

## **ENVIRONMENT SCRUTINY PANEL**

**Venue: Magna**

**Date: Thursday, 16 December  
2004**

**Time: 9.30 a.m.**

### **A G E N D A**

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Questions from members of the public and the press.
4. Declarations of Interest.

### **FOR MONITORING**

5. 2nd Quarter Performance Monitoring (Pages 1 - 32)
6. Minutes of meetings of the Cabinet Member of Housing and Environmental Services held on 15th and 29th November, 2004 (Pages 33 - 47)

### **FOR DISCUSSION**

7. Budget 2005/06  
- Presentation by Executive Director, Resources/Head of Corporate Finance
8. Budget Issues - Rotherham MBC and Gershon (Pages 48 - 59)

### **MINUTES - FOR INFORMATION**

9. Minutes of Scrutiny Panel held on 18th November, 2004 (Pages 60 - 67)
10. Minutes of Performance and Scrutiny Overview Committee held on 12th November, 2004 (Pages 68 - 73)

**Date of Next Meeting:-**

**Thursday, 27 January 2005**

**Membership:-**

Chairman – Councillor Atkin

Vice-Chairman – Councillor Hall

Councillors:-Burke, Clarke, Hodgkiss, Jackson, McNeely, Nightingale, Rushforth, P. A. Russell, Vines,  
The Mayor (Councillor F. Wright), J. Lewis and Mr. S. Hawkins

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1.	<b>Meeting:</b>	Environment Scrutiny Panel
2.	<b>Date:</b>	16th December 2004
3.	<b>Title:</b>	2nd Quarter Performance Report, 2004/5 All Wards Affected
4.	<b>Programme Area:</b>	Neighbourhoods

**5. Summary**

The report details the Neighbourhoods Programme Area performance set against relevant performance indicators during the second quarter of this financial year.

**6. Recommendations**

**THAT THE SCRUTINY PANEL BE ASKED TO NOTE THE REPORT AND THE PROGRESS MADE.**

## **7. Proposals and Details**

This report represents our best ever performance results! At the end of the quarter, 40 (89%) Key Performance Indicators (KPIs) are achieving their control target, but action is in place to ensure all the year-end targets are achieved. 5 (11%) are not achieving their quarterly control targets. This compares to 82% of KPIs being on target in the last quarter.

At the same stage last year, 78% of our indicators were on target. When compared with All England figures 7 indicators are in the top quartile, compared to 6 in the last quarter. The indicator that has moved into the top quartile relates to waste sent for landfill and reflects the significant investment made to our recycling infrastructure.

The areas of significant improvement this quarter relate to improvements in performance on rent collection, capital programme spend and consumer protection visits. All of these indicators have had extra performance management controls put in place during the quarter, which have led to better results. This provides evidence of our approach to performance management; that by taking action in response to performance in quarter one, we have been able to make outcomes better than they would have otherwise been in quarter two.

The direction of travel of the programme area continues to improve and is delivering the best results on both 'hard' performance indicators and the 'soft' customer satisfaction measures. The direction of travel graph within the main report (see attached) illustrates how much the programme area has improved and that it is currently performing well and the prospects for further improvement are excellent.

## **8. Finance**

There is an administration cost to producing the reports.

## **9. Risks and Uncertainties**

We have built up a strong ethos of performance management which has delivered outstanding improvements to our customers. Our Performance Management Framework has been assessed as 'good' by both the Audit Commission and a detailed validation by HouseMark. However, the immediate risks are to develop a fit for purpose performance management framework to fit the new vision and establish performance reporting arrangements for the ALMO to the Council. These risks are being managed by implementing HouseMark's recommendations. This will ensure that the best performance management techniques are applied throughout the Council and in the ALMO, enabling better public services for people in Rotherham.

## **10. Policy and Performance Agenda Implications**

Customer demand for improvement and the pace of improvement have increased dramatically over the last few years. A rigorous performance management culture within the Neighbourhoods Programme Area has increased our capacity to deliver our mission of 'building sustainable neighbourhoods'.

Customer feedback is a key building block to improving our services to customers. We have used various methods of gaining customer feedback and this has been crucial to our service improvement as it gives us the ability to understand and react to customer demand. Our customers have told us that safe and clean neighbourhoods were their top priority and our restructure underpins these priorities, shifting resources to the front line to deliver the 'neighbourhood' agenda.

These performance results will reinforce our strong contribution to this year's Comprehensive Performance Assessment. The outcome of our external inspections and improvements in customer satisfaction has improved the quality of Council policy and practice. In addition, these performance results will mean that the ALMO will be inheriting a healthy landlord service in which to take forward in partnership, the next phase of our transformation.

### **11. Background Papers and Consultation**

The report will also be discussed with Service Managers and Performance Indicator Managers.

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# Neighbourhoods

**Quarter 2**  
(July to September 04)  
**Performance Report**  
**2004/05**

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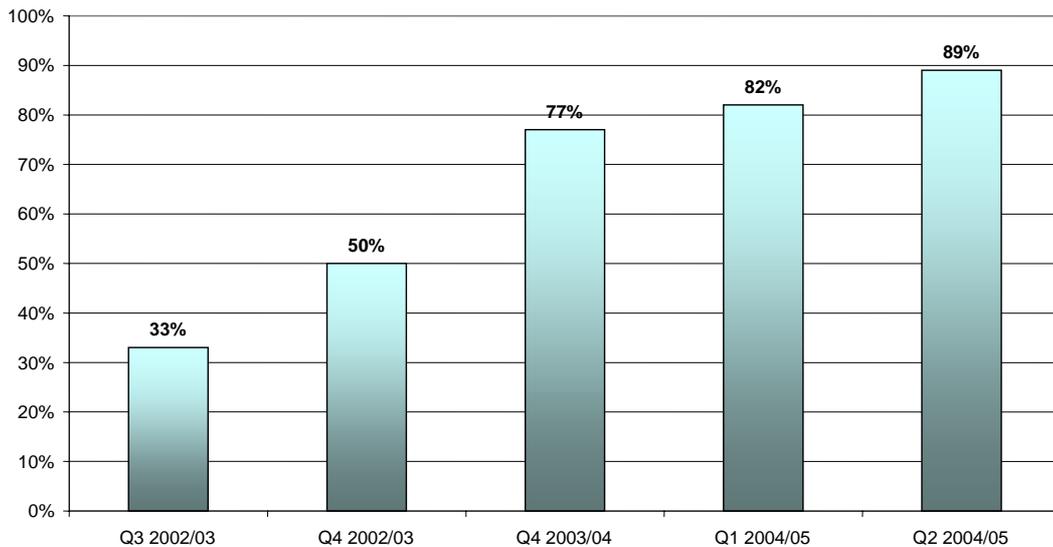
## Executive Summary

### Overview

In September, 40 (89%) KPIs are on target and have achieved the monthly control target that was agreed by the PI Manager. 5 (11%) are not achieving monthly control targets. This compares to 82% of KPIs being on target in the last quarter. When compared with All England figures 7 indicators are in the top quartile, compared to 6 in the last quarter. The indicator that has moved into the top quartile relates to waste sent for landfill and reflects the significant investment made to our recycling infrastructure.

### Direction of Travel

The graph below illustrates the direction of travel on performance outturns over the last 18 months. The Programme Area is delivering continuous improvement and the trend is encouraging for the prospects for further improvement.



### Significant Improvements

Our best news stories this quarter relate to performance on rent collection, capital programme spend, food and consumer protection visits and environmental quality.

**Actions for Improvement**

HouseMark completed their external validation assessment on our Performance Management Framework in September 2004. The report is very positive and recognises the massive improvements that we have made over the last two years. HouseMark suggest that the prospects are further improvement is very strong and that the right people, plans and structures are in place to ensure that this happens. The findings and recommendations have been incorporated into our service improvement framework and will be used to ensure that we deliver against our key objectives within Neighbourhoods Performance Plan.

The following report focuses on KPIs and how they are helping to achieve the Programme Area 7 Strategic Objectives for 2004/05. Our work activity and resources (people and finance) have been aligned around these strategic objectives, which are focused on the priorities within the Corporate Plan and Community Strategy.

**Strategic Objective 1 – Delivering Housing Market Renewal to stimulate the local economy.***Supporting Corporate Priorities - 'A Place to Live'*

<b>BV 62</b>  On target	The proportion of unfit private sector dwellings made fit or demolished as a result of action by the local authority ( <i>Brian Marsh</i> )					
	<b>Comprehensive Performance Assessment Indicator</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	3.21%	4.3% (Higher is better)	8.4% 4.5%	0.82% (Q1)	2.47%	2.72%
<b>All England – Lower Middle Quartile</b>			<b>Metropolitans – Lower Middle Quartile</b>			

<b>BV 64</b>  On target	The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority ( <i>Brian Marsh</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	92	35 (Higher is better)	N/A	5 (Q1)	12	23
	<b>All England – N/A</b>			<b>Metropolitans – N/A</b>		

<b>HES 68</b>  On	Average relet times for local authority dwellings let in the financial year ( <i>Andrew Leigh</i> )					
	<b>Comprehensive Performance Assessment Indicator</b>					
	<b>Local Public Service Agreement Target</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual

2<sup>nd</sup> Quarter Performance Monitoring Report – 2004/05

## Neighbourhoods

target	22.84	20 Days (Lower is better)	N/A	24.62 days (Q1)	24 days	18.45 days
<b>All England ALMOs – Top Quartile</b>						

<b>HES 69</b>	Percentage of rent lost through local authority dwellings becoming vacant <i>(Dave Abbott)</i>					
	<b>Local Public Service Agreement Target</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	On target	1.58%	1.25% (Lower is better)	N/A	1.33% (Q1)	1.40%
<b>All England – N/A</b>			<b>Metropolitans – N/A</b>			

<b>HES 13 (a / b)</b>	% of council stock which is void, split by: a) Total number b) Voids which fall under HES 68 criteria <i>(Dave Abbott)</i>						
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2		
					Target	Actual	
	On target	a)1.55 b)0.60	a) 1.54% b) 0.5% (Lower is better)	N/A	a)1.2% (Q1) b)0.31 (Q1)	a)1.54 b) 0.5%	a)1.11% b) 0.23%
	<b>All England – N/A</b>			<b>Metropolitans – N/A</b>			

**BV 62 - Unfit private dwellings made fit/demolished**

- This indicator is now back on target following the demolition of property ahead of schedule.
- The Group Repair Scheme for Eastwood is the main contributor and the project plan is now on target.
- Contributions from Grant and Enforcement work are expected to be spread evenly throughout the year.

**BV 64 - Private vacant dwellings occupied/demolished**

- We are currently on target with this indicator.
- Performance overall looks set to be achieved due to our commitment to the Decent Homes - Home Energy Saving Scheme and other insulation and related works to complement heating conversions. Some of this is achieved by accessing funding from the utilities Energy Efficiency Commitment Programme and the British Gas Warmer Life Scheme.

**HES 68 - Average void relet time**

- We are currently ahead of target with this LPSA indicator, with continuous improvement weekly throughout this quarter. We have reduced the average turn round times in this period from 27 days down to 18 days through the continuation of area level accountability.
- The impact of Choice Based Lettings, due to be introduced in 2005/06, will be closely monitored to ensure that it does not have a negative impact on this indicator. Following the lessons learnt by Going Local, a programme of training is being developed to ensure that staff are equipped with the technical skills necessary to undertake the allocation and lettings functions for the ALMO. This will ensure that the ALMO will be in the best position to deliver performance in line with our LPSA target, which expires in March 2006.

**HES 69 - Rent loss through voids.**

- Performance levels have continued to improve.
- The use of delegated powers by the Head of Housing Services has led to streamlined decision making about the future viability and cost benefit analysis of defective or redundant housing stock, which in turn, has led to a significant improvements with this indicator.
- On future prospects for improvement, the Kiveton Park Regeneration Programme is expected to commence ahead of schedule and all the voids will be upgraded to the decent homes standard, making a positive contribution to the indicator.

