
EXCERPT FROM THE MINUTES OF THE EXECUTIVE HELD ON 4 AUGUST 2003

EX.172/03 MONITORING OF CONTRACT WITH CARLISLE HOUSING ASSOCIATION (Key Decision)

Portfolio Environment, Infrastructure and Transport

Subject Matter

To consider a report from the Head of Environmental Protection (EPS.48/03) detailing the outcome of negotiations with Carlisle Housing Association to agree a series of Performance Indicators and processes to monitor the contract between the Council and Carlisle Housing Association.

The Carlisle Housing Association had now agreed to the following framework based on indicators produced by the Government for evaluating LSVT undertakings.

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

Whilst the indicators have been agreed, future targets and the frequency of reporting against those indicators had yet to be finalised and it was hoped that this could be undertaken as further guidance came forward on the methods of scoring against these indicators. It had been agreed that quarterly contract meetings be undertaken between

Carlisle Housing Association and the City Council. These will not only look at the performance indicators but will also address progress with the Carlisle Housing Association's regeneration proposals and other areas of mutual interest, particularly relating to nomination rights, provision for the homeless and adaptations for the disabled.

Summary of options rejected

None

DECISION

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

Reasons for Decision

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