

LAA Target Monitoring Report

Housing Block

Block Lead:

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.

Information is cumulative unless otherwise specified

Indicator	LAA Theme	Lead Officer	Reporting Officer (officer reporting data to LSP)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2010/11 Target	Good Is (High/Low)	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 3)
<b>Tier 1: Place Shaping Priorities</b>																		
NI 155 Number of affordable homes delivered (gross) *	SSC	Barbara Neville	Louise Currie	90 (06/07) 60 (07/08) (figures taken from CLG Hub)	115 (revised from 147 with GONW)	60	112 (revised from 123 with GONW)	157 (revised from 233 with GONW)	High	80	62	80	79	80	144	112		<p><b>Oldham Lead - Barbara Neville</b></p> <p><b>Supporting information:</b> 65 properties completed since the end of September 09 - Target for 09/10 already achieved</p> <p><b>Interventions Recommended:</b></p> <p><b>Direction of travel: Improving</b></p> <p><b>Current Activities:</b></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	Louise Currie	29 (06/07) / 104 (07/08)	120	212	150	200	High	38	41	N/A	76	N/A	117	150		<p><b>Oldham Lead - Neil Crabtree</b></p> <p><b>Supporting information:</b> Work this quarter continues to be a success. By entering into voluntary agreements with owners and threatening legal action where necessary, this has enabled us to remain on target for this period.</p> <p><b>Interventions Recommended:</b> The continued use of the equity loan products is seen as vital to the continued success of this area of work. Officers now intend to formally procure an agent to manage the properties as the offer of an equity loan is subject to the property being leased to the Council.</p> <p><b>Direction of travel: Improving</b></p> <p><b>Current Activities:</b> We are now in a position to offer 2 x equity loan products to owners of empty homes to help them carry out repairs and bring them back into use in addition to voluntary agreements and threats of legal action. A consultant has now been appointed with a remit that includes developing a works in default and enforced sale procedure.</p>
Level of homelessness: reduce levels of homelessness acceptances (LAA 24) (LI)		Ann-Marie McGinn	Louise Currie	652 (06/07) / 478 (07/08)	550	104	160 (revised from 430 - provisional until agreed with GONW)	400	Low	<40	21	<80	40	<120	55	<160		<p><b>Oldham Lead - Ann-Marie McGinn</b></p> <p><b>Supporting information:</b> There have been 15 homeless acceptances which is well within the target</p> <p><b>Interventions Recommended:</b> We have a number of tried and tested measures to help in achieving our targets. They include multi agency initiatives and ownership in tackling homelessness, including Move On Planned Protocol (MOPP). Individual officers have regular 1:1 sessions in order to ensure that any barriers to achieving this are removed and to give accountability.</p> <p><b>Direction of travel: Improving</b></p> <p><b>Current Activities:</b> All interventions are routinely reviewed to ensure that they continue to be effective and can be changed to meet any change in demand or trend.</p>
<b>Tier 2: Significant Improvement Areas</b>																		
NI 154 Net additional homes provided	SSC	Elizabeth Dryden- Stuart	Louise Currie	315 (06/07) / 399 (07/08)	At Least 289 per year	401	258 (to revise from 289 subject to GONW approval)	254 (to revise from 289 subject to GONW approval)	High	NA	38	NA	-100	NA	-128	258 (to revise from 289 subject to GONW approval)		<p><b>Oldham Lead - Phil Jobling</b></p> <p><b>Supporting Information:</b> Since October there have been a further 31 completions but also 59 clearances. This brings the Net Additional homes total to -128 for the year to date. Quarterly figures have however proven to be poor predictors of year end position in the past and may also be subject to change following a sweeping up exercise done each April. The boroughs RSS target is for a total housing provision for 2003-2021 (net of clearance replacement) of 5,200 dwellings, which equates to an annual average rate of housing provision (net of clearance replacement) of 289 dwellings per annum, although there will be fluctuations in completions from year to year - the target has been revised to 258 for 09/10.</p> <p><b>Interventions Recommended:</b></p> <p><b>Direction of travel: Declining</b></p> <p><b>Current Activities:</b></p>
NI 158 % non decent council homes as at 1st April 2009	SSC	Mark Reynolds	Louise Currie	22% (06/07) / 17% (07/08)	18%	14%	8% (09/10)	Low	Monitored Annually at Q4							TBC	<p><b>Oldham Lead - Mark Reynolds (delivered by FCHO &amp; H21)</b></p> <p><b>Supporting information:</b> 10.12% of FCHO managed stock is non decent at the end of Q3 2009/10. 144 properties have been made decent while an additional 134 properties have lapsed into non-decency - 53 Properties were not completed on time. The Housing 21 Bungalow refurbishments are slightly behind schedule, but overall all decent homes work scheduled for 09/10 is expected to complete before the end of March 2010.</p> <p><b>Interventions Recommended:</b></p> <p><b>Current Activities:</b> FCHO have added a further 40 properties to the Higinshaw Village programme and Housing 21 are now under way with the programmes on Old Mill House, Throstle Court, Millgate and Chew Vale.</p>	