**Strategic Objective 2 – Developing a community focused, multi-agency approach to Neighbourhood Management**

***Supporting Corporate Priority - 'A Place to Live' & 'To be a progressive, responsive, accessible and quality service provider***

<b>BV66a</b>  On target	<b>Local authority rent collection and arrears: proportion on rent collection</b> <i>(Simon Bell)</i>					
	<b>Comprehensive Performance Assessment Indicator</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	97.72%	98.3% (Higher is better)	97.11% 98.3%	92.07% (Q1)	96.11%	97.22%
<b>All England – Upper Middle Quartile</b>			<b>Metropolitans – Top Quartile</b>			

2<sup>nd</sup> Quarter Performance Monitoring Report – 2004/05  
Neighbourhoods

<b>HES 66b</b>	<b>Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll (Dave Abbott)</b>					
	<b>2003/04 Actual</b>	<b>2004/05 Target</b>	<b>Mets/All Eng Top 25% 2002/03</b>	<b>Past Performance (Cumulative)</b>	<b>2004/05 Qtr 2</b>	
					<b>Target</b>	<b>Actual</b>
	1.75%	1.73% (Lower is better)	N/A	1.99% (Q1)	2.36%	2.22%
On target	All England – N/A			Metropolitans – N/A		

<b>BV164</b>	<b>Does the authority follow the Racial Equality's code of practice in rented housing and follow good practice standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment? (Dave Abbott)</b>					
	<b>Comprehensive Performance Assessment Indicator</b>					
	<b>2003/04 Actual</b>	<b>2004/05 Target</b>	<b>Mets/All Eng Top 25% 2001/02</b>	<b>Past Performance (Cumulative)</b>	<b>2004/05 Qtr 2</b>	
					<b>Target</b>	<b>Actual</b>
On target	Yes	Yes	Yes	Yes (Q1)	Yes	Yes
	All England – Top Quartile			Metropolitans – Top Quartile		

<b>HES 3 (a/b/c)</b>	<b>% of anti-social behaviour complaints:</b>					
	a) acknowledged within 2 days					
	b) interviewed within 5 days					
	c) that have suffered severe harassment interviewed same day (Dave Abbott)					
On target	<b>2003/04 Actual</b>	<b>2004/05 Target</b>	<b>Mets/All Eng Top 25% 2002/03</b>	<b>Past Performance (Cumulative)</b>	<b>2004/05 Qtr 2</b>	
					<b>Target</b>	<b>Actual</b>
	a) 97% b) 98% c) 100%	a)98% b)99% c)100% (Higher is better)	N/A	97% (Q1) 99% (Q1) 100% (Q1)	98% 99% 100%	100% 99% 100%
	All England – N/A			Metropolitans – N/A		

<b>HES 5</b>	<b>% of new tenancies that last more than 12 months (Dave Abbott)</b>					
	<b>2003/04 Actual</b>	<b>2004/05 Target</b>	<b>Mets/All Eng Top 25% 2002/03</b>	<b>Past Performance (Cumulative)</b>	<b>2004/05 Qtr 2</b>	
					<b>Target</b>	<b>Actual</b>
	97.5%	98% (Higher is better)	N/A	95.17% (Q1)	96%	95.88%
Off target	All England – N/A			Metropolitans – N/A		

2<sup>nd</sup> Quarter Performance Monitoring Report – 2004/05  
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HES 11	% cost of tenant rechargeable repairs which has been recouped ( <i>Simon Bell</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
On target	27.7%	30% (Higher is better)	N/A	31% (Q1)	26.5%	45.36%
All England – N/A			Metropolitans – N/A			

**BV66a - Rent collected**

- We are on target with this indicator.
- Performance is now back on track following the successful outcome of rents performance 'mini-clinics' and as a result, the net total of current rent arrears continues to reduce.
- The prospects for further improvement remain high following positive results from the central rents pilot. Work has now commenced as part of service restructuring to rollout the centralisation of rent arrears recovery.

**HES 66b - Rent arrears of current tenants**

- We are on target with this indicator.
- The current rent arrears figure for the same period in 2003/04 stood at £1,254,215 compared to the current figure of £1,117,779. Therefore, so far we have reduced the level of actual arrears by £136,436. This is a reduction in real terms of 10.93%
- We are considering offering additional choice of payment dates for direct debit. This follows a recommendation by the Housing Inspectorate which has improved performance on rent collection in other areas of the country.

**BV 164 - Following the Racial Equality's code of practice**

- Current performance is on target with the action plan.
- The BME Housing Strategy and Equalities Monitoring report was approved by Cabinet in September. The key to the future success of this indicator is to deliver against the action points within the strategy.
- All policies and procedures have been screened against the relevant criteria of the Race Relations (Amendment) Act.

**HES 3 - % of anti-social complaints dealt within target.**

- We are on target on all three parts of this indicator.
- Performance has continuously improved due to tighter monitoring controls.
- This indicator is currently being reviewed in light of the new Anti-Social Behaviour Strategy and a recent Home Office report on measuring anti-social behaviour. A customer consultation event was held in October 2004 to identify the priorities of our customers. This indicator will be upgraded in 2005/06 to provide better qualitative and quantitative measures, which will in turn provide

a more robust analysis of anti-social behaviour at the local level in which to inform both the strategy and service delivery.

#### HES 5 - % of new tenancies that last more than 12 months

- This indicator is slightly behind the quarterly control target.
- The primary causes of tenancy failure relate directly to tenants experiencing either financial difficulties or general community safety issues within neighbourhoods. Further analysis of the reasons for termination is being carried out, which will assist in developing further sustainability strategies.
- The transformation to neighbourhood management should improve performance in the medium to long term. We are targeting resources to tackle the causes of tenancy failure, with key issues such as money and debt advice, new tenancy support, the Decent Homes programme (the Rotherham Standard incorporates Secure By Design standards in new doors and windows), further community safety initiatives and use of new powers under the Anti-Social Behaviour Act are at the heart of future service delivery plans.

#### HES 11- % of recouped rechargeable repairs

- Performance levels are on target.
- Current recovery levels compared with the same period in 2003/04 show a collection rate of £29,524 by the end of quarter 2 compared to £20,109 last year.

### Strategic Objective 3 – Developing a long term approach to waste and recycling to minimise the need for waste disposal.

*Supporting Corporate Priority - 'A Place to Live'*

BV82a  On target	Percentage of the total tonnage of household waste arisings which have been recycled ( <i>Adrian Gabriel</i> )					
	Comprehensive Performance Assessment Indicator					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
				Target	Actual	
	10.7%	13.5% (Higher is better)	7% 10%	12% (Q1)	12.2%	12.7%
	All England – Top Quartile			Metropolitans – Top Quartile		

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<b>BV82b</b>	Percentage of the total tonnage of household waste arisings which have been composted ( <i>Adrian Gabriel</i> )					
	Comprehensive Performance Assessment Indicator					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
On target	4.2%	4.5% (Higher is better)	0.3% 3.7%	9.8% (Q1)	6.3%	9.8%
All England – Top Quartile			Metropolitans – Top Quartile			

<b>BV82c</b>	Percentage of the total tonnage of household waste arising which has been used to recover heat, power and other energy sources ( <i>Adrian Gabriel</i> )				
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2
	0%	0%	N/A 54%	0%	0%
	All England – N/A			Metropolitans – N/A	

<b>BV82d</b>	Percentage of the total tonnage of household waste arisings which has been landfilled ( <i>Adrian Gabriel</i> )					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	On target	85.1%	82% (Lower is better)	N/A 90%	78.2% (Q1)	81.4%
All England – Top Quartile			Metropolitans – N/A			

<b>BV84</b>	Number of kilograms of household waste collected per head ( <i>Adrian Gabriel</i> )					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	Off target	475	483 (Lower is better)	449 514	553 (Q1)	524
All England – Bottom Quartile			Metropolitans – Bottom Quartile			

<b>BV86</b>	Cost of waste collection per household ( <i>Adrian Gabriel</i> )						
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2		
					Target	Actual	
	On target	£40.21	£45.77 (Lower is better)	£29.47 £36.03	£46.06 (Q1)	£46.04	£45.99
	All England – Bottom Quartile			Metropolitans – Bottom Quartile			

2<sup>nd</sup> Quarter Performance Monitoring Report – 2004/05  
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BV87  On target	Cost of waste disposal per tonne for municipal waste (Adrian Gabriel)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	£29.48	£29.30 (Lower is better)	N/A £42.80	£25.99 (Q1)	£26.69	£26.54
All England – Top Quartile			Metropolitans – N/A			

HES 88  On target	Number of collections missed per 100,000 collections of household waste (Adrian Gabriel)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	25	24 (Lower is better)	N/A	28 (Q1)	25	24
All England – N/A			Metropolitans – N/A			

BV91  On target	Percentage of the population served by a kerbside collection of recyclables (Adrian Gabriel)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
Target					Actual	
	96.4%	96.4% (Higher is better)	90% 99%	96.4% (Q1)	96.4%	96.4%
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

**BV 82a Performance – % of waste recycled**

- We are currently exceeding the target for this indicator.
- The kerbside waste paper collection service continues to perform strongly, with August's tonnage in particular being 25% higher than our forecast.
- The new community recycling enterprise scheme run by Creation began on 27<sup>th</sup> September 2004 in the Valley area (Eastwood through to Hooton Roberts). No figures are yet available from this scheme, but it is anticipated that this new service, collecting recyclables weekly will boost the blue box performance.

**BV 82b Performance – % of waste composted**

- We are on track to hit the target for this indicator.
- The kerbside green waste service continues to be well supported and the tonnage of compostable material collected has far exceeded our forecasts throughout the year to date. The Saturday Kerbside Garden Waste collection service continues to contribute to the success of this indicator.

- We expect this indicator to fall as the growing season ends, but the strong performance to date puts us in an excellent position in relation to our action plan.

**BV 82c Performance – % of waste used for heat and power**

- There are currently no energy from waste incineration facilities in Rotherham.

**BV 82d Performance – % of waste landfilled**

- We are on target with this indicator and have moved into the top quartile position for All England authorities.
- This indicator is inversely related to the performance indicators for recycling and composting and is therefore driven by movements in the recycling and composting indicators.
- The measures necessary to achieve the targets for recycling and composting, if successful, will ensure the action plan targets for this indicator are met.

**BV 84 Performance – Kg's of waste per head**

- Performance is behind the quarterly control target for this indicator.
- Unfortunately, this indicator has been adversely affected by the success of our recycling initiatives. By increasing recycling facilities for customers this has had a 'knock-on' effect of producing more waste. This is because customers now have more capacity to remove waste (more bins).
- An educational campaign has started which may contribute to a reduction in waste and in the medium to longer term we are developing a long-term strategy to reduce household waste in Rotherham.

**BV 86 Performance – Cost of waste collection per household**

- We are currently on target with this indicator.
- The estimate for the second quarter shows a slightly higher unit cost than the control target. This is due to a lower than anticipated increase in the number of households.

**BV 87 Performance – Cost of waste disposal per tonne**

- Performance is currently exceeding the target.

**HES 88 Performance – Number of collections missed per 100,000**

- This indicator is now on target.
- This gives us a clear indication that the situation has settled down following the effects aligning our collection systems.

- The new community recycling enterprise scheme run by Creation commenced collections from approximately 12,000 properties in Herringthorpe, Thybergh, Dalton, East Dene, Eastwood, Clifton, and Hooton Roberts on 27<sup>th</sup> September. We will monitor these collections closely to ensure that missed collections do not exceed anticipated levels. However, early indications from the first week collections appear to show that this change has had a minimal impact on this indicator so far.

**BV 91 Performance – % population served by a kerbside recyclable collection**

- We have achieved our year-end target.
  - We are currently carrying out a survey of the various multi-occupancy areas in the borough looking at the various options (banks, blue boxes etc.) which may be feasible for recycling schemes in those areas.
- 

**Strategic Objective 4 – Establishing an ALMO that will ensure that Council Housing achieves the Decent Homes Standard and delivers a customer led ‘3-star – excellent’ housing management service.**

***Supporting Corporate Priority ‘A Place to live’, A place with active and involved communities’ and ‘To be a progressive, responsive, accessible and quality service provider’,***

<b>BV184</b>  On target	a) The proportion of LA homes which were non-decent at 1 April, 2003					
	b) The percentage change in proportion of non-decent homes between 1 April 2003 and 1 April 2004 ( <i>Dave Middleton</i> )					
	<b>Comprehensive Performance Assessment Indicator</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
a) 47.07%	78%	42% 25%	-	-		
b) 18.78%	11.28% (Higher is better)	13% 19%	2.53% (Q1)		6.14%	
All England – Lower Middle Quartile			Metropolitans – Lower Middle Quartile			

<b>HES D8</b>  On target	Number of non-decent council houses ( <i>Dave Middleton</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	9435	16304 (Lower is better)	N/A	465 (Q1)	1082	1128
	All England – N/A			Metropolitans - N/A		

**BV 184 & HES D8 Performance – Change in non-decent homes**

- Performance is on target.
- Our survey work is ahead of schedule and schemes of work are currently under way in Wath, West Melton, Aston, Whiston, Eastwood, Blackburn and Longfellow Drive.

**Strategic Objective 5 – Delivering a ‘3 star – excellent’ Repairs & Maintenance Service to support sustainability and regeneration of neighbourhoods.**

***Supporting Corporate Priority ‘To be a progressive, responsive, accessible and quality service provider’ and ‘A place to live’***

<b>BV63</b>  On target	Energy Efficiency – the average SAP rating of local authority owned dwellings (Brian Marsh)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	58	59 (Higher is better)	56 62	58	58	58
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

<b>HES 72</b>  On target	The percentage of urgent repairs completed within Government time limits (Gary Whitaker)					
	Comprehensive Performance Assessment Indicator					
	Local Public Sector Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
93.55%	97% (Higher is better)	N/A	91.12% (Q1)	93%	93.22%	
All England ALMOs – Lower Middle Quartile						

<b>HES 73</b>  On target	The average time taken to complete non-urgent responsive repairs (Gary Whitaker)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	14.85 Days	13 Days (Lower is better)	N/A	10.33 Days (Q1)	13 days	11.74 days
All England ALMOs – Upper Middle Quartile						

<b>BV185</b>  Off target	Percentage of responsive (but not emergency) repairs during 2003/04, for which the authority both made and kept an appointment (Gary Whitaker)					
	Comprehensive Performance Assessment Indicator					
	Local Public Sector Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual

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	65.3%	77% (Higher is better)	53 73	78.53% (Q1)	77%	74.15%
All England – Top Quartile			Metropolitans – Top Quartile			

<b>HES 6</b>  On target	The average time taken to provide an adaptation after receipt of the Community Occupational Therapists assessment for: a) Public Sector dwellings b) Private Sector dwellings ( <i>Chris Wade</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	a) 291 b) 183	a) 220 b) 140 (Lower is better)	N/A	a)234 (Q1) b) 172 (Q1)	a) 225 b) 150	a) 203 b) 143
All England – N/A			Metropolitans - N/A			

<b>HES 7</b>  On target	% of Council properties which have been gas serviced this year ( <i>Paul Ruston</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	98.11%	100% (Higher is better)	N/A	43.14% (Q1)	60%	66.39%
All England – N/A			Metropolitans - N/A			

<b>HES 8</b>  Off target	% of repairs completed on the first visit ( <i>Gary Whitaker</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	75.83%	85% (Higher is better)	N/A	77.57% (Q1)	85%	80.37%
All England – N/A			Metropolitans - N/A			

<b>HES 9</b>  Off target	Ratio of budget spent on Programmed Repairs ( <i>Dave Middleton</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	49%	55% (Higher is better)	N/A	44% (Q1)	49%	47.81%
All England – N/A			Metropolitans - N/A			

<b>HES 12</b> On	Performance of spend on Capital Programmes ( <i>Dave Middleton</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual

target	100%	100% (Higher is better)	N/A	8% (Q1)	100%	30.64
All England – N/A			Metropolitans - N/A			

#### **BV 63 Performance – Energy Efficiency SAP rating**

- Current performance levels are on target.
- Performance overall will be maintained as a result of our commitment to the Decent Homes - Home Energy Saving Scheme and other insulation and related works to complement heating conversions. Some of this is achieved by accessing funding from the utilities Energy Efficiency Commitment Programme and the British Gas Warmer Life Scheme.

