

## **CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS**

**Venue: Town Hall, Moorgate  
Street, Rotherham. S60  
2TH**

**Date: Monday, 16th June, 2014**

**Time: 10.00 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 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Minutes of meeting held on 3rd and 12th March and 7th April, 2014 (see Minute Book dated 16<sup>th</sup> April, 2014, pages 49J-59J)
4. Petition - Little London (Page 1)
5. Fees and Charges 2014-15 - Community Protection Services (Pages 2 - 9)
6. Housing Complaint and Designated Person Procedures (Pages 10 - 20)
7. Homelessness Prevention Strategy 2014-2018 (Pages 21 - 44)
8. Lalpac Annual Support and Maintenance 2014-15 (Pages 45 - 46)
9. Integrated Housing Management System (Pages 47 - 51)
10. Area Partnerships Team and Corporate Community Engagement Service (Pages 52 - 58)
11. Representation of the Council on Outside Bodies 20014-15 (Pages 59 - 60)
12. Neighbourhoods General Fund Revenue Outturn 2013-14 (Pages 61 - 65)
13. Housing Investment Programme 2013-14 Outturn Report (Pages 66 - 75)

14. Housing Revenue Account Outturn 2013-14 (Pages 76 - 81)

**The Cabinet Member authorised consideration of the following report received after the deadline to progress the matters referred to: -**

15. Provision of a shower over the bath in empty RMBC bungalows. (Pages 82 - 90)
16. 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.
17. Introductory Tenancy Review Panel (Pages 91 - 94)  
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)
18. District Heating Investment Plan (Pages 95 - 107)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))
19. Date of Next Meeting  
  
Monday, 14<sup>th</sup> July, 2014 at 10.00 a.m.

**PETITION**

The Director of Legal and Democratic Services reported receipt of a petition, containing 71 signatures regarding:-

“We the residents of Arnside Road/& surrounding neighbourhood would like the Council to take action on the state of the area of Little London as discussed to Councillor Rushforth & Councillor Godfrey on the 06.03.2014”.

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe &amp; Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>16<sup>th</sup> June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Fees &amp; Charges 2014/15 – Community Protection Services</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## **5. Summary**

This report proposes the 2014/15 fees and charges for the Safer Neighbourhood Unit.

The recommended level of fees and charges in the report reflect corporate guidance regarding any required increase, market pricing and also nationally prescribed fee levels.

## **6. Recommendations**

**It is recommended that the Cabinet Member for Safe and Attractive Neighbourhoods agrees to:**

- **The proposed fees and charges for 2014/15 scheduled within the report and that the report to be submitted to the Cabinet Member for Safe and Attractive Neighbourhoods for approval.**

## 7. Proposals and Details

This report proposes the level for the 2014/15 fees for services where charges are currently made for services relating to housing and environmental protection.

Section 93 of the Local Government Act 2003 provides powers for local authorities in England to make charges for discretionary services, providing income from the charges does not exceed the cost of the service.

In addition some services have a prescribed fee structure, where Government set the fee level annually.

***A full schedule of the proposed 2014/15 fees and charges is attached to this report as Appendix A.***

Some of the main proposals are as follows:

### 7.1 Houses in Multiple Occupation

Fees for the mandatory licensing of Houses in Multiple Occupation (HMO) were established in June 2006. Whilst it has been established that there are over 200 HMOs in Rotherham, there are only twenty-two that attract the mandatory licence fee. This is because, legally, only HMOs which have three storeys or more, and are occupied by five or more persons living in two or more households, are subject to statutory license.

The fee is only payable every five years, and, with the low numbers of mandatory licensable HMOs, it can be seen that this revenue stream will not realise any significant income.

The recommended minimum fee has been suggested by Government as £350, and following calculation of the contributory elements involved in the licensing regime, Rotherham's fee was set at £775 during 2013/14. The proposal is that the fees are increased in line with the rate of inflation. This fee is in line with neighbouring authorities.

### 7.2 Housing Act 2004 Legal Notices

In July 2011 the Council adopted powers in the Housing Act 2004 to charge for the service of legal notices, including:

- Improvement and Suspended Improvement Notices (sections 11, 12 and 14).
- Prohibition and Suspended Prohibition Orders (sections 20, 21 and 23).
- Emergency Remedial action (section 40).
- Emergency Prohibition orders (section 43)

The charge is variable according to the specifics of the case eg the officer time engaged on the case and the circumstances of those involved, consequently an actual fixed charge cannot be levied. An indicative level is likely to be in the region of £400.

Again it is unlikely that these charges will raise any significant income, as once landlords are warned that charges may be levied if a notice is served, they normally respond quickly avoiding the need to serve a statutory notice.

### **7.3 Pollution Control**

The Environmental Protection Act 1990 (EPA) and Environmental Permitting Regulations 2010 provide for the setting of fees and charges for Local Air Pollution Control (LAPC), (in accordance with the Industrial Emissions Directive (IED)) at levels that are aimed at recovering costs of local authorities of implementing the system.

Fees for EPA Part A2 and Part B processes are set in accordance with statutorily prescribed DEFRA guidance and national fees. This national approach ensures a consistency of fees and charges to business across the country.

The level of fees was out to consultation with Local Authorities until 18<sup>th</sup> December 2013. The confirmation of the actual fees to be set for 2014/15 is expected during February 2013. DEFRA in recognition of the economic climate nationally have again proposed a freeze on these fees and charges, and it is anticipated that this position will not change from the responses to the consultation.

Further to the established fee setting procedure, a number of polluting processes have been reviewed by DEFRA and determined as "Reduced Fee" activities. These, from April 2014, are Petrol Service Stations, Vehicle Refinishers, Dry Cleaners, Small Waste Oil Burners under 0.4MW, Roadstone Coating, Timber, Cement, Quarry Processes are classed as Reduced Fee activities. In addition, from 1st January 2015 a further 10 processes will have a similar "Reduced Income" approach.

In Rotherham over the past twelve months, following a period of the closure of several permitted processes, the number of business requiring the paid authorisations has stabilised. However, it is anticipated that as a consequence of the revision of the Reduced Fee classifications, income will fall by around £5,000 during 2014/15, and by £10,000 during 2015/16. This will need to be factored into service budgets.

### **7.4 Works in Default**

For a range of enforcement powers involving the service of legal notices requiring compliance with neighbourhood and behavioural 'improvement' notices such as statutory nuisance abatement, local area amenity and filthy/ verminous premises, the Council, if the notice is not complied with, can, prosecute and/or do works in default. Works in Default are undertaken where there is particularly high risk sustained by non-compliance or where the works are needed to stop the impact on neighbours. The Council, in doing these works, can re-charge the person responsible with reasonable costs including both officer time in the arrangements of the works, and, where necessary internal or contractor services to carry out the works.

The actual cost of the works to be re-charged will be variable on the type, extent and time taken in the arrangement and the doing of the works. It is standard practice to calculate these costs in line with advice from Legal Services and by reference to the Council's Standing Orders and Financial Regulations. One of the

contributory elements to the recharge is the associated staff costs and this is calculated as a hourly rate advised by Human Resources and Financial Services from spinal column position.

### **7.5 Consultation Fees**

Fees are charged in relation to enquiries made from the public and businesses in relation to Environmental searches on land and property. In particular this will relate to contaminated land enquiries and examination of historic and current information and evidence.

Current fees are set at a flat rate of £60 for all enquiries and have been maintained at this level for the past ten years. Consultation with RMBC Freedom of Information team has not revealed any consistent level of charge across the Council for such consultation work. Information from other Local Authorities has shown a range of charges for this work including:

- Doncaster – no charge
- Barnsley - £50 per hour
- Leeds – £50 flat rate to £80 per hour depending upon complexity.
- Bradford - £89.70 per hour

It is proposed that the method of charging by RMBC is altered to ensure that the fee reflects the time taken to carry out the enquiry and differentiate between straightforward consultations that take one hour to complete, and the more complex enquiries that can run into several hours of work. It is proposed that all consultations are encompassed by a fee of £60, with, where the time to respond exceeds an hour, the introduction of a £25 hourly rate for each hour (or part) thereafter.

## **8. Finance**

Proposed fees and charges for 2014/15 meet established requirements for the setting of revenue budgets. An inflationary 2% increase (based on the Bank of England's 2% target rate) has been built into the 2014/15 budget planning, however income pressures have also been taken into account when setting the revised 14/15 income budget figures. The Consumer Prices Index (CPI) was reported at 1.6% in March, whilst the Retail Prices Index (RPI) inflation, which is calculated differently, was 2.5%.

## **9. Risks and Uncertainties**

The Council can only set fee levels at a rate that enable it to cover the costs of providing the service.

The setting of fees in relation to Pollution Control is nationally governed and consequently the proposed freeze of fees will not take account of increased service costs or of the year on year reduction of income through industrial closures.

The level of fees and charges place a burden on local businesses and may, if set at unreasonably high level, affect economic growth and/or become subject to challenge. In the event that income budgets are not achieved, it will be necessary for services to make compensatory savings.

### 10. Policy and Performance Agenda Implications

The services contribute to the Corporate Plan's objectives of;

- Helping to create safe and healthy communities, and
- Improving the environment

In addition the services contribute to the Public Health priorities in particular through tackling health inequalities.

The service fits within existing strategic priorities in Rotherham. In particular the way we deliver our services directly impacts upon:

- Helping to Create Safe and Healthy Communities.
- Improving the Environment.

### 11. Background Papers and Consultation

Fees & Charges 2013/14

**Contact Name:** Mark Ford, Safer Neighbourhoods Manager  
Telephone: 8254951  
Email: [mark.ford@rotherham.gov.uk](mailto:mark.ford@rotherham.gov.uk)



## APPENDIX A

Fees and Charges 2014/15 (excluding VAT)

<b>Service</b>	<b>2013/14(£)</b>	<b>2014/15 (£)</b>
<b>CONSULTATION FEES</b>		
Consultation Enquiry	£60 flat rate	£60 per consultation plus £25/hour after the first hour
<b>HOUSES IN MULTIPLE OCCUPATION</b>		
First Application	775	790
Subsequent Applications	540	550
<b>HOUSING ACT – Legal Notices</b>		
Charge for the service of Enforcement Notices under the Housing Act 2004 re; <ul style="list-style-type: none"> <li>▪ Improvement and Suspended Improvement Notices (sections 11, 12 and 14).</li> <li>▪ Prohibition and Suspended Prohibition Orders (sections 20, 21 and 23).</li> <li>▪ Emergency Remedial action (section 40).</li> <li>▪ Emergency Prohibition orders (section 43)</li> </ul> and Housing Act 1985 (section 265) Demolition Orders	£400 - illustrative  Charge levied per notice is variable dependant on case specifics, including but not exclusively; <ul style="list-style-type: none"> <li>▪ Officer time for preparation of notice</li> <li>▪ Personal circumstances of the recipient</li> </ul> The charge must be “reasonable” & may be appealed against	£400 - illustrative  Charge levied per notice is variable dependant on case specifics, including but not exclusively; <ul style="list-style-type: none"> <li>▪ Officer time for preparation of notice</li> <li>▪ Personal circumstances of the recipient</li> </ul> The charge must be “reasonable” & may be appealed against
<b>Works in Default Carried out as part of Statutory Enforcement Compliance</b>		
Calculation of costs per job is calculated in compliance with Standing & Financial Regulations relating to the contracted aspects of the works with, in addition, an “administrative” element to cover arrangements around the carrying out of the works. These “administrative” costs include hourly staffing costs and travelling expenses associated in the arrangement, and supervision of the works. The re-charge will be reasonable to the works carried out.		
<b>POLLUTION CONTROL – ENVIRONMENTAL PROTECTION ACT PROCESSES</b>		
<b>Application Fee</b>	<b>£</b>	<b>£</b>
Standard process	1579	1579
Additional fee for operating without a permit	1137	1137
PVR I, SWOBs and Dry Cleaners Reduced fee activities	148	148
PVR I & II Combined	246	246
Vehicle Refinishers (VRs) and other Reduced Fee activities	346	346
Reduced fee activities additional fee for operating without a permit	68	68
Mobile screening and crushing plant	1579	1579
for the third to seventh applications	943	943
for the eighth and subsequent applications	477	477