LAA Target Monitoring Report

Housing Block

Block Lead:

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.

Information is cumulative unless otherwise specified

Indicator	LAA Theme	Lead Officer	Reporting Officer (officer reporting data to LSP)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2010/11 Target	Good Is (High/Low)	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 3)
NI 159 Supply of ready to develop housing sites	SSC	Elizabeth Dryden- Stuart	Louise Currie	140% based on current development plan; 130% based on proposed changes to draft RSS (06/07) / 144% 151%	100% (at Least)	151%	100% (at Least)	100% (at Least)	High	Monitored Annually at Q2		100% (at Least)	118%				Monitored Annually at Q2	<p><b>Oldham Lead - Phil Jobling</b></p> <p><b>Supporting information:</b> The five-year supply as at 1 April 2010 contains significantly more dwellings (3,212) compared to the level of housing provision required across the period (2,731). As of 1 April 2010, therefore there is a 5.9 year supply of deliverable housing land in the borough.</p> <p><b>Interventions Recommended:</b> None</p> <p><b>Direction of travel:</b> Declining</p> <p><b>Current Activities:</b></p>
Increase numbers of cases where housing advice prevents homelessness (BVPI 213) (LI)	SSC	Ann-Marie McGinn	Louise Currie	684 (7 per 1000 hsehlds) (06/07) / 871 (9 per 1000 hsehlds) (07/08)	900 cases (9 per 1000 hsehlds)	1089 cases (11 per 1000 hsehlds)	920 cases (9 per 1000 hsehlds)	940 cases (10 per 1000 hsehlds)	High	230	242	460	534	690	721	920		<p><b>Oldham Lead - Ann-Marie McGinn</b></p> <p><b>Supporting information:</b> We are constantly working with partners to increase the number of agencies that contribute towards this indicator</p> <p><b>Interventions Recommended:</b> We are meeting with Depaul UK to discuss actions that need to be taken to improve their performance in respect of this indicator.</p> <p><b>Direction of travel:</b> Improving</p> <p><b>Current Activities:</b> meeting scheduled for 26th January with Depaul UK. There are also a range of services currently in place which support this indicator.</p>
Reduce numbers of households placed in B&B (LAA 26) (LI)	SSC	Ann-Marie McGinn	Louise Currie	159 (06/07) / 231 (07/08)	200	42	12 (revised from 190 - subject to GONW approval)	180	Low	< 3	0	< 6	0	< 9	0	< 12		<p><b>Oldham Lead - Ann-Marie McGinn</b></p> <p><b>Supporting information:</b> B+B accommodation has not been used by Oldham for homeless households since June 2008, even when the recent weather conditions made some temporary accommodation inaccessible.</p> <p><b>Interventions Recommended:</b> Continue to progress the Move On Planned Protocol (MOPP)</p> <p><b>Direction of travel:</b> Improving</p> <p><b>Current Activities:</b> There are a range of activities that are having a positive impact in relation to this indicator. A more intensive case management approach has been taken with all households in temporary accommodation, also the implementation of the MOPP has meant that more households are moving out to supported accommodation.</p>
External refurbishments to pre-determined standards e.g. facelifts (LAA101) (LI)	SSC	Neil Crabtree	Louise Currie	07/08: 8	592	536	192 (revised from 33 subject to GONW approval)		High	N/A	86	N/A	116	N/A	125	192		<p><b>Oldham Lead - Neil Crabtree</b></p> <p><b>Supporting information:</b> One scheme completed this quarter - majority of schemes commence June/July in preparation for completion by year end. We will achieve 200 completed refurbishments in the 4th Quarter</p> <p><b>Interventions Recommended:</b> There are interventions required as we are currently on target to complete the yearly target</p> <p><b>Direction of travel:</b> Improving</p> <p><b>Current Activities:</b> We currently have over 300 refurbishments on site, and approximately 100 properties will complete in quarter 4</p>
Number of properties added to the stock which have 3+ bedrooms in the HMR area (LAA 111) (LI)	SSC	Elizabeth Dryden- Stuart	Louise Currie	54% as at Dec 06 (06/07) / 104 (42%) 07/08	70%	50 (63%)	70%	70%	High	70%	50 (9 dwellings)	70%	74% (28)	70%	70% (39)	70%		<p><b>Oldham Lead - Phil Jobling</b></p> <p><b>Supporting information:</b> Since October, 11 additional 3+ properties have been completed out of a total of 18 completions (61%) in the HMR area. This now makes a total of 39 units of 3+ bed family accommodation out of 56 total completions (70%) for the year to date.</p> <p><b>Interventions Recommended:</b> Continue to seek 3+ bed family accommodation as part of new residential development and seeking a mix of house types and sizes.</p> <p><b>Current Activities:</b> UDP policy H1.5 on Housing Choice and Diversity seeks to deliver a mix of house types and sizes capable of accommodating a wide range of housing demands including those of large households. The policy is supported by a planning position paper on achieving housing mix and affordable housing within Oldham.</p>
<b>Tier 3: Performance Monitoring</b>																		
NI 156 Number of households living in Temporary Accommodation (TA)	SSC	Ann-Marie McGinn	Louise Currie	26 (06/07) / 35 (07/08)	34	14	12 (revised from 25 - subject to GONW approval)	12	Low	12	8	12	8	12	5	12		<p><b>Oldham Lead - Ann-Marie McGinn (delivered by FCHO)</b></p> <p><b>Supporting information:</b> This has been a difficult target for Oldham to achieve given the low baseline. The results are due to a more focussed case work approach being taken with all households in TA</p> <p><b>Interventions Recommended:</b> Continue with case work approach</p> <p><b>Direction of travel:</b> Improving</p> <p><b>Current Activities:</b> The Move On Planned Protocol (MOPP) work has also resulted in an increase in the number of households moving out of temporary accommodation</p>

