

LAA Target Monitoring Report

Housing Block

Block Lead: John Rooney, John Cockerham

Red	Critical - Way off target. Needs urgent attention
Amber	Changes identified - further work required to meet target
Green	Very Good Performance - direction of travel positive

All information at Quarter 2 is cumulative for the year to date (April - September) unless otherwise specified

Tier 1: Place Shaping Priorities																				2008/09 Performance (Blue data to be agreed with GONW as part of LAA Review Winter 2008)				2008/09 Performance Commentary				2008/09 Performance Commentary			
Indicator	Supporting Indicators	Supporting Blocks	LAA Theme	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 2)	Current Position (As at quarter 2)				
NI 155 Number of affordable homes delivered (gross) *			SSC						95 (06/07) / Not yet available (07/08)	147 - Broken down. S106 = 13 HA = 61 PF12 = 73 PF14 = 0		123 - Broken Down. S106 = 10 HA = 60 PF12 = 16 PF14 = 37		233 - Broken Down. S106 = 10 HA = 60 PF12 = 0 PF14 = 163		High			6		20						Oldham Lead - Elizabeth Dryden-Stuart (Baseline) Barbara Neville (Target) Direction of travel (improving/static/declining): Improving - delays in construction have led to delays in completion, hence the numbers are lower than originally forecast. Despite this, 14 properties (Lees House), which were due to complete in Qtr 3 have been completed ahead of schedule in Qtr 2. The Qtr 1 figure has also been revised from 3 to 6 following information that 3 AKSA rehabs were completed earlier than predicted. There have now been 20 new affordable homes to date in 08/09. RAG Rating: Red Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:			
Bringing new homes in use: The number of dwellings that are returned into occupation (LAA 25d) (This incorporates LA and private dwellings) (LI)			SSC						29 (06/07) / 104 (07/08)	120		150		200		High		30	49	60	106	90			120	Oldham Lead - Neil Crabtree Direction of travel (improving/static/declining): Improving. Project continues to exceed targets. A further 57 properties were brought back into use between July & September making a total of 106 to date in 08/09. RAG Rating: Green Interventions Recommended: Implementation of newly approved powers (EDMO's and FCHO managing acquired properties) in 3rd quarter Current Activities/Projects: Continued proactive work from officers	LAA Commissioning Unit Current Activities/Projects:				
Level of homelessness: reduce levels of homelessness acceptances (LAA 24) (LI)			SSC						652 (06/07) / 478 (07/08)	550		430		400		Low			46		61						Oldham Lead - Corinne Copeland Direction of travel (improving/static/declining): Improving. There have been only 15 statutory cases recorded in the last 3 months, making a total of 61 for 08/09 to date. The improved case management and use of preventative initiatives are being written into process maps in order to ensure that they are consistently applied. This will enable this improved performance to be maintained. RAG Rating: Green - The winter months may bring about increased numbers of households presenting as a result of not being able to afford their accommodation. This will apply to all tenure types, especially owner occupiers and private sector tenants. It will then be more important than ever to ensure that robust housing advice and preventative measures are in place and properly applied. Interventions Recommended: The newly revised Homeless Strategy Action Plan will be implemented by a range of organisations over the next two years and will be a key element in achieving positive outcomes. Implementing the outcomes from the process mapping will ensure that a robust and consistent process is adhered to. Reports relating to extending the Oldham Bond Scheme and Tenancy Relations Service have been written and a number of other initiatives are being considered/proposed by FCHO to respond to the issues that relate to affordability and increased repossessions. Current Activities/Projects: If Prevention and Assessment Officers have, within the last few weeks, been allocated a 'specialism' regarding the main causes of homelessness or client groups. They will link into training and discussion groups as well as facilitating 'drop ins' at local agencies. The team meeting calendar for the next six months has been set up, to ensure that a monthly review of these 'specialisms' and reviewing against the KLOE and Homeless Strategy Action Plan is in place. A request has been made to FCHO Northgate working group to improve the reporting for homeless preventions. This will allow for improved management and monitoring for all performance areas and ensure that we comply with legislation.	LAA Commissioning Unit Current Activities/Projects:			
Tier 2: Significant Improvement Areas																															
Indicator	Supporting Indicators	Supporting Blocks	LAA Theme	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 2)	Current Position (As at quarter 2)				
NI 154 Net additional homes provided			SSC						315 (06/07) / 398 (07/08)	At Least 289 per year		At Least 289 per year		At Least 289 per year		High		72	92	144	125	216			289	Oldham Lead - Elizabeth Dryden- Stuart Direction of travel (improving/static/declining): Declining - Q1 figure supplied last time was an estimate and has been replaced by an actual figure of 92. A further 33 homes have been provided between July & September making a total of 125 to date in 08/09. Interpretation: Quarterly figures have proven to be poor predictors of year end position in the past. Q1 in 07/08 accounted for 22% of annual net build, but in 06/07 accounted for 54% of annual net build. RAG Rating: Red Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:				
NI 158 % decent council homes	NI 49		SSC						22% (06/07) / 22% (07/08)	18%						Low	0									Monitored Annually at Qtr 4 - 1st April 2009	Oldham Lead - Louise Currie (Baseline) FCHO & H21 (Targets) Direction of travel (improving/static/declining): Improving following ALMO funding and PF12 investment RAG Rating: Currently on track, although the position could change once new stock condition information of FCHO managed properties has been analysed. Interventions Recommended: 25% FCHO managed stock condition survey to be further enhanced by additional FCHO surveys of high risk estates/properties. Current Activities/Projects: Reconciling data from the recent 25% Stock Condition survey into existing FCHO decency information. This is expected to be complete by third quarter so that any implications can be integrated into future maintenance programmes.	LAA Commissioning Unit Current Activities/Projects:			
NI 159 Supply of ready to develop housing sites	NI 154 / NI 155 / NI 157 / NI 170	E&E	SSC						140% based on current development plan; 130% based on proposed changes to draft RSS (06/07) / 144% (07/08)	100% (at Least)		100% (at Least)		100% (at Least)		High		Monitored Annually at Qtr 2			144%					Monitored Annually at Qtr 2	Oldham Lead - Elizabeth Dryden- Stuart Direction of travel (improving/static/declining): Improving. This indicator is updated annually, in line with national planning policy and NWRA deadlines. The 2007/08 figure has been added, but represents the position as at 1 April 2008. The indicator is based on UDP clearance assumptions (267 dwellings per year). RAG Rating: Green Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:			

