases homelessness prevented, able to remain in own home (quarterly) (P1Ea)
National data collected quarterly by DCLG.






PM32: Average time accommodated in B&B - all homeless households (days) **is being replaced to**
Total cases homelessness prevented, assisted to obtain alternative accommodation (quarterly) (P1Eb)
National data collected quarterly by DCLG.

PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks) **is being replaced to** Homelessness relieved (decision made assisted to find accommodation) (quarterly) (P1E1b))
National data collected quarterly by DCLG.

PM34: Average time accommodated-all homeless households re-housed into permanent accommodation (weeks) **is being deleted to** Total cases where positive action was unsuccessful in preventing or relieving homelessness (priority and non-priority) (P1E(c))
DCLG no longer require this data.

PM97b: The number of applicants on the waiting list for a Disabled facilities grant **is being replaced**
Percentage of the total DFG Budget committed (quarterly)
To monitor DFG Budget committed throughout the year.

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.

PERFORMANCE SCORECARD APRIL 2015 TO MARCH 2016

Environment, Health and Housing								
Local Key Performance Indicators	Frequency	Good Performance Is	APR 14 - MAR 15	APR 15 - MAR 16	Target	Status	Target for 2016/17	Changes Log
PM19: All Recorded Crime in Fylde Per 1,000 population	Monthly	Smaller is Better	40.17	41.34	30		N/A	To be removed
PM25: % of premises scoring 3 or higher on the food hygiene rating scheme (quarterly)	Quarterly	Bigger is Better	87	89	85		75	-
PM27: Percentage of high risk food hygiene inspections completed - Category A to C (quarterly)	Quarterly	Bigger is Better	100	100	90		N/A	Replacing Measure
PM28: Number of households living in temporary accommodation	Quarterly	Smaller is Better	15	10	6		40	Name Change
PM29a: Total number of housing advice cases	Quarterly	Bigger is Better	NEW	300	113		280	-
PM29b Total number of housing advice enquiries where homelessness has been prevented	Quarterly	Bigger is Better	NEW	68	21		N/A	Replacing Measure
PM31: Average time accommodated in B&B - family only (weeks)	Quarterly	Smaller is Better	1	1	0		N/A	Replacing Measure
PM32: Average time accommodated in B&B - all homeless households (days)	Quarterly	Smaller is Better	45	58	0		N/A	Replacing Measure
PM33: Average time accommodated in interim facilities (inc holiday flats, leased properties)(weeks)	Quarterly	Smaller is Better	8	19	7		N/A	Replacing Measure
PM34: Average time accommodated-all homeless households re-housed into permanent accommodation (weeks)	Quarterly	Smaller is Better	12	19	9		N/A	To be removed
PM70: % of Licensing Act 2003 certificates issued within 3 working days of statutory time scale (Q)	Quarterly	Bigger is Better	100	100	100		100	-
PM71c: Total % of hackney carriage/private hire vehicle & driver licenses issued within 3 days	Quarterly	Bigger is Better	100	100	100		100	-
PM72: Percentage of statutory EPA Permitted process inspections completed (quarterly)	Quarterly	Bigger is Better	100	100	100		100	-
PM73: Percentage of high risk "A" rated health and safety premise inspections completed (quarterly)	Quarterly	Bigger is Better	100	100	100		100	-
PM97a: The length of time for applicants on the waiting list for a Disabled facility grant (weeks)	Quarterly	Smaller is Better	78	52	0		50	-
PM97b: The number of applicants on the waiting list for a Disabled facilities grant	Quarterly	Smaller is Better	80	53	0		N/A	Replacing Measure
PM98: Number of households in mortgage difficulty approaching the LA received appropriate advice	Quarterly	Smaller is Better	19	9	20		20	-
PM99: Number households received financial assistance from the council to prevent repossession	Quarterly	Bigger is Better	4	2	2		2	-