

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO HEALTH AND HOUSING COMMITTEE

meeting date: THURSDAY, 18 JANUARY 2024
 title: 2021/2022 AND 2022/2023 YEAR-END PERFORMANCE INFORMATION
 submitted by: MARSHAL SCOTT, CHIEF EXECUTIVE
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1 PURPOSE

- 1.1 To inform committee about year-end reports for 2021/2022 and 2022/2023 that detail performance against our local performance indicators.
- 1.2 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 attachment to this report provides an overview of the Council's performance up to 31 March 2023. Committee members will be aware that the Council responded to the emergencies of the Coronavirus pandemic since early March 2020. Covid rules in England ended at the end of February 2022 as part of Government's "Living with Covid" strategy. This now gives an opportunity to learn from both pre-Covid and during Covid service delivery, and to focus on the recovery from the pandemic.
- 2.4 The report attached at Appendix 1 comprises the following information:
 - The outturn figures for all local performance indicators relevant to this committee for 2021/2022 and 2022/2023. Notes are provided where necessary to explain significant variances either between the outturn and the target or between 2021/2022 data and 2022/2023 data. A significant variance is greater than 15% (or 10% for cost PIs).
 - Performance information is also provided for previous year 2020/2021 for comparison purposes (where available) and the trend in performance is shown between 2021/2022 data and 2022/2023 data.
 - Targets for service performance for the year 2022/2023 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.
 - Where available targets have also been provided for all three years.
- 2.5 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.

- 2.6 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.
- 2.7 Indicators can be categorised as 'data only' if they are not suitable for monitoring against targets – these are marked as so in the report.
- 2.8 A new Corporate Plan 2023-2027 is presently in development; a revised suite of Corporate KPIs will be established following feedback from the Corporate Plan Working Group and Council officers considering statutory requirements and corporate priorities.
- 2.9 For the past few years the Council has utilised and reported data for 130 KPIs, however this will be reduced to a smaller, and more focussed number. It is important that the Corporate KPI Scorecard is concise and provides assurance against Corporate Plan progress, some KPIs will have cross cutting themes across the diverse range of services and priorities the Council provides. Quarterly reporting for the new suite of KPIs will commence from April 2024 for 2024/2025 with an annual report at year-end. The Corporate Plan and suite of KPIs will also be reviewed on an annual basis
- 2.10 We measure our performance by examining these KPIs. Where available KPI data will be reported in a Quarterly Performance Report and scrutinised by a network of people including Corporate Management Team (CMT) and relevant Committees. Council services also have their own specific plans which look at performance in more detail and include a number of KPIs pertinent to that service.

3 GENERAL COMMENTS ON PERFORMANCE AND TARGETS

- 3.2 Analysis shows that of the 23 Health and Housing key performance indicators (KPIs) they can be compared to target as follows:
- 30.5% (7) of the KPIs met target (green) and or are on track.
 - 17% (4) of the KPIs close to target (amber) where delivery is on track and is currently being managed.
 - 13% (3) of the KPIs missed target (red) where performance is or is likely to be off track.
 - 9% (2) of the KPIs provide data only.
 - 30.5% (7) of the KPIs are either awaiting data, data is unavailable, or a target has not been set.

Of the 23 Health and Housing KPIs reported to committee, 10 relate to Regeneration and Housing, and 13 to Environmental Health.

- 3.3 Of the 23 KPIs where performance trend can be compared over the year:

- 39% (9) of the KPIs have improved
- 13% (3) of the KPIs stayed the same or there is no change
- 17% (4) of the KPIs have worsened
- 31% (7) of the KPIs cannot be compared to the previous year

- 3.4 In respect of KPIs for Health and Housing, the following information regarding performance and targets has been provided:

Regeneration and Housing 10 KPIs

- **PI HR1 (BV64) Number of private sector vacant dwellings that are returned into occupation or demolished** – Data is unavailable for this KPI, and it is presently under review. Reduced funding to local authorities and partners, and market conditions is impacting on investment by owners.