<b>Service</b>	<b>2013/14(£)</b>	<b>2014/15 (£)</b>
<ul style="list-style-type: none"> <li>▪ Reduced Fee activities will include Powder Coating, Bitumen, Pet Food, Maggot Breeding, Polymerisation, Natural Sausage Casing, Fish Meal, Hide and Skin, Tobacco, and Mushroom Substrate process from January 2015. The period April to December 2014 will attract the full subsistence fee at a pro-rata rate; the period January to March 2015 will attract a pro-rata reduced fee rate.</li> <li>▪ Where an application for any of the above is for a combined Part B and waste application, add an extra £297 to the above amounts</li> <li>▪ Reduced fee activities are: service stations, vehicle refinishers, Dry Cleaners and small Waste Oil Burners under 0.4MW</li> </ul>		
<b>Annual Subsistence Charge</b>	<b>£</b>	<b>£</b>
Standard process LOW	739 (+99)*	739 (+99)*
Standard process MEDIUM	1111(+149)*	1111(+149)*
Standard process HIGH	1672 (+198)*	1672 (+198)*
Reduced fee activities Low/Medium/High	76 151 227	76 151 227
PVR I & II Combined Medium Component	108 216 326	108 216 326
Vehicle Refinishers Low/Medium/High	218 349 524	218 349 524
Odourising of natural gas Low/Medium/High	76 151 227	76 151 227
Mobile screening and crushing plant Low/Medium/High	618 989 1484	618 989 1484
for the third to seventh authorisations Low/Medium/High	368 590 884	368 590 884
for the eighth and subsequent authorisations Low/Medium/High	189 302 453	189 302 453
Late Payment Fee	50	50
<p>* the additional amounts in brackets must be charged where a permit is for a combined Part B and waste installation Where a Part B installation is subject to reporting under the E-PRTR Regulation, add an extra £99 to the above amounts</p>		
<b>Transfer and Surrender (£)</b>		
Standard process transfer	162	162
Standard process partial transfer	476	476
New operator at low risk reduced fee activity	75	75
Surrender: all Part B activities	0	0
Reduced fee activities*: transfer	0	0
Reduced fee activities*: partial transfer	45	45
<b>Temporary Transfer for Mobiles (£)</b>		
First Transfer	51	51
Repeat Transfer	10	
Repeat Following enforcement or warning	51	51
<b>Substantial change s10 and s11 (£)</b>		
Standard process	1005	1005

<b>Service</b>	<b>2013/14(£)</b>	<b>2014/15 (£)</b>
Standard process where the substantial change results in a new PPC activity	1579	1579
Reduced fee activities*	98	98
<p>* Reduced fee activities are:- Service Stations, Vehicle Refinishers, Dry Cleaners, Small Waste Oil Burners under 0.4MW, Roadstone Coating, Timber, Cement, Quarry Processes, and from 1<sup>st</sup> January 2015, Powder Coating, Bitumen, Pet Food, Maggot Breeding, Polymerisation, Natural Sausage Casing, Fish Meal, Hide and Skin, Tobacco, and Mushroom Substrate process.</p>		
<b>Part A2</b>		
Application	3218	3218
Additional fee for operating without a permit	1137	1137
Annual Subsistence LOW	1384	1384
Annual Subsistence MEDIUM	1541	1541
Annual Subsistence HIGH	2233	2233
Late Payment Fee		50
Substantial Variation	1309	1309
Transfer	225	225
Partial Transfer	668	668
Surrender	668	668

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>16<sup>th</sup> June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Publication of new Housing Complaint and Designated Person Procedures</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### 5.0 Summary

On 18 December 2013 Cabinet agreed to change to RMBC's existing three stage housing complaints process in response to new statutory requirements (Localism Act 2011). In order to minimise any additional burden as a result of the new statutory requirements a two stage Housing complaint procedure has been created. In addition, the new statutory requirements include a right to have complaints heard by a designated person, either a MP, Councillor or a Tenant Complaint Panel.

This report, following on from the Cabinet report dated 18 December 2013, provides details of the agreements between the Council and the Designated Persons including further information regarding the creation of the Tenant Complaint Panel.

### 6.0 Recommendations

**That Cabinet Member approves the following:**

- **Protocol of understanding between the Council and MPs or Councillors in their role as designated person.**
- **Acceptance criteria to recognise a Tenant Complaint Panel and the Panel's Terms of Reference.**
- **Formally accept Rotherfed as the Council's Tenant Complaint Panel.**

## **7. Proposals and Details**

### **Protocol of understanding between the Council and MPs or Councillors in their role as designated person**

A protocol, of understanding will set out the process of dealing with customer complaints by Councillors and MPs in their designated persons' role.

It sets out what they are required to do in terms of considering a complaint referred to them, finding possible resolution, and how the Council will respond to their enquiries. It also suggests timescales for response.

It will be circulated to all Councillors and MPs through usual briefing channels.

Appendix 1 contains a copy of the protocol.

### **Acceptance criteria to recognise a Tenant Complaint Panel**

The acceptance criteria is a list of requirements by the Council to ensure that any Tenant Complaint Panel recognised by the Council functions in a fair and equitable manner. The Council needs to be assured that the complaint will be considered correctly and the decision made is reasonable and lawful.

Appendix 2 contains the acceptance criteria.

### **Formally accept Rotherfed as the Council's Tenant Complaint Panel**

The Rotherham Federation of Tenants and Residents are the only organisation so far to express an interest in operating a Tenant Complaint Panel in Rotherham. They have provided assurances that they can meet the Council's panel acceptance criteria and have been consulted on the proposed Terms of Reference for the operation of the Panel and are able to meet the proposed criteria.

Appendix 3, contains the terms of reference

## **8. Finance**

The Tenant Complaint Panel will be resourced primarily by the Council. These costs will include the training of panel members and the operation of panel meetings. A budget of £1,000 has been set to meet these expected costs.

## **9. Risks and Uncertainties**

This is a new way of working with new legislation; the full implications of the changes are unknown.

The Council should be wary of the potential implications of not being able to accept a decision requested by the designated person. It is now no longer a matter of not being able to agree an outcome with a customer, the Housing Ombudsman will want to know why we have not been able to reach an agreement with both the customer and the designated person.

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

In line with the NAS Service Plan and the Corporate Plan the changes will allow us to work with tenants in a new and better way to improve services. It will improve perceptions around fairness and transparency and help maintain more accessible and efficient services.

For the first time how we would deal with complaints about housing is mentioned in legislation; Localism Act 2011, 180 (1) – Amend Schedule Two; Housing Act 1996 Designated Tenant Panels.

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

- Appendix 1 – Designated Persons Protocol.
- Appendix 2 – Panel Acceptance Criteria.
- Appendix 3 - Panel Terms of Reference.

**Contact Name:** Dave Richmond  
Tel: 01709 823402  
Email: [dave.richmond@rotherham.gov.uk](mailto:dave.richmond@rotherham.gov.uk)

<b>RMBC Designated Person Protocol of Understanding</b>
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- On receipt of contact from a complainant refer the complaint to the Council within 5 working days.
- The Council will write back to you within 20 working days. (if further time is required you will be kept fully informed and given a revised timescale for response )
- Provide support and assistance to the complainant in order to resolve their complaint.
- Help the Council and complainant reach a mutually agreed outcome to the complaint.
- All contacts with the Council should be in writing (e-mail or letter).
- Deliberation will be completed by the Director of Housing and Neighbourhood Services.
- Refer any complaints that have not been subject to full consideration under the Council's complaint procedure back to the Council.
- All conflicts of interest must be avoided. If impartiality and fairness you should advise the customer to refer their complaint to any designated person.
- Assist the Council to learn from complaints and improve services.
- Refer complaints in writing to the Housing Ombudsman Service if resolution cannot be found.

<b>RMBC Tenant Panel Standards</b>
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The Council will expect strict adherence the following standards, failure to do so will lead to review of the Panel's recognised status.

- Panels are convened within 20 working days of receipt of the referral by the complainant.
- Complainants are treated politely and with respect.
- No personal views or opinions are discussed during the meeting that are not relevant to the complaint.
- The Panel agrees an operating protocol for the meeting and informs the complainant prior to the meeting.
- The Panel will not tolerate rude, aggressive, violent or deliberately vexatious behaviour.
- Consideration of the complaint is based on the facts presented to the panel and any expert advice provided during the meeting.
- The Panel adheres to relevant equalities and data protection legislation.
- The Panel will have due consideration to matters of indemnity and should be covered under public liability insurance and professional indemnity insurance.
- All members of the Panel have received training from nationally approved training schemes.
- Panel decisions are provided in writing, following deliberation, within 5 working days.
- Decision making deliberations are completed in private, ie the complainant and Council are not present.
- Panel members should avoid providing an opinion about the complaint before the deliberations.
- Conflicts of interests should be avoided; there should be no panel members who have previous involvement or knowledge of the complaint or the complainant.
- There is no requirement to take detailed minutes of the meeting.
- The Panel refers the complainant to the Housing Ombudsman service (in writing) if they are unhappy with their decision.
- The Council is under no obligation to accept the decision of the Panel.





## TERMS OF REFERENCE

### Statement of Intent

The purpose of the RotherFed Designated Tenant Panel (the *Panel*) is to enable the *Panel* to play a role in helping to resolve complaints received from tenants of Rotherham Metropolitan Borough Council (the *Landlord*) locally, potentially using powers to refer complaints to the Housing Ombudsman Service where local resolution is not possible.

### 1 Aims, objectives and intended outcomes

1.1 The *Panel's* aims and objectives are:

- to use local knowledge and relationships to work with tenants<sup>1</sup> and the *Landlord* to find local solutions to complaints and problems raised by tenants
- to constructively challenge the *Landlord* and tenants so that they can sort things out for themselves wherever possible
- to be part of a local democratic framework providing support to tenants

1.2 The intended outcomes of the work of the *Panel* include the following:

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<sup>1</sup> These terms of reference refers throughout to tenants as a collective term that applies to all persons who receive services from the Landlord, including tenants, leaseholders, shared homeowners, people who receive care and other services. The term could also apply to other members of the public who could potentially receive services or who are affected by services provided by the Landlord.

- tenants complaints, problems and issues will be resolved more effectively, quickly and locally, wherever possible without the need to involve the Housing Ombudsman Service (the *Ombudsman*), to the satisfaction of tenants and the Landlord
  - greater local knowledge of tenant concerns and issues will help tenants to participate in improving services
  - positive and empowering relationships will be developed between tenants and the *Landlord* that will help to raise the ability of tenants to shape their housing service
  - positive relationships will develop between the *Panel* and other designated persons.
- 1.3 To achieve these aims, objectives and outcomes, the *Panel* will work in partnership with the *Landlord* and other tenant **panels operating with the Landlord**. The *Panel* will also seek constructive relationships with local councillor's and MPs.

## 2 Remit and powers

- 2.1 The *Panel* has been recognised by the *Landlord* to act as a Designated Tenant Panel for purposes of referring complaints to the *Ombudsman*. The *Panel's* recognition was discussed and agreed with the *Landlord's* tenants. The *Panel* is listed on the *Ombudsman's Register of Tenant Panels*.
- 2.2 The *Panel's* formal legal power is to refer complaints to the *Ombudsman*, which it will do in the following circumstances:

- the *Panel* considers that a complaint cannot be resolved locally and the *Panel* considers that there is merit in referring the complaint to the *Ombudsman*
- the complaint falls within the *Ombudsman's* remit
- the *Landlord's* complaints procedure has been exhausted

- the complainant wishes the complaint to be referred to the *Ombudsman*

- 2.3 The *Panel* will also use its powers of influence and persuasion to make recommendations and suggestions to the *Landlord* regarding changes to the *Landlord's* service that may prevent complaints arising, and regarding how complaints are dealt with in the *Landlord*.
- 2.4 The *Panel* will **negotiate with the *Landlord* regarding how it may be involved in complaints handling at earlier stages** of complaints, although the *Panel* does not adopt its formal "designated" status until a complaint has exhausted the *Landlord's* complaints procedure.
- 2.5 The *Panel* will be publicised and accessible to all tenants of the *Landlord*. The *Panel* will respond to all enquiries from tenants with a view to resolving problems and issues at the earliest possible occasion working in partnership with the *Landlord*.