LAA Target Monitoring Report

Housing Block

Block Lead:

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.

Information is cumulative unless otherwise specified

																	2009/10 Performance Commentary	
Indicator	LAA Theme	Lead Officer	Reporting Officer (officer reporting data to LSP)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2010/11 Target	Good Is (High/Low)	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 3)
NI 160 Local Authority tenants' satisfaction with landlords services	SSC	Mark Reynolds	Louise Currie	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	80%	High	Survey to be conducted every two years - next required in 2010/11							<p><b>Oldham Lead - Mark Reynolds (delivered by FCHO)</b></p> <p><b>Supporting information:</b> Satisfaction is regularly monitored in repairs and housing support. Will start to monitor customer satisfaction in other areas e.g. ASB, complaint, allocations, Leaseholders. There is no current actual figure for overall satisfaction of tenants, a STATUS survey will be carried out in July.</p> <p><b>Interventions Recommended:</b> To begin to collect customer satisfaction data in other service areas.</p> <p><b>Direction of travel: NA - annual Survey</b></p> <p><b>Current Activities:</b> FCHO received the go ahead for stock transfer. Process is now underway and if successful will improve services to customers which will improve satisfaction levels. A STATUS Survey will be carried out in July 10 to gauge baseline tenant satisfaction pre stock transfer and to signpost FCHO to areas that need improvement.</p>	
						Amber												
<b>Stretch Targets carried forward</b>																		
Indicator				Baseline Performance	2006/07 Target	2006/07 Actual	2007/08 Target	2008/09 Target	Good Is (High/Low)	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 4 08/09)
Level of homelessness: Reduce levels of homelessness acceptances (LAA24)		Ann-Marie McGinn	Louise Currie	880 (05/06)	830 (800)	168 (652 cum)	780 (700)	700 (550)	Low	<138	46	<275	61	<413	89	<550	104	<p><b>Oldham Lead - Anne Marie McGinn (OMBC)</b></p> <p><b>Direction of travel (improving/static/declining):</b> See LAA24 in Tier 1</p> <p><b>RAG Rating: Green</b></p> <p><b>Interventions Recommended:</b></p> <p><b>Current Activities/Projects:</b></p>
				Stretch Target: 4)	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)													
<b>Index</b>																		
<b>* Improvement Targets</b>																		
<b>(LI) Local Indicators</b>																		