

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: Mushtaq Khan (OMBC) & David Cummins (Selhal)

Indicator	Baseline Performance	LAA Targets			2007/08 Performance								Current Position (As at quarter 1)
		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	
Outcome A - Council and Housing Association properties meet decency standard by 2010 and improve decency rates in the Private Sector (Mandatory Outcome)													
<p>Meet the current statutory minimum standard for housing:</p> <p>The proportion of Local Authority homes which were non-decent at the beginning of the year (BVPI184a)</p>	48.2%	19.5%	13%	0%	13%	23.87%	Monitored Annually at Qtr 1					<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: FCHO (15%) Housing 21(95.65%) - The refurbishment programme is running well, a total of 62 properties have been brought up to standard during qtr 1.</p> <p>Risk Analysis:</p> <p>Interventions Recommended: Housing 21 - Under the PFI refurbishment programme all properties are to be brought up to the Decent Homes Standard over the next 4.5 years.</p> <p>Interventions/Projects Current: Houisng 21 - Continued works to bring properties up to the standard during the next 4.5 years</p>	
<p>Meet the current statutory minimum standard for housing:</p> <p>The proportion of RSL properties which were non-decent at the beginning of the year (LAA25)</p>	15.85%	0	0	0	0%	12%	0%	0%	0%	0%	0%	<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: A total of 5 RSL's responded and gave the required information for the calculation os this indicator.</p> <p>Risk Analysis: The information recieved is not complete and is not showing a true reflection of the work that the RSL's are undertaking towards the achievemnet of the LAA. Information has not been recieved from Regenda and Contour. There have been a number of delays in the receipt of this information.</p> <p>Interventions Recommended: OHIP will be contacted again to re-iterate the importance of the data collected and the impact it can have upon the perception of the brouogh.</p> <p>Interventions/Projects Current: Further work with OHIP and contacting the RSL performance officers direct.</p>	
<p>The total number of private sector properties in the Borough which were non decent at the beginning of the year. (LAA23)</p>	60% (13,962)	55% (12,799)	45% (10,471)	35% (8,144)	Monitored annually at Quarter 4					45% (10,471)	<p>Responsibility: Neil Crabtree (OMBC) - LEAD RESPONSIBILITY TO BE DISCUSSED WITH HOUSING STRATEGY</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>		
<p>External refurbishments to pre-determined standards e.g. Facelifts (LAA101)</p>	No baseline New Initiative for 2006/7	270	400	Unknown - Delivery Plan to be developed for HMR funding	Monitored annually at Quarter 4					400	<p>Responsibility: Neil Crabtree (OMBC)</p> <p>Comment on Performance: Target changed to annual figure rather than quarterly due to the nature of the programme. Cabinet report approved 2nd July giving authorisation. Scoring matrices for programme of refurbishments complete. Detailed specification and consultation with residents now ongoing.</p> <p>Risk Analysis: Traditional procurement methods may result in delayed outputs. Proposed to use Consortia in HMR neighbourhoods however framework agreement not yet signed.</p> <p>Interventions Recommended: Detailed programmes of refurbishments have been drawn up</p> <p>Interventions/Projects Current:</p>		
<p>"Home Plus Plan" relocation equity loan (LAA102)</p>	29	50	39	23	9	11	10 (19 cum)	10 (29 cum)	10 (39 cum)	<p>Responsibility: Neil Crabtree (OMBC) & John Williams (West Pennine HA)</p> <p>Comment on Performance: Project continues to perform well.</p> <p>Risk Analysis: Clients are becoming more difficult to nominate from Derker & Werneth. However, this is offset by using the same project to deliver more limited relocations within Hathershaw.</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>			

