

LAA Target Monitoring Report

Red	Critical - Way off target. Needs urgent attention - has reached the agreed level where intervention is required
Amber	Changes identified - further work required to meet target - not yet hitting agreed intervention level
Green	Very Good Performance - direction of travel positive - Annual / Qtr Target achieved.

Housing Block

Block Lead:

Information is cumulative unless otherwise specified

Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	Data Owner (Person/organisation where data derived/held)	Updater	Data Source	Reporting period	Level of reporting (e.g. to Borough, Ward, SOA level)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2009/10 Actual	2010/11 Target	2010/11 Actual	Good Is (High/Low)	Intervention Level	Quarter 1 Target	Quarter 1 Actual	Quarter 2 Target	Quarter 2 Actual	Quarter 3 Target	Quarter 3 Actual	Quarter 4 Target	Quarter 4 Actual	2009/10 Performance Commentary
																											Current Position (As at quarter 1)
Tier 1: Place Shaping Priorities																											
NI 155 Number of affordable homes delivered (gross) *	SSC	Barbara Neville	OMBC	Tracey Mellor	Barbara Neville	Barbara Neville			Borough	90 (06/07) / 60 (07/08)	115 (revised from 147 with GONW)	60	112 (revised from 123 with GONW)	157 (revised from 233 with GONW)			High	NA	80	62	0		0		112	<p>Oldham Lead - Barbara Neville Direction of travel (improving/static/declining): Improving • 62 completions between April and June 09 • Completions lower than anticipated due to delays in construction. • 16 completions at Wood Square (part of Sheltered Private Finance Initiative) due in Q1 are now expected to complete in Q2 RAG Rating: Amber • Risk to performance is low - delayed completions will be completed in due course. • There may be some slippage between quarters. Interventions Recommended: • None - schemes are outside council control Current Activities/Projects: None</p>	
Bringing new homes in use: The number of dwellings that are returned into occupation (LAA 25d) (This incorporates LA and private dwellings) (LI)	SSC	Neil Crabtree	OMBC	Karen Jones	Neil Crabtree	Neil Crabtree			Borough	29 (06/07) / 104 (07/08)	120	212	150	200			High	TBC	38	41	TBC		TBC		150	<p>Oldham Lead - Neil Crabtree Direction of travel (improving/static/declining): Improving HMR funding secured to deliver 10 empty properties back into use via FCHO. Equity loan criteria drafted. Mapping of long term empty homes for 12, 24, 36 and 5 years empty. RAG Rating: Green Interventions Recommended: • Ongoing proactive work of officers. Current Activities/Projects: Deliver using FCHO refurbishment of targetted empties. Continue enforcement</p> <p>RAG Rating: Green Interventions Recommended: • Ongoing proactive work of officers. Current Activities/Projects: • Deliver using FCHO refurbishment of targetted empties. • Continue enforcement action. • Revise empty property strategy and consult via O&S mechanism.</p>	
Level of homelessness: reduce levels of homelessness acceptances (LAA 24) (LI)		Ann-Marie McGinn	OMBC	Tracey Mellor	Corinne Copeland - FCHO	Louise Currie			Borough	652 (06/07) / 478 (07/08)	550	104	160 (revised from 430 provision all until agreed with GONW)	400			Low								430	<p>Oldham Lead - Corinne Copeland Direction of travel (improving/static/declining): Improving • There have been 21 acceptances between April and June 09. • One of these had no local connection with Oldham so was referred onto a neighbouring authority. • Improvement compared to same period in 08/09 when there were 47 acceptances. RAG Rating: Green • Performance is well within the agreed targets, thus presenting no significant risk. Interventions Recommended: • Processes & procedures continue to be reviewed to ensure officers consistently apply a range of interventions. Current Activities/Projects: • A range of homeless prevention initiatives are in place to reduce the numbers of homeless acceptances. • Amongst these initiatives, is the Bond Scheme with Private Landlords which has been extended for a further twelve months.</p>	
Tier 2: Significant Improvement Areas																											
NI 154 Net additional homes provided	SSC	Elizabeth Dryden-Stuart	OMBC	Tracey Mellor	Elizabeth Dryden-Stuart	Elizabeth Dryden-Stuart			Borough	315 (06/07) / 399 (07/08)	At Least 289 per year	401	At Least 289 per year	At Least 289 per year			High	NA	NA	38	NA		NA		At Least 289 per year	<p>Oldham Lead - Elizabeth Dryden-Stuart Direction of travel (improving/static/declining): Improving • 38 completions have been recorded between April & May 09 • Quarterly figures have also proven to be poor predictors of year end position in the past. • e.g. Q1 in 07/08 accounted for 22% of annual net build, but in 06/07 accounted for 54% of annual net build. • Information is received 1 month in arrears so Qtr figures are estimated based on data for 2 months. • Note that due to the above, the 08/09 actual figure has been changed to reflect this. RAG Rating: Amber Interventions Recommended: None Current Activities/Projects: None</p>	
NI 158 % non decent council homes as at 1st April 2009	SSC	Louise Currie	OMBC	Tracey Mellor	FCHO & H21	Louise Currie			Borough	22% (06/07) / 17% (07/08)	18%	14%	Awaiting confirmation of targets dependant upon PF14 management function transfer and target set by managing agent to allow weighted averages to occur.			Low	TBC							Monitored Annually at Q4	TBC	<p>Oldham Lead - Louise Currie (Baseline) FCHO & H21 (Targets) Direction of travel (improving/static/declining): Improving • H 21 have improved 21 properties at Lido house and are remain on target • FCHO also remain on target with their capital programme which will reduce the number of non decent homes by 309 during 08/09. RAG Rating: Progress is Green • low - delays in scheme completions could lead to the target not being achieved but schemes are regularly monitored to identify and address any slippage Interventions Recommended: none Interventions/Projects Current: • FCHO 2009/10 capital programme has been agreed and is being implemented. • H21 are tightening up protocols with partners to ensure site quali</p>	

