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

Agenda Item No.   14

meeting date:        7th SEPTEMBER 2017
title:                2016/2017 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 2016/2017 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 2016/17.  Some notes have been provided to explain significant variances either between the outturn and the target or between 2016/2017 data and 2015/2016 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 2016/2017 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:

- 38.10% (8) of PIs met target (green)

- 33.33% (7) of PIs close to target (amber)
- 28.57% (6) of PIs missed target (red)

2.6 Analysis shows that of the 20 indicators where performance trend can be compared over the years:

- 55% (11) of PIs improved
- 15% (3) of PIs stayed the same
- 30% (10) 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 (BV64) - Number of private sector vacant dwellings that are returned into occupation or demolished** - Limited number of vacancies that private sector are bringing forward. Limited funds for public sector investment.
- **PI RH5 (BV183b) - Length of stay in temporary accommodation (Hostel) –** Delivering on units has lagged. It has not been possible to match all requests to available property types and tenure.
- **PI RH6 - Preventing Homelessness - number of households where homelessness prevented -** Targets not reflective of outcomes, with increasing presentations.
- **PI RH8 (NI 156)** - **Number of households living in temporary accommodation –** Inability to match residents with affordable move on stock.

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

- **PI EH1 - The percentage of food premises' inspections that should have been carried out that were carried out-** Full team of food staff therefore there should be an improvement in the figures
- **PI EH3 - The percentage of food complaints responded to within 2 days -** Admin position filled – this will ensure FLARE is kept up to date
- **PI EH4 - The percentage of health and safety complaints responded to within 2 days -** part time Health and Safety officer role and lack of admin has had an impact on figures
- **PI EH6 - The percentage of air pollution complaints responded to within 2 days -** Staff post vacant April-August 2016 – post now filled so should see improvement
- **PI EH7 - The percentage of noise complaints responded to within 2 days -** Improved response due to staffing increase expected
- **PI EH9 - The percentage of requests for dog warden services responded to within 2 days -** Need to ensure FLARE is kept up to date. Admin post vacancy has impacted on recording

- **PI EHB1 - The percentage of building regulations full plans applications checked within 2 weeks**
- **PI EHB2 - % of Building Control Applications validated within 3 working days**
- **PI EHB3 - % decisions reached within statutory time period - Domestic**
- **PI EHB4 - % decisions reached within statutory time period - Commercial**

These are new indicators introduced by Heather Barton in 2016.  There was little knowledge of service performance before the 2016/17 targets were set. Targets have now been revised accordingly.

4    CONCLUSION

4.1    Consider the 2016/2017 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/

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 2016/2017

| PI Code | Short Name | 2015/16 | | 2016/17 | | 2017/18 | 2018/19 | 2019/20 | Current Performance | Trend year on year | Target setting rationale | Link to Corporate Objective |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Value | Target | Value | Target | Target | Target | Target | | | | |
| PI RH1 (BV64) | No of private sector vacant dwellings that are returned into occupation or demolished | 4 | 6 | 2 | 5 | 3 | 4 | 5 | 🔴 | ⬇ | Target set in recognition of reducing funding to councils and partners. Market conditions having and impact on investment by owners. | To meet the housing needs of all sections of the Community |
| PI RH2 | Homeless: Number of applications for assistance | 225 | | 208 | | | | | 📊 | ⬆ | Not required. | |
| PI RH3 | Homeless: Number of applications accepted | 8 | | 5 | | | | | 📊 | ⬇ | Not required. | |
| PI RH5 (BV183b) | Length of stay in temporary accommodation (Hostel) | 18.00 | 12.00 | 18.75 | 10.00 | 15.00 | 15.00 | 15.00 | 🔴 | ⬇ | Delivery of new affordable housing has slowed. Economic improvements have not filtered through. Target is still aspirational but reflects current environment. Targets revised to reflect the availability of move on accommodation. | To meet the housing needs of all sections of the Community |
| PI RH6 (BV213) | Preventing Homelessness - number of households where homelessness prevented | .83 | 5.00 | .30 | 6.00 | .50 | .75 | 1.00 | 🔴 | ⬇ | The target has been set to be challenging but reflect current reality | To meet the housing needs of all sections of the Community |
| PI RH7 (NI 155) | Number of affordable homes delivered (gross) | 90 | 75 | 100 | 80 | 85 | 85 | 85 | ✅ | ⬆ | 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 | 2015/16 | | 2016/17 | | 2017/18 | 2018/19 | 2019/20 | Current Performance | Trend year on year | Target setting rationale | Link to Corporate Objective |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Value | Target | Value | Target | Target | Target | Target | | | | |
| PI RH8 (NI 156) | Number of households living in temporary accommodation | 7 | 5 | 7 | 5 | 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 2016/2017

| PI Code | Short Name | 2015/16 | | 2016/17 | | 2017/18 | 2018/19 | 2019/20 | Current Performance | Trend year on year | Target setting rationale | Link to Corporate Objective |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Value | Target | Value | Target | Target | Target | Target | | | | |
| PI EH1 | The percentage of food premises' inspections that should have been carried out that were carried out | 87.3% | 100% | 99% | 100% | 90% | 90% | 90% | 🔺 | ⬆ | Maintain performance. | 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% | 87.25% | 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 | 87% | 90% | 87.75% | 90% | 90% | 90% | 90% | 🔺 | ⬆ | Maintain 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% | 100% | ✅ | ▬ | Maintain performance. | |
| PI EH6 | The percentage of air pollution complaints responded to within 2 days | 79% | 90% | 82.5% | 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 | 69% | 90% | 81.5% | 90% | 90% | 90% | 90% | 🔺 | ⬆ | Improve performance. | |
| PI EH8 | The percentage of pest control complaints responded to within 2 days | 96% | 90% | 96.75% | 90% | 90% | 90% | 90% | ✅ | ⬆ | Maintain performance. | |
| PI EH9 | The percentage of requests for dog warden services responded to within 2 days | 90.5% | 90% | 86.5% | 90% | 90% | 90% | 90% | 🔺 | ⬇ | 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 | 2015/16 Value | Target | 2016/17 Value | Target | 2017/18 Target | 2018/19 Target | 2019/20 Target | Current Performance | Trend year on year | Target setting rationale | Link to Corporate Objective |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| PI EH10 | The percentage of infectious diseases reported that were responded to immediately | 100% | 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 | 271 | 200 | 300 | 250 | 250 | 250 | 250 | ✅ | ⬆ | 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 | 34 | 50 | 35 | 30 | 30 | 30 | 30 | ✅ | ⬆ | Maintain 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 | 0 | 3 | 14 | 3 | 5 | 5 | 5 | ✅ | ⬆ | To continue to work in partnership with schools. | 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 | 94% | 90% | 99% | 90% | 90% | 90% | 90% | ✅ | ⬆ | The national average for broadly compliant premises is 88%. | To improve the health of people living and working in our area |
| PI EHB1 | The percentage of building regulations full plans applications checked within 2 weeks | | | 80% | 90% | 90% | 90% | 90% | ⚠ | | Maintain performance. | |
| PI EHB2 | % of Building Control Applications validated within 3 working days | | | 76.67% | | 85% | 85% | 85% | | | Maintain performance | |
| PI EHB3 | % decisions reached within statutory time period - Domestic | | | 65% | 85% | 85% | 85% | 85% | 🛑 | | Improve performance | |
| PI EHB4 | % decisions reached within statutory time period - Commercial | | | 75% | 100% | 85% | 85% | 85% | 🛑 | | Improve performance | |