

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH AND HOUSING COMMITTEE

Agenda Item No. 11

meeting date: 13th SEPTEMBER 2018
 title: 2017/2018 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 2017/2018 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 for 2017/18. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2017/2018 data and 2016/2017 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 2017/2018 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 also been provided for 2018/2019.
- 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 24 indicators that can be compared to target:
 - 54.17% (13) of PIs met target (green)
 - 25% (6) of PIs close to target (amber)

- 20.83% (5) of PIs missed target (red)
- 2.6 Analysis shows that of the 26 indicators where performance trend can be compared over the years:
- 50% (13) of PIs improved
 - 11.54% (3) of PIs stayed the same
 - 38.46% (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 the 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** - Housing not being brought forward by landlords
 - **PI RH5 (BV183b) - Length of stay in temporary accommodation (Hostel)** – Difficulty in finding suitable and affordable properties for clients.
 - **PI RH6 - Preventing Homelessness - number of households where homelessness prevented** - New software due to be installed – data therefore not available.
 - **PI RH7 (NI 155) - Number of affordable homes delivered (gross)** - Delivery reflects developer activity and fewer landlord and tenant grants being brought forward
 - **PI RH8 (NI 156) - Number of households living in temporary accommodation** – More families seeking assistance, supply of additional affordable homes not addressing all requirements
 - **PI RH10 (BV106) - % New homes built on previously developed land** - . Supply of brownfield land is being taken up. Predominance of green field to address supply.
- 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 EH5 - The percentage of abandoned vehicles responded to within 2 days** – Due to staff absence a small number of reported abandoned vehicles were overlooked and not responded to within the required time.
 - **PI EH15 - Number of high profile dog fouling patrols undertaken** - Lack of Dog Warden in post.
 - **PI EH16 - Number of 'Out of Hours' surveillance patrols undertaken** - Lack of Dog Warden in post.
 - **PI EH17 - Number of school presentation runs in order to raise awareness of dog fouling** - Schools want dog wardens to visit during summer months.
 - **PI EHB1 - The percentage of building regulations full plans applications checked within 2 weeks** - Increased amount of applications to Building Control.
 - **PI EHB2 - % of Building Control Applications validated within 3 working days** - Large number of applications for part-time officer to validate.
- 4 CONCLUSION
- 4.1 Consider the 2017/2018 performance information provided relating to this committee.









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PRINCIPAL POLICY AND
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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 2017/2018

PI Code	Short Name	2016/17	2017/18		2018/19	Current Performance	Trend year on year	Corporate Objective
		Value	Value	Target	Target			
PI RH1 (BV64)	No of private sector vacant dwellings that are returned into occupation or demolished	2	0	3	4			To meet the housing needs of all sections of the Community
PI RH2	Homeless: Number of applications for assistance	208	172					To meet the housing needs of all sections of the Community
PI RH3	Homeless: Number of applications accepted	5	11					To meet the housing needs of all sections of the Community
PI RH5 (BV183b)	Length of stay in temporary accommodation (Hostel)	18.75	16.25	15.00	15.00			To meet the housing needs of all sections of the Community
PI RH6 (BV213)	Preventing Homelessness - number of households where homelessness prevented	.30	N/A	.50	.75			To meet the housing needs of all sections of the Community
PI RH7 (NI 155)	Number of affordable homes delivered (gross)	100	71	85	85			To provide additional affordable homes throughout the Ribble Valley
PI RH8 (NI 156)	Number of households living in temporary accommodation	7	7	5	5			To meet the housing needs of all sections of the Community
PI RH10 (BV106)	% New homes built on previously developed land	28.97%	24.00%	30.00%	27.00%			To conserve our countryside, the natural beauty of the area and enhance our built environment
PI RH11	Number of new homes granted planning permission	194	409	85	100			To conserve our countryside, the natural beauty of the area and enhance our built environment

PI Code	Short Name	2016/17	2017/18		2018/19	Current Performance	Trend year on year	Corporate Objective
		Value	Value	Target	Target			
PI RH12	Number of new homes constructed	390	400	280	280			To conserve our countryside, the natural beauty of the area and enhance our built environment; To meet the housing needs of all sections of the Community

Environmental Health Performance Information 2017/2018

PI Code	Short Name	2016/17	2017/18		2018/19	Current Performance	Trend year on year	Corporate Objective
		Value	Value	Target	Target			
PI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	95.53%	100%	100%	100%			To improve the health and wellbeing of people living and working in our area
PI EH3	The percentage of food complaints responded to within 2 days	87.25%	94.01%	90%	90%			To improve the health and wellbeing of people living and working in our area
PI EH4	The percentage of health and safety complaints responded to within 2 days	87.75%	93.33%	90%	90%			To improve the health and wellbeing of people living and working in our area
PI EH5	The percentage of abandoned vehicles responded to within 2 days	100%	98.08%	100%	95%			
PI EH6	The percentage of air pollution complaints responded to within 2 days	82.5%	95.64%	90%	90%			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	81.5%	93.11%	90%	90%			
PI EH8	The percentage of pest control complaints responded to within 2 days	96.75%	95.44%	90%	90%			
PI EH9	The percentage of requests for dog warden services responded to within 2 days	86.5%	92.09%	90%	90%			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%			To improve the health and wellbeing of people living and working in our area
PI EH15	Number of high profile dog fouling patrols undertaken	300	160	250	200			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	10	30	20			To provide a high quality environment, keeping land clear of litter and refuse, and reducing the incidents of dog fouling

PI Code	Short Name	2016/17	2017/18		2018/19	Current Performance	Trend year on year	Corporate Objective
		Value	Value	Target	Target			
PI EH17	Number of school presentation runs in order to raise awareness of dog fouling	14	0	5	5			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	99%	100%	90%	90%			To improve the health and wellbeing of people living and working in our area
PI EHB1	The percentage of building regulations full plans applications checked within 2 weeks	80%	77.5%	90%	70%			
PI EHB2	% of Building Control Applications validated within 3 working days	76.67%	76.67%	85%	80%			
PI EHB3	% decisions reached within statutory time period - Domestic	65%	85%	85%	85%			
PI EHB4	% decisions reached within statutory time period - Commercial	75%	87.75%	85%	85%	