LAA Target Monitoring Report

Red	Critical - Way off target. Needs urgent attention - has reached the agreed level where intervention is required
Amber	Changes identified - further work required to meet target - not yet hitting agreed intervention level
Green	Very Good Performance - direction of travel positive - Annual / Qtr Target achieved.

Housing Block

Block Lead:

Information is cumulative unless otherwise specified

Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	Data Owner (Person/organisation where data derived/held)	Updater	Data Source	Reporting period	Level of reporting (e.g. to Borough, Ward, SOA level)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2009/10 Actual	2010/11 Target	2010/11 Actual	Good Is (High/Low)	Intervention Level	Quarter 1 Target	Quarter 1 Actual	Quarter 2 Target	Quarter 2 Actual	Quarter 3 Target	Quarter 3 Actual	Quarter 4 Target	Quarter 4 Actual	2009/10 Performance Commentary
																											Current Position (As at quarter 1)
NI 159 Supply of ready to develop housing sites	SSC	Elizabeth Dryden-Stuart		Karen Jones						140% based on current development plan; 130% based on proposed changes to draft RSS (06/07) / 444% 151% (07/08)	100% (at Least)	151%	100% (at Least)		100% (at Least)		High										<p>Oldham Lead - Elizabeth Dryden- Stuart Direction of travel (improving/static/declining): Improving The figure of 150.6% recorded in 08/09 is as at 1 April 2009, as government guidance requires the five-year supply to be forward looking. Work is current underway to identify the five-year supply as at 1 April 2009 and will be available Q2 or Q3 as this is calculated on an annual basis in line with nation planning guidance and 4NW monitoring deadlines. RAG Rating: Green Interventions Recommended: None Current Activities/Projects: None</p>
Increase numbers of cases where housing advice prevents homelessness (BVPI 213) (LI)	SSC	Ann-Marie McGinn	OMBC	Tracey Mellor	Ann-Marie McGinn	Ann-Marie McGinn			Borough	684 (7 per 1000 hsehlds) (06/07) / 871 (9 per 1000 hsehlds) (07/08)	9 per 1000 hsehlds (900 cases)	11 per 1000 hsehlds (1089 cases)	9 per 1000 hsehlds (920 cases)		10 per 1000 hsehlds (940 cases)		High	200 at Q1	230	242	460		690		920		<p>Oldham Lead - Ann-Marie McGinn Direction of travel (improving/static/declining): • Oldham reports a high number of preventions compared to other local authorities. • Work is still ongoing to increase the number of preventions reported. • A 'Working in Partnership' event held on 7th July was attended by a wide range of partner agencies. • The aim was this will increase awareness of the prevention agenda and the initiatives currently available within the borough RAG Rating: Green Interventions Recommended: none Interventions/Projects Current: • An evaluation of the 'Working in Partnership' event will be undertaken some of the suggestions made will be taken forward in terms of work that we can do to fill the current gaps in service provision</p>
Reduce numbers of households placed in B&B (LAA 26) (LI)	SSC	Ann-Marie McGinn	OMBC	Tracey Mellor	Louise Howard-FCHO	Louise Currie			Borough	159 (06/07) / 231 (07/08)	200	42	12 (revised from 190 provision all until revised with GONW)		180		Low	TBC							190		<p>Oldham Lead - Louise Howard Direction of travel (improving/static/declining): Improving • No placements have been made to B&B since June 2008. • Flats at Swift Court are turned round for re-occupation as soon as possible after vacation (usually within the same day) to maximise availability. • Households who could not access Swift Court have been placed directly in dispersed properties. RAG Rating: Green • Households with accessibility or risk issues unable to access existing temp accommodation would require alternative arrangements to be made • This would currently mean B&B. Interventions Recommended: • Raise awareness with partner agencies that TA now no longer has access B&B placement except in defined circumstances Interventions/Projects Current: • Display board lists all properties available for immediate access, so all staff are aware. • All TA staff informed of circumstances B&B may be used and must clear any placements via line manager</p>
External refurbishments to pre-determined standards e.g. facelifts (LAA101) (LI)	SSC	Neil Crabtree	OMBC	Karen Jones	Neil Crabtree	Darren McGrattan			Borough	07/08: 8	592	536	192 (revised from 33 (clwd completions only) - provision all until revised with GONW)				High	TBC	TBC						33		<p>Oldham Lead - Neil Crabtree Direction of travel (improving/static/declining): Improving • 86 refurbishments completed between April & June. RAG Rating: Green Interventions Recommended: None Current Activities/Projects: • An additional 230 external refurbishments will be completed this financial year</p>
Number of properties added to the stock which have 3+ bedrooms in the HMR area (LAA 111) (LI)	SSC	Elizabeth Dryden-Stuart	OMBC	Karen Jones	Elizabeth Dryden-Stuart	Elizabeth Dryden-Stuart			Borough	54% as at Dec 06 (06/07) / 104 (42%) 07/08	70%	50 (63%)	70%		70%		High	TBC	70%	50%	70%		70%		70%		<p>Oldham Lead - Elizabeth Dryden- Stuart Direction of travel (improving/static/declining): Improving • 9 properties (50%) between April & June • Quarterly figures are poor indicators of year end performance. • Completions in the HMR area were relatively low during Q1 making the Q1 figure even less reliable RAG Rating: Amber Interventions Recommended: • Continue seeking a mix of house types and sizes, including family accommodation as part of new residential development in line with the UDP policy Current Activities/Projects:</p>