#### **HES 72 Performance – % of urgent repairs completed within time-limits**

- Cumulative performance is on target at 93.61%, with monthly performance above the year end target at 97.58%
- Half year audits of records are now taking place to ensure reporting accuracy
- Management is analysing the 3.39% of jobs not done in time, and will prepare an appropriate remedial action plan to close the gap. The plan examines issues including access to properties and ratios of repairs numbers to operative numbers.

#### **HES 73 Performance – Average time taken to complete non-urgent repairs**

- Cumulative performance is on target at 12.37 days, with monthly performance above the year end target at 8.27 days. This has allowed resources to be directed to more demanding areas.

#### **BV 185 Performance – Repairs by Appointment**

- Cumulative performance is on target at 75.19%, with monthly performance above the year end target at 85%
- Management is presently examining how to ensure that service and performance is not adversely affected by the Xmas period.

#### **HES 6 Performance – Time taken to process adaptations**

##### **6a**

- Performance for the second quarter is on track to meet the year-end target.
- A meeting took place on 7th October to identify further improvements in completing the adaptations work and the timely exchange of information. This has resulted in a reduction of the backlog of adaptation work with the DSO and an agreement to streamline the exchange of information.

**6b**

- Performance is on target.
- We have put extra performance management arrangements (see above) in place to ensure that our Property Services team achieves a continual overall reduction in completion times.

**HES 7 Performance – % of properties gas serviced**

- Performance is on target to achieve the 100% target for the first time.
- We have sustained progress due to the impact of revised working arrangements with the ability to gain access much quicker to properties which have previously denied us a 100% return.
- We have also introduced a scheme to offer gas servicing to Right To Buy properties in this period.

**HES 8 Performance – % of repairs completed on first visit**

- This indicator is below its target, however an action plan has been developed to recover the position. The plan looks at deployment of labour related to performance and outputs, and also examines collection, recording and reporting of information to ensure accurate management information.
- Tool Box briefings solely concentrating on performance take place weekly therefore focussing the workforce themselves on this indicator.
- Continuous improvements on issues like repairs by appointment, and empowerment of operatives, will have a sustained positive impact

**HES 9 Performance – Budget Spend Ratio (60/40 Programmed/Responsive)**

- Current performance is slightly below target compared to the quarterly control target profile.
- Expenditure at the end of September shows £2,146,812 spend on responsive repairs and £1,967,084 spend on programmed giving an overall spend of £4,113,896,.
- Programmed works are scheduled to commence throughout the financial year and recharging is initially slow but will escalate as the year progresses. Weekly monitoring is now taking place to ensure that the year end target of 55% planned works.

**HES 12 Performance – Spend on Capital Programme**

- Performance is on target and is expected to meet the year-end target for the second year running.
- All schemes are now up and running and performing in line with our project plan. Expenditure is currently £8,547,413 (30.64%) – this correlates to the monthly profiles provided from budget holders. Budget holders of each scheme show their profiles throughout the year, which enables effective management of both budgetary and performance issues.

- Fortnightly monitoring meetings are now taking place between heads of sections, and under performance of budget holders will be tackled through the ALMO Development Board meetings.

**Strategic Objective 6 – Providing effective enforcement and advice which deliver high standards and quality of life.**

**Supporting Corporate Priority 'A place which cares', 'A Safe place', 'A Place to Live'**

HES 18 On target	The percentage of food inspections that should have been carried out that were carried out for High Risk Premises. <i>(Jan Manning)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	99.8%	91% (Higher is better)	N/A	85% (Q1)	91%	95%
	All England – N/A			Metropolitans - N/A		

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<b>HES 19</b> On target	<b>The percentage of consumer protection visits that should have been made that were carried out for High Risk Premises. (Trevor Davies)</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	77%	80% (Higher is better)	N/A	6.15% (Q1)	25%	44.86
<b>All England – N/A</b>			<b>Metropolitans - N/A</b>			

<b>HES 1</b> On target	<b>% of visits to collect syringes and needles discarded in public places undertaken within the target time (Mark Ford)</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	100%	95% (Higher is better)	N/A	100% (Q1)	95%	100%
<b>All England – N/A</b>			<b>Metropolitans - N/A</b>			

<b>HES 2</b> On target	<b>Number of prosecutions for dog fouling per 10,000 population (Mark Ford)</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	4.24	4.5 (Higher is better)	N/A	1 (Q1)	2.41	2.44
<b>All England – N/A</b>			<b>Metropolitans - N/A</b>			

<b>HES 4</b> On target	<b>Number of prosecutions for littering per 10,000 population (Mark Ford)</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	11.72	12.5 (Higher is better)	N/A	3.08 (Q1)	6.64	7.96
<b>All England – N/A</b>			<b>Metropolitans - N/A</b>			

<b>HES 16</b> On target	<b>% compliance visits carried out in comparison with the industrial process emission control programme (Mark Ford)</b>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	100%	90% (Higher is better)	N/A	30.47% (Q1)	44.53%	64.84%
<b>All England – N/A</b>			<b>Metropolitans - N/A</b>			

**HES 18 Performance – % of food inspections – high risk**

- We are currently exceeding the target with this indicator.
- Performance has been achieved due to targeted enforcement activity, which resulted in the closure of one takeaway and 7 Improvement Notices were served on 3 catering establishments.
- All enforcement staff have attended a two-day training course on Food Standards inspection and it is hoped that the outcome of this training will improve performance against this indicator and more importantly, a healthier and safer place for Rotherham residents.

**HES 19 Performance – % of consumer protection visits – high risk**

- Performance is now back on target and has been achieved through effective risk management.
- Whilst work has concentrated on high risk visits and other work must now be programmed, recent successful recruitment provides a sound basis for forecasting that the year end target of 80% high risk visits will be met.

**HES 1 Performance – % of visits to collect syringes in target time**

- Performance is ahead of target.
- The across Council performance of 100% exceeds the annual target of 95% of visits to collect drug litter in public places being made within 3 hours
- In the second quarter, the Council responded to 53 incidents of discarded syringes and needles in public places. For the year to date 142 deposits of drug litter have been notified for clean up.

**HES 2 Performance – Prosecutions for dog fouling per 10,000 population**

- Performance slightly ahead of target.
- At the end of the second quarter, there has been 61 fixed penalty notices served which is ahead of target.
- Sound enforcement activity is paying dividends with this indicator.

**HES 4 Performance – Prosecutions for littering per 10,000 population**

- Performance exceeds target.
- By the end of the second quarter, 166 fixed penalty notices were served on offenders.
- This performance has been boosted by wider notification of offences by other services following the publicity generated by the “Don’t be a Tosser” and “Eyes & Ears” campaign/initiative.

**HES 16 Performance – Industrial process emission control programme**

- Current performance levels are on target.
- The target of 100% the programme of compliance visits being carried out over the year equates to 128 inspections.
- The total for the year stands at 83 inspections which is 64.84% of the programme (profiled target is 57 inspections (44.53%).

**Strategic Objective 7 – Providing responsible, flexible services that recognise individual circumstances and enable people to thrive and participate within the community.**

*Supporting Corporate Priority 'A place which cares', 'A place to live' & 'A place for everyone'*

<b>HES 67</b>  On target	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days ( <i>Angela Smith</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	100%	100% (Higher is better)	N/A	100%	100%	100%
All England – N/A			Metropolitans - N/A			

<b>BV183</b>  On target	The average length of stay in: a) bed and breakfast accommodation and; b) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need ( <i>Angela Smith</i> )					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	a) 0.71 weeks	0.29 weeks (Lower is better)	0 1	0.36 (Q1)	0.29	0.29
	b) 0	0 (Lower is better)	0.8 1	0 (Q1)	0	0
All England – Top Quartile			Metropolitans – Top Quartile			

BV 202 On target	Number of individuals sleeping rough ( <i>Angela Smith</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2001/02	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
NEW	4 (Lower is better)	n/a	1 (Q1)	4	4	
All England – N/A			Metropolitans - N/A			

BV 203 On target	% Change in number of families in temporary accommodation ( <i>Angela Smith</i> )					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2001/02	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
NEW	64% (Higher is better)	n/a	74% (Q1)	64%	79%	
All England – N/A			Metropolitans - N/A			

**HES 67 - Homeless applications – decides/notifies in 33 days**

- Current performance levels are on target.
- Improved performance continues to be achieved due to improvements of the investigating process of homeless cases and the continued commitment and focus of the team.
- In 2003/04, the number of decisions averaged 127 per month. For the first half of 2004/05 the number of decisions has averaged 102 per month – a decrease of 20%.

**BV 183 - The average length of stay in B&B accommodation**

- Performance is on target for both parts of this indicator and is predicted to improve throughout the year.
- For the year to date, we have discharged our Section 193 duty to six families who had spent time in bed and breakfast accommodation. In total these six families had spent 12 nights in bed and breakfast. All these placements were made in 2003/04 and in 2004/05 no families have been placed in bed and breakfast accommodation. (This indicator has to include cases where duty has not been discharged, even if the family is no longer in B&B).
- The Housing Needs Unit now has 30 dispersed furnished properties for use by homeless applicants as an alternative to using bed and breakfast. The development of emergency units of overnight accommodation is assisting our aim to eliminate the use of bed and breakfast accommodation for families completely in this financial year.
- The opening of 14 units of supported interim accommodation at Elliot Court from 4<sup>th</sup> October 2004 in conjunction with Action Housing and Hallam Housing will further increase performance against this indicator.

**BV 202 - Number of individuals sleeping rough**

- Performance is currently on target.
- This current figure of '4' is based on knowledge and information from other agencies (The Well Centre and Rotherham Homelessness Project) that are aware of a small number of rough sleepers using derelict buildings.
- It is expected that this figure will reduce as winter approaches as past trends indicate that rough sleepers are motivated to engage with support services such as the Homelessness Unit.
- Work continues to ensure that these individuals have access to all available support from the local authority's Homelessness Unit and other relevant support agencies if they wish to use it.

**BV 203- Number of families in temporary accommodation**

- Current performance is on target.
- The reduction in the use of temporary accommodation for families has mainly occurred because of the fact that we no longer use non-secure tenancies, except occasionally in emergencies.
- On a cautionary note, the number of families may rise as the number of units of emergency overnight accommodation increases and with the expansion of the women's refuge accommodation. This policy decision has been made in response to the Government's policy on minimising the use of bed and breakfast accommodation.

**General Programme Area Performance****Customer Services***Supporting Corporate Priority 'A Quality Service'*

<b>HES 17 On target</b>	<b>The percentage of Environmental Services' service requests responded to in 5 working days (<i>Bob Crosby</i>)</b>				
	<b>2002/03 Actual</b>	<b>2003/04 Target</b>	<b>Mets/All Eng Top 25% 2001/02</b>	<b>Past Performance (Cumulative)</b>	<b>2003/04 Qtr 2</b>
	97.7%%	97% (Higher is better)	Unknown	98.3%	99.1%
	<b>All England – N/A</b>		<b>Metropolitans - N/A</b>		

**Summary of complaints**

Between 1 July and 30 September 2004, 57 formal complaints were received. This compares to 58 in the previous quarter.

There have been 113 complaints received so far this year, compared to 162 at the same stage last year. The table below shows the number of complaints received during the quarter by service and subject area.

Service Area	Actions or conduct of staff	Quality of service provision	Cost of service	Delay in providing service	Absence of service	Lack of information and/or publicity	Others	Total
Housing Needs	2	0	0	0	1	0	0	3
Building & Renovations Unit - Technical	2	3	0	0	6	0	0	11
Building & Renovations Unit - Agency & Grants	0	1	0	0	0	0	0	1
Policy and Planning	0	0	0	0	0	0	0	0
Housing Management	6	5	0	1	5	0	6	23
Environmental Services	0	0	1	0	0	0	4	5
Waste Management	0	0	1	0	2	0	0	3
Health & Commercial Standards	0	0	0	0	0	0	0	0
Building Works	2	2	0	0	2	0	0	6
Regeneration	1	0	0	0	0	0	0	1
Legal	0	0	0	0	0	0	0	0
Rent	0	3	0	0	0	0	1	4
Anti Social Behaviour	0	0	0	0	0	0	0	0
<b>Total</b>	<b>13</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>16</b>	<b>0</b>	<b>11</b>	<b>57</b>

As 40% of complaints related to Housing Management, the following table breaks down the Housing Management complaints into area office and complaint subject.