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"Home Improve" Equity Loan (LAA103)	4	25	30	35	8	6	5 (10 cum)		10 (20 cum)		10 (30 cum)		<p>Responsibility: Neil Crabtree & John Williams (West Pennine HA)</p> <p>Comment on Performance: Completions below target expectation, however, there are 19 applications currently being processed by WPHA</p> <p>Risk Analysis: Concerns around achieving targets. Targets for remainder of year have been reprofiled accordingly to ensure delivery.</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current: Recent advertising campaign in conjunction with WPHA to highlight the project</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	74.95	72		72		72		<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Performance is good - FCHO 75.70 - H21 - 69.26</p> <p>Risk Analysis: For both Housing 21 and FCHO the risk of not continuing to meet this target is low.</p> <p>Interventions Recommended: Work is continuing to improve the SAP ratings of properties as the Decent Homes Programme continues.</p> <p>Interventions/Projects Current: Work bring properties up to meet the decent homes standard.</p>
Provide a reasonable degree of thermal comfort: RSL dwelling's SAP rating (LAA25b)	71.35	75	75	75	75	69	75		75		75		<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: A total of 5 RSL's responded and gave the required information for the calculation of this indicator.</p> <p>Risk Analysis: The information received is not complete and is not showing a true reflection of the work that the RSL's are undertaking towards the achievement of the LAA. Information has not been received from Regenda and Contour. There have been a number of delays in the receipt of this information.</p> <p>Interventions Recommended: OHIP will be contacted again to re-iterate the importance of the data collected and the impact it can have upon the perception of the borough.</p> <p>Interventions/Projects Current: Further work with OHIP and contacting the</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	65		<p>Responsibility: Zahid Amin</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current: IT database required to record and report on SAP for private sector housing will be used to refresh and update this indicator. Negotiations have taken place with GMNEEAC (Greater Manchester Energy Efficiency Advice Centre) to agree specification and arrangements to provide this information. In 2nd qtr we will have a new baseline figure and revised targets. These targets will be reported on annual basis.</p>

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Bringing empty homes into use: The number of dwellings that are returned into occupation (LAA25d) <i>(Description amended slightly, no longer just private dwellings, incorporates LA dwellings also)</i>	6	20	35	35	9	21	9 (18 cum)		8 (26 cum)		9 (35 cum)		Responsibility: Neil Crabtree (OMBC) Comment on Performance: Project exceeds target expectations due to linked activity delivering extra properties back into use. Appraisal carried out to bid for HMR funding to expand parts of the project to continue to deliver the outputs necessary. Risk Analysis: Interventions Recommended: Interventions/Projects Current:
Outcome B - Services to homeless households are improved with enhanced preventative work													
Level of homelessness: Reduce levels of homelessness acceptances (LAA24)	880	830 (800)	780 (700)	700 (550)	175	89	175 (350 cum)		175 (525 cum)		175 (700 cum)		Responsibility: Anne Simmonite (OMBC) Comment on Performance: This quarter has seen improved performance on the stretch target of reduced homelessness acceptances. All possible statutory acceptances are checked by a senior officer and not accepted where prevention options have not been fully explored. During the quarter only 89 households were accepted as statutorily homeless. Risk Analysis: Interventions Recommended: Interventions/Projects Current:
	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)											
Increase numbers of cases where Housing Advice prevents homelessness (BVPI213)	79 (2005/6 430 cases)	370	450	490	113	199	112 (225 cum)		113 (338)		112 (450)		Responsibility: Anne Simmonite (OMBC) Comment on Performance: The combined performance of a number of key services continues to record improving performance on cases where homelessness is prevented. Since April, the mediation service has been running on a full time basis and managed by the De Paul Trust. Also in April, Christine Wild was appointed to the post of Bond scheme administrator. Christine's enthusiasm and dedication is ensuring that performance continues to exceed targets for this scheme. Risk Analysis: Interventions Recommended: Interventions/Projects Current:
Reduce numbers of households placed in B&B (LAA26)	165 (2004/5)	90	60	50	15	46	15 (30 cum)		15 (45 cum)		15 (60 cum)		Responsibility: Anne Simmonite (OMBC) Comment on Performance: Every effort is being made to reduce the incidence of placing 16 and 17 year olds in bed and breakfast and reduce the occasions where single women who are pregnant share facilities at Swift Court. Discussions have taken place with Threshold Housing Project concerning expanding the number of units managed to support teenage parents, and more timely moving on from all of their supported housing schemes. Risk Analysis: Interventions Recommended: Interventions/Projects Current: Additional temporary dispersed accommodation is being sourced to address the continuing use of Bed and Breakfast emergency accommodation for homeless households.