### 3 Delegated authority

- 3.1 For avoidance of doubt, the *Panel* will have no delegated authority and no decision-making powers in relation to the *Landlord*. The *Panel* will enable discussion between it and *Landlord* staff regarding complaints issues, who may have delegated authority to implement changes, or who will refer decision making matters to the level within the *Landlord* where delegated authority rests.
- 3.2 **The Complaints Manager** will be responsible for *Landlord* liaison with the *Panel* and for referring specific complaints matters as appropriate. They will also ensure that strategic matters raised by the *Panel* are referred appropriately within the *Landlord*.

### 4 Membership of the Panel

- 4.1 The Panel will have consist of a pool of up to 12 members, who are selected through a recruitment process agreed by Rotherham Federation of Tenants and Residents.
- 4.2 The *Panel* may choose, having consulted with and considered the views of the *Landlord*, to co-opt up to **3** additional members who may bring particular skills or qualities onto the *Panel*. **Co-optees** may not be *Landlord* tenants. In agreeing to a co-option, the **Panel will clearly identify the reasons for the co-option** and will choose whether the co-optee shall have voting rights within *Panel* meetings. Co-options will be reviewed on an annual basis by the *Panel*.
- 4.3 *Panel* members will normally serve for a three year period, with recruitments staggered over the period to preserve continuity. The initial recruitment process will determine the length of time initial members shall serve. At the end of the period of office, *Panel* members may apply to be recruited again, but *Panel* members may serve for a maximum of a **[nine]** year period.
- 4.4 The *Panel* will elect a Chair and Vice Chair from amongst its members. It may choose to elect a co-optee in either role.
- 4.5 RotherFed will ensure secretarial and other servicing functions for the *Panel*. The *Panel* has discrete contact arrangements which the *Landlord* publicises to the tenant constituency. A protocol governs how tenant enquiries through these contacts will be received, handled and recorded.
- 4.6 Working with the *Landlord*, the *Panel* will agree a programme to meet the **training and development needs** of *Panel* members and will ensure that the individual and collective performance of *Panel* members is periodically reviewed.

- 4.7 The *Panel* will agree a **quality control system** with the *Landlord* whereby the views of tenants who make use of the *Panel*, *Landlord* staff involved in *Panel* complaints handling, and any other relevant people, will be assessed.
- 4.8 The *Panel* will agree with the *Landlord* how it will **periodically publicise its activities** to the tenant constituency.

## 5 Panel meetings

- 5.1 The *Panel* **will hold meetings in response to complaints** but additional meetings may be called at the discretion of the *Panel* Chair, or Vice Chair in their absence.
- 5.2 In dealing with a complaint, the quorum for *Panel* meetings shall be 2 members and the maximum members attending will be 4. Those people invited will be agreed by the Chair and RotherFed with regard to local conflicts of interest and availability of panel members.
- 5.3 *Panel* meetings may **consider “strategic” matters** – ie. focusing on strategy, policy and overarching review of how the *Panel* is carrying out its activities, and/or they may review particular cases.
- 5.4 Agendas for *Panel* meetings will be planned by the *Panel* Chair working with the Vice Chair.
- 5.5 Non *Panel* members and observers may be invited to attend *Panel* meetings at the discretion of the *Panel* Chair.

## 6 Minutes of Panel meetings

- 6.1 **Minutes of Panel** meetings will be taken and confirmed at each subsequent meeting as a true record and signed by the *Panel* Chair.

## 7 Tenant Panel Standards and other issues

- 7.1 *Panel* members and co-opted members shall be subject to the *RMBC's* Tenant Panel Standards, particularly in relation to confidentiality. **The Code of Conduct specifies what action will be taken where a *Panel* member does not comply with the Code of Conduct.**
- 7.2 The *Panel* shall ensure that it operates in accordance with **Data Protection legislation** and has agreed an appropriate policy with the *Landlord*.
- 7.3 The *Panel* has agreed with the *Landlord* how it will be **indemnified through the *Landlord's* insurance policies.**

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>16 June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Homelessness Strategy 2014 - 2018</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## **5. Summary**

As part of the implementation of the Homelessness (Priority Need for Accommodation) (England) Order 2002 each local authority has to produce a homelessness strategy and is required to consider housing need within its area, including the needs of homeless households, to whom local authorities have a statutory duty to provide assistance.

The first Homelessness Strategy was produced in 2003, and was refreshed in 2008. A new Homelessness Strategy is now required for the period 2014-18. In preparation for the new Homelessness Strategy, extensive consultation has taken place, and Improving Places Select Committee has undertaken a review.

The proposed Homelessness Strategy and Action Plan have been developed and priorities applied, in accordance with these findings and recommendations.

The revised Homelessness Strategy 2014-2018 is attached as Appendix 1, and the Action Plan is detailed in Appendix 2.

## **6. Recommendations**

**That Cabinet Member:**

- **Agrees the Homelessness Strategy 2014 -2018 (Appendix 1) and Action Plan detailed in Appendix 2**

## 7. Proposals and Details

**7.1** Under the Homelessness Act 2002 local housing authorities must have a strategy for preventing homelessness in their district. The strategy must assist everyone at risk of homelessness, not just people who may fall within a priority needs group.

Through the commitment of all partners and an holistic approach to the provision of service delivery the Homelessness Strategy 2008-13 has made a significant impact on the reduction and prevention of homelessness and has enhanced the lives of residents of the Borough.

The results of the Council's and partner agencies work so far in reducing and preventing homelessness has been very successful, and our challenge for the future is to consolidate and further develop ways that will sustain this achievement.

**7.2** As part of the process of introducing a revised Homelessness Prevention Strategy 2014-18 the following actions have been completed:

- A comprehensive review of the Homelessness Service has been undertaken by the Performance and Quality team
- We have reviewed the achievements from the Homelessness Strategy 2008-13
- The Improving Places Select Commission Scrutiny Review Group has undertaken a review of the Homelessness Service, the outcomes has helped to develop the new Homelessness Strategy 2014-18
- Consultation has been undertaken with homeless people and those threatened with homelessness, support providers, statutory and voluntary organisations, Councillors, Staff and Residents.

**7.3** We have also ensured that the Homelessness Strategy feeds into the priorities in the Council's Corporate Plan, CP4 – 'Helping people to improve their health and wellbeing and reducing inequalities within the Borough,' the NAS Service Plan, Priority 5 – 'We will respond quickly to people's needs, mitigating the effects of poverty and helping them to thrive' and the Poverty Workstream in the Health and Wellbeing Strategy.

The Homelessness Strategy 2014-18 also links with Rotherham's new Housing Strategy 2013-2043 and focuses mainly on Commitment 6 of the new Housing Strategy, but also links to Commitments 1 and 9:

**Commitment 1 – We will deliver Council Housing that meets people's needs**

**Commitment 6 - We will help people to access the support they need**

**Commitment 9 – We will help to improve Rotherham's private rented sector**

We also measure performance on the number of homeless households living in temporary accommodation. This is a local indicator, and our target for 2014/15 is not to have more than 26 households living in temporary accommodation at the end of each month. The monthly performance report also includes the reasons for the



placement into temporary accommodation, and the measures we are taking to reduce these numbers.

**7.4** The Homelessness Strategy 2014-2018 works on an ethos of homelessness prevention, which means providing people with the right information and support at the earliest possible opportunity to meet their housing need and housing related support.

The priorities in the action plan for the Homelessness Strategy 2014-18 are:

- **Supporting Young People to live independently**
- **Ending Rough Sleeping in Rotherham**
- **Providing quality information on all housing options**
- **Reviewing the provision of temporary accommodation**
- **Reducing the risk of people becoming homelessness due to financial difficulties**
- **Helping more people to access and sustain private rented accommodation**
- **Improving access to suitable accommodation for people leaving supported and institutionalised establishments**

The Homelessness Strategy is supported by a comprehensive action plan. The outcomes will be to:

- Reduce repeat homelessness in Rotherham
- Increase awareness of all housing options available
- Ensure early intervention and homelessness prevention
- Provide appropriate accommodation and support at the right time
- Eliminate rough sleeping in Rotherham
- Reduce evictions in Rotherham

## **8. Finance**

**8.1** Focusing on homelessness prevention will facilitate a cost saving to the Council as it is likely to create a reduction in the temporary units of accommodation currently needed for homelessness families. In Rotherham we utilise our own temporary accommodation (crash pads) which is our preferred option, and can be managed more effectively. It is more economical than other options used by other authorities, e.g. bed and breakfast.

It is difficult to offer a cost saving amount due to the fluctuating need for emergency accommodation, however by focussing on homelessness prevention activity, a cost saving to the temporary accommodation budget should be achieved.

**8.2** The majority of the training will be carried out in house by the Homelessness Manager and the Homelessness Co-ordinator. £2000 has been set aside for additional legal training for 2013/14 and will be sourced externally - this is budgeted for in the NAS training plan.

**8.3** Prevention activity is mainly financed through the homelessness grant which was set at £93,340 for 2013/14 and for 2014/15 this has reduced by 1% to £91,943.59.

## **9. Risks and Uncertainties**

**9.1** We are already seeing an increase in the numbers of people contacting the service, who are homeless or threatened with homelessness, and we have to prioritise the work of the team accordingly. This is mainly due to the following:

- Complex lifestyles and the increasing need for support prior to and after rehousing
- Changes to Welfare Reform
- Mortgage and Rent Arrears

**9.2** The impact of the changes in Welfare Reform are also increasing the demand on the housing options service and advice is being sought by people feeling that they may be under threat of homelessness due to these changes, particularly in relation to the under occupancy tax.

**9.3** The prospect of the introduction of Universal Credit also poses a risk, as some people have never had to manage the type of income they will receive in the future, and do not have the necessary budgeting skills to do so, which could result in household charges being neglected and an increased risk of eviction and the threat of homelessness.

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

The Homelessness Strategy has considered the impending changes to the Council's Housing Allocations Policy.

The Homelessness Strategy will contribute to the priority in the Rotherham Partnership's Community Strategy:

*Support those who are vulnerable within our communities*

It also contributes to three of the ten commitments within our new Housing Strategy:

**Commitment 1** – we will deliver Council Housing that meets people's needs

**Commitment 6** – We will help people to access the support they need

**Commitment 9** – We will help to improve Rotherham's private rented sector

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

- Homelessness Act 2002
- RMBC's Housing Strategy
- RMBC's Housing Allocations Policy 2008, revised December 2013
- Localism Act 2011
- Discharge of Homelessness Statutory Duty 18<sup>th</sup> July 2012

**Contact Name : Jill Jones, Homelessness Manager**

**[jill.jones@rotherham.gov.uk](mailto:jill.jones@rotherham.gov.uk) – (01709) 255618 Mobile 07795 475 398**

**ROTHERHAM'S  
HOMELESSNESS  
PREVENTION  
STRATEGY 2014 -18**

***“We will offer early intervention and support to ensure people don't become homeless.”***

**If you want to find out more information about homelessness services in Rotherham please visit the Council's website at [www.rotherham.gov.uk](http://www.rotherham.gov.uk).**

Alternatively you can contact us by email:  
[HousingSolutionsTeam@rotherham.gov.uk](mailto:HousingSolutionsTeam@rotherham.gov.uk)

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## 1. Foreword

Welcome to Rotherham's new Homelessness Prevention Strategy for 2014 to 2018 which is set within challenging times. Whilst the Government is making significant changes to the benefits system through the Welfare Reform Act, there remain high levels of unemployment both nationally and locally alongside a difficult housing market. Individually, these factors can increase the risk of homelessness. Collectively, they can produce an environment that is bound to have a considerable impact.