- **PI RH2 Homeless: Number of applications for assistance and PI RH3 Homeless: Number of applications accepted** – Targets have not been set for either of these KPIs as they record data only. However, for both KPIs data has been consistent or showing a slight increase in the .
- **PI RH5 (BV183b) Length of stay in temporary accommodation (Hostel)** – The target was change to 49 days (7 weeks) for 2021/22 and 2022/23 from 105 days (15 weeks) in 2020/21. As a result performance is off track in 2021/22 (56.7 days /8.10 weeks) and 2022/23 (73.8 days / 10.5 weeks). Performance for 2022/23 has been RAG rated red as the target has been missed. However, the number of days in temporary hostel accommodation in 2022/23 is still less that the original 2020/21 target.
- **PI RH6 (BV213) Preventing Homelessness - number of households where homelessness prevented** - Data is unavailable and has not been reported between 2016/17 to 2021/22. Previous targets have not been reflective of outcomes due to increasing presentations, therefore a target was not set for 2022/23. However, the data for 2022/23 shows that 11 households have had a positive homelessness prevention outcome.
- **PI RH7 (NI 155) Number of affordable homes delivered (gross)** – 146 (gross) affordable homes were delivered in year, improving on the target of 90 affordable homes delivered.
- **PI RH8 (NI 156) Number of households living in temporary accommodation** – 14 households were living in temporary accommodation during 2022/23, a decrease of 2 households (16 in total) during 2021/22. The target of 5 households has not been revised since 2014/15.
- **PI RH10 (BV106) % New homes built on previously developed land** – Data is presently unavailable for this KPI.
- **PI RH11 Number of new homes granted planning permission** – Data is presently unavailable for this KPI.
- **PI RH12 Number of new homes constructed** – Data is presently unavailable for this KPI.

Environmental Health 13 KPIs

- **PI EH1 The percentage of food premises' inspections that should have been carried out that were carried out** – Data is presently unavailable this is due to Food Standard Agency (FSA) instructions due to Covid inspections not carried out. The three year recovery programme ceased in April 2023. Reporting is now required every six months as per the current FSA reporting programme.
- **PI EH3 The percentage of food complaints responded to within 2 days** – The target of 90% has been met for this KPI. 94% of food complaints were responded to within 2 days.
- **PI EH4 The percentage of health and safety complaints responded to within 2 days** - The target of 90% has been met for this KPI. 92% of food complaints were responded to within 2 days.
- **PI EH5 The percentage of abandoned vehicles responded to within 2 days** – 88% of abandoned vehicles were responded to during the year, this is close to the 90% target, delivery is therefore on track and is currently being managed.
- **PI EH6 The percentage of air pollution complaints responded to within 2 days** - 77% of air pollution complaints were responded to during the year, this is just short of the 90% target, delivery is therefore on track and is currently being managed.
- **PI EH7 The percentage of noise complaints responded to within 2 days** - 80% of noise complaints were responded to during the year, this is close to the 90% target, delivery is therefore on track and is currently being managed.

- **PI EH8 The percentage of pest control complaints responded to within 2 days** – 95% of pest control complaints were responded to in year this has met and exceeded the 90% target.
- **PI EH9 The percentage of requests for dog warden services responded to within 2 days** – 78% of requests for dog warden services have been responded to in 2022/23. This is close to the 90% target where delivery is currently being managed.
- **PI EH10 The percentage of infectious diseases reported that were responded to immediately** – 100% of infectious diseases reported were responded to immediately, target has therefore been met.
- **PI EH15 Number of high profile dog fouling patrols undertaken** - High profile dog fouling patrols form part of the daily patrol, individual instances are therefore not recorded. However, more than 200 high profile dog patrols are carried out annually.
- **PI EH16 Number of 'Out of Hours' surveillance patrols undertaken** – 80 'Out of Hours' surveillance patrols were undertaken in year, exceeding the target of 20. 'Out of hours' includes 6am starts and 7pm finishes.
- **PI EH17 Number of school presentation runs in order to raise awareness of dog fouling – Since Covid restrictions were lifted only one school visit has been arranged to raise** Environmental Health awareness that included dog fouling. Further awareness has been promoted via media campaigns and consultation via survey on the Public Spaces Protection Order 2020 (PSPO) - Dog Control and Dog Fouling. It was agreed that the PSPO should be extended for a further period of 3 years to October 2026.
- **PI EH18 (NI 184) % of Food establishments in the area which are broadly compliant with food hygiene law** – Data for 2021/22 and 2022/23 is not available. As per FSA instructions during the Covid pandemic inspections were not carried out, a 3 year recovery programme ceased in April 2023. New official control delivery models for food hygiene and food standards control and a new approach to collection of data on delivery of official food and feed controls are being developed.

