

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH AND HOUSING COMMITTEE

Agenda Item No 9

meeting date: 2 AUGUST 2012
title: REPORTING OF PERFORMANCE INDICATORS
submitted by: DIRECTOR OF RESOURCES
principal author: MICHELLE HAWORTH

1 PURPOSE

- 1.1 To request that committee review the performance information reported, and consider what and how they would like performance information to be presented at future committee meetings.
- 1.2 Relevance to the Council's ambitions and priorities:
- Community Objectives – By ensuring that we provide excellent services we are helping to achieve community objectives.
 - Corporate Priorities – Monitoring the performance of our locally provided services allows us to ensure that we are both providing excellent services for our community as well as ensuring we meet the Council's priorities and objectives.
 - Other Considerations – none identified.







2 BACKGROUND

- 2.1 Performance Indicators are an important driver of improvement and allow authorities, their customers, service users, and auditors to judge how well a service is performing. Data only Performance Indicators also help to 'set the scene' – providing useful information on what is going on in the area.
- 2.2 Performance information has historically been reported to Overview and Scrutiny Committee. A number of quarterly performance indicators have also been reported to some service committees by Heads of Service.
- 2.3 Overview and Scrutiny Committee's function of scrutinising performance has now been transferred to the relevant service committee. A short review is now required to be carried out by each committee to look at how they would like quarterly performance information reported in a consistent manner in 2012/13 and going forward.
- 2.4 A short review has recently been carried out of all the performance information that we collected. A rationale was sought for maintaining each indicator - it is either used to monitor service performance or is monitoring a local priority. A revised set of local performance indicators has been compiled (see attached) and it is against these that we will monitor performance for 2012/13. However, the information monitored by the Head of Service may not always be of interest or of use to members of this committee and the review should take this into account.
- 2.5 The report at Appendix A comprises the following information:
- The outturn figures for 2011/12 of relevance to this committee.
 - The trend in performance (calculated by comparing the 2011/12 figure against the average for the past 3 years).

- Targets for performance for the year 2011/12 - a 'traffic light' system is used to show variances of actual performance against the target as follows: Red: Service performance significantly below target (i.e. less than 75% of target performance), Amber: Performance slightly below target (i.e. between 75% and 99% of target), Green: Target met.
- Targets for the following three years. A target setting rationale was sought from each Head of Service.
- Links to any relevant Corporate Objectives as laid out in the Corporate Strategy 2012-15. This information is provided to allow members to ascertain how well services are being delivered against our local priorities and objectives.
- Several indicators are categorised as 'data only' as they are not suitable for monitoring against targets.
- Quarter 1 performance information will be reported to the next meeting in the preferred format.

3 ISSUES

3.1 Analysis of 2011/2012 performance:

| Comparison to target | | Performance Trend | |
|----------------------|---|-------------------|---|
| 12 (63.16%) | Met target  | 10 (47.62%) | Improved  |
| 6 (31.58%) | Close to target  | 9 (42.86%) | Worsened  |
| 1 (2.26%) | Missed target  | 2 (9.52%) | Stayed the same  |

3.2 A full explanation is provided below for those indicators with a red icon for 2011/12:

- **PI RH5 (BV183b) length of stay in temporary accommodation (Hostel)** - Overall very few people have moved out of temporary accommodation during the year. The impact being that in some quarters only 1 household has moved out and the quarter reports an average length of stay which in actuality is 1 household. This masks true figures - future figures could be very high.

3.3 The Head of Regeneration and Housing and the Head of Environmental Health have suggested that the following indicators should be monitored by this committee (the remainder will continue to be monitored by the Head of Service and CMT):

- **PI RH1 (BV64)** No of private sector vacant dwellings that are returned into occupation or demolished (*The number of private sector vacant dwellings that are returned into occupation or demolished during the current financial year as a direct result of action by the local authority*)
- **PI RH2** Homeless: Number of applications for assistance (*Total number of applications for assistance received – an indicator of the economic climate and affect on housing*)
- **PI RH3** Homeless: Number of applications accepted
- **PI RH5 (BV183b)** Length of stay in temporary accommodation (Hostel) (*The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.*)
- **PI RH6 (BV213)** Preventing Homelessness - number of households where homelessness prevented (*Number of households who considered themselves as*

homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation)

