

LAA Target Monitoring Report

Housing Block

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Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	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	2009/10 Performance Commentary	
																											Current Position (As at quarter 2)	
<b>Tier 1: Place Shaping Priorities</b>																												
NI 155 Number of affordable homes delivered (gross) *	SSC	Barbara Neville	OMBC	Tracey Mellor	Barbara Neville	Barbara Neville			Borough	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	NA	80	62	80	79	80		112		<p><b>Oldham Lead - Barbara Neville</b>                      Direction of travel (improving/static/declining): <b>Improving</b></p> <ul style="list-style-type: none"> <li>17 affordable homes were completed between July &amp; September 09, making a total of 79 to date in 09/10.</li> <li>48 properties at The Astoria &amp; 13 on Manor Road have run over into October</li> <li>Majority of other projects on schedule,</li> <li>Oldham is on track to meet the target of 112 affordable homes by the end of March 2010.</li> </ul> <p><b>RAG Rating: Amber</b></p> <ul style="list-style-type: none"> <li>Risk to performance is low - delayed completions will be completed in due course.</li> <li>There may be some slippage between quarters.</li> </ul> <p><b>Interventions Recommended: None</b>  <b>Current Activities/Projects: None</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	OMBC	Karen Jones	Neil Crabtree	Neil Crabtree			Borough	29 (06/07) / 104 (07/08)	120	212	150		200		High	TBC	38	41	76	76	TBC		150		<p><b>Oldham Lead - Neil Crabtree</b>                      Direction of travel (improving/static/declining): <b>Improving</b></p> <ul style="list-style-type: none"> <li>A further 35 properties brought back into use between July &amp; September, making a total of 76 - FCHO currently on site to refurbish 7 long term empty properties.</li> </ul> <p><b>RAG Rating: Green</b></p> <p><b>Interventions Recommended: None identified</b>  <b>Current Activities/Projects:</b>                      Secured partner to provide admin. assistance for processing equity loans.</p>	
Level of homelessness: reduce levels of homelessness acceptances (LAA 24) (LI)		Ann-Marie McGinn	OMBC	Tracey Mellor	Corinne Copeland - FCHO	Louise Currie			Borough	652 (06/07) / 478 (07/08)	550	104	160 (revised from 430 provisional until agreed with GONW)		400		Low		<40	21	<80	40	<120		<160 (revised from 430 - provisional until agreed with GONW)		<p><b>Oldham Lead - Ann-Marie McGinn</b>                      Direction of travel (improving/static/declining): <b>Improving</b></p> <ul style="list-style-type: none"> <li>There have been 19 acceptances between July and September 09, making a total of 40 for the year to date.</li> <li>One of these had no local connection with Oldham so was referred onto a neighbouring authority.</li> </ul> <p><b>RAG Rating: Green</b></p> <ul style="list-style-type: none"> <li>Risk is low but dependent on other services to provide some of the prevention, supported and resettlement schemes in order to continue to minimise acceptances.</li> <li>The new resettlement and supported accommodation referrals are to be launched on 4/11/09. This will help to ensure a good throughput and will allow FCHO to accommodate people in the schemes most appropriate to meet their needs.</li> </ul> <p><b>Current Activities/Projects:</b>                      The senior officer issues all homeless decisions and is able to ensure that all options have been properly investigated before doing so.                      All other interventions and activities continue to be used in ensuring that this measure is achieved.</p>	
<b>Tier 2: Significant Improvement Areas</b>																												
NI 154 Net additional homes provided	SSC	Elizabeth Dryden-Stuart	OMBC	Tracey Mellor	Elizabeth Dryden-Stuart	Elizabeth Dryden-Stuart			Borough	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	NA	38	NA	-100	NA		258 (to revise from 289 subject to GONW approval)		<p><b>Oldham Lead - Elizabeth Dryden- Stuart</b>                      Direction of travel (improving/static/declining): <b>Declining</b></p> <ul style="list-style-type: none"> <li>A further 58 completions this quarter but also 196 clearances result in a minus number of net additional homes of -100 at the six month stage of 09/10.</li> <li>Quarterly figures have also 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 after year end (i.e. 31/03/2010)</li> <li>The boroughs RSS target is for an annual average rate of housing provision (net of clearance replacement) of 289 dwellings per annum and a total housing provision for 2003-2021 (net of clearance replacement) of 5,200 dwellings. This allows for fluctuations in completions from year to year.</li> </ul> <p><b>RAG Rating: Red - Due to economic downturn &amp; higher levels of clearance there is a risk that the annual target of 289 will not be achieved this year.</b></p> <p><b>Interventions Recommended:</b> Due to the economic downturn and levels of clearance in Oldham, Government Office North West have offered the opportunity to review targets. As a result Oldham are now seeking to negotiate a slightly reduced figure for 2009/10 and 2010/11.</p> <p><b>Current Activities/Projects: None</b></p>	
NI 158 % non decent council homes as at 1st April 2009	SSC	Louise Currie	OMBC	Tracey Mellor	FCHO & H21	Louise Currie			Borough	22% (06/07) / 17% (07/08)	18%	14%	Awaiting confirmation of targets - dependant upon PFI4 management function transfer and target set by managing agent to allow weighted averages to occur.				Low	TBC				Monitored Annually at Q4				TBC		<p><b>Oldham Lead - Mark Reynolds (delivered by FCHO &amp; H21)</b>                      Direction of travel (improving/static/declining): <b>Improving:</b></p> <ul style="list-style-type: none"> <li>H21 have improved another 2 schemes and despite some slippage their programme remains largely on schedule.</li> <li>FCHO have reprogrammed several schemes to start later than anticipated, but remain on track to achieve the target reduction in non decent homes by the end of the year.</li> </ul> <p><b>RAG Rating: Progress is Green</b></p> <ul style="list-style-type: none"> <li>Risk is low - delays in scheme completions could lead to the target not being achieved but schemes are regularly monitored to identify and address any slippage</li> </ul> <p><b>Interventions Recommended: none</b>  <b>Interventions/Projects Current:</b>                      FCHO 2009/10 capital programme has been agreed and is being implemented.                      H21 are tightening up protocols with partners to ensure site quality</p>