4 RISK ASSESSMENT

4.1 The approval of this report may have the following implications

- Resources – There are no resource implications as a result of this report. Resource implications of any actions referred to within this report, will be reported to the appropriate Committee.
- Technical, Environmental and Legal – None identified.
- Political – None identified
- Reputation – It is important that correct information is available to facilitate decision-making.
- Equality & Diversity - For all Ribble Valley Borough Council Policies and Strategies and in line with the Council's approach to equalities, an Equality Impact Assessment (EIA) would identify the potential impact of the organisation's policies, services and functions on its residents and staff, and will actively look for negative or adverse impacts of policies, services, and functions on any of the nine protected characteristics. After consideration an EIA is not required for this report.

5 CONCLUSION

- ##### 5.1 For committee to note the 2021/2022 and 2022/2023 performance information provided relating to this committee.

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PRINCIPAL POLICY AND
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Marshal Scott
CHIEF EXECUTIVE

BACKGROUND PAPERS:



REF: JH/ 24-01-18 Health & Housing Committee YE Performance Information v1
For further information please ask for Jaqui Houlker, extension 4421













Appendix 1

Ribble Valley Borough Council Year-end monitoring report for 2020/21, 2021/22 & 2022/23

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

Health & Housing Committee (Regeneration and Housing 10 KPIs)









| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|----------------------|---|---------|--------|---------|--------|--------------------|--------|---|---|---|--|
| | | Value | Target | Value | Target | Value | Target | | | | |
| PI RH1 (BV64) | Number of private sector vacant dwellings that are returned into occupation or demolished | 0 | 4 | 1 | 4 | Data not available | 4 |  |  | KPI under review due to reducing funding to councils and partners. Market conditions is having an impact on investment by owners. | To return private sector vacant dwellings into occupation or for demolition to meet the housing needs of all sections of the Community |











| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|-----------------|---|------------|------------------------|------------------------|-------------------|--|-------------------|---|---|---|---|
| | | Value | Target | Value | Target | Value | Target | | | | |
| PI RH2 | Homeless: Number of applications for assistance | 78 | Data only | 86 | Data only | 83 | Data only |  |  | This is a data only KPI, a target has not been set | To monitor the number of homeless applications for assistance |
| PI RH3 | Homeless: Number of applications accepted | 3 | Data only | Data unavailable | Data only | 6 | Data only |  |  | This is a data only KPI, a target has not been set | To monitor the number of homeless applications accepted |
| PI RH5 (BV183b) | Length of stay in temporary accommodation (Hostel) | 66.04 days | 105 days (15.00 weeks) | 56.7 days (8.10 weeks) | 49 days (7 weeks) | 73.8 Days (10.5 weeks) | 49 days (7 weeks) |  |  | The change in target reflects the availability of move on accommodation | To monitor the Length of stay in days in temporary hostel accommodation |
| PI RH6 (BV213b) | Preventing Homelessness - number of households where homelessness prevented | See note | See note | See note | See note | 11 households with a positive prevention outcome | See note |  |  | Date is unavailable and has not been reported between 2016/17 to 2021/22. Previous targets have not been reflective of outcomes due to increasing presentations. The 2022/23 data is the number of households with a positive prevention outcome. | To monitor the number of households prevented from becoming homeless |
| PI RH7 (NI 155) | Number of affordable homes delivered (gross) | 111 | 90 | 163 | 90 | 146 | 90 |  |  | | To provide additional affordable homes throughout Ribble Valley |
| PI RH8 (NI 156) | Number of households living in temporary accommodation | 8 | 5 | 16 | 5 | 14 | 5 |  |  | Target: 5 since 2014/15 | To monitor and help prevent households from having to |





| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|------------------------|---|--|-----------|--|-----------|----------|-----------|---------------------|------------------------------|------------------|--|
| | | Value | Target | Value | Target | Value | Target | | | | |
| | | | | | | | | | | | live in temporary accommodation |
| PI RH10 (BV106) | % New homes built on previously developed land | 13.00% | 22.00% | 8.00% | Data only | See note | Data only | ? | ? | Date unavailable | To enhance the built environment and meet housing needs across the borough |
| PI RH11 | Number of new homes granted planning permission | 81 | Data only | 139 | Data only | See note | Data only | ? | ? | Date unavailable | To meet the housing needs of all sections of the Community |
| PI RH12 | Number of new homes constructed | 453 (419 new build completions & 34 conversions & change of use) | Data only | 499 (480 new build completions & 19 conversions & change of use) | Data only | See note | Data only | ? | ? | Date unavailable | To meet the housing needs of all sections of the Community |

