

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH AND HOUSING COMMITTEE

Agenda Item No. 15

meeting date: 12th SEPTEMBER 2019
 title: 2018/2019 YEAR-END PERFORMANCE INFORMATION
 submitted by: DIRECTOR OF RESOURCES
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1 PURPOSE

- 1.1 This is the year-end report of 2018/2019 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 2018/19. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2018/2019 data and 2017/2018 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 2018/2019 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 2019/2020.
- 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:
 - 45.83% (11) of PIs met target (green)
 - 37.50% (9) of PIs close to target (amber)

- 16.67% (4) of PIs missed target (red)
- 2.6 Analysis shows that of the 25 indicators where performance trend can be compared over the years:
- 28% (7) of PIs improved
 - 4% (1) of PIs stayed the same
 - 68% (17) 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 RH5 (BV183b) - Length of stay in temporary accommodation (Hostel)** – Difficulty in finding suitable and affordable properties for clients.
 - **PI RH3 - Homeless: Number of applications accepted** – and - **PI RH6 - Preventing Homelessness - number of households where homelessness prevented** - New software has been installed and reports are not yet 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 and Ken Robinson, Head of Environmental Services, have 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** - Throughout February and March resources were diverted from low-risk premises to a serious issue at a local food manufacturer. 100% of the inspections due at high risk premises [Categories A, B & C] were completed, but 32 inspections of lower risk premises were carried over into the current year.
 - **PI EH5 - The percentage of abandoned vehicles responded to within 2 days** – Recruitment of new members of staff. The section needs to ensure record keeping (ie the action date) is correct.
 - **PI EH6 - The percentage of air pollution complaints responded to within 2 days** – Recruitment of new members of staff. The section needs to ensure record keeping (ie the action date) is correct.
 - **PI EH7 - The percentage of noise complaints responded to within 2 days** – Some errors have been identified and to avoid this in future the section needs to ensure record keeping is kept up to date and that the start date is entered into FLARE .

- **PI EH9 - The percentage of requests for dog warden services responded to within 2 days** – the section needs to improve the recording of patrols onto FLARE in order for them to be mapped.
- **PI EH16 - Number of 'Out of Hours' surveillance patrols undertaken** - we need to undertake more high profile patrols 'out of hours' in targeted locations and promote this. In 2018/19 there has been a large amount of dog attacks that have drained resources.
- **PI EH17 - Number of school presentation runs in order to raise awareness of dog fouling** - Lack of dog warden in the summer months of 2018 and sickness absence of other part-time dog warden. Thus there was an increased strain on the service. School presentations weren't seen as a priority.
- **PI EHB2 - % of Building Control Applications validated within 3 working days** - slight variance due to loss of 1 member of staff late in the year.
- **PI EHB3 - % decisions reached within statutory time period - Domestic** - slight variance due to loss of 1 member of staff late in the year.
- **PI EHB4 - % decisions reached within statutory time period - Commercial** - large commercial decisions require fully authorised and experienced officer. Both are part-time thus decisions can often fall into the next working day/week.

4 CONCLUSION

- 4.1 Consider the 2018/2019 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 2018/2019

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Objective
		Value	Target	Value	Target	Target				
PI RH1 (BV64)	No of private sector vacant dwellings that are returned into occupation or demolished	0	3	4	3	4			Target set in recognition of reducing funding to councils and partners. Market conditions having an impact on investment by owners.	To meet the housing needs of all sections of the Community
PI RH2	Homeless: Number of applications for assistance	172		130					Not required.	To meet the housing needs of all sections of the Community
PI RH3	Homeless: Number of applications accepted	11		N/A					Not required.	To meet the housing needs of all sections of the Community
PI RH5 (BV183b)	Length of stay in temporary accommodation (Hostel)	16.25	15.00	30.99	15.00	15.00			Delivery of new affordable housing has been slower. 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	N/A	.50	N/A	.75	1.00				To meet the housing needs of all sections of the Community

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Objective
		Value	Target	Value	Target	Target				
PI RH7 (NI 155)	Number of affordable homes delivered (gross)	71	85	91	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 RH8 (NI 156)	Number of households living in temporary accommodation	7	5	6	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
PI RH10 (BV106)	% New homes built on previously developed land	24.00%	30.00%	18.00%	27.00%	25.00%			Due to the lack of available brownfield sites and pressure for new housing it leads to significant need to develop green field sites.	To conserve our countryside, the natural beauty of the area and enhance our built environment
PI RH11	Number of new homes granted planning permission	409	85	361	100	100			Based on estimates of additional permissions necessary to maintain 5 year supply. Additional permissions needed to balance out reduction in supply from actual units delivered at reserved matters.	To conserve our countryside, the natural beauty of the area and enhance our built environment
PI RH12	Number of new homes constructed	400	280	412	280	280			Set at 280 to reflect the annulated figure of the Core Strategy	To meet the housing needs of all sections of the Community

Environmental Health Performance Information 2018/2019

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Objective
		Value	Target	Value	Target	Target				
PI EH1	The percentage of food premises' inspections that should have been carried out that were carried out	100%	100%	90%	100%	100%			To maintain performance and focus on targeted food inspections.	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	94.01%	90%	92.7%	90%	90%			Maintain performance.	To improve the health and wellbeing of people living and working in our area

PI Code	Short Name	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Objective
		Value	Target	Value	Target	Target				
PI EH4	The percentage of health and safety complaints responded to within 2 days	93.33%	90%	91.4%	90%	90%			Maintain performance.	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	98.08%	100%	88.4%	95%	90%			Maintain performance.	
PI EH6	The percentage of air pollution complaints responded to within 2 days	95.64%	90%	74.5%	90%	90%			Maintain 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	93.11%	90%	81%	90%	90%			Maintain performance.	
PI EH8	The percentage of pest control complaints responded to within 2 days	95.44%	90%	94.3%	90%	50%			Long-term targets set to maintain service performance, however target set at 50% for 2019/20 to reflect long-term absence of member of staff who provides this service - no service being offered at this time.	
PI EH9	The percentage of requests for dog warden services responded to within 2 days	92.09%	90%	76.8%	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 EH10	The percentage of infectious diseases reported that were responded to immediately	100%	100%	100%	100%	100%			Maintain performance.	To improve the health and wellbeing of people living and working in our area
PI EH15	Number of high profile dog fouling patrols undertaken	160	250	319	200	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	10	30	0	20	20			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	2017/18		2018/19		2019/20	Current Performance	Trend year on year	Target setting rationale	Objective
		Value	Target	Value	Target	Target				
PI EH17	Number of school presentation runs in order to raise awareness of dog fouling	0	5	0	5	5			To undertake partnership visits in schools in summer months of 2019	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	100%	90%	95%	90%	90%			Target set at 90% - national average for broadly compliant premises is 88%. Maintain performance	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	77.5%	90%	85.5%	70%	70%			Maintain performance.	
PI EHB2	% of Building Control Applications validated within 3 working days	76.67%	85%	79.5%	80%	70%			Maintain performance and improve staff knowledge	
PI EHB3	% decisions reached within statutory time period - Domestic	85%	85%	83%	85%	85%			Improve performance	
PI EHB4	% decisions reached within statutory time period - Commercial	87.75%	85%	75%	85%	80%			Improve performance	