Homelessness is a complex problem with multiple causes. As such, tackling it requires flexible solutions. We work with statutory, voluntary and charitable organisations, as well as the private sector, to deliver effective early intervention and prevention. Through the commitment of all partners and by taking a holistic approach we have made a significant contribution in the reduction and prevention of homelessness.

The term homelessness is often considered to apply only to people 'sleeping rough'. Many of those officially recognised as being homeless are more likely to be threatened with the loss of, or are unable to continue living in, their current accommodation. Even so, in the face of rising levels of street homelessness nationally, rough sleeping in Rotherham is comparatively infrequent.

In Rotherham we work with support providers who offer accommodation specifically for young people and help to prepare them for independent living, as well as offering a loan scheme to support households in to privately rented accommodation to prevent homelessness.

Our priority is to sustain or find affordable alternative accommodation for customers and we aim to provide services that are personalised so that vulnerable people and excluded groups have increased access and choice of suitable accommodation.

The challenge within the current national climate is significant; however we remain ambitious in our vision and know that we have the experience and skill locally to rise to the challenge.

During the development of this Strategy we have consulted a wide range of local people and stakeholders and listened carefully to ensure their views are reflected in the Strategy. The document is short – less than 13 pages, as we want to get straight to the point and ensure it is accessible to a wide range of people. I hope you enjoy reading the new Homelessness Prevention Strategy.



**Councillor Rose McNeely  
Cabinet Member for Safe and Attractive Neighbourhoods**

**2. Introduction**

Preventing homeless in Rotherham continues to be a priority.

The term 'homelessness' is often considered to only apply to people 'rough sleeping'. However, it is rare that someone is homeless in the literal sense of being without a roof over their heads, and it is more likely that someone is threatened with the loss of, or are unable to continue living in, their current accommodation.

As a local authority Rotherham seeks to go beyond its statutory homelessness duties by having a clear focus on early intervention to prevent homelessness, and offering effective homelessness services, creating less disruption for the people experiencing this difficult situation.

This Homelessness Prevention Strategy outlines this early intervention work and the successful inter-agency homelessness prevention approach we will continue to undertake.

The Vision for the Homelessness Prevention Strategy is:

***"We will offer early intervention and support to ensure people don't become homeless."***

The Homelessness Prevention Strategy identifies how we aim to achieve this, by building on our existing services and successful partnerships, and expanding on these.

**3. Homelessness Strategy 2008-2013**

Various measures were introduced in the Homelessness Strategy 2008-2013 and the main successes of these include:

- Implementation of outreach services in local prisons
- Prevented repossessions by implementation and increase awareness of the Mortgage Rescue Scheme
- Effective use of prevention and hardship fund to prevent homelessness
- Increased supply of private rented accommodation for homeless households
- Reduction in the usage of temporary accommodation by 50%
- Developed the Moving on Panel for 16 to 25 years old
- Introduction of homelessness ICT solutions
- Outreach surgeries
- Participation in Credit Crunch task group
- Developed and implemented a domestic violence sanctuary scheme
- Developed the enhanced housing options service
- Planned moves for refugees and asylum seekers to prevent homelessness

#### **4. Local strategic context**

At the local level, the overarching strategic plan for Rotherham is the Community Strategy 2012-15, which describes the vision for the future of the Borough and sets our key targets and actions that all partner organisations are committed to achieving.

The Homelessness Strategy also links to the priorities in the Council's Corporate Plan, CP 4 – 'Helping people to improve their health and wellbeing and reducing inequalities within the Borough,' the NAS Service Plan, Priority 5 – 'We will respond quickly to people's needs, mitigating the effects of poverty and helping them thrive,' and the Poverty Workstream in the Health and Wellbeing Strategy.

The Homelessness Strategy also links to Rotherham's new Council's Housing Strategy 2013-2043, and focuses mainly on Commitment 6, but also links to Commitments 1 and 9.

**Commitment 1 – We will deliver Council Housing that meets people's needs**

**Commitment 6 - We will help people to access the support they need**

**Commitment 9 – We will help to improve Rotherham's private rented sector**

We also measure performance on the number of homeless households living in temporary accommodation. This is a local indicator, and our target for 2014/15 is not to have more than 26 households living in temporary accommodation at the end of each month. The monthly performance report also includes the reasons for the placement into temporary accommodation, and the measures we are taking to reduce these numbers.

To achieve these aims we work extensively with local organisations, both statutory, voluntary and charitable, as well as with the private sector, to deliver effective early intervention and prevention that has a positive impact for customers to successfully sustain or find affordable alternative accommodation

#### **5. The Review Process**

Under the Homelessness Act 2002, local housing authorities must produce a homelessness prevention strategy to assist those at risk of becoming homeless. In Rotherham we also offer comprehensive housing options and advice, in all cases where someone has a housing need, in addition to those who face becoming homeless.

This new strategy will seek to tackle homelessness and has been written following:

- A comprehensive Review of the Homelessness Service
- A review of the Homelessness Strategy 2008-2013

- A review by the Improving Places Select Committee Scrutiny Review group
- Consultation with homeless people and those who have been threatened with homelessness, support providers, statutory and voluntary organisations, Councillors, staff and residents

### Consultation

An extensive programme of consultation has been carried out over a period of 18 months. This has included workshops with current and future applicants and users of the service, both on an individual basis and at public and community events, presentations at Area Assembly meetings throughout the borough, Rotherham Older Peoples group and at Rotherfed. Discussion with the Learning from Customer sessions, regional homelessness forum, consultation with staff and other housing and support providers along with many stakeholders, including local charitable organisations, has also taken place.

### Focus on homelessness in Rotherham

As part of the Strategy we have also considered the information we have about our customers in Rotherham. In 2012/2013, the following numbers of households were considered statutorily homeless:

Age Range (main applicant):	Number of Households
16-24	55
25-44	54
45-59	20
60-64	2
65-74	3
75 or over	1
Total	135

The top 5 reasons for homelessness in Rotherham are:

- 21% Parents no longer wishing to accommodate
- 20% Other relatives or friends not wishing to accommodate
- 20% Loss of rented or tied accommodation (including assured shorthold tenancies)
- 10% Loss of rented accommodation (other)
- 7% Mortgage Arrears

The Top 5 Priority Need Categories were:

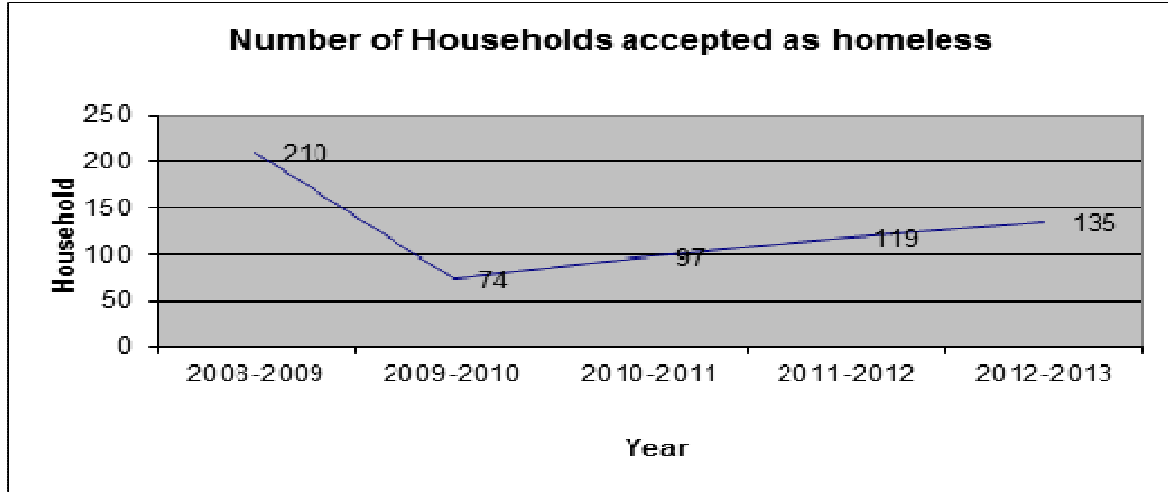
Applicant whose household includes dependent children	33%
Applicant who is, or whose household includes, a pregnant woman and there are no other dependent children	17%
Vulnerable due to a mental health illness or handicap	15%
Vulnerable due to a physical disability	14%



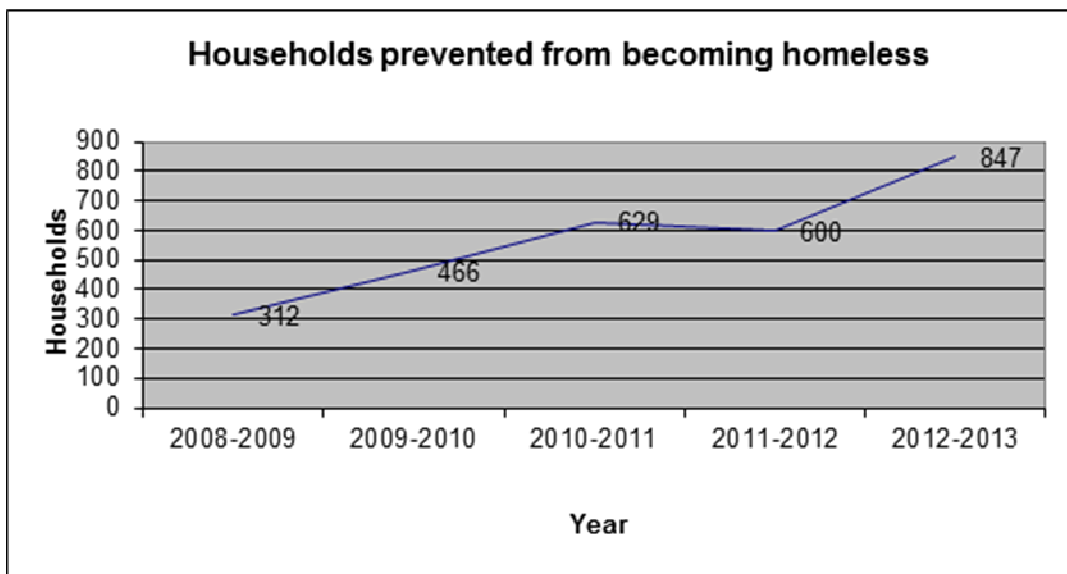
Applicant 16/17 years old

8%

Since 2008/9 we have seen a significant reduction in the numbers of households accepted as statutorily homeless, as the table below shows:



During the same period the following tables show the number of households prevented from becoming homeless:



During 2012/13 there were 847 households prevented from becoming homeless, of these 257 were assisted to remain in their existing homes mainly by providing:

- assistance in resolving housing benefit issues
- assistance to remain in private or social rented accommodation
- mortgage arrears interventions or mortgage rescue
- crisis intervention - providing emergency support
- negotiation with family and friends

Our ultimate aim is to be a town where homelessness is prevented from occurring in the first instance rather than reacting to resolve it once it has happened.

## **6. Our Priorities for 2014-2018**

We have considered the review findings and identified that the following areas must be our priorities:

- **Supporting Young People to live independently**
- **Ending Rough Sleeping in Rotherham**
- **Providing quality information on all housing options**
- **Reviewing the provision of temporary accommodation**
- **Reducing the risk of people becoming homeless due to financial difficulties**
- **Helping more people to access and sustain private rented accommodation**
- **Improving access to suitable accommodation for people leaving supported and institutionalised establishments**

### **Priority 1 - Supporting young people to live independently**

The results of the reviews and consultation have shown that there is a high volume of vulnerable young people presenting as homeless each month, often through failed tenancies and parents not willing to continue to accommodate them. The youth offending team have also provided evidence of additional need for support of offenders being released from prison without any accommodation.