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Reduce the use of temporary accommodation by 50% by 2010 (LAA27)	39 (2004/5)	30	25	22	Monitored Annually at Qtr 3			25			Monitored Annually at Qtr 3	Monitored Annually at Qtr 3	<p>Responsibility: Anne Simmonite (OMBC)</p> <p>Comment on Performance: Representatives from the strategic and operational homelessness services continue to meet each month to monitor performance against targets for both LAA homelessness targets and homelessness BVPIs. These meetings have agreed a range of refinements to policies and procedures that are contributing to improving performance, as well as considering the impact of new initiatives.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>	
To increase the number of families supported to address their anti-social behaviour and therefore prevent loss of their home (LAA104)	18	20	25	30	6	12	7 (13 cum)		6 (19 cum)		6 (25 cum)		<p>Responsibility: Anne Simmonite (OMBC)</p> <p>Comment on Performance: This quarter saw the information event for the Night Stop project, which when established will provide an alternative temporary housing solution for young people who become homeless and the launch of the dispersed tenancy element of the NCH Family intervention project. Both events were well attended by a range of partner agencies and both will contribute to the homelessness prevention agenda.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>	
Increase the overall provision and effectiveness of Local Authority services to help those who have experienced Domestic Violence and prevent further DV. (LAA28)	7/11 (Actual 2005/6 8/11)	9/11	10/11	11/11	10/11	9/11	10/11		10/11		10/11		<p>Responsibility: Anne Simmonite (OMBC)</p> <p>Comment on Performance: Performance on BVPI225 totalled 9 out of 11 for the first quarter of 2007/8. Excellent multi agency training on domestic abuse is being run in the form of a two day course, on five separate occasions over spring / summer 07. The MARAC (multi agency risk assessment) process continues in the form of a monthly multi agency meeting. Work is on going to finalise the education pack for use in schools. The directory of local services, which currently exists, is to be updated.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>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 Mandatory Outcome in the SSC Block)														
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 (BVPI75a)	57.69% (05/06)**	62%	66%	70%		Monitored Annually at Qtr 3			Monitored Annually at Qtr 3		66%		Monitored Annually at Qtr 3	<p>Responsibility: Melanie Sackfield (OMBC) / Abdul Malik Ahad (FCHO)</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
Tenant Satisfaction with Decision Making: Satisfaction of all Registered Social Landlords tenants (LAA28b)	70%	73%	76%	80%	Monitored Annually at Qtr 4					76%			<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>	