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Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	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	2009/10 Performance Commentary
																											Current Position (As at quarter 2)
NI 159 Supply of ready to develop housing sites	SSC	Elizabeth Dryden-Stuart		Karen Jones						140% based on current development plan; 130% based on proposed changes to draft RSS (06/07) / 144% 151% (07/08)	100% (at Least)	151%	100% (at Least)	118%	100% (at Least)		High		Monitored Annually at Q2		100% (at Least)	118%	100% (at Least)		100% (at Least)	<p><b>Oldham Lead - Elizabeth Dryden- Stuart</b>                      Direction of travel (improving/static/declining): <b>declining</b></p> <ul style="list-style-type: none"> <li>This indicator is updated annually, in line with national planning policy and NWRA deadlines.</li> <li>The figure reflects guidance issued to Chief Planning Officers relating to the 5 year supply of land for housing (on which indicator NI159 is based). The key point to note is that the five year supply has to be forward looking and takes into account completions forecast for 2009/10.</li> <li>The figure of 118% provided above therefore represents the five years from 1 April 2010. Monitoring requirements for NWRA have now changed which means the indicator is available at the end of Q2. Figure has declined from that at 1 April 2009, due to amendments regarding the deliverability of some sites, a reduction in the number of new sites coming forward through the planning process and changes to clearance projections. Nevertheless there continues to be sufficient supply to meet the borough's housing requirements.</li> </ul> <p><b>RAG Rating: Green</b>                      Interventions Recommended: <b>None</b>                      Current Activities/Projects: <b>None</b></p>	
Increase numbers of cases where housing advice prevents homelessness (BVPI 213) (LI)	SSC	Ann-Marie McGinn	OMBC	Tracey Mellor	Ann-Marie McGinn	Ann-Marie McGinn			Borough	684 (7 per 1000 hseholds) (06/07) / 871 (9 per 1000 hseholds) (07/08)	9 per 1000 hseholds (900 cases)	11 per 1000 hseholds (1089 cases)	9 per 1000 hseholds (920 cases)				High	200 at Q1	230	242	460	534	690	920	<p><b>Oldham Lead - Ann-Marie McGinn</b>                      Direction of travel (improving/static/declining): <b>Improving</b></p> <ul style="list-style-type: none"> <li>A further 292 cases were prevented between July &amp; September, making a total of 534 for the year to date.</li> <li>Oldham continues to report a high number of preventions compared to other local authorities.</li> <li>In excess of 30 suspended possession orders achieved as at Oct 09</li> </ul> <p><b>RAG Rating: Green</b>                      Interventions Recommended: <b>none</b>                      Interventions/Projects Current: <b>none</b></p> <ul style="list-style-type: none"> <li>Work is still ongoing to increase the number of preventions reported.</li> </ul>		
Reduce numbers of households placed in B&B (LAA 26) (LI)	SSC	Ann-Marie McGinn	OMBC	Tracey Mellor	Louise Howard FCHO	Louise Currie			Borough	159 (06/07) / 231 (07/08)	200	42	12 (revised from 190 subject to GONW approval)		180		Low	TBC	<3	0	<6	0	<9	<9	<12 (revised from 190 - subject to GONW approval)	<p><b>Oldham Lead - Ann-Marie McGinn (delivered by FCHO)</b>                      Direction of travel (improving/static/declining): <b>Peak Performance</b></p> <ul style="list-style-type: none"> <li>No placements have been made to B&amp;B since June 2008.</li> <li>Swift Court remains under-occupied, as do the dispersed tenancies.