

## RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH AND HOUSING COMMITTEE

Agenda Item No.

meeting date: 4<sup>TH</sup> SEPTEMBER 2014  
 title: 2013/2014 YEAR-END PERFORMANCE INFORMATION  
 submitted by: DIRECTOR OF RESOURCES  
 principal author: MICHELLE HAWORTH – PRINCIPAL POLICY AND PERFORMANCE OFFICER

### 1 PURPOSE

- 1.1 This is the year-end report of 2013/2014 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 for 2013/14. Some notes have been provided to explain significant variances either between the outturn and the target or between 2013/2014 data and 2012/2013 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 2013/2014 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 19 indicators that can be compared to target:
  - 63.2% (12) of PIs met target (green)

- 15.8% (3) of PIs close to target (amber)
  - 21.0% (4) of PIs missed target (red)
- 2.6 Analysis shows that of the 21 indicators where performance trend can be compared over the years:
- 23.8% (5) of PIs improved
  - 19.1% (4) of PIs stayed the same
  - 57.1% (12) 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** – Schemes have not come forward as private market has become stronger. LA funding and HCA funding reduced.
  - **PI RH5 - Length of stay in temporary accommodation (Hostel)** – The target for length of stay in temporary accommodation has been increased significantly in recent years. Unfortunately move on accommodation is becoming increasingly difficult to secure for households in temporary accommodation. Delivery of new affordable housing has been slower. Economic improvements have not filtered through
  - **PI RH6 - Preventing Homelessness - number of households where homelessness prevented** – The target number of households where homelessness has been prevented has been increased. Again the current economic climate has increased demand on affordable housing and ability to prevent homelessness. Increased presentations and a greater mismatch in supply is continuing to be addressed.
- 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 EH6 - The percentage of air pollution complaints responded to within 2 days and PI EH7 – Percentage of Health and Safety initial inspections that should have been carried out that were carried out** – Part-time EHO (Pollution) post has been vacant for 7 months
  - **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. Complaints relating to 'out of hours' patrol were warranted insufficient –priority given to patrols during office hours. This year the Council issued 7 fixed penalties.

### 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 2013/2014 performance information provided relating to this committee.









**Michelle Haworth**  
PRINCIPAL POLICY AND  
PERFORMANCE OFFICER

**Jane Pearson**  
DIRECTOR OF RESOURCES













BACKGROUND PAPERS:

REF: MH/Health and Housing committee/04.09.14

For further information please ask for Michelle Haworth, extension 4421

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



















## Housing Performance Information 2013/2014

PI Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
<b>PI RH1 (BV64)</b>	No of private sector vacant dwellings that are returned into occupation or demolished	4	9	15	8	8	8			Target set in recognition of reducing funding to councils and partners	To meet the housing needs of all sections of the Community
<b>PI RH2</b>	Homeless: Number of applications for assistance	240	236							Not required.	
<b>PI RH3</b>	Homeless: Number of applications accepted	16	7							Not required.	
<b>PI RH5 (BV183b)</b>	Length of stay in temporary accommodation (Hostel)	19.75	13.75	8.00	10.00	8.00	8.00			2014/15 target is still aspirational but reflects current environment. Lower targets for future years due to increased stock.	To meet the housing needs of all sections of the Community
<b>PI RH6 (BV213)</b>	Preventing Homelessness - number of households where homelessness prevented	1.88	2.04	6.00	4.00	5.00	6.00			Targets revised to reflect lead in for new homes/stock and economic lag as impact of welfare changes and repossessions come into effect.	To meet the housing needs of all sections of the Community
<b>PI RH7 (NI 155)</b>	Number of affordable homes delivered (gross)	69	58	70	70	75	80			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 Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
PI RH8 (NI 156)	Number of households living in temporary accommodation	5	3	6	5	5	5			Targets recognise increasing presentations and increasing supply of accommodation anticipated over the next 3 years. Aspiration is to maintain steady level of households at 5 and not allow numbers to increase.	To meet the housing needs of all sections of the Community

## Environmental Health Performance Information 2013/2014

PI Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
PI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	100%	100%	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	47.5%	100%	100%	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	96.5%	90.05%	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	97.5%	90.48%	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%	100%			Maintain performance.	

PI Code	Short Name	2012/13	2013/14		2014/15	2015/16	2016/17	Current Performance	Trend year on year	Target setting rationale	Link to Corporate Objective
		Value	Value	Target	Target	Target	Target				
PI EH6	The percentage of air pollution complaints responded to within 2 days	91.25%	83.75%	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	88.25%	59.2%	90%	90%	90%	90%			Maintain performance.	
PI EH8	The percentage of pest control complaints responded to within 2 days	99.25%	90.12%	90%	90%	90%	90%			Maintain performance.	
PI EH9	The percentage of requests for dog warden services responded to within 2 days	96%	90.04%	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%	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	327	267	200	200	200	200			Improve 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	35	44	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	3	3	3	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 EH18 (NI 184)	% of Food establishments in the area which are broadly compliant with food hygiene law	98%	97%	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