Service Area	Anti-Social Behaviour Neighbour Issues	Responsive Repairs	Allocations	Customer Care Issues	Total
Maltby	0	0	0	2	<b>2</b>
Dinnington	0	0	0	0	<b>0</b>
Wath	1	0	2	0	<b>3</b>
Swinton	1	1	0	0	<b>2</b>
Rawmarsh	2	0	0	0	<b>2</b>
Going Local	1	3	0	1	<b>5</b>
East Herringthorpe	0	0	0	0	<b>0</b>
Town Centre	1	1	3	1	<b>6</b>
Aston	1	0	0	2	<b>3</b>
<b>Total</b>	<b>7</b>	<b>5</b>	<b>5</b>	<b>6</b>	<b>23</b>

The next table shows the number of complaints resolved during the quarter by subject area.

Outcome	Actions or conduct of staff	Quality of service provision	Cost of service	Delay in providing service	Absence of service	Lack of information and/or publicity	Others	Total
Upheld	3	5	0	1	5	0	1	15
Not upheld	6	8	0	0	4	0	9	27
Part upheld	1	3	0	2	5	0	3	14
N/A	1	0	0	1	0	0	2	4
<b>Total</b>	<b>11</b>	<b>16</b>	<b>0</b>	<b>4</b>	<b>14</b>	<b>0</b>	<b>15</b>	<b>60</b>

5 Ombudsman complaints were received during the period. They related to 2 allocation issues, 2 repair issues and a Right to Buy issue.

3 cases were resolved; one case resulted in a local settlement of £200 compensation. Two cases were not upheld, no maladministration was found by the Ombudsman.

**Complaint procedure performance targets**

Complaints to be acknowledged within 5 working days.

For the period, 100% of complaints were acknowledged within this time-scale.

Response to stage 1 complaints within 10 working days and stage 2 complaints within 30 working days.

Within the period, 95% of complaints were given final replies within target, compared to 96% in the last quarter. All customers were informed in writing the reasons for the delays.

There were 3 complaints resolved out of time. The reasons behind this are:

- Ref: EH/ES/77 – delay in officer’s investigations.
- Ref. EH/ES/81 – delay in officer’s investigations.
- HA/5/20- delay in officer’s investigations.

During this period 100% of the complaints were acknowledged within the 5 working day timescale sustaining excellent performance from last year (100% achieved throughout 2003-04).

**BV 5a - Complaints to the Ombudsman classified as maladministration**

There have been none in the period.

**BV5b - The number of complaints classified as local settlement**

There has been one in the period.

The customer was awarded £200 compensation for the additional months of noise nuisance suffered as the Council could have taken action earlier by deploying DAT equipment.

**Councillor Surgeries**

For the reporting period, 93% of surgeries were resolved within the target time of 5, 10 or 20 days, depending on the type of enquiry. This compares to 98% last quarter.

The table below shows the number of Councillor Surgeries received during the quarter by service and subject area.

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Service Area	Actions or conduct of staff	Quality of service provision	Request for service	Request for information	Cost of service	Delay in providing service	Absence of Service	Lack of information and/or publicity	Others	TOTAL	Percentage of surgeries
Housing Needs	1	0	1	2	0	0	0	0	0	4	2
BRU – Technical	0	0	4	2	1	1	0	0	0	8	4
Agency & Grants	0	0	1	0	0	1	0	1	0	3	2
Housing Management	0	0	80	74	1	2	1	1	4	163	82
Environmental Services	0	0	6	1	0	0	1	0	0	8	4
Waste Management	1	0	5	0	0	0	0	0	0	6	3
H & C Standards	0	0	0	0	0	0	0	0	0	0	0
Housing Strategy	0	0	0	0	0	0	0	0	0	0	0
Regeneration	0	0	0	0	0	0	0	0	0	0	0
Central Management	0	0	0	0	0	0	0	0	0	0	0
ASB	0	0	2	0	0	0	0	0	0	2	1
P&Q	0	0	0	3	0	0	0	0	1	4	2
<b>TOTAL</b>	<b>2</b>	<b>0</b>	<b>99</b>	<b>82</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>198</b>	
Percentage	1	0	50	41	1	2	1	1	3		

As over three quarters (82%) of surgeries received relate to Housing Management, the following table extracts these figures and breaks them down into Housing area and subject.

Area Housing Office	Rehousing request	Housing Application	Repairs Internal	Repairs External	Neighbour Nuisance	Anti-Social Behaviour	Racial Harassment	Fly Tipping	Vermin Problems	Replacement of doors etc	Grants	Heating Conversions	Noise Nuisance	Request for fencing/gates	Grounds Maintenance	Misc	Total Surgeries Received	Percentage of Surgeries Received
Aston	11	7	2	7	3	2	0	0	0	0	0	1	0	11	44	11	7	27
Dinnington	1	0	0	0	0	1	0	0	0	0	0	0	0	3	5	1	0	3
East Herringthorpe	1	0	1	0	0	0	0	0	0	0	0	0	0	4	6	1	0	4
Going Local	2	2	2	1	0	1	0	0	0	0	0	0	0	1	9	2	2	6
Maltby	0	6	3	4	0	4	0	0	0	0	0	0	0	7	24	0	6	15
Rawmarsh	3	2	1	1	0	0	0	0	0	0	0	0	0	2	9	3	2	6
Swinton	2	0	1	0	1	1	0	0	0	0	0	0	0	3	8	2	0	5
Town Centre	14	9	5	9	1	2	1	0	0	0	0	0	0	9	50	14	9	31
Wath	1	1	2	0	0	2	0	0	0	0	0	0	0	2	8	1	1	5
<b>Total</b>	<b>35</b>	<b>27</b>	<b>17</b>	<b>22</b>	<b>5</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>42</b>	<b>163</b>	<b>35</b>	<b>27</b>	

### **Rotherham Connect Enquiries**

Housing and Environmental Services is the only programme area within the Council that monitors and reports performance with Rotherham Connect enquiries. We see Rotherham Connect as important measures of our commitment towards customer care, accessibility of our services and e-government.

Rotherham Connect enquiries are handled by the Performance and Quality Unit. These are the miscellaneous enquiries that arrive via the Rotherham Connect website.

A protocol has been established for dealing with customer contacts including the standard of acknowledging enquiries within 2 days and providing final replies within 10 working days.

For the period, 76 enquiries were received and 98.6% (1 enquiry) were responded to within 10 days. 84% of these were responded to within 3 days, compared to the last quarter where 56 enquiries were received and 93% of these were responded to within 10 days.

The one enquiry that wasn't responded to in ten days was due to a delay in receiving information from another Programme Area.

**HOUSING AND ENVIRONMENTAL SERVICES**  
**15th November, 2004**

Present:- Councillor Ellis (in the Chair); Councillors Hall, N. Hamilton and Kaye (Policy Advisors).

Councillor Senior was in attendance for Minute No. 103.

Apologies were received from Councillor Jack.

(The Chair authorised consideration of the following 3 items to enable Members to be informed of the current situation)

**94. ALMO**

The Executive Director of Neighbourhoods gave a brief verbal report of the indicative report received from the Inspectors.

Resolved:- That the report be noted.

**95. NEIGHBOURHOOD DEVELOPMENT**

The Executive Director of Neighbourhoods submitted a report setting out the local and national context in which the Council's proposals for neighbourhood development was set.

It put forward proposals for the development of neighbourhood management and provided a summary of the steps that would need to be taken to establish effective arrangements. It also recognised the importance of creating the right conditions for neighbourhood management to develop and to develop confidence in the Council's commitment to lead.

It was noted that the report had been considered by the Corporate Management Team, the Cabinet, Area Assembly Chairs and the Cabinet Member for Social Inclusion and Community Planning.

Resolved:- (1) That the report be noted.

(2) That a report be submitted setting out options for the future of Area Assemblies.

**96. CONFERENCES**

Resolved:- That the Cabinet Member (or substitute) be authorised to attend the following conferences:-

Health and Safety Executive, "Working Together for a Healthy Partnership", to be held in Wakefield on 24<sup>th</sup> November, 2004

Local Government Association, (Public Health Policy in the New Millennium), to be held in London on 14<sup>th</sup> December, 2004.

**97. ANTI-SOCIAL BEHAVIOUR UNIT UPDATE**

The Anti-Social Behaviour Manager submitted a report on the changes within the Anti-Social Behaviour Unit, the current staffing structure, current cases and achievements.

The proposals for sustainable action on tackling anti-social behaviour was deferred at the present time until the final report of the ALMO Inspectors was received.

Resolved:- That the report be noted.

**98. STREETPRIDE PERFORMANCE RESPONSE TIMES**

The Head of Streetpride submitted the Streetpride performance response times for the third quarter of 2004.

The Streetpride Service had a set of targets covering 'response times' for 26 key services. The actual performance achieved in respect of each of the targets was recorded and monitored on a monthly basis.

84% of the key services were now consistently being delivered within the target response time. Those that did not meet the specified 100% target in September, 2004, were as follows:-

Streetlight out	79%
Removal of fly tipping	91%
Removal of dog mess	94%
Estimate for vehicle access crossing	97%

Resolved:- (1) That the report be noted.

(2) That Streetpride continue to monitor performance response times and report to the Cabinet Member on a quarterly basis.

**99. PETITION - DALTON**

The Head of Housing Services reported receipt of a petition from the residents of Meadow Close, Dalton, concerning the alleged anti-social behaviour arising from a neighbouring household. The petition alleged incidences of theft, vandalism and disturbance requiring police involvement.

The Housing Officer had visited the petitioners and agreed an action plan to resolve the problem. Nuisance monitoring sheets had been provided and the alleged perpetrators visited by the Housing Officer and the Police

Officer attached to the Anti-Social Behaviour Unit. Advice had been given of action that would be taken should they fail to comply with their tenancy agreement and cease any further nuisance to their neighbours.

The situation was being monitored.

Resolved:- (1) That the petition be received and the action taken to date noted.

(2) That an update be submitted after 6 months.

#### **100. PETITION - HERRINGTHORPE**

The Head of Housing Services reported receipt of a petition from residents of Swinburne Place, Herringthorpe, requesting that work be carried out to the in-curtilage footpaths.

Streetpride was currently improving the public footpaths but the residents would like to see the individual paths leading to their homes similarly improved.

A work schedule had been produced detailing all necessary works required, the costs of which (£28,380) exceeded the monthly area programmed work budgets (£13,000). It was, therefore, proposed that the paths be improved on a month-to-month basis on a 'worst first' basis. Work orders had already been placed on a number of properties to start the programme. Residents had been advised of the course of action to be taken.

Resolved:- That the petition be received and the action taken to date be noted.

#### **101. GARAGE MANAGEMENT REVIEW UPDATE**

The Head of Housing Services submitted a progress report on the review of garage site management.

The poor condition of many of the garage sites as a result of a lack of investment had been identified as a major issue in the review carried out in 2003. It had been agreed that an annual budget would be established for planned maintenance, improvements and demolitions based on garage income.

In June, 2004, a technical officer had been allocated to work exclusively on garage site management issues to carry out a stock condition survey of all garage sites (Appendix 1), draw up a 7 year planned maintenance scheme (Appendix 2) and implement a planned maintenance, improvement and demolition programme for 2004/05 (Appendix 3).

Work on the 11 targets identified in the improvement plan was as follows:-

- A new Council garage waiting list form had been introduced
- A new Council garage tenancy agreement had been introduced
- A new garage allocation policy had been introduced that gives priority to Council tenants
- The area teams now had the option of introducing local lettings policies
- A monthly inspection regime for garage sites had been introduced
- Garage site plots would only be let on sites that were in a good condition, in high demand, deemed sustainable and not required for another use
- The area based garage site management strategies were being continually developed and implemented. However, many objectives were achieved through the improvement programme
- The introduction of a computerised garage waiting list had been put on hold pending the introduction of the OHMS estate management module. It was a function identified as suitable for transfer to RBT
- A 7 year garage site planned maintenance programme had been identified
- A list of sites suitable for disposal had been identified
- A budget to cover the cost of demolishing garages had been identified.

Resolved:- (1) That the progress made with the management and maintenance/improvement of garage sites across the Borough be noted.

(2) That the schedule of garage sites appropriate for disposal, demolition of alternative use (Appendix 1) be noted with any sites being submitted on an individual basis for approval.

**102. VOID PROPERTY MONITORING FOR 30TH AUGUST TO 29TH OCTOBER, 2004**

The Head of Housing Services submitted an update on void property re-let performance and associated issues for the period 30<sup>th</sup> August to 29<sup>th</sup> October, 2004.

The number of voids as at 29<sup>th</sup> October, 2004, had increased by 7 from the start of the period to 260. The majority of voids, 193, were voids

currently excluded from HES68 and included properties such as those awaiting renovation and disposal. The number of voids that met the criteria to be included within HES68 had increased during the said period to 67.

Overall performance against the Indicator had improved by 1.90 days to 17.70 days. 6 Neighbourhood Housing Offices were operating within the target of 20 days with others on track to meet the target.

The performance on allocating open access properties had continued with 11 open access properties being let in the period. The overall performance if all open access properties were removed from the Indicator would be 18.04 days. This indicated that open access properties were no longer having a significant impact on the Indicator.

