



# REPORT TO EXECUTIVE [www.carlisle.gov.uk](http://www.carlisle.gov.uk)

## PORTFOLIO AREA: ENVIRONMENT, INFRASTRUCTURE & TRANSPORT

Date of Meeting: 4 AUGUST 2003

Public

Key Decision: Yes

Recorded in Forward Plan: Yes

Inside Policy Framework

**Title:** MONITORING OF CONTRACT WITH CARLISLE HOUSING ASSOCIATION

**Report of:** HEAD OF ENVIRONMENTAL PROTECTION

**Report reference:** EPS.48/2003

### Summary:

The report sets out the basis for monitoring the contract between the Council and Carlisle Housing Association and identifies a means of subsequently reporting progress.

### Recommendations:

That the suggested list of indicators be forwarded to Community Overview and Scrutiny Committee to provide a basis for discussion with Members regarding their suitability and to agree a time table for monitoring reports.

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### 1. 2. BACKGROUND INFORMATION AND OPTIONS

1.1 Following the successful transfer of the Council's housing stock to Carlisle Housing Association negotiations have been undertaken to agree a series of Performance Indicators and processes to monitor the contract between the Council and Carlisle Housing Association.

1.2 As a basis for discussion it was decided to use a draft evaluation framework which has been produced by the Government for evaluating LSVT undertakings. The draft

framework produced by the Government contains just under 100 potential evaluation measures. Following discussions it was agreed that 14 of these would be relevant for the City Council to use to monitor the performance of the Carlisle Housing Association. The C.H.A. have now agreed to this shortlist which is as follows.

A1) Overall Placing in Inspection Report

A6) Percentage of Repairs Completed within Target

A9) Improvement in Average Re-let Time

A17) Management and Supervision Costs as Percentage of Business Plan

A19) Proportion of Tenants Satisfied with the Service Overall

A20) Percentage Increase in Proportion of Tenants Satisfied with the Service Overall

C1) Percentage of Homes Provided to Decent Homes Standard

C5) Percentage Increase in Decent Homes Above a Base Line

C8) Percentage Change in Tenants Satisfaction with General Property Condition

C14) Percentage of Proposed Investment Programme Achieved

D6) Percentage Improvement in Tenants Satisfaction with the Area in which they live

E6) Percentage Homeless Nominations Housed by the RSL

E7) Time Taken to Provide Accommodation for the Homeless

E8) Change in Length of Time Taken to Provide Accommodation for Homeless Applicants.

Additionally it has been agreed to put in a further performance indicator relating to a target response time for correspondence of 5 working days.

1.3 Whilst the indicators have been agreed, future targets and the frequency of reporting against those indicators has yet to be finalised and it is hoped that this can be undertaken as further guidance comes forward on the methods of scoring against these indicators. It has been agreed that quarterly contract meetings be undertaken between C.H.A. and the City Council. These will not only look at the performance indicators but will also address progress with the C.H.A. regeneration proposals and other areas of mutual interest particularly relating to nomination rights, provision for the homeless and adaptations for the disabled.

### **3. CONSULTATION**

1. Consultation to Date. Consultation has taken place with the Board of Carlisle Housing Association to agree the short-listed performance indicators.
2. Consultation proposed. Community Overview and Scrutiny Committee.

## **1. RECOMMENDATIONS**

That the suggested list of indicators be forwarded to Community Overview and Scrutiny Committee to provide a basis for discussion with Members regarding their suitability and to agree a time table for monitoring reports.

## **2. REASONS FOR RECOMMENDATIONS**

The proposal will ensure that the Council can readily monitor key areas of performance with Carlisle Housing Association.

## **3. IMPLICATIONS**

- Staffing/Resources – Can be undertaken within existing resources subject to identification of recurring revenue funding for administrative support.
- Financial – Recurring revenue funding for Clerical/Admin services within the Housing and Health Partnership Section will be required to assist in the monitoring of this and other statistical information.
- Legal – The Council has an obligation to monitor the performance of the contract between itself and Carlisle Housing Association.
- Corporate – Failure to monitor the contract would have corporate implications.
- Risk Management – Monitoring of the contract with Carlisle Housing Association is included in the Corporate Risk Register.
- Equality Issues – Nil
- Environmental – Nil
- Crime and Disorder – Supervision of the contract will include regeneration proposals will have beneficial Crime and Disorder implications.