Health & Housing Committee (Environmental Health 13 KPIs)

| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|---------------|--|---------|--------|----------|--------|----------|--------|---------------------|------------------------------|---|---|
| | | Value | Target | Value | Target | Value | Target | | | | |
| PI EH1 | The percentage of food premises' inspections that should have been carried out that were carried out | 0% | 100% | See Note | 100% | See Note | 100% | ? | ? | As per FSA instructions due to Covid inspections not carried out - 3 year | To improve the health & wellbeing of people |

| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|---------|---|---------|--------|---------|--------|---------|--------|---|---|--|---|
| | | Value | Target | Value | Target | Value | Target | | | | |
| | | | | | | | | | | recovery programme ceased in April 2023. Report every six months as per current FSA reporting programme. | living and working in our area |
| PI EH3 | The percentage of food complaints responded to within 2 days | 93% | 90% | 93% | 90% | 94% | 90% |  |  | | To investigate and respond to food complaints made to the Council |
| PI EH4 | The percentage of health and safety complaints responded to within 2 days | 38% | 90% | 94.33% | 90% | 92% | 90% |  |  | | To investigate and respond to health and Safety complaints made to the Council |
| PI EH5 | The percentage of abandoned vehicles responded to within 2 days | 86% | 90% | 71% | 90% | 88% | 90% |  |  | | To investigate and establish if a vehicle is genuinely abandoned and determine ownership. If confirmed as abandoned, it will be removed from the highway. |
| PI EH6 | The percentage of air pollution complaints responded to within 2 days | 77% | 90% | 64.33% | 90% | 77% | 90% |  |  | | To investigate and follow up any air pollution complaints under the Environmental Protection Act 1990. |

| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|---------|---|---------|--------|---------|--------|---------|--------|---|---|--|---|
| | | Value | Target | Value | Target | Value | Target | | | | |
| PI EH7 | The percentage of noise complaints responded to within 2 days | 94% | 90% | 87.33% | 90% | 80% | 90% |  |  | | To investigate and follow up any noise complaints under the Environmental Protection Act 1990. |
| PI EH8 | The percentage of pest control complaints responded to within 2 days | 60% | 90% | 70% | 90% | 95% | 90% |  |  | | To investigate and follow up any pest control complaints made within the borough. |
| PI EH9 | The percentage of requests for dog warden services responded to within 2 days | 77% | 90% | 84% | 90% | 78% | 90% |  |  | | To provide a high quality dog warden service reducing the incidents of nuisance dogs and dog fouling |
| PI EH10 | The percentage of infectious diseases reported that were responded to immediately | 100% | 100% | 100% | 100% | 100% | 100% |  |  | | To respond to reported infectious diseases immediately to maintain and improve the health & wellbeing of people living and working in the borough |
| PI EH15 | Number of high profile dog fouling patrols undertaken | 200 | 200 | 200 | 200 | 200 | 200 |  |  | This forms part of the daily patrol, data is therefore not recorded. However, more than 200 high profile dog patrols are carried out annually. | To provide a high quality environment, keeping land clear and reducing the incidents of dog fouling |
| PI EH16 | Number of 'Out of Hours' surveillance patrols undertaken | 0 | 20 | 0 | 20 | 80 | 20 |  |  | 'Out of hours' includes 6am starts and 7pm finishes. | To provide a high quality environmental health service |

| PI Code | Short Name | 2020/21 | | 2021/22 | | 2022/23 | | Current Performance | Long Term Trend year on year | Comments | Objective |
|------------------|--|---------|--------|----------|--------|----------|--------|--|--|--|---|
| | | Value | Target | Value | Target | Value | Target | | | | |
| PI EH17 | Number of school presentation runs in order to raise awareness of dog fouling | 0 | 5 | 0 | 5 | 1 | 5 |  |  | School visit to raise Environmental Health awareness this included dog fouling. Further awareness promoted via media campaigns and the extension of the PSPO - Dog Control and Dog Fouling Public Spaces Protection Order 2020 for a further period of 3 years to October 2026 | To provide a high quality environmental health service to schools and to raise awareness about incidents of dog fouling |
| PI EH18 (NI 184) | % of Food establishments in the area which are broadly compliant with food hygiene law | 92% | 90% | See Note | 90% | See Note | 90% |  |  | As per FSA instructions during the Covid pandemic inspections were not carried out, a 3 year recovery programme ceased in April 2023. New official control delivery models for food hygiene and food standards control and a new approach to collection of data on delivery of official food and feed controls are being developed | To inform residents and visitors to the area about hygiene standards at food establishments across the borough |