- **PI RH7 (NI 155)** Number of affordable homes delivered (gross) (*To promote an increase in the supply of affordable housing*)
- **PI RH8 (NI 156)** Number of households living in temporary accommodation (*To monitor progress towards halving the number of households in temporary accommodation provided under the homelessness legislation from 101,000 households in Q4 2004 to 50,500 households by 2010.*)
- **PI EH1** The percentage of food premises' inspections that should have been carried out that were carried out
- **PI EH2** The percentage of Health and Safety initial inspections that should have been carried out that were carried out
- **PI EH3** The percentage of food complaints responded to within 2 days
- **PI EH4** The percentage of health and safety complaints responded to within 2 days
- **PI EH5** The percentage of abandoned vehicles removed within 2 days
- **PI EH6** The percentage of air pollution complaints responded to within 2 days
- **PI EH7** The percentage of noise complaints responded to within 2 days
- **PI EH8** The percentage of pest control complaints responded to within 2 days
- **PI EH9** The percentage of requests for dog warden services responded to within 2 days
- **PI EH10** The percentage of infectious diseases reported that were responded to immediately
- **PI EH15** Number of high profile dog fouling patrols undertaken
- **PI EH16** Number of 'Out of Hours' surveillance patrols undertaken
- **PI EH17** Number of school presentation runs in order to raise awareness of dog fouling
- **PI EH18 (NI 184)** % of Food establishments in the area which are broadly compliant with food hygiene law (*To protect public health by ensuring food is safe and fit to eat by monitoring local authorities' performance in increasing compliance in food establishments with food law. This is a proxy indicator which measures effectiveness of local authority food safety interventions on food safety compliance as opposed to measuring inputs such as inspections. Food hygiene was identified as a national regulatory priority in the recent Rogers Review recommendations which were accepted in full by the government.*)

3.4 Performance information will be benchmarkable in the future for further comparison purposes. The LG Group is developing a national benchmarking tool which should come fully into use during 2012.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications:

- Resources – No implications identified
- Technical, Environmental and Legal – No implications identified
- Political - No implications identified
- Reputation – It is important that correct information is available to facilitate decision-making.
- Equality & Diversity - No implications identified

5 RECOMMENDED THAT COMMITTEE

- 5.1 Consider the performance information provided and identify any indicators where further information or discussion may be required either in the form of a Performance Clinic or a report to this committee.
- 5.2 Decide if any action is required to improve the poor performing Performance Indicators identified.
- 5.3 Agree to review the presentation and reporting of performance information to Health and Housing Committee, identifying which of the attached indicators committee members wish to see reported and in what format.

PRINCIPAL POLICY AND
PERFORMANCE OFFICER






















DIRECTOR OF RESOURCES






















HH8-12/MH/AC
20 July 2012



















BACKGROUND PAPERS:


For further information please ask for Michelle Haworth, extension 4421

APPENDIX A

| PI Code | Short Name | 2011/12 | | 2011/12 Perf. | Trend year on year | 2012/13 | 2013/14 | 2014/15 | Current Perf | Target setting rationale | Links to Corporate Objective |
|-----------------|---|---------|--------|---|--|---------------|---------|---------|---|--|---|
| | | Value | Target | | | Annual Target | Target | Target | | | |
| PI RH1 (BV64) | No of private sector vacant dwellings that are returned into occupation or demolished | 9 | 10 |  |  | 12 | 15 | 15 |  | Target set in recognition of changing funding availability. Anticipate need to promote private investment which will need lead in time. | To meet the housing needs of all sections of the Community |
| PI RH2 | Homeless: Number of applications for assistance | 259 | |  |  | | | |  | Not required. | |
| PI RH3 | Homeless: Number of applications accepted | 12 | |  |  | | | |  | Not required. | |
| PI RH5 (BV183b) | Length of stay in temporary accommodation (Hostel) | 14.67 | 10.00 |  |  | 9.00 | 8.00 | 7.00 |  | Aspiration to support families/people into housing - anticipate improvements over coming years as economy improves and affects housing delivery. | To meet the housing needs of all sections of the Community |
| PI RH6 (BV213) | Preventing Homelessness - number of households where homelessness prevented | 3.07 | 4.00 |  |  | 5.00 | 6.00 | 8.00 |  | Recognises a combination of increasing presentations and mismatch of housing supply which we will aim to address over the next 3 years. | To meet the housing needs of all sections of the Community |
| PI RH7 (NI 155) | Number of affordable homes delivered (gross) | 50 | 60 |  |  | 65 | 70 | 75 |  | Targets to reflect anticipated delivery as a result of increased development - need to focus on delivery to support other indicators. | To provide additional affordable homes throughout the Ribble Valley |
| PI RH8 (NI 156) | Number of households living in temporary accommodation | 6 | 8 |  |  | 7 | 6 | 6 |  | Targets recognise increasing presentations and increasing supply of accommodation anticipated over the next 3 years | To meet the housing needs of all sections of the Community |

