

LAA Target Monitoring Report

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

Housing Block

Lead:

Indicator	Baseline Performance	LAA Targets			2006/07 Performance								2006/07 Performance Commentary		
		2006/07	2007/08	2008/09	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)	Current Position (As at quarter 3)	
Outcome A - To bring all properties up to a decency standard by 2010 (All social housing is made decent and that at least 70% of properties in private sector where there are vulnerable households are made decent by 2010)															
The total number of private sector properties in the borough which were non-decent at the beginning of the year	35,252	-	-	-	-	-	-	-	-	-	-	-	-	<p>Responsibility: Neil Crabtree (OMBC) - LEAD OFFICER RESPONSIBILITY TO BE DISCUSSED WITH HOUSING STRATEGY</p> <p>Comment on Performance: 21 HRA's completed in 4th quarter with a further 28 approved and currently in the system.</p> <p>Risk Analysis: Large capital funding streams being targeted towards housing market intervention rather than tackling 'Decent Homes' failures. Inability to accurately co-ordinate and record all work undertaken, relevant to deliver 'Decent Homes' standard in the private sector.</p> <p>Interventions Recommended: It has been identified in the SIP 07/08 for the division that there is a need to establish a baseline and more accurate method of capturing and monitoring information to achieve output target compliance.</p> <p>Interventions/Projects Current: Part of SIP action plan to deliver recording methods as detailed above by September 07</p>	<p>Responsibility: Neil Crabtree (OMBC) - LEAD OFFICER RESPONSIBILITY TO BE DISCUSSED WITH HOUSING STRATEGY</p> <p>Comment on Performance: 9 HRA's completed in 3rd quarter with a further 36 approved and currently in the system</p> <p>Risk Analysis:</p> <p>Interventions Recommended: Improve co-ordinated activity with other stakeholders as part of the revised strategy.</p> <p>Interventions/Projects Current: Revision of Private Sector Housing Strategy to focus capital programmes on delivering this target. Projected timescale for approval of strategy Feb. 07</p>
The proportion of these private sector homes that are occupied by vulnerable households (LAA23)	60%	55%	45%	35%		9 HRA's		26 HRA's		9 HRA's	55% Year	21 HRA's Annual 59.8%			
Meet the current statutory minimum standard for housing:															
The proportion of Local Authority homes which were non-decent at the beginning of the year (BVPI184a)	48.2% (04/05) 37% (05/06)	19.5%	13%	0%	19.5%	19% **	Monitored Annually at Qtr 1	Monitored Annually at Qtr 1	Monitored Annually at Qtr 1	Monitored Annually at Qtr 1	Monitored Annually at Qtr 1	Monitored Annually at Qtr 1	Monitored Annually at Qtr 1	<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>	<p>Responsibility: Paul Wrigley / Gary Stanfield (FCHO)</p> <p>Comment on Performance: The 2006/7 capital programme includes plans to improve a further 2358 homes to the decent homes standard before April 2007. 1132 have been improved between April and December 06. **This indicator focuses on one point in time 01/04/06 - unless revised the actual once known will remain the same throughout the year.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
(Locally reported quarterly)						17.86%									
Meet the current statutory minimum standard for housing:															
The proportion of RSL properties which were non-decent at the beginning of the year (LAA25)	15.85%	0	0	0		13.02%		20.46%		16.47%	0% Year	7.10%		<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Only six RSL's have responded to the request for the information.</p> <p>Risk Analysis: The risk is that out of 14 RSL's only six have responded to the request.</p> <p>Interventions Recommended: Many RSL's have ongoing long term works programmes. Further work is required to increase the response rates of the RSL's and the validity of the information that they are supplying.</p> <p>Interventions/Projects Current:</p>	<p>Responsibility: Shabir Pandor (OMBC)</p> <p>Comment on Performance: Only 4 RSL's supplied information relating to the 3rd qtr.</p> <p>Risk Analysis: Not all information and all RSL's have been included due to the low responses rate.</p> <p>Interventions Recommended: Many RSL's have ongoing long term works programmes. Further work is required to increase the response rates of the RSL's and the validity of the information that they are supplying.</p> <p>Interventions/Projects Current:</p>
Provide a reasonable degree of thermal comfort: Energy efficiency - the average Standard Assessment Procedure (SAP) rating of local authority owned dwellings (BVPI163)	68.06% (04/05) 72 (05/06)	71	72	73	72.25	72.96	72.75	73.85	72.75	73.96	73 Year	75.7		<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Performance continues to improve against this target and remains in the upper quartile compared to other MBC's and ALMO's. The figures are accurate as at 1st March 07 and DO contain the sheltered properties that have been managed by Housing 21 since January 07.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>	<p>Responsibility: Gary Stanfield/ Steve Kenney (FCHO)</p> <p>Comment on Performance: Decent Homes Work - CWI, LI, double glazing, heating improvements. Community Heating Scheme Upgrades. Affordable Warmth Referrals. CWI & LI - Low SAP properties. Current 3rd Quarter actual exceeds target</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
Provide a reasonable degree of thermal comfort: RSL dwelling's SAP rating (LAA25b)	71.35	73			72.26	68.6		70.36		54.54	75 Year	57.2		<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Only six RSL's have responded to the request for the information out of a total of 14 that operates in the OMBC area. Regends show a rating of 70, AKSA is n/a, Villages show 62.3, LVT show 71, Housing 21 advise 71 and NCHA show 69.</p> <p>Risk Analysis: The risk is that out of 14 RSL's only six have responded to the request.</p> <p>Interventions/Projects Current: Many RSL's have ongoing long term works programmes. Further work is required to increase the response rates of the RSL's and the validity of the information that they are supplying</p>	<p>Responsibility: Shabir Pandor (OMBC)</p> <p>Comment on Performance: Out of the 14 RSL's that have properties within the Oldham Area, only 9 returns were received. **Work with RSL's progressing - there is still a lot more detailed work to be carried out within limited resources</p> <p>Risk Analysis: Not all information and all RSL's have been included</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current: Further work is required to increase the responses rates of the RSL and the validity of the information that they are supplying.</p>