We must therefore, work with support providers to ensure the correct provision of accommodation and support exists in Rotherham, to give young people the best start in adult life. We want to provide information and support to young people, and develop the skills and knowledge they need to enable them to live independently and sustain a tenancy

#### **How we will deliver this priority:**

- We will provide information for young people on their housing options to prevent homelessness
- We will undertake housing advice sessions in colleges and secondary schools
- We will work with support providers to find the best housing solutions for young people
- Help young people who wish to move by providing more information about a local area
- We will undertake an annual review the young person's moving on panel to ensure they have the knowledge and skills to live independently, and understand the responsibilities of being a tenant

## **Priority 2 - Ending rough sleeping in Rotherham**

A slight increase in rough sleeping has been identified in Rotherham. This is one of the most destructive forms of homelessness, and must be dealt with quickly and effectively. Rotherham is working with other Local Authorities in the Sub Region (Barnsley, Doncaster, and Sheffield) towards the 'No Second Night Out' Nationwide Protocol which is a commitment to end rough sleeping.

We will therefore work with partners to ensure we provide advice and support to rough sleepers in Rotherham, through our 'No Second Night Out' protocol

### **How we will deliver this priority:**

- Work with partners to ensure we provide advice and support to rough sleepers in Rotherham
- Review and monitor rough sleeper data through the No Second Night Out protocol
- Work with partners to access accommodation
- Support rough sleepers in the most appropriate way and provide advice and assistance
- Develop outreach surgeries at Shilo and offer appropriate housing advice to prevent homelessness

## **Priority 3 - Providing quality information on all housing options**

The Scrutiny Review Group recommended that the provision of information on all housing options for customers who are faced with homelessness, should be easily available, and provided in a clear and consistent way, ensuring vulnerable people receive the right help at the right time, and prevent problems worsening. We also want to improve the customer experience by providing more information online and offer self- service options.

We will therefore provide information on all housing options for customers who are faced with homelessness, in a clear and consistent way, using all means of communication available to us. We will also improve the customer experience by providing more information online including self-service options.

### **How we will deliver this priority:**

- Give clear information to customers and utilise all housing options available
- Increase opportunities to self -service and access information on the website, and in local libraries throughout the borough to avoid people having to travel in to Rotherham
- Develop a homelessness prevention pack for customers offering advice and where to get help
- Deliver training to Ward Members and colleagues on all aspects of homelessness
- Work proactively with Area Housing Officers and Housing Income Champions to support tenants who are experiencing difficulties sustaining their tenancies to prevent eviction and homelessness

**Priority 4 – Reviewing the provision of temporary accommodation**

When customers are faced with homelessness it is important that we provide suitable temporary accommodation, and take into consideration their needs. We must ensure that the “crash pads” we use provide a safe and suitable environment for short term stays. Therefore the Scrutiny Review group recommended that we undertake a review of temporary accommodation so that we can have the right type of accommodation in the right locations.

We will therefore ensure that all temporary accommodation we use take in to consideration the customer’s needs, that it provides a safe environment for short term stays, and that provision is of a good quality, affordable and suitable for its purpose, and is reviewed regularly to ensure accommodation is located in the right place and that it meets people’s needs, and explore the potential for the availability of bed spaces in sub regional hostels.

**How we will deliver this priority:**

- Assess the availability and quality of temporary accommodation/direct access hostels in Rotherham
- Undertake reality checks of temporary accommodation
- Work with providers to ensure services offered are appropriate
- Identify how a customer in Rotherham may access a bed space and what is their experience when they get there
- Carry out a 6 monthly review of crash pads and move on accommodation, location, standards and information available to the customer on arrival

**Priority 5 – Reducing the risk of people becoming homeless due to financial difficulties**

The current economic climate, national trends and changes to government policy means that the numbers of homeless presentations is expected to rise, and we must prepare to provide support for people facing financial difficulties and reduce the risk of people losing their homes. We will assist by negotiating with landlords, and mortgage providers, and offer assistance with affordability. We must also consider the impact of the new ‘spare room subsidy,’ which makes it more important that people are living in homes that are not larger than they require.

We will therefore address under-occupancy where tenants are affected by the spare room subsidy, and advise on the Council’s Downsizing Policy and Homeswapper.

We will also utilise the opportunities the Localism Act 2011 gives by providing more power and flexibilities to set our own Allocation Policy rules according to assessed local need. The new Allocation Policy will help people in housing need and maximise the use of the Council’s housing stock.

With enquiries expected to rise due to the current economic climate, we must also be able to provide support for people facing financial difficulties and reduce the risk of people losing their homes. This will include the offer of support from money advice and help with gaining employment, as well as offering advice on the Council's Housing Allocation Policy.

**How we will deliver this priority:**

- Implement new rent policy
- Implement changes to the Council's Housing Allocations Policy
- Increase knowledge of the Allocation Policy rules to partners and stakeholder
- Introduce local advice surgeries and offer services locally and avoid customers having to travel for face to face advice
- Advise new tenants on availability of household items through funds for change and the furnished scheme
- Increase access to employment and training

**Priority 6 - Helping more people to access and sustain private rented accommodation**

We have a growing need for affordable housing and in the short term there is likely to be an increase in the need for privately rented accommodation. It is therefore critical that we use our influence to drive up standards and ensure the private sector can offer affordable, decent and stable homes for people in housing need. Due to this increased demand we will continue to develop the opportunities the private rented sector has to offer, in providing suitable and affordable accommodation, and make use of Private Rented Sector Offers to discharge homeless duty, if prevention of homelessness is not possible. One of the main homeless prevention strategies utilised in Rotherham is to assist households into the Private Rented Sector through initiatives such as rent in advance or paper bonds and by working with the local Credit Union, as well as with private landlords and accommodation providers.

We must also take into account that during 2012/13 one of the top reasons for homelessness was due to the loss of private rented accommodation. We must therefore ensure tenants are supported to sustain their tenancy.

**How we will deliver this priority:**

- We will encourage homeless applicants to consider private rented sector accommodation, where appropriate
- Review the Key Choices Property Management Service
- Ensure private sector tenants are supported to sustain their tenancy
- Work with landlords and letting agents, to negotiate bond and rent in advance options
- Develop and implement services to sustain tenancies and prevent homelessness, including reviewing the Rent in Advance scheme and the paper bond scheme
- Implement Private Rented Sector Offers to discharge homelessness duty to the private rented sector, ensuring suitability and affordability

### **Priority 7 • Improving access to suitable accommodation for people leaving supported and institutionalised establishments**

For people who have, for whatever reason, been away from community living for a period of time and living in institutionalised accommodation, either in hospital or in prison we must consider suitable accommodation and appropriate support for people who are discharged for hospital or residential establishments, or released from prison without a home to return to.

We will therefore ensure that people who have a mental health illness are appropriately housed on discharge from hospital, working in partnership with specialist agencies, and that there are appropriate resettlement and support services available for people being discharged from prison

#### **How we will deliver this priority:**

- Undertake advice surgeries in Swallownest Court
- Core meetings to be held prior to discharge from mental health unit, to decide on most appropriate accommodation on discharge
- We will continue to work with providers and the offender accommodation service to ensure that appropriate support services are available for those being discharged from prison
- Carry out assessments whilst the offender is still in prison, providing a planned approach to rehousing on release

### **7. Homelessness Prevention Strategy Action Plan**

The action plan (Appendix 2) sets out the actions required to achieve the objectives of the strategy and ultimately make the vision a reality. The responsible partners are identified for each action, and also how the outcomes of the actions will be measured.

The findings of the Homelessness Review underpin many of the actions we plan to undertake, to tackle the problem of homelessness and to build upon the preventative work put in place over the past five years thus continuing our proactive approach to delay or prevent homelessness occurring.

Performance measures, which are part of the P1E returns and the Housing Excellence Plan, will be considered as essential tools for monitoring outcomes of the action plan. Work will continue with the Scrutiny Review Group throughout the life of the Homelessness Strategy. To help us meet the objectives we will set relevant targets (or measurements) for the actions contained within our strategy delivery plan. These targets will also be linked to the monitoring regime for the strategy.

We want our targets to be ambitious, however they must also be realistic and have consideration for the changeable environment in which they will be based over the next 5 years, and that we will be able to work towards positively influencing and producing solutions.

We want to make sure our measurements are SMART and focused on outcomes rather than numbers, that actions prove successful and are sustainable homelessness prevention solutions.

We will be delivering a wide range of initiatives and improvements through collaborative working with our valued partnerships in the Borough. We will monitor and continuously review the new Homelessness Prevention Strategy which will be refreshed in 2018, and you will be able to read about our progress against our priorities in our first annual update in April 2015.

## Homelessness Strategy Action Plan 2014 – 2018 (Appendix 2)

<b>Priority 1 – Supporting Young People to Live Independently</b>			
<b>Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough</b>			
<b>NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive</b>			
<b>Action</b>	<b>Lead Officer</b>	<b>Timescale</b>	<b>Outcome/Measurements</b>
We will provide information for young people on their housing options to prevent homelessness	Homelessness Manager  Housing Register and Advice Manager	September 2014	<ul style="list-style-type: none"> <li>• Reduce repeat homelessness</li> <li>• Reduce parental evictions</li> <li>• Tenancy DVD produced</li> <li>• Increase information to prevent homelessness online</li> </ul>
We will undertake housing advice sessions in schools and colleges	Employment Solutions Officer  Learning Disability and Transitions Housing Officer	September 2014	<ul style="list-style-type: none"> <li>• Deliver a programme of advice sessions in schools and colleges</li> <li>• Increase awareness of all housing options</li> <li>• Reduce homelessness presentations</li> <li>• Provide appropriate accommodation and support at the right time</li> </ul>
Help young people who wish to move by providing more information about the local area	Homelessness Manager	December 2014	<ul style="list-style-type: none"> <li>• Local information published on the property adverts</li> <li>• 100% of It’s Your Move meetings with Area Housing Officers</li> </ul>
We will work with support providers to find the best housing solutions for young people	Homelessness Manager	December 2015	<ul style="list-style-type: none"> <li>• Reduce the numbers of failed tenancies</li> <li>• Pre tenancy advice for young people prior to an offer of a tenancy</li> <li>• Reduce young homelessness people living in temporary accommodation or sofa surfing</li> </ul>



Undertake annual reviews of the Young Person's Moving on Panel to ensure they have the knowledge and skills to live independently and understand the responsibilities of being a tenant	Homelessness Manager Moving on Panel Members	Annually in May	<ul style="list-style-type: none"> <li>Review the effective of the referral process from Support Providers</li> <li>Review 16/17yr old Joint Protocol for Young People</li> </ul>
<b>Priority 2 - Ending rough sleeping in Rotherham</b>			
<b>Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough</b>			
<b>NAS Service Plan Linkage: Priority 5 – We will respond quickly to people's needs, mitigating the effects of poverty and helping them thrive</b>			
We will work with partners to ensure we provide advice and support to rough sleepers in Rotherham	Homelessness Co-ordinator	July 2014	<ul style="list-style-type: none"> <li>Eliminate rough sleeping</li> <li>Increase usage of rough sleeper reporting line</li> </ul>
Work with partners to access accommodation	Homelessness Co-ordinator	September 2014	<ul style="list-style-type: none"> <li>Reduce street homelessness</li> <li>Improve well-being for people who have been street homeless</li> </ul>
Develop outreach surgeries, to offer appropriate housing advice at a local level. Eg Shiloh	Homelessness Co-ordinator	October 2014	<ul style="list-style-type: none"> <li>Provision of effective housing advice and promotion of support services available</li> <li>Services taken to those who need them</li> </ul>
Support rough sleepers in the most appropriate way and provide advice and assistance	Homelessness Co-ordinator	December 2014	<ul style="list-style-type: none"> <li>Reduce entrenched rough sleeping</li> </ul>
We will review and monitor rough sleeper data through the No Second Night Out protocol	Homelessness Co-ordinator	January 2015	<ul style="list-style-type: none"> <li>No 'Second Night Out Protocol' reviewed for effectiveness</li> </ul>