Performance on HES14 (average time taken to let a void from when 1 tenancy terminated until the next 1 started), which excluded all those properties that were excluded from HES68, was 14.06 days.

There had been 303 terminations in the period of which 277 met the criteria to be included in HES68 and 288 lettings. The cumulative figures for the year were 1,065 terminations and 1,089 lettings. In addition there had been 56 new tenancies created by mutual exchanges since April, 2004. The number of available to let properties at the start of the period was 22.

The amount of rent income lost on voids up to 1<sup>st</sup> October, 2004, had improved from 1.21% to 1.12%. This performance continued to place the Authority in the upper quartile for Metropolitan Authorities. This Indicator had now been discontinued as a National Indicator and, therefore, was difficult to collect more up-to-date data to give a meaningful comparison. If performance comparisons were made with the 171 local authorities and RSLs submitting data to Housemark in 2002, it would show top quartile as being anything under 1%, the median as 1.5%. Performance locally at the end of the first quarter of 2004/05 was Doncaster MBC 3.09%, Sheffield City Council 2.82% and Berneslai Homes 3.64%.

The sustainability of tenancies (HES5) measured the percentage of terminating tenancies in the year that had lasted longer than 12 months. Performance during the 12 months up to 29<sup>th</sup> October, 2004, was 96.14%. This figure did not include tenancies terminating within 12 months due to transfer, mutual exchanges and death. If they were included the figure would be 93.04%.

Resolved:- That the report be received and current progress noted.

**103. LICENSING ACT**

Councillor Senior, Chairman of the Licensing Board, presented a report which set out the progress on the Statement of Licensing Policy also highlighting a potential shortfall in licence fees in consideration of the Government's recently published consultation document on proposed fee levels.

A 13 week period of public consultation had ended on 29<sup>th</sup> October, 2004. All the comments made, together with points raised by individuals at various meetings had been incorporated into the draft Policy. The amendments were considered and approved by Members of the Licensing Board on 8<sup>th</sup> November, 2004.

Advice had been taken on the amended Policy from a leading licensing Counsel. His response had been positive with only minor changes and felt that it would stand up to Judicial Review. The document had been amended accordingly.

There was an outstanding issue regarding No. 14 (the Protection of Children from Harm). The licensing authority had to name a "responsible authority" to whom notice of applications would be sent and who could submit objections. It had to be set out in the Policy the name and address of each of those responsible authorities so applicants knew who they had to give notice to. There were workload implications for the named body but it was not a matter of choice; there had to be a name.

Discussion ensued on the proposed license fees. The maximum fees under the new Act would fall below the current fees charged for a public entertainment licence. The Government argued that the fees generated from a whole range of activities not currently licensed by local authorities would make up the shortfall but there were still concerns that the proposed fees would not cover the cost of maintaining the service, such as administrative, inspection and legal costs. The Government had stated that the Audit Commission (or similar) would conduct a review of the fees after the first year to assess whether the new scheme was self-financing.

Resolved:- (1) That the draft amended Statement of Licensing Policy be approved.

(2) That the draft Statement of Licensing Policy be referred to the Scrutiny Panel for comment.

(3) That the Cabinet Member of Social Services be asked to identify someone with regard to Section 14.

(4) That the draft Statement of Licensing Policy be referred to the Cabinet requesting adoption by the Council.

(5) That a briefing paper, in particular emphasising the aspect of fees, be sent to the 3 local Members of Parliament.

**104. EXCLUSION OF THE PRESS AND PUBLIC**

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs indicated below of Part I of Schedule 12A to the Local Government Act 1972.

**105. UPDATE DISTRICT HEATING MANAGEMENT CONTRACT**

The Head of Housing Services submitted proposals for a revised heating management contract in order to obtain value for money and rationalise the current contract as a consequence of the change from solid fuel to gas fired boilers.

Resolved:- That the matter be deferred for a further report.

(Exempt under Paragraphs 7 and 9 of the Act – financial affairs of another body/negotiation of terms)

**106. HOUSING AND ENVIRONMENTAL SERVICES COMPLAINT PANEL HELD ON 22ND OCTOBER, 2004**

It was noted that a meeting of a Complaints Panel had been held on 20<sup>th</sup> October, 2004, comprising of Councillors Rushforth (in the Chair), Hall and Swift. The Panel heard a complaint from Mrs. L. relating to an allegation of discrimination in respect of a second Notice Seeking Possession, served on 4<sup>th</sup> June, 2004, for rent arrears and her belief that it was served because of her ongoing campaign to opt out of charges for Rothercare and communal facilities.

Mrs. L. had compared her case to that of Tenant X whose written permission had been received to discuss the details of her case at the meeting.

The Panel had not upheld the complaint but had made the following

recommendations:-

1. That no further action be taken by Housing Services in respect of the Notice Seeking Possession served on Mrs. L. for a period of 3 months.
2. That no action be taken in respect of Tenant X at this time but should arrears still be outstanding in 3 months consideration be given to serving a Notice Seeking Possession on Tenant X.

Resolved:- That the Complaint Panel's recommendations be noted.

(Exempt under Paragraphs 4 and 7 of the Act – information as to services provided by the Authority/affairs of an outside person)

**107. PETITION - TARRAN PROPERTIES, MALTBY**

The Democratic Services Manager reported receipt of a petition, containing, 35 signatures, objecting to the plans to demolish homes on Newland Avenue, Maltby.

Resolved:- That the petition be received and a further report submitted in 1 month.

(Exempt under Paragraph 3 of the Act – accommodation provided by the Council)

**108. GROUNDS MAINTENANCE - CEMETERIES AND CREMATORIUM SERVICE**

In accordance with Minute No. 92(2) of 25<sup>th</sup> October, 2004, the Executive Director of Economic and Development Services attended the meeting to set out the background to the procurement process undertaken for the Grounds Maintenance Service by his Programme Area.

Full details of the procurement exercise for the Grounds Maintenance Services had been considered at a joint meeting of the Cabinet Members for Economic and Development Services and Education, Culture and Leisure on 1<sup>st</sup> September, 2004. The Cemeteries and Crematorium Service was not included in the original exercise.

During the post tender evaluation, Neighbourhood Services requested that the grounds maintenance service be undertaken by the successful contractor with effect from 1<sup>st</sup> November, 2004. The contractor had subsequently produced a pricing schedule based upon the service level required based upon the new contract. The figures were consistent with the tender rates of the main contract.

The Manager and Registrar of the Crematorium reported on negotiations that had taken place since the 25<sup>th</sup> October that would have no impact in

terms of service. The Cemeteries and Crematorium Service element of the contract had a variation clause that it could be withdrawn with notice.

Disappointment was expressed that Neighbourhood Services had not been involved in the joint meetings although it was acknowledged that at that time the Service had not formed part of the contract.

Resolved:- (1) That investigations be conducted into the rationalisation of the various grounds maintenance budgets and that a further report be submitted in due course.

(2) That a further report be submitted on the negotiations with the contractor to the 29<sup>th</sup> November, 2004, meeting.

(Exempt under Paragraph 9 of the Act – negotiation of terms for the provision of service)

#### **109. REPAIRS FREEPHONE SERVICE**

The Head of Housing Services submitted a report outlining the research that had taken place into the possibility of providing a repairs freephone number for customers.

The provision of a freephone service to Rotherham Connect was one of the service improvements identified by the Home Truths initiative. Tenants could report repairs free of charge from the district offices to Rotherham Connect using phones placed in cubicles in the reception areas. This facility was now commonly used.

The Repairs and Maintenance Policy Panel had considered this issue. They felt that it should not be pursued as they would prefer to see the money spent on properties and did not think it unreasonable for people to pay for the cost of reporting a repair.

Resolved:- That the Policy of a free of charge phone service from the District Offices be reaffirmed.

(Exempt under Paragraph 8 of the Act – expenditure incurred for the provision of service)

#### **110. GRANT REPAYMENT**

The Head of Housing Services submitted a report outlining a request received from a grant recipient who now wished to sell their property and had asked that consideration be given to a pro rata repayment of the grant received.

The grant recipient wished to sell the property due to a change in family circumstances. In total £15,459.72 had been granted with the applicant contributing £2,236.68.

The Cabinet Member had the power to agree to a pro rata payment in accordance with the Housing Grants, Construction and Regeneration act 1996 (Section 45(2)).

Resolved:- That a pro rata payment of the grant be required, assessed as £4,122.59, based on the criteria outlined as to the remaining number of years in the 5 year grant condition period.

(Exempt under Paragraphs 4, 5 and 8 of the Act – contains name and address of applicant who had received financial assistance from the Authority)

**111. PUBLIC AND PRIVATE SECTOR APPLICATIONS EXCEEDING DELEGATED POWERS**

The Head of Housing Services submitted 2 Disabled Facilities Grants (private sector) and 1 Disabled Facilities adaptation (public sector) for consideration.

Resolved:- (1) That application No. 17347 (Disabled Facilities Grant) be approved in the sum of £25,000.00 provided the works are carried out:-

(a) substantially in accordance with plans and specifications submitted by the Head of Housing Services;

(b) within a period of 12 months of the application being approved.

(2) That application Nos. 17892 (Disabled Facilities Grant) and 18673 (Disabled Facilities Adaptation) be approved in principle subject to funding being made available.

(Exempt under Paragraphs 4, 5 and 8 of the Act – contains names and addresses of applicants requesting financial assistance from the Authority)

**CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES**  
**29th November, 2004**

Present:- Councillor Ellis (in the Chair); Councillors Hall (Environment Scrutiny Panel, N. Hamilton and Kaye (Policy Advisors).

Apologies were received from Councillors Jack.

**112. TENANT SATISFACTION SURVEY FOR DIRECT DEBIT**

The Head of Housing Services submitted a report on the results of a tenant satisfaction survey conducted on the subject of Direct Debit.

The Customer Finance Unit had carried out the above survey of existing Direct Debit customers to establish whether their current Direct Debit cycle was convenient and whether they wanted a statement of account. This underpinned what was thought to be areas of weakness that would be highlighted in the forthcoming Audit Commission ALMO indicative inspection report. Best practice determined that customers should have easy access to statements of account and that they should have more choice to determine what payments dates were most convenient to them.

A total of 2,668 surveys were sent out with a return rate of 39%. Out of the 1,045 returns, 36% of customers said they would like a quarterly statement whilst 38% would like a further payment cycle at the beginning of each month.

The cost in setting up a further Direct Debit cycled on the first of the month would be negligible. The cost of issuing quarterly statements to existing customers would be in the region of £1.20 per statement. Total costs per annum would be in the region of £12,000.

Resolved:- (1) That Direct Debit statements be issued for customers on a six monthly basis with investigations taking place as to how many would wish to receive them on a quarterly basis and the work/costs involved in such a facility.

(2) That a third Direct Debit cycle be set up for the first of every month.

**113. "GOING LOCAL" INITIATIVES EVALUATION**

The Head of Housing Services submitted a report identifying and evaluating each initiative undertaken by the Going Local pilot project within the original set up period from May to October, 2003.

An interim evaluation was undertaken of the pilot, along with a subsequent update in June, 2004. It was concluded that the broader initiatives that would influence Service delivery strategies be rolled out within the Programme Area restructure and that a more detailed evaluation be undertaken of the individual initiatives.

Appendix 1 itemised each initiative, categorised into issues that had impacted upon Repairs and Maintenance, community engagement, management and administration, neighbourhood management and partnerships and estate management.

Each initiative had been evaluated against the direct beneficiaries i.e. had the initiative benefited the customer (front of house) or the process (back of house)? It was accepted that benefits to process e.g. reducing inefficiency, had an indirect benefit to the customer through redeployment of resources. Appendix 1 identified the direct beneficiary in the first instance.

The report also identified whether each initiative had been successful or not, whether it should be rolled out or not or if it required further development to become successful.

Resolved:- (1) That the successful initiatives tested in "Going Local" continue to be rolled-out as part of Service restructuring to support the ALMO and Neighbourhood Management.

(2) That there be continued development and testing of initiatives at the Going Local Pilot Area.

(3) That the "Going Local" branding of coats be held in abeyance for the present time until a decision was made to the exact wording.

(4) That a further report on the initiatives that had not been delivered as yet be submitted in 4 months time.

#### **114. REPAIRS DSO NEW SALARY SCHEME**

The Head of Housing Services submitted a progress report on the recently introduced salary scheme for DSO Repairs and Maintenance operatives. On the introduction of the scheme, it was agreed that a quarterly monitoring review would take place jointly between management and the trade unions to ensure its smooth operation.

The new scheme included a number of key changes relating to the new payment system including:-

- Multi-skilling to achieve more 'right first time' completions
- Four day working weeks with earlier start times/later finishing times
- Introduction of monthly pay with incentives linked to becoming multi-skilled
- Agreement to the use of palm held IT at a future date
- Bank Holiday Tuesdays to become a normal working day
- Performance monitoring.

There had generally been very few problems with the 360 operatives that

had benefited from the new scheme. In the majority of cases, operatives had been aligned to a salary point commensurate with their skills and ability while operatives have had to demonstrate both willingness and ability in order to progress to a multi-skilled rate of pay. Operatives were encouraged to develop their skills with the help of any training, mentoring or shadowing which the Service could provide. The number of operatives currently classed as multi-skilled stood at 309 which represented 86% of the workforce, in line with Service Improvement Plan targets.