Provide a reasonable degree of thermal comfort: Private Sector Housing SAP rating (LAA25c)	59.11	62	65	66	Monitored Annually at Qtr 4	Monitored Annually at Qtr 4	Monitored Annually at Qtr 4	Monitored Annually at Qtr 4	Monitored Annually at Qtr 4	Monitored Annually at Qtr 4	62 Year	Responsibility: Neil Crabtree (OMBC) - Yearly reporting carried out via North Manchester Energy Efficiency advice centre and Housing Strategy division. Comment on Performance: Risk Analysis: Interventions Recommended: Interventions/Projects Current:	Responsibility: Neil Crabtree (OMBC) - THE LEAD OFFICER RESPONSIBILITY FOR THIS INDICATOR TO BE DISCUSSED WITH HOUSING STRATEGY Comment on Performance: Energy efficiency works targeted at privately rented properties whose owners are part of the Council's landlord Accreditation Scheme. Warm Front - Energy Efficiency Grant. Scheme promoting energy efficiency measures in the owner occupation sector within the Hathershaw NDC area. (Percentage impact calculated at the end of the year) Risk Analysis: Interventions Recommended: Interventions/Projects Current:	
LAA Targets					2006/07 Performance								2006/07 Performance Commentary	
Indicator	Baseline Performance	2006/07	2007/08	2008/09	Quarter 1 Target	Quarter 1 Actual	Quarter 2 Target	Quarter 2 Actual	Quarter 3 Target	Quarter 3 Actual	Quarter 4 Target	Current Position (As at quarter 4)	Current Position (As at quarter 3)	
Bringing empty homes into use: The number of private sector dwellings that are returned into occupation (LAA25d)	6	20	25	25		0	6	19	7 (13 cum)	10 (29 cum)	7 (20 cum)	Responsibility: Neil Crabtree (OMBC) Comment on Performance: Although no properties brought back into use this quarter, excellent progress made on the Property Xchange project with 5 of the 8 properties marketed now sold subject to contact. These will be recorded against 07/08 target upon completion of the sale. Overall target achieved for the year. Risk Analysis: Lack of Empty Property Strategy may result in ad-hoc approach to intervention. Interventions Recommended: Production of Empty Property Strategy by October 2007 together with the development of the various tools available to the local authority to bring long term empty properties back into use. Interventions/Projects Current: Second phase of Propety Xchange to be launched end April 07 with a further 8 peoperties to be marked.	Responsibility: Neil Crabtree (OMBC) Comment on Performance: Continued focused activity from officers has resulted in exceeding the annual target by the end of the 3rd quarter Risk Analysis: Interventions Recommended: To include other properties brought back into use by partner organisations such as RSL's and FCHO Interventions/Projects Current: 8 properties marketed under the Property Xchange scheme in Nov. 06. 4 of these have been sold subject to contract to residents affected by the CPO proposals in Derker and Werneth/ Freehold. When complete, these properties will also be recorded against this target	
Outcome B - To improve services and prevent homelessness														
Level of homelessness: Reduce levels of homelessness acceptances (LAA24)	880	830 (800)	780 (700)	700 (550)	200	130	200 (400 cum)	178 (308 cum)	200 (600 cum)	176 (484 cum)	200 (800 cum)	Responsibility: Anne Simmonite (OMBC) Comment on Performance: The stretch target of reduced homelessness acceptances has been successfully achieved. Performance in quarter 4 was 168 acceptances giving overall performance of 652 acceptances during 2006/7. This was achieved by outstanding performance in homelessness prevention work as reflected in the indicator which measures performance of where housing advice casework prevents homelessness. Homelessness has not reduced – the Housing options service continues to be very busy with enquiries; however we have broadened the range of advice and support available together with beginning to broaden the range of housing solutions available for potentially homeless households. The reasons for homelessness are changing, as we become more effective at tackling young people's homelessness, relationship breakdown was the main reason for homelessness amongst homelessness acceptances during quarter 4. Risk Analysis: Interventions Recommended: Interventions/Projects Current: We are working with partner agencies to ask for their assistance in notifying the Homelessness service earlier of cases which are threatened with homelessness so that more preventative work can be undertaken with those households.	Responsibility: Anne Simmonite (OMBC) Comment on Performance: Quarter 3 saw 173 homelessness acceptances compared to a quarterly target of 200 cases. This represents consistent performance within the stretched target and is a reflection of the increasing focus on homelessness prevention and the range of measures now in place to assist tackling homelessness. Risk Analysis: Interventions Recommended: Interventions/Projects Current:	