| PI Code | Short Name | 2011/12 | | 2011/12 Perf. | Trend year on year | 2012/13 | 2013/14 | 2014/15 | Current Perf | Target setting rationale | Links to Corporate Objective |
|---------|---|---------|--------|---|--|---------------|---------|---------|---|---|---|
| | | Value | Target | | | Annual Target | Target | Target | | | |
| PI EH1 | The percentage of food premises' inspections that should have been carried out that were carried out | 93.1% | 100% |  |  | 100% | 100% | 100% |  | Maintain performance. | To improve the health of people living and working in our area |
| PI EH2 | The percentage of Health and Safety initial inspections that should have been carried out that were carried out | 46.5% | 20% |  |  | 100% | 100% | 100% |  | The Health and Safety service is to be scaled back to a reactive service where only workplace complaints and accidents are investigated. Targeted inspection of high risk activities will be carried out where resources allow. | To improve the health of people living and working in our area |
| PI EH3 | The percentage of food complaints responded to within 2 days | 93% | 90% |  |  | 90% | 90% | 90% |  | Maintain performance. | To improve the health of people living and working in our area |
| PI EH4 | The percentage of health and safety complaints responded to within 2 days | 95.25% | 90% |  |  | 90% | 90% | 90% |  | Improve performance. | To improve the health of people living and working in our area |
| PI EH5 | The percentage of abandoned vehicles removed within 2 days | 100% | 100% |  |  | 100% | 100% | 100% |  | Maintain performance. | |
| PI EH6 | The percentage of air pollution complaints responded to within 2 days | 86.25% | 90% |  |  | 90% | 90% | 90% |  | Improve performance. | To conserve our countryside, the natural beauty of the area and enhance our built environment |
| PI EH7 | The percentage of noise complaints responded to within 2 days | 87.25% | 90% |  |  | 90% | 90% | 90% |  | Maintain performance. | |

| PI Code | Short Name | 2011/12 | | 2011/12 Perf. | Trend year on year | 2012/13 | 2013/14 | 2014/15 | Current Perf | Target setting rationale | Links to Corporate Objective |
|---------|---|---------|--------|---|--|---------------|---------|---------|---|--------------------------|---|
| | | Value | Target | | | Annual Target | Target | Target | | | |
| PI EH8 | The percentage of pest control complaints responded to within 2 days | 97.5% | 90% |  |  | 90% | 90% | 90% |  | Maintain performance. | |
| PI EH9 | The percentage of requests for dog warden services responded to within 2 days | 95.25% | 90% |  |  | 90% | 90% | 90% |  | Maintain performance. | To provide a high quality environment, keeping land clear of litter and refuse, and reducing the incidents of dog fouling |
| PI EH10 | The percentage of infectious diseases reported that were responded to immediately | 100% | 100% |  |  | 100% | 100% | 100% |  | Maintain performance. | To improve the health of people living and working in our area |
| PI EH15 | Number of high profile dog fouling patrols undertaken | 310 | 200 |  |  | 200 | 200 | 200 |  | Maintain performance. | To provide a high quality environment, keeping land clear of litter and refuse, and reducing the incidents of dog fouling |
| PI EH16 | Number of 'Out of Hours' surveillance patrols undertaken | 53 | 50 |  |  | 50 | 50 | 50 |  | Improve performance. | To provide a high quality environment, keeping land clear of litter and refuse, and reducing the incidents of dog fouling |
| PI EH17 | Number of school presentation runs in order to raise awareness of dog fouling | 5 | 5 |  |  | 3 | 3 | 3 |  | Improve performance. | To provide a high quality environment, keeping land clear of litter and refuse, and reducing the incidents of dog fouling |

| PI Code | Short Name | 2011/12 | | 2011/12 Perf. | Trend year on year | 2012/13 | 2013/14 | 2014/15 | Current Perf | Target setting rationale | Links to Corporate Objective |
|-------------------------|--|---------|--------|---|--|---------------|---------|---------|---|---|--|
| | | Value | Target | | | Annual Target | Target | Target | | | |
| PI EH18 (NI 184) | % of Food establishments in the area which are broadly compliant with food hygiene law | 98 | 90 |  |  | 90 | 90 | 90 |  | Target set at 90% - national average for broadly compliant premises is 88%. | To improve the health of people living and working in our area |