



Committee Report: Performance Report Wigan & Leigh Housing 2004/05

Report to:	Community Protection Panel
Date:	6th June 2005
Subject:	Performance Report Wigan & Leigh Housing 2004/05
Report of:	Director of Community Protection
Contact officer:	Peter Layland - (01942) 404135
Purpose / summary:	To report the performance of Wigan & Leigh Housing during 2004/05.
Alternative options considered and reason for selecting the one recommended:	No decision.
Recommendation / decision:	Report provided for information.
Key Decision:	This report does not involve a key decision.
Implications:	
Financial:	Housing Services Contract valued at £14.702m for 2004/05, but this report has no further financial implications for the Council.
Staffing:	No implication for the Council
Policy:	Housing Strategy
Equal Opportunities - Has a Diversity Impact Assessment been conducted?	Report includes progress on Equality Standard for Local Government and CRE Code of Practice for Rented Housing
Wards affected:	All
Special Interest Members – Which have been consulted	None.

Tracking/Process:

	Consultation	Ward Members	Partners
	-	-	-
Panel	Overview & Scrutiny	Cabinet	Council
Comm Prot (6.6.05)	-	-	-

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer	B. Saunders
Date	25 May 2005

Background

For the past couple of years this report has dealt with a number of key annual tasks, namely to:

- review Wigan and Leigh Housing (WALH) performance for the year,
- report on the Annual Meeting between the Council and WALH,

- amend the performance monitoring framework/reset targets, and
- consider the WALH Annual Delivery.

Because both the Annual Meeting and the publication of the WALH Inspection report, with its detailed analysis and recommendations have both only occurred in the last few days, this report just considers WALH 2004/05 performance. A subsequent report will be made to the next meeting on the inspection findings, a proposed action plan, changes to the performance monitoring framework and to consider the WALH delivery plan.

2004/05 Performance

Throughout 2004/05 members have received quarterly reports tracking WALH performance and this report provides the year end figures. In overall terms Wigan and Leigh Housing (WALH) have performed reasonably well during 2004/05, with the table below showing that in overall terms 70% of targets were met. Last year's equivalent figure was 60%

Performance Indicator	No of Indicators	No of Indicators reported	No of Indicators on target	% of Indicators on target
Housing Strategy Objectives	8	7	5	71%
Corporate Health Indicators	8	8	4	50%
National Best Value Indicators	11	9	7	77%
Local performance Indicators	63	44 (inc 4 for info)	29	73
				70%

WALH have continued to make progress in 2004/05 and performance against some of the key indicators has generally been good. The attached performance framework provides detailed WALH performance information covering each of the performance indicators.

In summary it demonstrates good performance in the following areas.

- improvement of the stock to a decent homes standard
- reduction in the proportion of empty homes/reduction in re-let times
- high tenant satisfaction with services.
- good performance in most areas of homelessness
- improvements in responsive repairs performance

Performance within the programme to spend the additional investment monies combined with high tenant satisfaction has again been impressive. The other outstanding performance has been the reduction in the number of empty homes in the stock and in the reduction in re-let times. In broad terms this has been the equivalent of *** additional homes being made available.

However areas of concern include:

- deterioration in the proportion of letters responded to within 10 days
- deterioration in proportion of homeless cases dealt within 33 days
- major gaps in data on important areas such as rental income/arrears
- uncertainty on progress on equality measures.
- Deterioration on the quality of life on estates measure

In addition to the above some other areas showed little progress from last year such as sickness etc.

A continuing problem this year has been the difficulty of providing information largely caused by the implementation of the new IT system. This position has made monitoring difficult, especially within the area of rental income and arrears. Given these gaps within the framework any comments on overall performance need to be qualified until all the data is available

Conclusion

Within many of WALH services, considerable advances in performance have been made in 2004/05 and yet in others performance has remained static or deteriorated. However in overall terms it is clear that WALH have improved their performance over the last 12 months. This analysis and judgement is based on the available performance data and awaits the absent figures that largely relate to rental income. A report to the next meeting will provide further analysis based on the WALH inspection report and will develop proposals for next year.

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