<p>Increase numbers of cases where Housing Advice prevents homelessness (BVPI213)</p>	<p>79 (2005/6 430 cases)</p>	<p>370</p>	<p>450</p>	<p>490</p>	<p>90</p>	<p>132</p>	<p>90 (180 cum)</p>	<p>258 (390 cum)</p>	<p>95 (275 cum)</p>	<p>250 (640 cum)</p>	<p>95 (370 cum)</p>	<p>239 (879 cum)</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: The final figures for BVPI213 for quarter 4 are 239 cases where homelessness was prevented as a result of housing advice casework. During the first three quarters however, performance totalled 623 cases – already exceeding target performance for the year, which concluded with a total of 879 cases. The total number of cases for quarter 3 was revised to 250 following an audit of one of the key contributing services. Given this is a new indicator, and that we measure performance from a range of new and established services, some of which have temporary funding it is inevitable that some revision of figures may occur in bringing a consistent measurement of this indicator, the guidance for which is somewhat vague. Included in this years figures however are 18 cases where homelessness was prevented by the sanctuary scheme; 11 cases where homelessness was prevented by the Housing support service at FCHO (including 3 which made use of the spend to save budget); 13 households were assisted with the newly introduced Bond scheme. Risk Analysis: Whilst our performance for this indicator is very good – much of the funding for essential preventative services is still only temporary and whilst this is the case performance cannot necessarily be sustained for the duration of the LAA Interventions Recommended: Interventions/Projects Current: During quarter 4, 10 young people had their homelessness prevented via the mediation scheme and other were signposted to other services. This part time service has now been replaced with a full time service for 12 months funded via NRF and delivered by Depaul Trust. Also during quarter 4 NCH Oldham Families project prevented homelessness for 7 families who were threatened with homelessness through their casework intervention and signposted a further 8 on to other services. The total performance for the Family Intervention Project for the year was 26 cases. (this is a proposed target in the LAA refresh)</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: Quarter 2 's figure was reviewed during this quarter and newly established services were audited. As a result the figure for quarter 2 was adjusted to reflect the true picture and remove some cases where advice was given but either homelessness was not prevented or the advice given did not meet the casework definition. Accordingly the performance for quarter 2 was 251 cases. Quarter 3 saw a total of 265 cases where housing advice prevented homelessness. Of these 107 cases were assisted by the tenancy relations service, 80 cases assisted by the CAB's housing advice team and 63 by the Homelessness Prevention officers based within the Housing options service. The quarter also saw returns from the newly established Bond scheme and the part time mediation service. A full time mediation service will be established from 1st April and we hope that this will lead to increasing numbers of cases where mediation casework prevents homelessness. Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>
<p>Reduce numbers of households placed in B&B (LAA26)</p>	<p>165 (2004/5)</p>	<p>90</p>	<p>60</p>	<p>50</p>	<p>28</p>	<p>42</p>	<p>23 (51 cum)</p>	<p>28 (70 cum)</p>	<p>21 (72 cum)</p>	<p>40 (110 cum)</p>	<p>18 (90 cum)</p>	<p>49 (159 cum)</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: Despite a reduction in statutory acceptances and an increase in effective preventative work, the shortages in vacancies in the social rented sector and barriers to accessing both RSL and private sector accommodation have meant that it has not been possible to meet the performance target. During quarter 4, 49 households were placed in Bed and Breakfast accommodation, of whom 3 were still in Bed and Breakfast at the end of the Quarter. Risk Analysis: Homelessness performance meetings are now held monthly between FCHO and OMBC specifically to monitor the performance in relation to homelessness performance indicators and the homelessness targets within the LAA. A range of proposals are being considered and an action plan developed in order to achieve improvements in performance. Interventions Recommended: Interventions/Projects Current:</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: Quarter 3's performance again exceed the target maximum performance set in the LAA. Considerable concerns have been raised about this situation and the factors leading to the performance. During December as many as 13 households were accommodated in B&B on a particular night, and the average length of stay in B&B also increased. The situation at Swift Court was overcrowded with as many as 39 children accommodated there on one night in December. A meeting has been arranged with FCHO, to be held on 25TH January to review performance and consider administrative and policy changes which may reduce the length of time households stay at Swift Court thus reducing the need to place households in B&B. Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>