<b>Priority 3 - Providing quality information on all housing options</b>			
<b>Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough</b>			
<b>NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive</b>			
Give clear information to customers and utilise all housing options available	Homelessness Manager Housing Register and Advice Manager	September 2014	<ul style="list-style-type: none"> <li>• Provision of comprehensive information for people, allowing them to make informed choices</li> <li>• Reduce repeat homelessness</li> </ul>
Increase opportunities to self-serve and access information on the website, and in local libraries throughout the borough to avoid people having to travel in to Rotherham	Homelessness Manager Housing Register and Advice Manager	September 2014	<ul style="list-style-type: none"> <li>• Improve customer choices and wider range of services</li> <li>• Provide localised services for peoples convenience</li> </ul>
Work proactively with Area Housing Officers and Housing Income Champions to support tenants who are experiencing difficulties sustaining their tenancies to prevent eviction and homelessness	Homelessness Manager Homelessness Co-ordinator	September 2014	<ul style="list-style-type: none"> <li>• Increased awareness and understanding of homelessness prevention</li> <li>• Reduction in evictions</li> <li>• Increase in tenancy sustainability</li> </ul>
Develop a homelessness prevention pack for customers offering advice and where to get help	Homelessness Co-ordinator	December 2014	<ul style="list-style-type: none"> <li>• Provision of easy to understand and comprehensive information</li> <li>• Ensure early intervention and homelessness prevention</li> </ul>
Deliver training to Ward Members and colleagues on all aspects of homelessness	Homelessness Manager/Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> <li>• A clearer understanding of statutory homelessness and the ways in which homelessness can be prevented</li> </ul>

<b>Priority 4 – Reviewing the provision of temporary accommodation</b>			
<b>Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough</b>			
<b>NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive</b>			
Undertake reality checks of temporary accommodation(crash pads)	Homelessness Manager	August 2014	<ul style="list-style-type: none"> <li>• Appropriate use of the accommodation provided</li> <li>• Reduce rent loss during tenancies for temporary accommodation</li> <li>• Improve customer satisfaction levels</li> </ul>
Carry out a 6 monthly review of crash pads, location, standards and information available to the customer when they arrive	Homelessness Manager Home Services Manager	September 2014	<ul style="list-style-type: none"> <li>• Quality accommodation is provided in the right location and maintained to a good standard</li> </ul>
Assess the availability and quality of temporary accommodation/direct access hostels in Rotherham and the sub-region	Homelessness Manager	March 2015	<ul style="list-style-type: none"> <li>• Provide suitable and appropriate accommodation to homeless households</li> <li>• Increase access to bed spaces sub-regionally</li> </ul>
Review the suitability and success of supported and move on accommodation	Homelessness Manager	May 2015	<ul style="list-style-type: none"> <li>• Ensure provision is appropriate</li> <li>• Identify any gaps in provision and develop plans to address these</li> <li>• Review referral processes for move on from supported accommodation</li> </ul>
Identify how a customer in Rotherham may access a bed space sub-regionally, and what is their experience when they get there	Homelessness Manager	June 2015	<ul style="list-style-type: none"> <li>• Opportunity to refer to direct access accommodation</li> <li>• Reduction in street homelessness</li> </ul>

Work with providers to ensure services offered are appropriate	Homelessness Manager Homelessness Co-ordinator	March 2016	<ul style="list-style-type: none"> <li>• Ensure accommodation and support provided meets peoples' needs</li> </ul>
<b>Priority 5 - Reducing the risk of people becoming homeless due to financial difficulties</b>			
<b>Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough</b>			
<b>NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive</b>			
Implement changes to the Council’s Housing Allocations Policy	Housing Options Manager	September 2014	<ul style="list-style-type: none"> <li>• Implement a needs based allocations policy to address housing need</li> </ul>
Increase knowledge of the Allocation Policy rules to partners and stakeholders	Homelessness Manager Housing Register and Advice Manager	December 2014	<ul style="list-style-type: none"> <li>• Provide accurate information on changes to allow consideration of the impact on their customers and services</li> </ul>
Advise new tenants on availability of household items through funds for change and the furnished scheme	Housing Options and Neighbourhood Teams	December 2014	<ul style="list-style-type: none"> <li>• Tenancy sustainability</li> <li>• Improved budget management</li> <li>•</li> </ul>
Implement a new rent policy	Housing Income Manager	March 2015	<ul style="list-style-type: none"> <li>• Early intervention and homelessness prevention</li> <li>•</li> </ul>
Introduce local advice surgeries and offer services locally and avoid customers having to travel for face to face advice	Homelessness Co-ordinator	June 2015	<ul style="list-style-type: none"> <li>• Provide localised services</li> <li>• Early intervention and homelessness prevention</li> </ul>

<b>Priority 6 - Helping more people to access and sustain private rented accommodation</b>			
<b>Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough</b>			
<b>NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive</b>			
We will encourage homeless applicants to consider private rented sector accommodation, where appropriate	Homelessness Co-ordinator	June 2014	<ul style="list-style-type: none"> <li>• Reduce time people wait for rehousing</li> <li>• Offer a wide range of accommodation options</li> <li>• Implement Private Rented Sector Offers</li> </ul>
Review the Key Choices Property Management Service	Housing Option Manager	September 2014	<ul style="list-style-type: none"> <li>• Provide value for money</li> <li>• Reduce failed tenancies in private rented accommodation through provision of intensive support</li> <li>• Improve condition of private rented accommodation by providing detailed inspections</li> </ul>
Implement Private Rented Sector Offers to discharge homelessness duty to the private rented sector, ensuring suitability and affordability	Homelessness Manager	September 2014	<ul style="list-style-type: none"> <li>• Reduction in demand on the Council’s housing register</li> <li>• Offer a wide range of accommodation options</li> </ul>
Ensure private sector tenants are supported to sustain their tenancy	Homelessness Manager	March 2015	<ul style="list-style-type: none"> <li>• Tenancy sustainability due to intensive tenancy support</li> <li>• Reduction in failed tenancies</li> <li>• Reduction in repeat homelessness</li> </ul>
Work with landlords and letting agents, to negotiate bond and rent in advance options	Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> <li>• Increase access to a wider group of people</li> <li>• Effective homelessness prevention</li> </ul>
Develop and implement services to sustain tenancies and prevent homelessness, including reviewing the Rent in Advance scheme and the paper bond scheme	Homelessness Co-ordinator Loan and Bond Officers	September 2015	<ul style="list-style-type: none"> <li>• Sustain tenancies and prevent homelessness</li> <li>• Value for money</li> </ul>

**Priority 7 - Improving access to suitable accommodation for people leaving supported and institutionalised establishments**

**Corporate Priority Linkage: Priority 4 – Helping people to improve their health and wellbeing and reducing inequalities within the Borough**

**NAS Service Plan Linkage: Priority 5 – We will respond quickly to people’s needs, mitigating the effects of poverty and helping them thrive**

Undertake advice surgeries in Swallownest Court Hospital	Homelessness Co-ordinator	September 2014	<ul style="list-style-type: none"> <li>• Prevention of repeat homelessness</li> <li>• Planned moves with support in to suitable accommodation</li> </ul>
Core meetings to be held prior to discharge from mental health unit, to decide on most appropriate accommodation on discharge	Homelessness Co-ordinator	December 2014	<ul style="list-style-type: none"> <li>• Planned move and provision of appropriate support services</li> <li>• Sustainable tenancies</li> </ul>
We will continue to work with providers and the offender accommodation service to ensure that appropriate support services are available for those being discharged from prison	Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> <li>• Offenders will not be evicted whilst in prison due to preventable housing benefit issues</li> <li>• Provision of appropriate support services on release from prison to reduce the risk of reoffending</li> </ul>
Carry out assessments whilst the offender is still in prison, providing a planned approach to rehousing on release	Homelessness Co-ordinator	March 2015	<ul style="list-style-type: none"> <li>• Reduction in repeat homelessness and reoffending</li> </ul>

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>16 June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Lalpac Annual Support and Maintenance 2014-15</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhood and Adult Services</b>

### **5. Summary**

The purpose of this report is to seek Cabinet Member approval to invoke Standing Order 38, which permits exemption from normal contract standing orders. This is to allow Idox Software Ltd to provide the annual support and maintenance for the Lalpac Licensing Software System.

### **6. Recommendations**

**It is recommended that:**

**The contract for annual support and maintenance of Lalpac by Idox Software Ltd be exempt from the provisions of standing order 47.6.2 (the requirement to invite at least two oral or written quotations for contracts with a value in excess of £5000 but less than £20,000).**

## **7. Proposals and Details**

The Lalpac Licensing System holds all the information and records in relation to all the licensing functions carried out by the Licensing Team. It also produces the relevant licences and associated documentation and badges / plates issued to licence holders.

The Local Authority holds a perpetual licence and renews the annual support and maintenance of that licence on an annual basis.

The value of this contract is £7444.46, therefore standing order 47.6.2 requires the Authority to invite at least 2 oral or written quotations for the contract. Consequently a request is made for exemption from Standing Orders as Idox is the only supplier of the product and able to provide annual support and maintenance for LALPAC.

The contractor concerned is the only supplier able to provide quotes, due to the fact that only the system supplier can provide annual support and maintenance for their system.

## **8. Finance**

The cost of the annual support for 2014-15 is £7444.46.

## **9. Risks and Uncertainties**

Failure to renew the annual support and maintenance will result in the licensing system running with no support from the supplier and we will be unable to apply any upgrades or fixes to this business critical system. This will have financial and performance management implications leading to financial and reputational risk

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

Policy and performance issues are discussed in section 9 of this report.

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

Consultation has taken place with colleagues Internal Audit, Finance and Corporate ICT and all have confirmed agreement with the proposals.

**Contact Name:** Deborah Bragg, Licensing Manager, Business Regulation – Tel: 34524  
[deborah.bragg@rotherham.gov.uk](mailto:deborah.bragg@rotherham.gov.uk)



<b>ROTHERHAM BOROUGH COUNCIL – REPORT FOR CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS</b>		
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1	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
2	<b>Date:</b>	<b>16 June 2014</b>
3	<b>Title:</b>	<b>Housing Services: Integrated Housing Management System</b>
4	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## 5 Summary

In the spring of 2011 RBT undertook on behalf of RMBC a procurement exercise for a new Integrated Housing Management Information System (IHMS). This new IT system was required to replace seven existing systems, some of which were nearing obsolescence and approaching the end of the period in which the original developer would provide maintenance support.

Approval to purchase Civica Universal Housing (UH) was secured with an agreed capital cost of £860,000. This report seeks authorisation for an additional expenditure of £241,000. This represents the total anticipated price to ensure full implementation.

This additional cost is a result of two factors, a significant overrun in the implementation timescale, and the need to purchase additional functionality to match or improve on existing elements of the current systems. The proposed additional sum has been the subject of intense negotiation between RMBC and Civica, and represents a compromise position reflective of the overrun being a combination of issues arising both from the council and Civica, however it represents a significant reduction on the price initially requested by Civica.

Provision is available for this additional expenditure from within the Housing Revenue Account budget for 2014/15 and there will be no adverse impact on the Council's General Fund Budget.

## 6 Recommendations

**Cabinet member agrees:**

**6.1 To allocate an additional £241,000 for the purchase and implementation of the Civica Universal Housing System.**

## 7 Proposals and Details

In early 2011 the successful supplier for the Integrated Housing Management System project was determined to be Civica UK with their social housing management system, Civica Universal Housing (UH). The agreed contract provided the Civica UH blueprint model; seen as providing business requirements with some development by the business and RMBC IT. The procurement process was undertaken by RBT and subsequently novated to the Council on completion of the RBT contract.

Civica UH will, when fully implemented, provide a considerable improvement on the current seven systems, several of which are nearing obsolescence and which do not directly interface with each other. The new system will therefore save both staff time and operational costs. This was reflected in the business case which underpinned the decision to replace the existing systems with Civica UH.

The scope of the replacement project is immense. It replaces all current housing management systems such as asset management, estate management, and rents financial systems (for lettings, it has been decided to retain the Abritas system - but, Civica will interface with it). The system will also replace the entire Council's complaints management system and will interface with both repairs contractors' systems and with Community Protection and Environmental Health's Authority Public Protection (APP) system (often referred to as Flare). This will, for the first time, allow housing officers with the requisite clearances to have full sight of all issues relating to properties and tenants.