Trade Unions and management agreed that the scheme would have a significant impact on customer satisfaction which was born out by the latest customer satisfaction reports currently running at 92%. It would also make a considerable contribution to workforce stability and industrial relations harmony at a time when the construction market was exceptionally buoyant.

The new salary payment system for craft employees resulted in considerable benefits to the workforce in terms of some additional remuneration and job enrichment. For the Service, the flexible working patterns which had been introduced since July, kept in line with the 37 hour working time agreement but extended the working day, enabling more appointments to be made and more jobs to be completed in the same day rather than carried over.

There were a number of issues that continued to be addressed:-

- Productivity
- Cost parameters
- Analysis of service delivery statistics including accurate recording of information by operatives
- Prompt supply of materials

The remaining outstanding action points were the Emergency Team pay agreement and palm held technology.

Resolved:- (1) That the report be noted.

(2) That the next quarterly report include an update on the issue of productivity.

**115. PETITION - DEARNE ROAD/CHAPEL AVENUE AREA, BRAMPTON BIERLOW**

The Head of Housing Services submitted a report outlining the action that had taken place since the submission of a petition by residents in January, 2003 (Minute No. 300 of 27<sup>th</sup> January, 2003 refers).

Youths congregated in the area around the Chapel on the corner of Chapel Avenue and Dearne Road because of its position. It was a well lit area opposite a shop and easily accessible to other youths from

neighbouring villages. This had hindered previous enforcement action because many of the perpetrators were unknown to local residents.

Upon receipt of the petition, staff from the Wath Neighbourhood Office visited all of the 35 petitioners to explain the powers available to the Council. Residents were also encouraged to report problems to the Police. Nuisance diary sheets were issued to record evidence but unfortunately no nuisance monitoring sheets were returned.

The Anti-Social Behaviour Unit had been working with the Police and carried out some surveillance work. However, this had not resulted in the identification of any problems. Further surveillance would commence in the near future.

The Brampton Tenants and Residents Association had raised the issue of anti-social behaviour in the area with the Police which the latter acknowledged as a problem but they were dealing with more serious youth nuisance hot spots in other parts of the Dearne Valley.

An action plan had been devised in order to improve communications and gain the trust and confidence of the Brampton community including a joint article with the Police in the next "Villager" Newsletter.

Resolved:- (1) That the progress made in tackling anti-social behaviour in the Dearne Road/Chapel Avenue area of Brampton Bierlow be noted.

(2) That Ward Members be informed of the investigations that had taken place.

**116. UPDATED LEASEHOLDERS' GUIDE AND PROGRESS WITH LEASEHOLDER MANAGEMENT**

Resolved:- That this item be deferred until the 13<sup>th</sup> December, 2004, meeting.

**117. PETITION - MALTBY CEMETERY**

The Head of Neighbourhood Services reported receipt of a petition, containing, 172 signatures, regarding Maltby Cemetery.

Resolved:- (1) That the petition be received.

(2) That the issues raised be investigated and a report submitted thereon in 1 month.

**118. EXCLUSION OF THE PRESS AND PUBLIC**

Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of

exempt information as defined in those paragraphs stated below of Schedule 12A to the Local Government Act 1972.

**119. RENTS FOR PROPERTIES LEASED TO SOUTH YORKSHIRE HOUSING ASSOCIATION (SYHA)**

The Community Services Manager reported on a request received for clarification of Council Policy on leasing arrangements of properties to homeless client groups.

South Yorkshire Housing Association had a number of short life properties, used as interim accommodation for homeless families, where the leases were due for renewal. At present the Association paid a nominal rent plus, in the case of flats, a service charge for the maintenance of the common parts and surrounding areas.

Resolved:- (1) That leases for properties arranged with South Yorkshire Housing Association be renewed on the basis of average market rent minus average maintenance costs in light of the fact that the Association already meet those costs.

(2) That provision be made for the amount to be adjusted annually to take account of any Council rent revisions and inflation.

(Exempt under Paragraph 7 of the Act – financial/business affairs of a company other than the Authority)

**120. CEMETERIES GROUNDS MAINTENANCE AND GRAVE DIGGING SERVICES**

Pursuant to Minute No. 108 of 15<sup>th</sup> November, 2004, the Manager and Registrar, reported on further negotiations that had taken place with regard to the Cemeteries Grounds Maintenance and Grave Digging Contract.

Resolved:- (1) That the additional costs of procurement of the Grounds Maintenance and Grave Digging Services be noted.

(2) That, should the additional sums not be made available through the Medium Term Financial Plan, it be noted it may be necessary to fund the budget deficit by recovering costs by increasing Cemetery and Crematorium fees from April, 2005.

(Exempt under Paragraph 9 of the Act – contractual negotiations)

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

<b>1.</b>	<b>Meeting:</b>	<b>P.S.O.C.</b>
<b>2.</b>	<b>Date:</b>	<b>26 November, 2004</b>
<b>3.</b>	<b>Title:</b>	<b>Budget issues – Rotherham MBC and Gershon</b>
<b>4.</b>	<b>Programme Area:</b>	<b>Chief Executive</b>

**5. Summary**

Members are asked to consider and agree Scrutiny's input into the budget process for financial year 2004/05. This will include consideration of the current financial position and priorities and pressures for the coming year.

Attached is a briefing on Sir Peter Gershon's Efficiency review 12 July, 2004.

**6. Recommendations**

Members agree the information they require to effectively contribute towards the budget process.

## **7. Proposals and Details**

Any consideration of the Council's budget is inevitable a complicated task not only because of the issues involved but also because of the complexity and diversity of the various budgets.

Information presented to Members should include projected outcome/outturn for this year, giving reasons for how any over/underspend has arisen.

There is a need for commitment to try to deliver the 'Gershon' efficiency savings that will apply in the period 2005/06 to 2007/08. The Chancellor of the Exchequer's spending review announcement outlined the basic strands from which efficiency savings are expected. More detailed guidance to local authorities is expected to come from ODPM on precisely how Gershon efficiency savings are to be applied.

It is understood ODPM are to produce an 'Efficiency Plan' but the timescale is short since the efficiency savings will apply in the financial year 2005/06.

## **8. Finance**

This will be considered through the budget process

## **9. Risks and Uncertainties**

If Scrutiny does not engage in the budget process there is a missed opportunity to contribute towards and influence the way ahead for the Council.

## **10. Policy and Performance Agenda Implications**

Scrutiny will consider how effectively the Council have been able to map investment against performance in light of the agreed political priorities

## **11. Background Papers and Consultation**

Gershon's Efficiency Review

**Contact Name** : *Cath Saltis, Head of Scrutiny and Member Support, 01709 822779*  
*Or via email cath.saltis@rotherham.gov.uk*



## POLICY BRIEFING

Local Government Information Unit

16 November 2004

226/04

## Implementing Gershon: Efficiency Technical Notes Published

### Summary

Following the Gershon report of 12 July, during the first days of November Whitehall departments have published their plans for delivering £21.5b in savings. This briefing explains the implications for local government.

Copies of the Efficiency Technical Notes and supporting advice can be found at:

[http://www.odpm.gov.uk/stellent/groups/odpm\\_localgov/documents/downloadable/odpm\\_locgov\\_032675.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/downloadable/odpm_locgov_032675.pdf)

[http://www.odpm.gov.uk/stellent/groups/odpm\\_localgov/documents/page/odpm\\_locgov\\_032674.pdf](http://www.odpm.gov.uk/stellent/groups/odpm_localgov/documents/page/odpm_locgov_032674.pdf)

<http://www.dfes.gov.uk/publications/pdf/dfesetn.pdf>

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The information in this policy briefing applies to **England only** but the issues raised may be of a wider interest to our affiliates

This policy briefing is produced for our affiliates only. It should not be forwarded or circulated to non-members.

## Overview

As promised when Sir Peter Gershon's Efficiency Review was published on 12 July (policy briefing 156/04), Whitehall Departments have published their Efficiency Technical Notes (ETNs) during the first three days of November. These documents explain how central government plans to deliver the £21.5b savings target set by the Gershon Review. Every department has published an ETN. The documents reported on in this briefing are:

- ODPM ETN for Local Government: reporting on all local government targets and the framework for implementing efficiencies listed in the ETNs of other Whitehall departments. Three areas are specifically excluded from the scope of this ETN: police, schools and Transport for London.
- Dept. for Education & Science ETN as it relates to schools
- Home Office ETN as it relates to the police
- Dept. for Transport ETN as it relates to Transport for London
- *Delivering Efficiency for in Local Services* an ODPM information report for Leaders & Chief Executives
- ODPM ETN covering the department itself and registered social landlords

The documents do not give any new detail on the amounts that are to be saved. They do not explain the possible double counting referred to in past briefings. Instead the documents provide clear insights into central government thinking on how savings are to be achieved. The ODPM ETN for local government is a non-formal consultation document raising specific questions to which affiliates are urged to respond. This ETN is supported by a longer advisory report '*Delivering Efficiency in Local Services*', providing advice, information on available support services and key contacts.

The ODPM ETN for Local Government covers ETNs from other Whitehall departments except for those from DfES, Home Office and DfT. The ODPM issued a separate ETN for the savings that will be made within the department and by registered social landlords other than councils. This briefing considers all these ETNs.

The Gershon report suggested that savings could be made against five headings:

- back office functions
- procurement

- transactional services
- policy, funding & regulation (in both public & private sectors)
- increases in productive work time of front line staff

## The ODPM Approach

The £6.45b saving required by 2007/8 are calculated from the baseline of £85.6b spending in 2004/05 based on the Formula Spending Shares, specific grants, police grants, net capital spend and minus transfer payments (like rent allowances). Savings from the police, from schools and from Transport for London are explained in separate ETNs.

Councils will be expected to produce an Annual Efficiency Statement (AES) signed by the Leader and Chief Executive. The AES will contain a forward-looking and a backward-looking statement.

- The forward-looking statement should be no more than two pages long and should explain the efficiency strategy, key actions and expected financial savings.
- The backward-looking statement would report on achievement. ODPM propose that this should be assessed by the Audit Commission as part of the 'Use of Resources' block in CPA.
  - They seek views on this now. However, the Audit Commission will have more formal consultation on this proposal.
- ODPM ask about dates for the document. The first backward-looking report would be in June 2006. They propose that the forward statement should be issued in April 2005 to fit the budget cycle.
  - ODPM are also considering a June deadline. There is no formal request for views, nor consultation deadline. However, the document suggests that responses from authorities would be welcome. Responses will be needed urgently, since the government plan to issue a final document by the end of December.

ODPM have commissioned INLOGOV to pilot two possible ways of assessing past achievements with 60 councils. The models are either self-assessment or a framework assessment.

### Self-assessment

This approach allows councils to design their own report so long as it shows:

- the monetary value of the actions taken to deliver savings
- whether those savings are 'cashable', or 'non-cashable'
- evidence that service quality has not been harmed by savings. Councils could decide what evidence to use, but CPA and statutory indicators are suggested for inclusion.
- There must be an audit trail robust enough to allow the Audit Commission to assess the quality of the evaluation process.

### Framework Assessment

This approach uses a centrally defined framework of around 20 indicators covering council service areas and four of the Gershon savings areas (all but policy, funding & regulation). Councils are then free to add efficiency gains not covered by these indicators using the self-assessment approach described above.

- Annex 3 provides a framework list for consultation. The list may be a helpful tool to provoke thought within councils, including measures such as:
  - unit cost of residential care for older people.
  - 'sickness absence'
  - unit cost of HR per employee
- However, it is not clear that the list much adds value and indeed it could encourage a narrow focus, reducing the innovative thinking required to make a success of Gershon:
  - some indicators assume the continuation of existing approaches to service delivery
  - some appear obvious
  - some are vague

## Definitions & Details

A set of technical details are explained:

- Savings are net of inflation and HM Treasury GDP deflator inflation is used to measure this. Currently that is 2.52% for 2005/06, 2.68% for 2006/07 and 2.70% for 2007/08
- 'Cashable' savings mean that a savings produces spare money that can be spent elsewhere. 'Non-cashable' means improved outputs for the same spending, thus not producing spare cash that can be spent elsewhere.

- Examples of non-cashable savings include more productive use of staff time, or efficiencies leading to reduced fees and charges.
- Some savings will not be counted towards Gershon targets:
  - re-labelling activity creating 'on paper' savings
  - savings that reduce service quality
  - moving costs from one area to another
  - increasing fees or charges
- ODPM recognise that it can be hard to put a monetary value on an improvement in quality. They suggest that the Atkinson Review is one source of thinking on this. (The Atkinson Review was sponsored by HM Treasury. It will report in January 2005 on ways of measuring government output and productivity. An interim report was issued in July) ODPM will commission research into the question in 2005.
- The Audit Commission will be managing the collection of efficiency data from councils using their electronic data gathering system.

## Delivering Efficiency in Local Services

The ODPM publication '*Delivering Efficiency in Local Services*' brings together information on the existing advisory services, support funds and contact points for implementing Gershon targets. The introduction assures councils that the measurement processes used to validate savings should not be onerous and that ETNs and timetables should be flexible to ensure that a dialogue leads to the best possible outcomes.

- Key milestones include December 2004 for final guidance; April 2005 for the first forward-looking AES; April or June 2006 for the first backward-looking AES.
- Corporate Services will be enhanced primarily through e-Government National Projects and Regional Centres of Excellence (RCE)
- Commodity & Services Procurement will be enhanced primarily through the National Procurement Strategy, RCEs, enhanced professionalism and the National e-Procurement project.
- Construction Procurement will be enhanced primarily through better use of existing stock, better procurement on new construction, more flexible working and asset disposals following the Lyons agenda.
- Productive time will be improved by addressing staff sickness rates, increasing mobile working technology, cost effective recruitment and re-shaping reward strategies.

- Transactional services, such as council tax, housing benefits, planning or business rates are backed by four levers: existing projects, the Strategic Partnership taskforce, encouraging council collaboration and outsourcing specific work streams.

## Other Government Departmental ETNs

Police, schools and Transport for London are dealt with in other ETNs. The ODPM's internal Gershon targets and those of non-council social landlords are dealt with in a separate ODPM ETN.

### Department for Transport (DfT) ETN

The DfT ETN reports that Transport for London's Business Plan, to be published in November 2004, will report how performance improvements will be extracted from the PPP contracts that control the management of London Underground. Since these contracts are set for over 20 years, it will be informative to see whether Transport for London have found ways to amend them to the benefit of the public.

### Home Office ETN

The Police service is to save £1060m of the Home Office's £1970m target. This brief document reports (in less than one page) how 43 police authorities will increase front line policing and increase value for money in procurement and corporate services.

### ODPM Departmental and Housing ETN

The Gershon review proposed savings of £835m in the registered social landlord (RSL) sector. This ETN reports that £480m will come from local authorities and £355m from other RSLs. That £355m counts towards the £620m total that ODPM must find.

Other savings by ODPM are £25m in administration, £120m in regional development agencies, £105m in Fire, £8m Firelink maintenance and £6m housing mobility.

ODPM's administrative saving results in a net increase in administrative spending from £328m to £330m. This represents a savings because it incorporates past decisions requiring increases in activity. Councils may find this model of savings helpful.

### Department for Education & Science (DfES) ETN

The DfES ETN contrasts starkly with other ETNs. It is 55 pages long and lists tightly defined national initiatives. Also in contrast to the ODPM and Home Office documents, DFES prescribe how success will be measured. Savings are to be generated by plans including:

- teachers' pay restructuring
- reduction in the cost of teachers' pensions
- better financial management by head teachers, to be made possible through new training modules and a benchmarking website.
- more productive use of teacher time will be created through greater use of IT. This will apparently ensure that teachers can prepare their lessons more swiftly. Interactive whiteboards will apparently ensure both faster preparation and faster teaching.
- unified procurement of educational content
- the DfES's Centre for Procurement Performance will improve 'whole life costing', so achieving savings similar to those being planned by other organisations working to enhance construction procurement across local government.

## Comment

The publication of the next stage of Gershon documents is to be welcomed. It provides new information on government thinking in three ways; two of these are to be welcomed.

Least controversially ODPM have provided a useful service with *Delivering Efficiency in Local Services*. It brings together telephone and email contacts. It provides examples of the types of efficiency solutions that Whitehall expects of local government. It lists resources available to help deliver better services more cost effectively.

The challenge of Gershon is to deliver greater cost effectiveness without harming services. The private sector experience on which many of Gershon's underlying assumptions are based, suggests that the greatest gains can be made when business processes are re-designed, rather than merely streamlining existing processes. Some examples of this approach can be found in reports on 'business process re-engineering'. The success of this approach

depends to a large extent on freedom to innovate, rather than being forced to implement plans designed at head office.

This is why the second benefit of these reports is the approach taken by ODPM.

- The self-assessment model, on which ODPM seeks opinion, provides more encouragement for innovative councils. However, even the framework assessment model is not a serious threat to innovation.
  - ODPM have commissioned an INLOGOV survey to decide which option to take. Affiliates are none the less urged to inform ODPM of their views before the final decision in December.
- ODPM seek views on whether the forward-looking Annual Efficiency Statement (AES) should be published in April, or June. The arguments are evenly balanced but affiliates are urged to take a view and inform ODPM. Whichever choice is made it is important that councillors think through the Gershon agenda when setting annual budgets.
- ODPM seek view on whether the AES should be judged as part of the Use of Resources block in CPA. Again, formal consultation will follow, but affiliates are urged to make their opinion known to ODPM now.
- ODPM suggest that they will consider further flexibilities where there is a good case that these will lead to greater gains over the three year programme.

The flexible approach of ODPM recognises the need to encourage bottom-up innovation. However, the wider Whitehall context is far less encouraging. Most shocking is the top-down micro-management of the DfES.

- Their centralised instructions leave little room for innovation. They thus maximise the risk that efficiencies will become cuts.
- Some of their savings are both prescriptive and although clearly beneficial to services, require unusually intrusive verification processes.
- Some of the assumptions about what can be achieved with the support offered appear unsupported by evidence, or experience. In particular financial management goals are likely to cause alarm for head teachers.
- Some of their prescriptions appear to fail the ODPM test of what counts as a saving, rather than a cut. It would be remarkable if DfES simply relied on its power in the Whitehall village to redefine cuts as efficiencies.

This uneven playing field is evident to a lesser extent in other aspects of these ETNs. To their credit DfES promise an 87.5% cut in the burden of inspection on schools, although how this will be achieved is not clear from the ETN. More

typical of Whitehall is the fact that the ODPM ETN for local government excludes the policy funding and regulation theme of Gershon: the one theme in which central government is responsible for delivering savings in the local government arena.

The ETNs reveal a Whitehall machine that is wary of accepting risky and challenging goals, but content to pass these on to local government. None the less, given sufficient room to innovate and flexibility in how results are delivered, this is a challenge that local government has already demonstrated it can meet.

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**ENVIRONMENT SCRUTINY PANEL**  
**Thursday, 18th November, 2004**

Present:- Councillor Atkin (in the Chair); The Mayor (Councillor F. Wright); Councillors Burke, Clarke, Hall, Jackson, McNeely and Rushforth, together with Mr. D. Alderson (Housing Tenant Panel), Mr. D. Willoughby (Housing Tenant Panel) and Mr. J. Carr (National Society for Clean Air).

Councillor Ellis was in attendance at the invitation of the Chairman.

Councillors Pickering and Whelbourn were in attendance for Minute No. 73.

Apologies were received from Councillors Hodgkiss, J. Lewis and Sgt. B. Bell.

**71. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS.**

There were no members of the press and public present.

**72. DECLARATIONS OF INTEREST.**

Councillor Vines declared a personal item in Minute No. 76 (rents a Council garage).

**73. NEIGHBOURHOOD DEVELOPMENT**

The Executive Director of Neighbourhoods submitted a report setting out the local and national context in which the Council's proposals for neighbourhood development was set.

It provided a summary of the steps to be taken to put in place, the right conditions to develop neighbourhood management in Rotherham and the partnership with communities and key organisations such as the Police. The report also set out some of the local and national issues that required the Council to put in place neighbourhood management arrangements particularly in terms of the Council's overall standing.

It had been recognised that the Council required a proper infrastructure to deliver the changes needed to tackle deprivation in neighbourhoods. A clear role was also needed for Area Assemblies, which was also linked to the role of Ward Membership role and Community Leadership, and strengthen the community planning processes .

An action plan had been produced (Appendix 1) , the first 6 months of which would enable a proper insight to be gained of where the Council was and an understanding of how far its partners were prepared to go in joining force with the Authority to tackle certain issues. A Corporate Task Group had been established to ensure that the actions were taken forward.

Discussion ensued on the report with the following points clarified:-

- It was the intention to align the neighbourhood management areas with Area Assembly boundaries. The Police were on board and the Primary Care Trust, although not sharing area boundaries, were hoping to share a collection of Ward boundaries.
- Pathfinder boundaries, set by Central Government, did not follow Ward boundaries because of the definition of deprivation and could not be changed.
- It was for the Council and its partners to ensure that arrangements were in place to maintain the confidence of the community and recognised as a body that could tackle and resolve problems. The Council was the community leader and the organisation that took on board the concerns of the whole community and, therefore, needed to ensure that it knew there was someone in charge of ensuring problems were solved.
- Members had expressed the need to see some real changes taking place in the way service was delivered and the way resources were targeted particularly in those communities where people were subject to deprivation and exclusion from main stream activities. Strengthening the Community Planning Framework would ensure that issues stated in the Plan changed the way Council services were delivered and the way partner organisations operated. The process needed to be properly integrated with business planning.
- Numerous discussions had taken place with regard to Area Assemblies and the need for absolute clarity as to their role. Political decisions would need to be made to clarify their role and determine their decision making powers.
- Neighbourhood management was designed to help deliver a change in services that community members felt excluded from. These would include housing, employment, training etc. and crossed all Programme Areas. Currently there was insufficient information to ascertain an accurate profile of a neighbourhood i.e. what community facilities there were, who were the key players for that community, what difference the activity/resources/spend had had. That baseline information would be utilised to conduct a Best Value Review of Neighbourhood Management.
- The Neighbourhood Renewal Unit was a national Unit set up to provide advice to partnerships who were serious about tackling deprivation. A bid had been made to the Unit for an Advisor to enable the Authority to learn nationally what had been successful. The Advisor was funded by Central Government but it was only for a 10 day period.

- There were issues of the Best Value Review that would link into the Community Leadership of the Local Council Review undertaken by the Democratic Resources Scrutiny Panel. The scope of the Neighbourhood Management Review needed to be established by February, 2005, in order to produce an improvement plan to inform phase 2 of the review 2005/06.
- There was no deliberate intent to exclude Parish Councils or ignore the forthcoming Quality Parish Councils. The report was a “catch all” and many organisations/services were not mentioned. Under the new arrangements Parish Councils also had rights.
- Once a Parish Council had achieved “Quality Service” they had the opportunity to take over services such as Streetpride. There were no plans at present as to how this would be dealt with. Discussions were needed to develop the Council’s Framework and the neighbourhood development approach. A series of opportunities for developing decentralised services was being produced which all needed to be debated as part of the bigger framework.
- The issue of Parish Council boundaries was not set by the Programme Area. There was to be a review of the Parliamentary boundaries in 2005 followed by Parish Councils in 2007.
- Many of the Parish Councils had Parish Plans and there was a question of how they would fit into Community Planning for the new neighbourhoods. It had to be ensured that the Community Development Framework had a strong Community Planning process as it changed the way actions were delivered and the way spending was targeted so that it made a real difference on the ground. One of the many issues was the multitude of plans and how to streamline them. The Programme Area was currently looking at the way services were delivered, what their impact was and what results they had had and how smarter plans could be produced.

Resolved:- (1) That the report and outline project plan be noted.

(2) That the matter be referred to the Performance and Scrutiny Overview Committee recommending that a joint review be carried out by the Democratic and Resources and Environment Scrutiny Panels.

#### **74. ALMO INSPECTION**

The Executive Director of Neighbourhoods gave a brief verbal report on the indicative findings of the recent ALMO inspection.

Resolved:- That the report be noted.

**75. WASTE MANAGEMENT INSPECTION**

The Head of Neighbourhood Services presented a report on the results of the Waste Service's Best Value Inspection.

The Service was judged to be good (2 star) with promising prospects of improvements. The Inspection Team had felt that the Service was efficient and effective in keeping public spaces and town centres clean and tidy, the refuse collection was reliable and local people had many facilities to recycle their household waste. The inspection had covered the Council's Waste Management Service, including refuse collection, recycling, waste disposal, environmental education, enforcement and street cleansing. The cost of the services was £11.5M.

Since the report had been produced the Authority was in the top quartile of Metropolitan Authorities for recycling.

One of the issues the Inspectors noted as requiring attention was the measurement and monitoring of participation rates in kerbside collections of recyclables. The second phase of Blue Boxes had been chipped to allow quite accurate measurement of who participated and how frequently. This would allow the Service to target its education programme and improve participation. It was known that there were certain areas of the Borough with poor participation rates but the focus leading up to the inspection had been to get the boxes out and collection in place to allow those who wished to recycle to do so. The issue of cost to the Council of non-participation was a real issue which may need to be addressed in the future.

A draft Improvement Plan had been prepared and was to be consulted on with Economic and Development Services shortly.

There had been approximately 15,000 responses to the Waste Strategy so far all of whom would be invited to a consultation event.

With regard to collections at Christmas, all households would have a sticker placed on their wheelie bin informing them they would receive a leaflet specific to their area. The leaflet would state when their waste and Blue Box would be collected and advice on how to manage waste over the Christmas period, real Christmas tree composting and opening times/days/locations of the household waste recycling centres. There would also be a 2005 calendar for Blue Box collections.

Resolved:- (1) That the report be noted.

(2) That the Service Improvement Plan be submitted to this Scrutiny Panel for consideration in January, 2005.

**76. GARAGE MANAGEMENT REVIEW**

The Housing Manager presented a progress report on the garage management review.

The 2003/04 review had resulted in the identification of an 11 point service improvement plan. The major issue was the poor condition of many garage sites, mainly as a result of a lack of investment. It had been agreed that an annual budget would be established for planned maintenance, improvements and demolitions based on garage income. The figure agreed was £291,612 for 2004/05 with an additional £112,914 available for responsive repairs on garages. Any underspend on the responsive budget would be switched to the planned maintenance and improvements to ensure that the whole budget was spent on garage issues.