<p>LAA Targets</p>					<p>2006/07 Performance</p>								<p>2006/07 Performance Commentary</p>	
<p>Indicator</p>	<p>Baseline Performance</p>	<p>2006/07</p>	<p>2007/08</p>	<p>2008/09</p>	<p>Quarter 1 Target</p>	<p>Quarter 1 Actual</p>	<p>Quarter 2 Target</p>	<p>Quarter 2 Actual</p>	<p>Quarter 3 Target</p>	<p>Quarter 3 Actual</p>	<p>Quarter 4 Target</p>	<p>Quarter 4 Actual</p>	<p>Current Position (As at quarter 4)</p>	<p>Current Position (As at quarter 3)</p>
<p>Reduce the use of temporary accommodation by 50% by 2010 (LAA27)</p>	<p>39 (2004/5)</p>	<p>30</p>	<p>25</p>	<p>22</p>	<p>Monitored Annually at Qtr 3</p>	<p>Monitored Annually at Qtr 3</p>	<p>Monitored Annually at Qtr 3</p>	<p>Monitored Annually at Qtr 3</p>	<p>30</p>	<p>—</p>	<p>30</p>	<p>37</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: It is acknowledged that there may have to be an increase in the number of temporary accommodation bedspaces in the short term in order to significantly reduce use of Bed and Breakfast placements. At the end of March 07 there were 29 households in Swift Court, 5 in dispersed tenancies and 3 in Bed and Breakfast – thus a total of 37 households. Risk Analysis: Further homelessness prevention services including those which offer alternative temporary solutions, and some reconfiguring of existing services should enable us to reduce the temporary accommodation bedspaces in the longer term. These interventions should be targeted at those groups who are homeless as a result of the main reasons for homelessness. Interventions Recommended: Interventions/Projects Current:</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: It has been agreed that this will be measured annually and a full report will be included at the end of Quarter 4. Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>
<p>Increase the overall provision and effectiveness of Local Authority services to help those who have experienced Domestic Violence and prevent further DV. (LAA28)</p>	<p>7/11 (Actual 2005/6 8/11)</p>	<p>9/11</p>	<p>10/11</p>	<p>11/11</p>	<p>6/11</p>	<p>7/11</p>	<p>7/11</p>	<p>8/11</p>	<p>8/11</p>	<p>9/11</p>	<p>9/11</p>	<p>10/11</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: Against a target performance of 9/11 parts of the indicator we have achieved 10 out of the 11 aspects of the indicator. Work this year includes the development of an information sharing protocol as part of the introduction of the multi agency risk assessment conference process, training for police officers in Summer 06 and Housing and Support staff in October 06. A Partnership group has been established to promote joint working across the agencies involved; publicity material including leaflets on services have been produced and distributed; the numbers of repeat homelessness cases accepted due to domestic abuse have reduced and 18 families benefited from the Sanctuary scheme. No households presented as repeat homeless during 2006/7 with the reason for homeless being domestic abuse. Work continues on developing an education pack for use in schools. Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>	<p>Responsibility: Anne Simmonite (OMBC) Comment on Performance: We are expecting a good performance for this target across the whole of the year 2006/7. Domestic violence was the main cause of homelessness during Quarter 2, with 24.6% of homelessness resulting from violent breakdown of relationship involving partners. An information sharing protocol has been developed alongside the multi agency risk assessment conferencing (MARAC) process. Shelter delivered Housing and Domestic Abuse training to representatives from a range of housing agencies in October 06. The Education pack on domestic abuse should be rolled out to schools across the Borough before the end of March. Publicity information to raise awareness of domestic abuse and the services available was produced and circulated during December. Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>