The total proportion of private sector properties that were non-decent at the beginning of the year (LA 23) (L)			SSC						Baseline Performance to be established with the commissioning of the BRE Desktop Survey.	27%		22%		18%		Low		Monitored Annually at Qtr 4		Oldham Lead - Neil Crabtree Direction of travel (improving/static/declining): Monitored annually - nothing available at this time RAG Rating: Software not implemented successfully throughout department could be a risk Interventions Recommended: Investment in training of staff in new software Current Activities/Projects: Department now investing in relevant software (TRACDEC and FLARE)	LAA Commissioning Unit Current Activities/Projects:					
Increase numbers of cases where housing advice prevents homelessness (BVPI 213) (L)			SSC						684 (7 per 1000 hseholds) (06/07) / 871 (9 per 1000 hseholds) (07/08)	9 per 1000 hseholds (900 cases)		9 per 1000 hseholds (920 cases)		10 per 1000 hseholds (940 cases)		High			2 per 1000 hseholds (225)	3 per 1000 hseholds (245 cases)	5 per 1000 hseholds (450)	5 per 1000 hseholds (440 cases)	7 per 1000 hseholds (675)	9 per 1000 hseholds (900 cases)	Oldham Lead - Ann-Marie McGinn Direction of travel (improving/static/declining): Improving - Oldham reports a high number of preventions in terms of this indicator when compared to other local authorities. A lot of work recently has been put in to increase the number of agencies who contribute to this indicator. This has included attending RSL team meetings and talking to staff within supported accommodation to try and ensure that an increased number of agencies are involved in the prevention agenda. Between July & September, there have been a further 195 cases prevented, making a total of 440 cases to date in 08/09. Not all returns have been received those missing will be added in at Qtr 3 RAG Rating: Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:
Reduce numbers of households placed in B&B (LAA 26) (L)			SSC						159 (06/07) / 231 (07/08)	200		190		180		Low			50	42	100	42	150	200	Oldham Lead - Louise Howard Direction of travel (improving/static/declining): Improving RAG Rating: Green - An increased number of presentations could lead to an increased use of B&B. Sitting up of Swift Court could also increase use of B&B. Households that are unable to be accommodated on ShoVer may also be accommodated at B&B if there are no appropriate dispersed available. Interventions Recommended: Current Activities/Projects: Flats at Swift Court are cleaned on the day they are vacated. This also includes evenings and weekends. Dispersed properties are also cleaned and prepared as they are vacated, this has continued through this period of low occupancy. The pods are currently empty and ready to use, as are 2 1-bed dispersed and one 2-bed disperse. The other properties are either in the process of being cleaned or awaiting furnishings and will be available as soon as these processes are complete.	LAA Commissioning Unit Current Activities/Projects:
External refurbishments to pre-determined standards e.g. facilities (LAA101) (L)			SSC						07/08: 8	592		33 (carry over completions only)				High			44	44	464	Not Available	481	592	Oldham Lead - Neil Crabtree Direction of travel (improving/static/declining): Unable to report any completions this quarter due to outstanding issues with final accounts. This will be resolved and completions will be reported in quarter 3 RAG Rating: Final accounts not satisfactorily resolved Interventions Recommended: Carry out review of procurement mechanisms (partnership working vs. traditional tendering) This has been requested as part of the Audit Commission review of HMR Current Activities/Projects: 2 new schemes (38 properties) commenced on site in Glodwick and NDC	LAA Commissioning Unit Current Activities/Projects:
Provide a reasonable degree of thermal comfort: private sector housing SAP rating (LAA 25c) (L)			SSC						52 (06/07) / 55 (07/08)	56		57		58		High		Monitored Annually at Qtr 4						56	Oldham Lead - Martin Farrell Direction of travel (improving/static/declining): Performance to be reported annually in Q4. Pro active work has been undertaken to ensure additional SAP data can be gathered from a variety of sources and include for reporting purposes. Sources identified include Greater Manchester Energy Savings Trust Advice Centre (ESTAC), Regeneration Dept, Private Sector Housing team, eaga plc. RAG Rating: Greater Manchester Energy Savings Trust Advice Centre have not yet been able to confirm that resources will be made available to enable additional property data held to be processed (due to outstanding contractual issues between Manchester City Council and the Energy Savings Trust). However, this should not be a significant factor and will not prevent SAP rating for private sector housing being reported as other sources have been approached to provide energy efficiency data Interventions Recommended: Meeting to be arranged with ESTAC manager during Q3 to resolve data processing/resource issues. Timetable for data provision to be agreed. Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:
Number of properties added to the stock which have 3+ bedrooms in the HMR area (LAA 111) (L)			SSC						54% as at Dec 06 (06/07) / Figures not yet available (07/08)	70%		70%		70%		High				23 (79%)		26 (74%)			Oldham Lead - Elizabeth Dryden- Stuart Direction of travel (improving/static/declining): Q1 figure supplied last time was an estimate and has now been replaced by an actual of 20 properties (20%). Between July & September, a further 3 (50%) have been added making a cumulative total of 26 (74%) for 08/09 to date Quarterly completion figures have proven to be poor predictors of year end position in the past RAG Rating: Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:

