

Subject: Green Vale Homes Performance
2006/2007

Status: For Publication

Report to: Performance Scrutiny Committee **Date:** 25th July 2007

Report of: Head of Economic Regeneration & Strategic Housing

Portfolio

Holder: Regenerating and Promoting Rossendale

Key Decision: No

Forward Plan General Exception Special Urgency

1. PURPOSE OF REPORT

1.1 To report on the targets/outputs and achievements of Green Vale Homes both on the 12 customer promises (included as part of the Stock Transfer Agreement) and the Homelessness Service during 2006/07.

2. CORPORATE PRIORITIES

2.1 The matters discussed in this report impact directly on the following corporate priorities and associated corporate objective.

- Delivering Quality Services to Customers (Customers, Improvement)
- Delivering Regeneration across the Borough (Economy, Housing)
- Improving health and well being across the Borough (Health, Housing)

3. RISK ASSESSMENT IMPLICATIONS

3.1 There are no specific risk issues for members to consider arising from this report.

4. BACKGROUND AND OPTIONS

4.1 On the 27th March 2006 the Council transferred its housing stock to Green Vale Homes and as part of the transfer agreement; the Council also agreed that Green Vale Homes would deliver the Homelessness Service on behalf of the Council for a period of 5 years.

4.2 The purpose of the report is to highlight to members the achievements and outcomes of Green Vale Homes during its first operational year in 2006/2007.

4.3 The table below summarises the last 12 months performance monitoring of Green Vale Homes both on the 12 Customer Promises and the Homelessness Service

Performance Monitoring Category	Targets Achieved	Targets not achieved	Indicators with no Targets	Total Targets
12 Customer Promises	8	6	18	32
Homelessness Service	8	5	0	13

4.4 It is considered that Very Good progress has been made by Green Vale Homes during 2006/07. Even though there are some targets that have not been achieved, these targets have been marginal and within 2007/08 it is anticipated that these targets will be achieved. The table below just highlights a few indicators that were not achieved but will be easy to rectify for 2007/08;

Performance Monitoring Category	2006/07 Target	2006/07 Outturn	2007/08 Target
12 Customer Promises			
Number of Non-Urgent Repairs carried out within 20 Days (%)	90%	88.26%	90%
Average time taken to re-let vacant dwellings (Weeks)	3	3.5	3
Homelessness Service			
Number of Homeless Applicants rehoused in GVH Properties as a (%)	75%	67.39%	75%
Number of Raising Awareness & giving Housing Advice sessions to Schools	3	0	3

4.5 Green Vale Homes have made excellent progress on the Decent Homes Standard and this year alone have made 472 properties decent again, which is almost a quarter of all stock that was non-decent at the beginning of April in 2006. Tenants have received regular newsletters and over 62% are satisfied with communication and involvement with Green Vale Homes. A further outstanding achievement by Green Vale Homes is that Emergency and Urgent Repairs have both been achieved within the designated time frames of achieving 98% of all jobs within 8 hours for Emergency repairs and 5 days for Urgent, achieving 99.95% and 99.26% respectively.

4.6 It is an excellent achievement by the Housing options Team to have achieved more than 60% of its targets and this is a result of the hard work and new team that is in place. A big success this year has been to increase the number of

applicants that have been prevented from becoming Homeless in the first place and the outstanding achievement of not placing anyone in Hostel accommodation and not having any repeat homelessness.

4.7 Although there a quite a lot of targets still with no indicators for Customer Promises, it has been agreed by both the Council and Green Vale Homes to develop targets for these 18 indicators by the end of August this year.

4.8 There are no specific options to consider for members as a result of this information. The report is purely for information on the performance of Green Vale Homes during 2006/07.

5. COMMENTS OF THE HEAD OF FINANCIAL SERVICES

5.1 None

6. COMMENTS OF THE HEAD OF LEGAL AND DEMOCRATIC SERVICES

6.1 None

7. COMMENTS OF THE HEAD OF HUMAN RESOURCES

7.1 None

8. CONCLUSION

8.1 The first year's performance by Green Vale Homes is very positive and the Council looks forward to working in partnership with Green Vale and monitoring the achievement of its targets for 2007/08

9. RECOMMENDATION(S)

9.1 That the report and achievements by Green Vale Homes during 2006/07 be noted by the committee

10. CONSULTATION CARRIED OUT

10.1 Green Vale Homes

11. EQUALITY IMPACT ASSESSMENT

Is an Equality Impact Assessment required No

Is an Equality Impact Assessment attached No

Contact Officer	
Name	Gary Parsons
Position	Housing Research & Strategy Officer
Service / Team	Economic Regeneration & Strategic Housing
Telephone	01706252402
Email address	Garyparsons@rossendalebc.gov.uk

Background Papers	
Document	Place of Inspection
Homelessness & Transfer Agreement Monitoring Spreadsheet 2006-2011	See Gary Parsons for Details