Outcome C - To empower local people to have a greater voice and influence over local decision making and the delivery of services

Tenant Satisfaction with Decision Making: Satisfaction of all tenants of council housing with the opportunities for participation in management and decision making in relation to services provided by their landlord (RVA25a)	53.2% (04/05) 57.69% (05/06)**	69% (62%)	69% (66%)	70% (70%)	Monitored Annually at Qtr 3	Monitored Annually at Qtr 3	Monitored Annually at Qtr 3	Monitored Annually at Qtr 3	62% Year	62%	Monitored Annually at Qtr 3	Monitored Annually at Qtr 3	Responsibility: Melanie Sackfield (OMBC) / Abdul Malik Ahad (FCHO) Comment on Performance: Risk Analysis: Interventions Recommended: Interventions/Projects Current:	Responsibility: Shabir Pandor (OMBC) / Abdul Malik Ahad (FCHO) Comment on Performance: Results from the 06/07 survey were finalised in November 2006.62% of tenants stated they were satisfied with opportunities for participation in decision making. The 06/07 target has been achieved Risk Analysis: Interventions Recommended: Interventions/Projects Current:
Tenant Satisfaction with Decision Making: Satisfaction of all Registered Social Landlords tenants (LAA28b)	70%	73%	76%	80%		68.66%	71.50%	68.66%		68.66%	73%	68.66%	Responsibility: Melanie Sackfield (OMBC) Comment on Performance: The majority of the RSL's carry out a satisfaction survey every two years, these figures will only change as an RSL reports the results and findings from a refreshed survey. Risk Analysis: Interventions Recommended: Interventions/Projects Current:	Responsibility: Shabir Pandor (OMBC) Comment on Performance: The majority of the RSL's carry out a satisfaction survey every two years, these figures will only change as an RSL reports the results and findings from a refreshed survey. Risk Analysis: Not all information and all RSL's have been included. Interventions Recommended: Further work is required to increase the responses rates of the RSL and the validity of the information that they are supplying Interventions/Projects Current: