

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 3 is cumulative for the year to date (April - December unless otherwise specified)

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			
Tier 1: Place Shaping Priorities																											
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 3)	Current Position (As at quarter 3)
NI 155 Number of affordable homes delivered (gross) *			SSC						95 (06/07) / Not yet available (07/08)	147 - Broken down. S106 = 13 HA = 61 PFI2 = 73 PFI4 = 0		123 - Broken down. S106 = 10 HA = 60 PFI2 = 16 PFI4 = 37		233 - Broken Down. S106 = 10 HA = 60 PFI2 = 0 PFI4 = 163		High		12	6	12	27	127	33	147		Oldham Lead - Elizabeth Dryden-Stuart (Baseline) Barbara Neville (Target) Direction of travel (improving/static/declining): Delays in construction have led to delays in completion, hence the numbers completed to date are lower than those originally forecast. The Qtr 2 actual figure has been revised - an additional 5 houses at Spinners Mews, and a further 14 properties at Lees House, which were due to complete in Qtr 3, were completed ahead of schedule in Qtr 2. In addition, 2 houses at Chester St which were to have been sold on the open market have now been transferred to Homebuy. 33 new affordable homes have been completed to date in 08/09. RAG Rating: Red: The majority of affordable housing completions are not programmed for Qtr 4 and construction for all units is well advanced. However, the continued downturn in the housing market and consequent problems for developers, combined with bad weather, may cause delays in completion. 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	158	120		Oldham Lead - Neil Crabtree Direction of travel (improving/static/declining): Improving. An additional 52 properties have been returned into occupation between October & December 08. This increased performance between October & December has resulted in the annual target being achieved ahead of schedule. RAG Rating: Green. No foreseeable risks for this project Interventions Recommended: Ongoing proactive work of officers to target long term empty properties Current Activities/Projects: Officers targeting properties to use EDMO powers. Approval given to FCHO to refurbish phases 1 and 2 (10 properties in total) to be managed by them Oldham Lead - Corinne Copeland	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		<138	46	<275	61	<413	89	<550		Oldham Lead - Corinne Copeland Direction of travel (improving/static/declining): Improving: Performance on meeting this target remains good with only 28 cases in the 3rd quarter. Effective and robust processes are in place in order to ensure that we achieve both the actual and stretch targets. The impact of this is also felt in achieving other related targets, including those that relate to TA RAG Rating: Green: It is often the homeless prevention cases rather than the assessment ones which take the time and as such officers are working hard to try to ensure that case loads are manageable. The quality of all homeless assessments is monitored, primarily by the Senior Officer, in order to ensure that we are consistent and accurate in this decision-making process Interventions Recommended: The process mapping exercise for all functions carried out by officers within the Homeless Advice and Assessment Team will be completed within quarter four. To date, the exercise has proved to be worthwhile in establishing the most effective process for each task and ensuring that all officers apply these processes. Further processes, including training are to be provided to the HOC Advisors to allow them to carry out the one off Option and Advice interview which will free up time for the officers so that they can carry out the more detailed prevention and assessment case investigations. Current Activities/Projects: None beyond above	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 3)	Current Position (As at quarter 3)
NI 154 Net additional homes provided			SSC						315 (06/07) / 399 (07/08)	At Least 289 per year		At Least 289 per year		At Least 289 per year		High		72	97	144	130	216	156	289		Oldham Lead - Elizabeth Dryden-Stuart Direction of travel (improving/static/declining): Between October and December 08, 26 net additional homes have been provided. This figure is an estimate based on data for two months. This estimated number of new dwellings is higher than those recorded for Q2, but the number of dwellings demolished almost doubled in Q3, reducing the overall net figure. An additional 5 completions have been added to the Q1 and Q2 figures. Interpretation: Quarterly figures have proven to be poor predictors of year end position in the past. RAG Rating: Red Interventions Recommended: Current Activities/Projects:	LAA Commissioning Unit Current Activities/Projects:
NI 158 % non decent council homes	NI 49		SSC						22% (06/07) / 22% (07/08)	18%						Low	0									Oldham Lead - Louise Currie (Baseline) FCHO & H21 (Targets) Direction of travel (improving/static/declining): Improving: FCHO's 08-09 programme consists of electric & heating schemes, with a smaller number of capital & environmental schemes. Some schemes are already completed, and the rest will be completed before the end of this financial year. An exception to this may be the Bardsley Airey scheme. Housing 2 continue to make properties decent as part of the sheltered PFI refurbishment programme, and their decent homes programme is progressing as planned. RAG Rating: This indicator is reported as at 1st April 2009 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 3)	Current Position (As at quarter 3)		
NI 12 Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity	NI 49		SSC													Low											Oldham Lead - Peter Bowler (Baseline) Direction of travel (improving/static/declining): Static All licensable HMOs have now been granted a license. There are no deferred or refused license applications RAG Rating: Green Interventions Recommended: None Current Activities/Projects: None	LAA Commissioning Unit Current Activities/Projects:	
NI 156 Number of households living in Temporary Accommodation			SSC						26 (06/07) / 35 (07/08)	34		25		12		Low							10			Monitored Annually at Qtr 3	Oldham Lead - Louise Howard (Baseline) Direction of travel (improving/static/declining): Improving: Performance in this area is excellent at present. The borough has achieved the government target 15 months ahead of schedule. The challenge now is to maintain this quarter on quarter. Over this quarter to counter the risk of increased presentations, staff focused on maintaining momentum with move-on through the festive period. 14 Households moved out in December (all positive move-ons), 2 of which moved in the week between Christmas and New Year. RAG Rating: Green: Predicted increase in mortgage repossessions and maintaining rent payments in current financial climate. Interventions Recommended: Continue to facilitate move on, Refresher training for all Swift Court staff on illegal evictions from private landlords to counter potential increase in attempted illegal evictions. Current Activities/Projects: Out of Hours info is updated, especially regarding private tenancies, including necessary legislation to quote to Police to stop illegal evictions. Input regarding supported accommodation prioritisation, developing priority categories to identify most appropriate and urgent need.	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%				80%		High										74%	Monitored Annually at Qtr 3	Oldham Lead - Mike Walker (Baseline only) Direction of travel (improving/static/declining): Improving: Overall figure has improved slightly (74% now, 73% previous) although it must be noted that this survey only captures responses from general needs tenants, not those in sheltered housing. It is in the 'central range' for all organisations surveyed by the company used in Oldham (Kwest) RAG Rating: Amber: There is clearly now sustained focus on satisfaction prior to ballot, which will entail significant action from OMCB and FCHO Interventions Recommended: The stock transfer project will involve a whole organisation approach to ensuring a 'yes' ballot, which will confirm tenant satisfaction Current Activities/Projects: Stock transfer and FCHO modernisation programmes are underway to address wide-ranging issues.	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 3)	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		89	Oldham Lead - Anne Marie McGinn (OMBC) Direction of travel (improving/static/declining): See LAA26 in Tier 2 RAG Rating: Green Interventions Recommended: Current Activities/Projects	LAA Commissioning Unit Current Activities/Projects:
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)																				