</li> </ul> <p><b>RAG Rating: Green</b></p> <ul style="list-style-type: none"> <li>Placements where duty lies with other agencies</li> <li>Lack of furniture &amp; time taken to process community care grants</li> <li>Possible increased demand for TA as a result of economy.</li> </ul> <p><b>Interventions Recommended:</b></p> <ul style="list-style-type: none"> <li>The MOPP group will focus on sourcing low cost furniture packages to assist in timely move-on once the single referral form work has been completed</li> </ul> <p><b>Interventions/Projects Current:</b></p> <ul style="list-style-type: none"> <li>New referral procedure with Bulky Bobs is being refined as it is used, and is also being rolled out to other supported accommodation.</li> <li>Multi-agency housing panel are reviewing meetings and developing an awareness campaign about the MAH Meetings</li> </ul>	
External refurbishments to pre-determined standards e.g. facelifts (LAA101) (LI)	SSC	Neil Crabtree	OMBC	Karen Jones	Neil Crabtree	Darren McGrattan			Borough	07/08: 8	592	536	192 (revised from 33 subject to GONW approval)				High	TBC	TBC	86	TBC	116		192 (revised from 33 subject to GONW approval)	<p><b>Oldham Lead - Neil Crabtree</b>                      Direction of travel (improving/static/declining): <b>Improving</b></p> <ul style="list-style-type: none"> <li>30 external refurbishments have been completed between July &amp; September (NDC=22, Westwood/Coldhurst=8), making a total of 116 against the target of 192.</li> </ul> <p><b>RAG Rating: Green</b>                      Interventions Recommended: <b>None</b>                      Current Activities/Projects: <b>None</b></p> <ul style="list-style-type: none"> <li>We will complete in total an additional 200 external refurbishments this financial year.</li> </ul>		
Number of properties added to the stock which have 3+ bedrooms in the HMR area (LAA 111) (LI)	SSC	Elizabeth Dryden-Stuart	OMBC	Karen Jones	Elizabeth Dryden-Stuart	Elizabeth Dryden-Stuart			Borough	54% as at Dec 06 (06/07) / 104 (42%) 07/08	70%	50 (63%)	70%		70%		High	TBC	70%	50%	70%	74%	70%	70%	<p><b>Oldham Lead - Elizabeth Dryden- Stuart</b>                      Direction of travel (improving/static/declining): <b>Improving</b></p> <ul style="list-style-type: none"> <li>19 properties (95%) with 3+ bedrooms completed between July &amp; September, making a total of 28 (74%) for 09/10 to date</li> <li>Quarterly figures are poor indicators of year end performance.</li> <li>Completions in the HMR area were relatively low during Q2 making the Q2 figure even less reliable</li> </ul> <p><b>RAG Rating: Green</b>                      Interventions Recommended: <b>None</b></p> <p><b>Current Activities/Projects:</b></p> <ul style="list-style-type: none"> <li>Continue to seek 3+ bed family accommodation as part of new residential development and seeking a mix of house types and sizes.</li> <li>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.</li> </ul>		
<b>Tier 3: Performance Monitoring</b>																											
																										<p><b>Oldham Lead - Ann-Marie McGinn (delivered by FCHO)</b>                      Direction of travel (improving/static/declining): <b>Performance maintained</b></p> <ul style="list-style-type: none"> <li>As at 30th Sept 09, there were 8 households in TA:</li> <li>3 had a full homeless duty but no offer (one is pursuing a HA nomination) and 5 h/holds were pending a decision - no h/holds were intentional.</li> <li>Of those pending, 2 have since received decisions (as at 5 October) - one a full duty and one is non-priority, 1 has secured accommodation at a refuge and 2 have been nominated for HA properties</li> </ul>	