In June, 2004, a Technical Officer had been allocated to work exclusively on garage site management issues and to carry out 3 main tasks:-

- Carry out a stock condition survey of all garage sites  
Appendix 1 identified the garage sites presently appropriate for disposal, demolition or alternative use.
- Draw up a 7 year planned maintenance scheme  
Appendix 2 included all the sites where there was no present intention to dispose of the land or use it for another purpose. A small number of the plot sites were in a good enough condition to justify continued investment. A definitive list of those sites was being prepared.
- Implement a planned maintenance, improvement and demolition programme for 2004/05.  
Appendix 3 included improvements/demolitions and identified the type of work and cost. So far work to the value of £216,053 had been ordered and it was likely that the remaining budget (£75,559) would be spent replacing the tarmac surface of sites in the Kimberworth Park area.

Of the 11 identified targets, 10 had been met. The 1 that had not been achieved was the computerised garage waiting list which had been put on hold pending the introduction of the OHMS estate management module. This had been identified as a function suitable for transfer to RBT.

Discussion ensued on the report with the following issues raised/clarified:-

- Inspection of garage sites took place on a monthly basis but did not include an inspection of the interior. If a garage was not being used to house a car or being let to someone else, it was a breach of the Tenancy Agreement and action would be taken. A manual inspection record was kept at present but it would become part of the IT Management Module.

- Before the disposal of any garage site took place, Ward Members would be consulted.
- Appendix 1 would be updated on an annual basis.

Resolved:- That the progress made with the management and maintenance/improvement of garage sites across the Borough be noted.

#### **77. HOUSING DISREPAIR CLAIMS - SECTION 11/82**

The Head of Housing Services presented a report setting out the impact of the current management strategy for dealing with disrepair claims (Section 11.82).

In the first 6 months of 2003/04, the number of cases had risen to such an extent that it was having a serious negative effect on the Repairs budget. Additional legal assistance had been recruited to support a more assertive approach. Publicity material was also issued stating that spurious cases would be contested with the utmost vigour.

As at 28<sup>th</sup> September, 2004, the number of cases had fallen during the 12 months period from 267 live claims to 161 despite having received 67 new claims during that period. 173 claims had been settled comprising:-

51 cases where payment was required (average £4,555.00 per claim)  
90 cases where no payment was received (potential saving of £409,950.00)  
32 cases where the Council would receive costs.

Of the 51 cases where payment was required, the amount paid as at 28<sup>th</sup> September was £197,266.45 (£114,928.45 during 2003/04 financial year and £92,338.00 during 2004/05). However, costs remain to be paid on 7 of the cases and are likely to be paid during 2004/05 (£35,000).

Of the 32 cases where the Council would receive costs, the total sum of £121,101.73 was due of which £101,578.28 had already been recovered during 2004/05 financial year.

The Scrutiny Panel commended the officers involved for their hard work and success.

Resolved:- (1) That the report be noted.

(2) That the Scrutiny Panel's comments be conveyed to the staff concerned.

#### **78. LICENSING ACT 2003**

The Panel received an update report on the progress of the Statement of Licensing Policy.

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There was concern that the proposed licensing fees, set by the Government, would be insufficient to cover the costs involved. A letter had been sent to the 3 Local Members of Parliament lobbying on this issue.

It was noted that an All Members Seminar was to be held on 21<sup>st</sup> December, 2004.

Resolved:- That the report be noted.

#### **79. MEMBERS HOUSING AND ENVIRONMENTAL TOURS**

The Scrutiny Advisor submitted a report on the recent tours undertaken by new Members to give them a practical perspective of current housing and environmental objectives.

The Housing tour, held on 7<sup>th</sup> October, 2004, had visited the White Bear Regeneration Scheme, Brinsworth, Woodland Drive Estate at North Anston, East Street at Dinnington and the Eastwood Village Housing scheme.

The second tour, held on 28<sup>th</sup> October, 2004, had concentrated on Environmental projects including the Howard Building, Carr Hill household waste recycling centre, Rawmarsh Leisure Centre, East Herringthorpe Cemetery and Crematorium and details of Creation Recycling.

Resolved:- (1) That the report be noted.

(2) That further visits be arranged for the Panel during the 2004/05 Municipal Year.

(3) That the Panel's thanks be conveyed to the officers involved in arranging the itinerary for the tours.

#### **80. MINUTES OF MEETINGS OF THE CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES HELD ON 25TH OCTOBER, 2004 (ATTACHED).**

The Panel noted the decisions made under delegated powers by the Cabinet Member for Housing and Environmental Services held on 25<sup>th</sup> October, 2004.

The Cabinet Member for Housing and Environmental Services gave an update on Minute No. 92 (Procurement of Cemeteries Ground Maintenance and Grave Digging Services).

#### **81. MINUTES OF MEETING HELD ON 21ST OCTOBER, 2004 (ATTACHED).**

The minutes of the meeting of the Panel held on 21<sup>st</sup> October, 2004, were noted.

Arising from Minute No. 62(4) (Fly Tipping Review), it was noted that the review had been endorsed by the Performance and Scrutiny Overview Committee and would be submitted to the Cabinet for action. The approach would then be made to the Magistrates with regard to a meeting.

Arising from Minute No. 70 (Demonstrating Competitiveness in Responsive Repairs and Maintenance Services of Housing Services DSO) it was noted that a report would be submitted to the Panel's February meeting.

**82. MINUTES OF MEETING OF THE PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE HELD ON 8TH AND 22ND OCTOBER, 2004 (ATTACHED).**

The Panel noted the minutes of a meeting of the Performance and Scrutiny Overview Committee held on 8<sup>th</sup> and 22<sup>nd</sup> October.

Resolved:- That the Executive Director of Neighbourhoods submit the Risk Register to a future meeting of this Scrutiny Panel

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE**  
**12th November, 2004**

Present:- Councillor Stonebridge (in the Chair); Councillors Atkin, Clarke, Doyle, Hall, Hussain, G. A. Russell, R. S. Russell, St. John, Sangster and Whelbourn.

Apologies for absence were received from Councillors License.

**58.           DECLARATIONS OF INTEREST.**

There were no declarations of interest made at this meeting.

**59.           VISIT BY MEMBERS AND OFFICERS OF HULL CITY COUNCIL**

A welcome was extended to the Members and Officers of Hull City Council, who were visiting this Authority to view the operation of the Performance and Scrutiny Overview Committee.

**60.           BEST VALUE REVIEW OF REGENERATION: AUDIT COMMISSION FINDINGS AND FINAL IMPROVEMENT PLAN**

Consideration was given to a report of the Executive Director, Economic and Development Services, relating to the key findings from the Audit Commission's Inspection of the Council's Regeneration services.

Consideration was also given to the final Improvement Plan arising from the Best Value Review.

The Cabinet Member for Economic and Development Services, Councillor Gerald Smith, attended the meeting to answer questions about the review.

Resolved:- That the report and improvement plan be received and their contents noted.

**61.           CORPORATE EQUALITY STRATEGY**

Consideration was given to a report of the Equalities and Diversity Manager concerning the development of the Council's Corporate Equality Strategy. Appended to the report were copies of the Equality and Diversity Statement and Policy, which included details of the Best Value performance indicators in relation to equalities issues.

Members debated the following issues:-

- how this strategy would impact specifically upon service delivery
- meeting the requirements of the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995
- the different forms of disability and how certain forms of disability such as mental health and learning difficulties were overlooked through the generic label of "disability"
- age discrimination

- guidelines from Central Government on the Equality Standard for Local Government
- the uses of the statement and the policy

Resolved:- (1) That the Performance and Scrutiny Overview Committee endorses the development and adoption of the new Corporate Equality Strategy.

(2) That the Democratic and Resources Scrutiny Panel shall be responsible for the monitoring of the Corporate Equality Strategy and the implementation plan.

## 62. FLYTIPPING REVIEW

The Committee considered the report of the scrutiny review of fly tipping and its supporting documents (i) Minute No. 62 of the meeting of the Environment Scrutiny Panel held on 21st October, 2004 and (ii) details of the Corporate Management Team's consideration of the review report.

The Mayor (Councillor F. Wright) attended the meeting to present the review and answer questions about its contents.

Members debated the following issues:-

- the Council's recycling initiatives (eg: blue bag and blue box collection from households);
- the costs of recycling the various materials;
- disposal of waste (eg: landfill; incineration);
- enforcement issues and the relative leniency of fines imposed on persons and organisations convicted of fly tipping offences;
- the costs and use of community skips;
- the costs and use of the Council's bulky item collection service;
- the separation of waste materials for recycling;
- the provision and location of waste recycling centres in the Borough area.

Resolved:- (1) That the Performance and Scrutiny Overview Committee endorses the review of fly tipping and the comments of the Corporate Management Team, now submitted.

(2) That the Cabinet be asked to consider the review report, together with the comments of the Corporate Management Team, and determine future action in the light of the review's recommendations.

(3) That a progress report be submitted to the Environment Scrutiny Panel, three months after the Cabinet had considered and communicated its views about the review report.

(4) That further consideration be given to the costs of waste collection and disposal and the provision of recycling facilities, as part of the Council's budget deliberations for the 2005/06 financial year.

(5) That a further study be undertaken of the possible provision within the community, of facilities which will enable members of the public to dispose of waste materials for recycling and to separate the materials at the point of disposal.

### **63. MONITORING PERFORMANCE QUARTER 1 2004/05**

Consideration was given to the monitoring report of the Council's performance in Quarter 1, 2004/05. The report provided details of 52 key performance measures which adhered to the following criteria:-

- LPSA indicator
- exception reporting based on poor or excellent performance
- core Comprehensive Performance Assessment indicators
- other key indicators reflecting the Council's corporate priorities

Members noted that the emphasis upon the use of certain key performance indicators had been shown to be a beneficial way of measuring performance. This method was approved by the Audit Commission and by the I&DeA and was also being used by many other local authorities.

Resolved:- (1) That this Committee notes the move towards exception reporting with a stronger focus on certain key performance indicators, as approved at the joint meeting of the Cabinet and the Corporate Management Team held on 25th October, 2004.

(2) That this Committee notes the performance information, the content and the format of the report now submitted, as approved jointly by the Cabinet and the Corporate Management Team.

(3) That this Committee notes the printing and production cost savings which will be made from the revision of the reporting format.

### **64. INSPECTIONS AND REVIEWS: PROGRESS MADE IN LAST TWO YEARS**

Consideration was given to a report, prepared by the Chief Executive's Performance and Quality Unit, containing an analysis of the progress made by the Council's services against the 632 recommendations made since December, 2002, during the various inspections and reviews of the Council.

The summary findings for each Programme Area were appended to the report. Those recommendations which had been implemented as part of action plans were shown as completed in this report.

Resolved:- (1) That this Committee notes that the decision to sign off the action plans where recommendations have been completed, as indicated in Appendix 1 to the report now submitted, was approved by the Corporate Management Team on 18th October, 2004.

(2) That this Committee notes that the Chief Executive's Performance and Quality Unit will provide quarterly exception reports to the Corporate Management Team and to this Committee, from the information provided by the Programme Areas.

(3) That this Committee notes that the Chief Executive's Performance and Quality Unit will offer further support to the Programme Areas on issues identified within the report now submitted.

**65. MINUTES OF THE PREVIOUS MEETING HELD ON 22ND OCTOBER, 2004**

Resolved:- That the minutes of the previous meeting, held on 22nd October, 2004, be approved as a correct record for signature by the Chairman.

**66. WORK IN PROGRESS**

Members of the Committee reported on the following issues:-

(a) Councillor G. A. Russell reported on the following reviews of the Social and Community Support Scrutiny Panel, currently taking place:-

- the corporate parenting review;
- the learning disability review (employment opportunities for people with learning disabilities);
- a review of Youth Offending Services and an update of the progress of the Children's Bill;
- a presentation about safeguarding arrangements – part of the work of the Children and Young People's Board scrutiny working party.

(b) Councillor R. S. Russell reported on the following issues considered by the Regeneration Scrutiny Panel:-

- the Council's report template should include a section about Regeneration;
- the role and remit of the Regeneration Board needed to be reviewed;

the Performance and Scrutiny Overview Committee should consider the

need for a review of the targets and performance of the South Yorkshire Passenger Transport Executive;

- there were concerns about Programme Areas using the non-filling of vacant posts to accrue budget savings

the Council should develop a protocol for consultation with the public, for example, about proposals for highway improvement schemes.

(c) Councillor St. John reported that the Lifelong Opportunities Scrutiny Panel was undertaking a review of pupil attendance at school, including the process where pupils were excluded from school; Councillor St. John was also involved in a Regional Assembly review in Yorkshire and Humberside.

(d) Councillor Whelbourn reported on the following reviews of the Democratic and Resources Scrutiny Panel:-

- Benefits take-up (jointly with the Regeneration Scrutiny Panel);
- Housing renewal;
- the citizenship curriculum (including the role of the Youth Cabinet);
- beginning a cross-cutting review of equal opportunities.

(e) Councillor Atkin reported on the following reviews of the Environment Scrutiny Panel:-

- Audit Commission report on waste inspection;
- review of the condition and use of Council-owned garage sites;
- a review of the role of environmental wardens (including neighbourhood wardens, park rangers and community caretakers).

(f) Councillor Stonebridge reported on the following issues:-

- the review of the Local Strategic Partnership had begun
- consideration of scrutiny's role in the Area Assemblies had begun
- a retrospective review was taking place of the role of the Local Government Association and the employers' organisation in the recent industrial dispute affecting the fire services
- the Centre for Public Scrutiny had recently become a not-for-profit limited company and was examining the possibility of the scrutiny of one level of central and local government by other levels (eg: local government to scrutinise the work of regional government).

67. **CALL-IN ISSUES - TO CONSIDER ANY ISSUES REFERRED FOR CALL-IN.**

There were no formal call in requests.