LAA Target Monitoring Report

Red	Critical - Way off target. Needs urgent attention - has reached the agreed level where intervention is required
Amber	Changes identified - further work required to meet target - not yet hitting agreed intervention level
Green	Very Good Performance - direction of travel positive - Annual / Qtr Target achieved.

Housing Block

Block Lead:

Information is cumulative unless otherwise specified

																				2009/10 Performance Commentary							
Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	Data Owner (Person/organisation where data derived/held)	Updater	Data Source	Reporting period	Level of reporting (e.g. to Borough, Ward, SOA level)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2009/10 Actual	2010/11 Target	2010/11 Actual	Good Is (High/Low)	Intervention Level	Quarter 1 Target	Quarter 1 Actual	Quarter 2 Target	Quarter 2 Actual	Quarter 3 Target	Quarter 3 Actual	Quarter 4 Target	Quarter 4 Actual	Current Position (As at quarter 1)
Tier 3: Performance Monitoring																											
NI 156 Number of households living in Temporary Accommodation (TA)	SSC	Ann-Marie McGinn	OMBC	Tracey Mellor	Louise Howard-FCHO	Louise Currie			Borough	26 (06/07) / 35 (07/08)	34	14	12 (revised from 25 - provision at until agreed with GONW)				Low	TBC	25	8	25		25		25	<p>Oldham Lead - Louise Howard (Baseline) Direction of travel (Improving/static/declining): Improving: • As at 30th June 09, there were 8 households in TA. • This figure is a 73% reduction (or 22 Households) on the same period in 08/09, and is achieving the 09/10 annual target. • 41 Households left Swift Court in the Quarter, with an Average length of stay of 32.8 Nights. • 3 Households left Dispersed accommodation in the Quarter, with an average length of stay of 109 Nights.</p> <p>RAG Rating: Green: • More people moved out of TA than moved in during the Quarter, and the average length of stay has been short. • Increased numbers into TA and increased length of stay could lead to higher numbers at the end of future quarters.</p> <p>Interventions Recommended: • Raised awareness with Partner Agencies of Homeless Prevention assistance available. • Build on links made at 'Working Together to Tackle Homelessness' event.</p> <p>Current Activities/Projects: • Regular meetings between FCHO staff & Housing Strategy to focus on the status of each household in TA, assessing progress and identifying any issues/barriers to move-on and any further work required.</p>	
NI 160 Local Authority tenants' satisfaction with landlords services	SSC	Louise Currie (Baseline) FCHO & H21 (Targets)	OMBC	Tracey Mellor	Mike Walker - FCHO	Louise Currie			Borough	73% (uplifted to 89.00% for levels of deprivation) Last Survey results taken 2nd Qtr 06/07	80%	74%	Survey every two years no target for 09/10	NA	80%		High	NA	Survey to be conducted every two years - next required in 2010/11								<p>Oldham Lead - Mike Walker (Baseline only) Direction of travel (Improving/static/declining): Improving: • Improvements are currently being undertaken in the areas identified within the 2008/09 survey report. • Areas are Anti Social Behaviour handling, Repairs and Customer Service, e.g. ASB, Repairs, Two-yearly tenant survey.</p> <p>RAG Rating: Amber • There is clearly now sustained focus on satisfaction prior to ballot, which will entail significant action from OMBC and FCHO</p> <p>Interventions Recommended: • Training of frontline staff. • Review neighbourhood management working processes. • Security review.</p>
Index																											
* Improvement Targets																											
** Working Neighbourhoods Fund (WNF) Improvement Targets																											
(LI) Local Indicators																											