However, in implementing the system several issues have been encountered. These include:

- The full extent of the work required to cleanse the prevailing databases, and to undertake the preparatory work on implementation was underestimated, resulting in significant delays, additional work and additional extra cost.
- During implementation it became apparent that the Civica UH blueprint provides only a general basic system which has required significant work to adapt it to the specific requirements of RMBC and its partners. This upgrading activity has required the input of significant time and resource.
- Other external and unforeseeable factors, such as the Government's increased expectations of security functionality for councils linking in with the government's public service network have also required considerable extra work.

The enhanced functionality which is being proposed will ensure that the council has a sophisticated highly efficient system which includes the following:

- Finance interface (including Housing Benefit, ICON and E5) – work to develop an extended credit/debit matrix will allow for automation of work that currently is dependent upon spreadsheets and manual checking. The interface will more effectively meet Audit requirements eg we will have a monthly reconciliation of cash and Housing Benefit and no longer need to do manual journals – all will be done automatically.
- Extended Abritas integration will allow for the integration of the whole process from applications and allocations through to Civica UH for the creation and management of tenancies.

- Development of PINS (Personal Identification Number System) will allow for all information to be kept and accessed against a tenant across the system.
- The development of additional fields will allow us to hold a range of information (communication requirements, access etc) to provide a more responsive customer service.
- The development of additional screens in the system will allow for all Court, Arrears and Eviction records to be held and interrogated giving the necessary information for court proceedings.
- Interface between Civica APP and Civica UH will allow for collaborative working where enforcement action is involved as well as wider tenancy management. The interface will also cut out the current double entry into two systems.
- Interface between the Keystone Asset Management system and Civica UH will allow the passing of jobs through to the contractors as now, but the development of the system will allow for the maintenance of the up-to-date position for Asset Management.
- Payment Cascade will allow a payment to be split across accounts in an agreed hierarchy (rent, arrears, court costs, etc) and will also show the whole payment so that the Contact Centre can respond to customers when enquiring if payments have been received.
- Period End Automation – this can be set to run at any time with notification of any issues by e-mail
- Automatic creation of the next property reference – cuts out the risk of any property being given the same reference
- Check Digit – reduces the risk of incorrect keying and misplacement of payments

All of these issues are being developed in such a way as to enable online capability. So for example information relating to repairs will be on the system in plain English allowing the prospect of tenants reporting repairs and getting updates on line.

As a result of these issues Civica have sought to claim from the council reimbursement for costs relating to additional project management time and the costs of adding in the additional required functionality.

Whilst the council accepts that costs for additional functionality are on the whole reasonable, we have sought to dispute the extent of the costs arising out of the delay in implementing the system. This issue was first raised by Civica in early 2013, but negotiations did not start in earnest until late in 2013. Considerable negotiation has taken place since then, but the position of the council was that no settlement could be reached until a final cost could be agreed to take the project up to full implementation. From a Civica perspective, this was difficult to determine as it is dependent upon the time taken to fully implement the system (which is itself based on several variables) and any further changes to the base system that RMBC requires. Work has been undertaken by both sides to determine these issues as far as is foreseeably possible. Subsequently costs have been proposed by Civica which were then subject to negotiation. These negotiations were escalated and took place with the Managing Director of Civica.

As part of these negotiations, several items and functionality have been identified by RMBC as required which are outside the scope of the initial contract. These upgrades have been deemed by RMBC as essential to the smooth running of a modern housing business. For example, a critical business requirement is to cascade customer payments across accounts (for example, rent, district heating, garage rent etc).

Throughout this process Civica have been challenged to explain any disparity between the capability of the UH blueprint and the functionality of the system required by RMBC. For example, when a problem with the underlying SQL (Structured Query Language) database was identified by RMBC, Civica's initial response in January 2013 was to see this as a Rotherham specific change to be made at a cost of 10 days development time. By July 2013 Civica had accepted our view that this change was necessary to make their product suitable for all customers on the public service network and consequently they agreed to provide this upgrade at no additional cost to Rotherham.

As a result of these detailed negotiations over a period of months RMBC and Civica have identified a list of work to complete the full implementation.

## 8 Finance

The capital budget for the project, approved in July 2011, provided up to £860,000 funding. Civica software and professional services, including first year support and mobile working, were agreed as £462,113.

To date Civica have been paid £206,650 on the deployment of the software, plus £89,373 for change requests covering project management from September to December 2013, additional consultancy and training, the development of additional fields to display personal identification information in one place and the development of the Payment Cascade.

The costs requested by Civica to support the remainder of the implementation amounted to £306,050, this was subsequently renegotiated on May 14 2014 and a fee of £241,075 agreed, subject to Cabinet Member support. The details are as follows:

<b>Services</b>	<b>Initial Invoice</b>	<b>Agreed fee</b>
<b>1</b> Additional Services required for phases 1, 2 and 3 including project management for January 2014 to August 2015.	£165,500	£113,925
<b>2</b> Additional software including customer specific interfaces to Abritas, Civica APP and standard repairs interface	£97,200	£91,000
<b>3</b> Work to create specific functionality in the system including auto scheduling of Direct Debits, Arrears policy code revisions and additional data pass	£43,850	£36,150
<b>Total</b>	<b>£306,550</b>	<b>£241,075</b>

During these negotiations Civica agreed to provide 7 days per month project management support, but only charge for the equivalent of 5 days per month. Any additional project management support over and above 7 days will be at Civica's expense. Civica also agreed to a reduced daily contract rate for project management or consultancy time. This agreement holds subject to the project being implemented by August 2015 and, so long as additional costs are not incurred as a result of RMBC increasing the project scope.

Items 2 and 3 were issues that were identified as required by RMBC (as described above) but determined to be beyond the scope of the initial UH blueprint, so whilst reductions in price were achieved this was on a smaller scale to reductions secured for project management time.

Provision is available for this additional Housing Revenue Account expenditure from within the budget available for 2014/15

**9 Risks and Uncertainties**

Without this agreed level of input from Civica we will not be able to develop the system to the level required for the successful implementation of Phase 1 and the proposed go live for phase 1 scheduled for October 2014 will be at risk.

Although work has identified the overall scope of interfaces required for the remainder of the implementation, until the detailed work is undertaken for phases 2 and 3, it cannot be confirmed that the specified interfaces will fully meet business requirements. The risk is that more development is required than is currently in scope.

**10 Policy and Performance Agenda Implications**

This project is a critical issue in the ability of the Council to deliver an effective and efficient housing management service. It is comprehensive in its scope covering all housing functions, including rent collection and the corporate complaints system. It also involves critical interfaces with environmental health, community safety and finance systems.

**11 Background Papers and Consultation**

Cabinet Member Report July 2011

**Contact Name:** Dave Richmond  
**Telephone:** (01709) 823451  
**E-mail:** [dave.richmond@rotherham.gov.uk](mailto:dave.richmond@rotherham.gov.uk)

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>16<sup>th</sup> June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Area Partnerships Team and Corporate Community Engagement Service</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5. Summary**

This report sets out proposals recommending the merger of the Area Partnership Team functions currently within the Housing and Communities Service, with the Corporate Community Engagement Service, to create a corporate 'hub' for community engagement and involvement activity. This will enhance coordination of activity and remove potential duplication of effort. As part of this merger, a unified job description is proposed for the Resident Engagement Officer and Community Involvement Officer posts, to better reflect their core function and to ensure area based activity is managed and delivered in one place. This will help to promote activity focussed on the deprived communities agenda, broader neighbourhood management activity and community engagement and development.

The report also recommends re-locating two posts currently within the Corporate Community Engagement Service, one to Children and Young Peoples Services (CYPS) and the other to the Neighbourhood Crime and Anti-Social behaviour Team within the Housing & Communities Service. This reflects current and long standing operational arrangements in CYPS and in respect of the latter, again creates a consolidated 'hub' for the management and coordination of Safer Rotherham Partnership, community safety, vulnerable persons and ASB related issues.

In addition to an improved neighbourhood focus, the proposed merger will enable further development and innovation with regard to modern methods of community engagement and on-line communications; strengthen intelligence sharing with regard to the key issues impacting upon Rotherham's communities; enhance support to elected members.

### **6. Recommendations**

**That the Cabinet Member considers the report and recommendations and supports the proposed next steps.**

## 7. Background and rationale for proposals.

The opportunity to consider the synergies between the two services arose out of the transfer of the Community Engagement Service to Housing and Neighbourhood Services in 2013.

The review is set in the context of a number of drivers for change principally the need to direct resources to promote community resilience and self-help, target resources into our most deprived communities, consolidating service functions to both improve the service offer and deliver sustainable savings and efficiencies.

The proposed merger will create a number of service benefits which are detailed below.

The proposed merger will:

- *Unify community consultation, engagement and development activity* under the management of one Service Manager.
- *Remove duplication of effort.* Currently, there are a number of community based activities, such as the Golden 7 project with Rotherfed, which are supported by staff from both Area Partnerships and Community Engagement. Bringing the two services together will generate sharing of skill sets and expert knowledge. Over time, this will enable a more efficient allocation of resources to specific activities without undermining the quality of engagement and support to community and voluntary organisations, tenants and residents groups and key partners.
- *Consolidate work designed to support the most vulnerable neighbourhoods.* The work associated with the 11 most deprived communities within the Borough is predominantly supported by staff from both Area Partnerships and Community Engagement. The majority of the deprived communities coordinators are from these two services. The merger will create a significant hub for this work. Bringing the majority of the coordinators together within one service, working alongside the principal staff associated with neighbourhood engagement, development and capacity building, will strengthen operational relationships, shared planning and delivery and the exchange of innovation and good practice. This will ultimately benefit all areas, whilst still delivering bespoke solutions.
- *Help to modernise the ways we engage with communities.* Following the successful delivery of the on-line consultation on the Council's budget priorities and with the need to modernise our approach to communication, such as social networking, on-line discussion forums etc the merger will again stimulate a one team approach to shared skills and innovative thinking. The need to provide a stimulating range of communication options to the community will be critical to sustaining community involvement and attracting a more diverse range of views and active involvement from customers.

- *Improve support to elected members.* Bringing together functions associated with community consultation, engagement, social cohesion and community development, will simplify support and provide a more comprehensive service for elected members. This has potential to create a stimulus to Area Assemblies, a revival of communications frameworks and provide members with enhanced streamlined support with regard to tackling broader neighbourhood management issues in a comprehensive way.
- *Provide the capacity to create specific officer support for each deprived neighbourhood.* The consolidation of the Resident Engagement Officer and Community Involvement Officer posts will strengthen the focus of these posts towards dedicated support to each of the deprived neighbourhoods, whilst maintaining a strong service offer to the 7 area assembly areas. These posts will also take the lead with regard to initiatives associated with community capacity building, self-help and volunteering.
- Create a financial saving of £30k in 2014/15 and £50k in 2015/16.

Having described the benefits of the proposed merger, set out below are the details of the current operational arrangements for the two services and specific proposals.

## 7.1 Current position

The **Corporate Community Engagement Service** undertakes a range of corporate and service specific duties including: oversight of Equality Act 2010; directorate and corporate consultation; community relations including hate crime, Prevent, schools and wider community cohesion; Member and SLT support; migration and asylum issues; voluntary and community sector infrastructure support; and development of communities of interest.

The service is 100% General Fund resourced and there are 5 full time posts in the establishment as follows:

- 1 Community Engagement Service Manager
- 3 Community Engagement Officers
- 1 Schools Community Cohesion Officer

The **Area Partnerships Team** within the Housing and Communities Service undertakes a range of duties and responsibilities which include management and administration of the Area Assembly infrastructure, administration and development support to Area Housing Panels and community groups and organisations; broader neighbourhood management based activity; coordination of specific deprived communities based work; management of the Parish Council forums, administration and management of the elected members Community Leadership Fund etc. The team is made up of 21 fte posts, detailed below and is predominantly split funded 60% HRA and 40%



General Fund, with the exception of the three Resident Engagement Officer posts which are 100% HRA funded. These posts were previously within the 2010 Rotherham Ltd structure and were reintegrated into the Housing & Communities Service – Area Partnership Team.