Tier 3: Performance Monitoring

Indicator	Supporting Indicators	Supporting Blocks	LAA Theme	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 2)	Current Position (As at quarter 2)	
NI 12 Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity	NI 49		SSC													Low			0		0					Oldham Lead - Peter Bowler (Baseline) Direction of travel (improving/static/declining): Static RAG Rating: Green Interventions Recommended: All licensable HMOs have now been granted a license. There are no deferred or refused license applications Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:	
NI 156 Number of households living in Temporary Accommodation			SSC						26 (06/07) / 35 (07/08)	34		12		34		Low										Monitored Annually at Qtr 3	Oldham Lead - Louise Howard (Baseline) Direction of travel (improving/static/declining): 18 households in TA on 30th September. Refocus by Housing Options on advice and prevention has led to decrease in placements. Of those in TA on 30th September, only 3 were admitted before the start of the 2nd Quarter. RAG Rating: Green currently. Next snapshot is taken on 31st December. This is traditionally a period of lower occupancy in TA, but there is still a risk of increased presentations during this period, particularly as Domestic Violence accounts for a large percentage of homeless presentations, incidents of which may increase over the festive period (calls to Women's Aid increase during this period). Interventions Recommended: Work with RSLs to facilitate move-on to their properties for those in TA, to ensure TA is made available as soon as possible after properties are offered, maximising availability of TA. Current Activities/Projects: Continue to facilitate move on by working with PCHO Yoids team. Early viewings, prioritising of repairs. Involvement with MOPP process, particularly consultation on Supported Accommodation Move-on procedure. Applications to RSLs will now include supporting letter from Swift Court staff.	LAA Commissioning Unit Current Activities/Projects:

NI 160 Local Authority tenants' satisfaction with landlords services				SSC					73% (uplifted to 89.00% for levels of deprivation) Last Survey results taken 2nd Qtr 06/07	80%		Survey every two years no target for 09/10			80%		High		Monitored Annually at Qtr 3		Monitored Annually at Qtr 3	Oldham Lead - Mike Walker (Baseline only) Direction of travel (improving/static/declining): New Govt guidelines require all LA's & FCHO to do a new tenant satisfaction survey between set dates in 2008. We are currently carrying out the new STATUS survey using an external provider KWEST. These results should be known in November 2008. RAG Rating: It now excludes sheltered tenants who have been considered too satisfied by Govt. This may adversely affect the satisfaction reported as Oldham has a disproportionate number of sheltered homes. Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:
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* Improvement Targets																						
** Working Neighbourhoods Fund (WNF) Improvement Targets																						
(L) Local Indicators																						
Statutory Department for Children, Schools and Families (DCSF) Targets																						

Stretch Targets carried forward

Indicator	Supporting Indicators	Supporting Blocks	LAA Theme	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	2006/07 Target	2006/07 Actual	2007/08 Target	2007/08 Actual	2008/09 Target	2008/09 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 2)	Current Position (As at quarter 2)
Level of homelessness: Reduce levels of homelessness acceptances	Local Indicator, Safe and Strong Communi								880	830 (800)	168 (652 cum)	780 (700)	95 (478 cum)	700 (550)	Low				46		61					Oldham Lead - Anne Marie McGinn (OMBC) Direction of travel (improving/static/declining): See LAA26 in Tier 2 RAG Rating: Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:
									Stretch Target: -6) Reduce the total number of homelessness acceptances from 2,310 to 2,050 (a reduction of 260 acceptances over the three years of the LAA)																		