

# RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH AND HOUSING COMMITTEE

Agenda Item No

meeting date: 29 AUGUST 2013  
title: 2012/2013 YEAR-END PERFORMANCE INFORMATION  
submitted by: DIRECTOR OF RESOURCES  
principal author: MICHELLE HAWORTH

## 1 PURPOSE

- 1.1 This is the year-end report of 2012/2013 that details performance against our local performance indicators.
- 1.2 Regular performance monitoring is essential to ensure that the Council is delivering effectively against its agreed priorities, both in terms of the national agenda and local needs.
- 1.3 Relevance to the Council's ambitions and priorities:
  - Community Objectives –
  - Corporate Priorities –
  - Other Considerations –Monitoring our performance ensures that we are both providing excellent services for our community as well as meeting corporate priorities.

## 2 BACKGROUND

- 2.1 Performance Indicators are an important driver of improvement and allow authorities, their auditors, inspectors, elected members and service users to judge how well services are performing.
- 2.2 A rationale has been sought for maintaining each indicator – with it either being used to monitor service performance or to monitor the delivery of a local priority.
- 2.3 The report attached at Appendix 1 comprises the following information:
  - The outturn figures for all local performance indicators relevant to this committee, reported by for each of the quarters of 2012/13. Some notes have been provided to explain significant variances either between the outturn and the target or between 2012/2013 data and 2011/2012 data. A significant variance is greater than 15% (or 10% for cost PIs).
  - Performance information is also provided for previous years for comparison purposes (where available) and the trend in performance is shown.
  - Targets for service performance for the year 2012/2013 are provided and 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/exceeded.
  - Targets have been provided for members to scrutinise for the following three years. A target setting rationale was sought from each Head of Service.
- 2.4 These tables are provided to allow members to ascertain how well services are being delivered against our local priorities and objectives, as listed in the Corporate Strategy.

2.5 Analysis shows that of the 21 indicators that can be compared to target:

- 71.4% (15) of PIs met target (green)
- 4.8% (1) of PIs close to target (amber)
- 23.8% (5) of PIs missed target (red)

2.6 Analysis shows that of the 23 indicators where performance trend can be compared over the years:

- 60.9% (14) of PIs improved
- 21.7% (5) of PIs stayed the same
- 17.4% (4) of PIs worsened

2.7 Where possible audited and checked data has been included in the report. However, some data may be corrected following work of Internal Audit and before the final publication of the indicators on the Council's website.

2.8 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.

### 3 GENERAL COMMENTS ON PERFORMANCE AND TARGETS

3.1 In respect of PIs for Housing, Colin Hirst, Head of Regeneration and Housing, has provided the following information regarding performance and targets:

- **PI RH1 - No of private sector vacant dwellings that are returned into occupation or demolished** – The landlord tenant budget has been reduced and therefore the number of empty properties that can be brought back into use with grant assistance is reduced. Owners of empty properties are still hoping for the housing market to recover before they sell.
- **PI RH5 - Length of stay in temporary accommodation (Hostel)** – The target for length of stay in temporary accommodation has been increased significantly. Unfortunately move on accommodation is becoming increasingly difficult to secure for households in temporary accommodation. The welfare reform and current economic climate has further reduced the housing options for households on low income.
- **PI RH6 - Preventing Homelessness - number of households where homelessness prevented** – The target number of households where homelessness has been prevented has also been increased. Again the current economic climate has increased demand on affordable housing and ability to prevent homelessness.

3.2 In respect of PIs for Environmental Health, James Russell, Head of Environmental Services, has provided the following information regarding performance and targets:

- **PI EH2 – Percentage of Health and Safety initial inspections that should have been carried out that were carried out** – Health and Safety enforcement is undergoing considerable change in line with recent Government guidance. Inspections are being targeted towards Category 'A' High Risk operations, with alternative interventions only being undertaken in lower risk operations in response to complaints or notifications. Considerable proactive project work has been ongoing in HSE identified priority areas to tackle legionella and E.coli control, gas safety, large events, industrial diseases, etc in local businesses. PI EH2 is proposed for deletion and a new indicator will replace this monitoring the percentage of Category 'A' High Risk inspections carried out.

- **EH16 – Number of ‘Out of Hour’ surveillance patrols undertaken** – Patrols are intelligence lead and are undertaken in response to reports of hours when most likely to apprehend offenders. With the result that this year an additional 94 patrols were undertaken between 08.00 and 18.00 hours with fewer being warranted outside these hours.

#### 4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources - None
- Technical, Environmental and Legal – None
- Political - None
- Reputation – It is important that correct information is available to facilitate decision-making.
- Equality & Diversity – None

#### 5 CONCLUSION

5.1 Consider the 2012/2013 performance information provided relating to this committee.

PRINCIPAL POLICY AND  
PERFORMANCE OFFICER









DIRECTOR OF RESOURCES

HH7-13/MH/AC  
16 August 2013

BACKGROUND PAPERS



REF: MH/Health and Housing committee/29.08.13

For further information please ask for Michelle Haworth.



PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

## Housing Performance Information 2012/2013













### Annual Indicators

PI Code	Short Name	Type	2011/12	2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Value	Target					
PI RH9 (BV225)	Actions Against Domestic Violence	Percentage	54.5%	54.5%	54.5%	54.5%	54.5%	54.5%		

### Half Yearly Indicators

PI Code	Short Name	Type	2011/12	H1 2012/13		H2 2012/13		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Value	Target	Value	Target	Value	Target					
PI RH7 (NI 155)	Number of affordable homes delivered (gross)	Number	50	6	33	63	65	69	65	70	75	75		

Quarterly Indicators

PI Code	Short Name	Type	2011/12	Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target					
PI RH1 (BV64)	No of private sector vacant dwellings that are returned into occupation or demolished	Number	9	2	3	2	6	2	9	4	12	4	12	6	6	6		
PI RH5 (BV183b)	Length of stay in temporary accommodation (Hostel)	Number	14.67	13.00	9.00	27.00	9.00	15.00	9.00	24.00	9.00	19.75	9.00	18.00	18.00	18.00		
PI RH6 (BV213)	Preventing Homelessness - number of households where homelessness prevented	Number	3.07	.81	1.25	1.17	2.50	1.60	3.75	1.88	5.00	1.88	5.00	2.00	2.00	2.00		
PI RH8 (NI 156)	Number of households living in temporary accommodation	Number	6	7	7	7	7	5	7	5	7	5	7	6	6	6		
PI RH2	Homeless: Number of applications for assistance	Number	259	41		97		40		62		240						
PI RH3	Homeless: Number of applications accepted	Number	12	4		4		5		3		16						

# Environmental Health Performance Information 2012/2013

## Annual Indicators













PI Code	1 Short Name	Type	2011/12		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Target	Value	Target					
PI PS19	Abandoned or burnt out cars is a big or fairly big problem	Percentage			0.2%	0.2%		0.2%			
PI EH18 (NI 184)	% of Food establishments in the area which are broadly compliant with food hygiene law	Percentage	98%	90%	98%	90%	98%	98%	98%		





## Half Yearly Indicators

PI Code	Short Name	Type	2011/12		H1 2012/13		H2 2012/13		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Target	Value	Target	Value	Target	Value	Target					
PI EH15	Number of high profile dog fouling patrols undertaken	Number	310	200	149	100	178	100	327	200	250	250	250		
PI EH16	Number of 'Out of Hours' surveillance patrols undertaken	Number	25	50	25	25	10	25	35	50	50	50	50		
PI EH17	Number of school presentation runs in order to raise awareness of dog fouling	Number	5	5	3	1.5	0	1.5	3	3	3	3	3		

## Quarterly Indicators

PI Code	Short Name	Type	2011/12		Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target					
PI EH5	The percentage of abandoned vehicles removed within 2 days	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	90%	90%			

PI Code	Short Name	Type	2011/12		Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target					
PI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	Percentage	93.1%	100%	25%	25%	50%	50%	75%	75%	100%	100%	100%	100%	100%	100%	100%		
PI EH2	The percentage of Health and Safety initial inspections that should have been carried out that were carried out	Percentage	46.5%	20%	0%	25%	19%	50%	36%	75%	47.5%	100%	47.5%	100%					
PI EH2a	The percentage of Health and Safety 'Cat A' 'High Risk' inspections that should have been carried out that were carried out	Percentage												100%	100%	100%			
PI EH3	The percentage of food complaints responded to within 2 days	Percentage	93%	90%	93%	90%	98%	90%	97%	90%	98%	90%	96.5%	90%	90%	90%	90%		
PI EH4	The percentage of health and safety complaints responded to within 2 days	Percentage	95.25%	90%	93%	90%	100%	90%	97%	90%	100%	90%	97.5%	90%	90%	90%	90%		
PI EH6	The percentage of air pollution complaints responded to within 2 days	Percentage	86.25%	90%	83%	90%	100%	90%	97%	90%	85%	90%	91.25%	90%	90%	90%	90%		
PI EH7	The percentage of noise complaints responded to within 2 days	Percentage	87.25%	90%	79%	90%	90%	90%	90%	90%	94%	90%	88.25%	90%	90%	90%	90%		

PI Code	Short Name	Type	2011/12		Q1 2012/13		Q2 2012/13		Q3 2012/13		Q4 2012/13		2012/13		Annual 2013/14	Annual 2014/15	Annual 2015/16	Current Performance	Trend
			Value	Target	Value	Target	Value	Target	Value	Target	Value	Target	Value	Target					
PI EH8	The percentage of pest control complaints responded to within 2 days	Percentage	97.5%	90%	100%	90%	100%	90%	99%	90%	98%	90%	99.25%	90%	90%	90%	90%		
PI EH9	The percentage of requests for dog warden services responded to within 2 days	Percentage	95.25%	90%	94%	90%	97%	90%	95%	90%	98%	90%	96%	90%	90%	90%	90%		
PI EH10	The percentage of infectious diseases reported that were responded to immediately	Percentage	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	