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NI 156 Number of households living in Temporary Accommodation (TA)	SSC	Ann-Marie McGinn	OMBC	Tracey Mellor	Louise Howard FCHO	Louise Currie			Borough	26 (06/07) / 35 (07/08)	34	14	12 <small>(revised from 25 - subject to GONW approval)</small>		12		Low	TBC	<12	8	<12	8	<12		12 (revised from 25 - subject to GONW approval)	<p><b>RAG Rating: Green:</b></p> <ul style="list-style-type: none"> <li>Increased pressure on TA from accommodating households on behalf of OMBC departments with no temporary accommodation of their own.</li> </ul> <p><b>Interventions Recommended:</b></p> <ul style="list-style-type: none"> <li>Awaiting feedback about the Business Continuity plans of other organisations.</li> <li>A multi-departmental discussion about duties to provide accommodation may be beneficial. Awaiting feedback about the Business Continuity plans of other organisations.</li> </ul> <p><b>Current Activities/Projects:</b></p> <ul style="list-style-type: none"> <li>A link has been developed with Manchester Methodist HA to consider their hard-to-let properties for suitable households within TA who do not yet have an offer.</li> <li>November launch of a single referral form for Supported Accommodation developed by the MOPP group.</li> </ul>	
NI 160 Local Authority tenants' satisfaction with landlords services	SSC	Louise Currie (Baseline) FCHO & H21 (Targets)	OMBC	Tracey Mellor	Mike Walker - FCHO	Louise Currie			Borough	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	NA	80%		High	NA	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>Direction of travel (improving/static/declining): Improvements in progress</b></p> <ul style="list-style-type: none"> <li>Improvements are currently being undertaken in the areas identified within the 2008/09 survey report.</li> <li>Areas are Anti Social Behaviour handling, Repairs and Customer Service. e.g. ASB, Repairs, Two-yearly tenant survey.</li> </ul> <p><b>RAG Rating: NA</b></p> <ul style="list-style-type: none"> <li>There is clearly now sustained focus on satisfaction prior to ballot, which will entail significant action from OMBC and FCHO</li> </ul> <p><b>Interventions Recommended:</b></p> <ul style="list-style-type: none"> <li>Newly established all service call centre</li> <li>Training of frontline staff.</li> <li>Review neighbourhood management working processes.</li> <li>Security review.</li> </ul>

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\* Improvement Targets

\*\* Working Neighbourhoods Fund (WNF) Improvement Targets

(LI) Local Indicators