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Outcome D - A balanced housing market offering quality and choice to all														
Proportion of affordable homes provided to rent on mixed tenure developments in: HMR areas (LAA105)	20%	25%	25%	25%	Monitored annually at Qtr 4						25%		Responsibility: Barbara Neville (OMBC) Comment on Performance: This target is monitored annually and data will be available at the end of Q4 for subsequent reporting. This is a new target which will require the development of monitoring systems to collate information from different sources. Risk Analysis: Interventions Recommended: Interventions/Projects Current:	
Proportion of affordable homes provided to rent on mixed tenure developments in: Non HMR areas (LAA106)	0%	5%	6%	7%	Monitored Annually at Qtr 4						6%		Responsibility: Barbara Neville (OMBC) Comment on Performance: This target is monitored annually and data will be available at the end of Q4 for subsequent reporting. This is a new target which will require the development of monitoring systems to collate information from different sources. Risk Analysis: Interventions Recommended: Interventions/Projects Current:	
Proportion of affordable homes provided to buy on mixed tenure developments in: HMR Areas (LAA107)	23%	5%	5%	5%	Monitored Annually at Qtr 4								Responsibility: Barbara Neville (OMBC) Comment on Performance: This target is monitored annually and data will be available at the end of Q4 for subsequent reporting. This is a new target which will require the development of monitoring systems to collate information from different sources. Risk Analysis: Interventions Recommended: Interventions/Projects Current:	
Proportion of affordable homes provided to buy on mixed tenure developments in: Non HMR Areas (LAA108)	New piece of work to be developed over the next 12 months	-	-	-										Responsibility: Barbara Neville (OMBC) Comment on Performance: This is a new target which will require the development of monitoring systems to collate information from different sources. Risk Analysis: Interventions Recommended: Interventions/Projects Current:
Percentage of dwellings that are in Council Tax bands C and above (LAA109)	28.01%	28.5%	29.0%	29.5%		Monitored Annually		Monitored Annually		Monitored Annually	29.0%	Monitored Annually	Responsibility: Melanie Sackfield (OMBC) Comment on Performance: Risk Analysis: Interventions Recommended: Interventions/Projects Current:	

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Hectares of Brownfield council owned land made available for mixed tenure developments (LAA110)	0.2 hectares	2.0	5.3	3.5	Monitored Annually at Qtr 4								5.3	<p>Responsibility: Elizabeth Dryden-Stuart (OMBC)</p> <p>Comment on Performance: This target is monitored annually and data will be available at Qtr 4. This is a new target which will require the development of monitoring systems to collate information from different sources.</p> <p>Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>
Percentage of properties added to the stock which have 3+ bedrooms in the HMR area (LAA111)	54% as at Dec 06	70%	70%	70%	Monitored Annually at Qtr 4								70%	<p>Responsibility: Elizabeth Dryden-Stuart (OMBC)</p> <p>Comment on Performance: This target is monitored annually and data will be available at Qtr 4. This is a new target which will require the development of monitoring systems to collate information from different sources.</p> <p>Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>
Reduce the difference between the overall benefit claimant rate for England and the overall rate for the worst local labour market	Gap is 14.7%		Gap 13.1%	Gap 11.5%									<p>Responsibility: Jon Bloor (OMBC)</p> <p>Comment on Performance: Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>	
Percentage of new homes to meet Eco-homes Very Good or Excellent in: HMR areas (LAA113)	100%	100%	100%	100%	Monitored Annually at Qtr 4								100%	<p>Responsibility: Barbara Neville (OMBC)</p> <p>Comment on Performance: This target is monitored annually and data will be available at the end of Q4 for subsequent reporting. This is a new target which will require the development of monitoring systems to collate information from different sources.</p> <p>Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>
Percentage of new homes to meet Eco-homes Very Good or Excellent in: Non HMR areas (LAA114)	New piece of work to be developed over the next 12 months	-	-	-									<p>Responsibility: Barbara Neville (OMBC)</p> <p>Comment on Performance: This is a new target which will require the development of monitoring systems to collate information from different sources.</p> <p>Risk Analysis: Interventions Recommended: Interventions/Projects Current:</p>	

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Percentage of new homes meeting Lifetime Homes standards in HMR areas (LAA115)	30%	30%	30%	30%	Monitored Annually at Qtr 4								30%	<p>Responsibility: Barbara Neville (OMBC)</p> <p>Comment on Performance: This target is monitored annually and data will be available at the end of Q4 for subsequent reporting. This is a new target which will require the development of monitoring systems to collate information from different sources.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
Percentage of new home meeting Lifetime Homes standards in Non HMR areas (LAA116)	New piece of work to be developed over the next 12 months													<p>Responsibility: Barbara Neville (OMBC)</p> <p>Comment on Performance: This is a new target which will require the development of monitoring systems to collate information from different sources.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
Outcome E - A more cohesive and integrated community														
ACCESS TO HOUSING Reduce the percentage disparity between the proportion of council tenants and minority groups within the Borough (LAA117)	To be set March 07	To be set March 07	To be set March 07	To be set March 07										<p>Responsibility:Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Work is still under way to determine how this will be monitored and the information collected.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
ACCESS TO HOUSING Percentage of New RSL tenants from BME communities (LAA118)	20%		21%	21%		33.30%						21%		<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Out of the 5 RSL's which provided information for the LAA collection - only 3 were able to supply this figure, two reporting 0 with 1 (AKSA) reporting 100%</p> <p>Risk Analysis: Not all RSL's are providing information for the collection of LAA information, so we are not reporting a true representation of the RSL's Information has not been recieved from Regenda and Contour. There have been a number of delays in the receipt of this information.</p> <p>Interventions Recommended: To continue to promote the need for the information and the benefits that the RSLs may get from the accurate recording of information.</p> <p>Interventions/Projects Current: To visit the OHIP meetings and is appropriate visit each performance officer for the RSL's.</p>
ACCESS TO HOUSING Percentage of council tenants that are under 25 (LAA119)	7.5% (2005/06)	8.6%	To be set March 07	To be set March 07		9.69%								<p>Responsibility:Melanie Sackfield (OMBC)</p> <p>Comment on Performance: FCHO only, Housing 21 are providing the sheletered accommadation with no tenants under the age of 25.</p> <p>Risk Analysis: The target is currently being exceeded</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current: A young ersons co-ordinator has been appointed to work on the startegy and to drivee the agenda foward further.</p>

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ACCESS TO HOUSING Percentage of new of RSL tenants that are under 25 (LAA120)	16.5%		17.5%	17.5%		10.7%						17.5%	<p>Responsibility:Melanie Sackfield</p> <p>Comment on Performance: 4 RSL's out of the 5 respondants were able to answer this question with two (Housing21 and Hanover) stating that they have no tenants under the age of 25, with 2 Villages having 32% of tenants under the age of 25 and AKSA haveing 25% of tenants under the age of 25. Manchester Methodist HA were unable to provide the data.</p> <p>Risk Analysis: Not all RSL's are providing information for the collection of LAA information, so we are not reporting a true representation of the RSL's. Information has not been recieved from Regenda and Contour. There have been a number of delays in the receipt of this information.</p> <p>Interventions Recommended: To continue to promote the need for the information and the benefits that the RSLs may get from the accurate recording of information.</p> <p>Interventions/Projects Current: To visit the OHIP meetings and if appropriate visit each performance officer for the RSL's.</p>
ACCESS TO HOUSING Number of Council properties that are adapted (LAA121)	To be set March 07	To be set March 07	To be set March 07	To be set March 07		35%							<p>Responsibility:Melanie Sackfield (OMBC)</p> <p>Comment on Performance: Housing21 have only supplied information to this point . Number and type of adaptations - Bathroom hoist 3 - Door size altered w/chair access 6 - External Ramp 25 - Low Kitcehn Units 1.</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current: Any further adaptaions will fall in line with the full refurbishment programme under the PF12 scheme.</p>
HOUSEHOLD MOBILITY Percentage of supported households still remaining in the tenancy after six months through the Tenancy Support scheme (LAA122)	To be set March 07	To be set March 07	To be set March 07	To be set March 07									<p>Responsibility:Melanie Sackfield (OMBC)</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>
ENGAGEMENT Representation of tenants and residents associations (both FCHO and RSL) are reflective of the community that they serve (LAA123)	To be agreed in 2007/8	To be agreed in 2007/8	To be agreed in 2007/8	To be agreed in 2007/8									<p>Responsibility: Melanie Sackfield (OMBC)</p> <p>Comment on Performance:</p> <p>Risk Analysis:</p> <p>Interventions Recommended:</p> <p>Interventions/Projects Current:</p>