The team consists of:

3 FTE Area Partnership Managers  
7 FTE Community Involvement Officers  
7 FTE Community Support Officers  
1 FTE Parish Council Liaison Officer  
3 FTE Resident Engagement Officers reintegrated from 2010 Rotherham Ltd and 100% Housing Revenue Account funded.

## **7.2 Proposals**

### **7.2.1 Establishment of a consolidated Neighbourhood Partnerships & Engagement Service.**

The change proposed is to merge the Area Partnerships Team & Corporate Community Engagement Service functions, with the combined service being re-branded as the “Neighbourhood Partnerships & Engagement Service”

The rationale for this change is to consolidate current community engagement and area partnership functions in one place to remove duplication of effort and create a new corporate ‘hub’ for community engagement and development. This proposal recognises the diverse role of the Area Partnership Team and the importance of an increasing focus on broader neighbourhood management based activity, community engagement and development, deprived communities interventions, increasing community resilience and promoting self-help.

The proposal will allow the targeted realignment of resources to areas of greatest need particularly the Deprived Communities areas, whilst retaining appropriate capacity within each of the existing Area Assembly localities to maintain service offer. This will be achieved through current Deprived Communities Coordinator arrangements, but with designated officers taking a day to day lead in each of the deprived communities with regard to neighbourhood management and development work.

To facilitate this proposal the existing Resident Engagement Officer and Community Involvement Officer posts in the establishment will be combined within one generic job description to ensure activity is managed and delivered in one place, strengthening coordination. The new post will be rebranded as ‘Neighbourhood Development Officer’.

The following staffing changes are proposed and will require appropriate consultation with staff and unions

- Transfer of the Area Partnership Team management responsibility from the Housing & Communities Manager to the Community Engagement Manager. The latter post to be rebranded Neighbourhood Partnerships and Engagement Manager. The expanded management role to include HRA related responsibilities such as management of associated staffing and resources linked to tenant engagement services, Area Housing Panels, Rotherfed etc.
- Unification of the current Resident Engagement Officer and Community Involvement Officer job roles within one generic job description. The posts will have a geographical focus including production and delivery of associated action plans.
- Community Support Officers rebranded Neighbourhood Support Officers. Current administration functions/responsibilities to be rolled back, through re-alignment with other services/ wider partners, in favour of increased capacity to focus on supporting neighbourhood development work, reflective of the grade.
- Formal transfer of the Schools Community Cohesion Officer post to the CYPS establishment as fundamentally the current work streams are related wholly to the schools curriculum and related project work.
- Transfer of 1 Community Engagement Officer to the Neighbourhood Crime and ASB Team within Housing & Communities Service.

### **7.2.2 Housing and Communities Service**

As a result of the proposal to establish a consolidated Neighbourhood Partnerships & Engagement Service a number of changes are required to the current Housing and Communities Service structure and the teams that fall within the remit of the service, as follows.

As the 'communities' element of the service is being re-aligned, it is proposed that the retained functions within the service be rebranded 'Housing and Estate Services' and this will be reflected in the service managers revised job title 'Housing and Estate Services Manager'.

### **Neighbourhood Crime and ASB Team**

As indicated above it is proposed to consolidate the Neighbourhood Crime and ASB function with the transfer of a post from the current Corporate Community Engagement Service. This will allow the alignment of work and resources dedicated to crime, Vulnerable Persons Unit (VPU), ASB, Hate Crime, community safety, Prevent and the Safer Rotherham Partnership. This will assist the continuing integration of the Vulnerable Persons Unit into the team following their move from Main Street Police Station to Riverside House, where they are now co-located with the Neighbourhood Crime and ASB Team. The post to be transferred would be subject to a revised Job Description and job title, provisionally badged as 'Community Safety Coordinator'.

### **7.3 Next Steps**

Report to Cabinet Member for Community Cohesion - 23<sup>rd</sup> June 2014

Staff and Union consultation would begin for a 30 day period after approval of the proposals. – July/August 2014

Finalise proposals – August/September 2014

Implementation – October 2014

## **8. Finance**

During the preparation for this review, one member of staff sought voluntary severance, which created a saving of £11,500 which was accounted for during 2013/14 and by deleting the post from the establishment, the subsequent staffing budget thereafter has been permanently reduced by that value.

It is also proposed to realise savings of £30k from Community Engagement Service for the financial year of 14/15. These savings will be achieved from revenue budget adjustments within Corporate Community Engagement and proposals have been discussed and agreed with Finance.

Additional savings of £50k in 2015/16 will be achieved through reprofiling of the combined budget of the new Neighbourhood Partnerships and Engagement Service.

Changes to the existing job description of Resident Engagement Officer and Community Involvement Officer will also result in changes to the funding arrangements of the posts. The Resident Engagement Officer posts are 100% Housing Revenue Account funded; the Community Involvement Officer posts are split funded HRA 60% and General Fund 40%. Going forward all posts at this level would be split funded but the 60% HRA 40% General Fund split will need to be revisited to ensure no additional pressure is placed upon the General Fund.

## **9. Risks and uncertainties.**

The proposed changes to the Resident Engagement Officer and Community Involvement Officer posts will require staff training and development, to ensure that service provision is not impacted upon.

It will be important to reassure elected members and Area Housing Panels that the changes will not adversely impact upon the current service offer to, for example, elected members, Area Assemblies and Area Housing Panels.

Any changes to job descriptions will require checking by pay and grading panel. However, it is not anticipated that there will be any changes to existing grades.

**10. Background Papers and Consultation.**

The proposals have been discussed with Human Resources and no immediate concerns have been raised, subject to usual staff and union consultation processes and pay and grading reviewing any changes to job profiles.

Financial Services have also been consulted.

**Contact Name:**

Paul Walsh, Housing & Communities Service Manager, NAS; 01709 334954;  
[paul.walsh@rotherham.gov.uk](mailto:paul.walsh@rotherham.gov.uk)

Zafar Saleem, Community Engagement Service Manager, NAS; 01709 822757; [zafar.saleem@rotherham.gov.uk](mailto:zafar.saleem@rotherham.gov.uk)

## Representation of the Council on Other Bodies 2014– 2015

Title	Description	Council Rep.	Frequency	Councillors Role	RMBC Officer Support	How issues are reported back into the Council
Rotherham Licence Watch Steering Group	Licensees throughout the borough working together to address safety issues relating to drinking i.e. laws, anti social behaviour, litter, safety	Chair of Licensing Board (Councillor Dalton)	Monthly	Representative	Deborah Bragg	Group is currently co-ordinated by the Rotherham Chamber of Commerce. Concern has been expressed that a LA Champion is required
Rotherham Bond Guarantee Scheme	Bond Guarantee Scheme, recent re-organisation taken place undertaken in respect of attendance and support by Officers	Councillor McNeely  Sub – rep from Improving Places Select Commission	Bi-monthly	Representative	James Greenhedge	Quarterly performance reports  Annual funding report to Cabinet Member
Social Concerns Committee Churches Together		Rep. from the Improving Places Select Commission		-	-	Churches Together do feed issues through Robond
South Yorkshire Trading Standards Committee	Originally set up to co-ordinate the work of Trading Standards across South Yorkshire. Terms of this group have now expired. Has become a liaison group for Trading Standard activity. Organisation now under re-evaluation.	Councillors McNeely and Wyatt	6 monthly meetings	Representative	Serviced by Sheffield City Council	Elected Member to report to Cabinet Member annually

Title	Description	Council Rep.	Frequency	Councillors Role	RMBC Officer Support	How issues are reported back into the Council
Environmental Protection UK Yorkshire and Humberside Division	The work of the Division is carried out voluntarily by members who want to make an impact upon creating sustainable environments for future generations.	4 reps. from the Improving Places Select Commission	1 event and 3 meetings per year	Representative and information sharing	Mark Ford	Information shared between Officers including consideration of national policy
Women's Refuge	Refuge Management Committee, addresses all management, strategy, policy and operational matters of the Women's Refuge	1 Rep. from Improving Places Select Commission	Monthly	Representative	Sandra Tolley	Monthly management minutes  Elected member to report back annually
Sheffield City Region Housing and Regeneration Board	Elected Member for South Yorkshire – Housing issues on a regional level	Councillor McNeely	Quarterly	Sub regional political representative for South Yorkshire - consider all housing related interventions and investments	Dave Richmond	Report through Cabinet
Yorkshire and Humberside Pollution and Advisory Council	To consider all matters relating to environmental pollution and control.	Councillor <b>Kaye</b> plus 2 reps. from Improving Places Select Commission	Annual Meeting	Representative	Mark Ford	Report to Improving Places Select Commission

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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1.	<b>Meeting:</b>	<b>CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS</b>
2.	<b>Date:</b>	<b>Monday 16 June 2014</b>
3.	<b>Title:</b>	<b>Neighbourhoods General Fund Revenue Outturn Report 2013/14</b>
4.	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### 5. Summary

This report details the Revenue Outturn position for Neighbourhoods General Fund Services for 2013/14.

The final 2013/14 budget for the service after in year approved virements was £2.461m against which the outturn position shows a net under spend of £411k or 16.7%.

It should be noted that three requests to carry forward unspent balances will be included in the Council's consolidated revenue outturn report to Cabinet as follows:

- |                                      |         |
|--------------------------------------|---------|
| • Members' Community Leadership Fund | £19,232 |
| • Dispersed Units Trading Account    | £77,218 |
| • Bereavement Services Partnership   | £10,000 |

### 6. Recommendations

**THE CABINET MEMBER RECEIVES AND NOTES THE UNAUDITED 2013/14 REVENUE OUTTURN REPORT AND SUPPORTS THE REQUESTS FOR CARRY FORWARD HIGHLIGHTED IN PARAGRAPH 8 OF THE REPORT.**

## 7. Proposals and Details

The revised cash limited budget after budget virements was £2.461m, the net Revenue Outturn for Neighbourhoods General Fund services for 2013/14 was £2.050m. This resulted in an overall underspend of £411k, a variation of 16.7%. This represents an increase of £90k compared with the forecast underspend of £321k previously reported in the February budget monitoring report. The main reasons for the increase were due to additional HRA contributions, delays to planned Dispersed Units works (included in the request for carry forward), an increase in Adaptations works that generated additional income and late additional income received for the Licensing Service.

This underspend has been achieved as a result of a range of issues including a stringent moratorium on non essential spend, careful vacancy management, and a number of one off additional income receipts. However this approach has been necessary as part of a range of measures designed to ensure that the council is able to achieve a balanced budget. It is not anticipated that this position will continue in future years.

The table below shows the summary outturn position for the Service:

SERVICE	Annual Budget (£000 Net)	Outturn to 31 <sup>st</sup> March 2014	Variance from Budget Deficit/ (Surplus)	Overall
	£000	£000	£000	%
Strategic Housing & Investment	188	207	19	10.1
Housing Options	290	145	-145	-50.0
Housing & Communities	271	177	-94	-34.7
Central	303	296	-7	-2.3
Business Regulation	207	118	-89	-42.9
Safer Neighbourhoods	1,202	1,107	-95	-7.9
<b>Total Housing &amp; Neighbourhood Services</b>	<b>2,461</b>	<b>2,050</b>	<b>-411</b>	<b>-16.7</b>

Detailed analysis of the key areas of under/over spend are included in Appendix 1. The main variations within each of the service areas can be summarised as follows:-

### 7.1 Strategic Housing & Investment (+£19k)

There was a £21k over spend in this area as a result of lower than forecast staff turnover and a small shortfall on income. It was partly offset by a small surplus (£2k) of income generated through the Equity Loan Scheme.



## **7.2 Housing Options (-£145k)**

The Dispersed Units Trading Account generated a surplus of £77k and a request to carry forward this under spend will be made to The Cabinet as part of the Council's consolidated Revenue Outturn Report.

The Adaptations Service achieved a £79k under spend mainly as a result of additional contracted work carried out that generated income from fees on small adaptations.

These savings were partly offset by an £11k over spend on Key Choices Property Management cost centre as a result of income levels achieved being lower than originally forecast.

## **7.3 Housing & Communities (-£94k)**

The underspend within this service area resulted mainly from savings achieved due to vacancy management and tight controls on Supplies & Services within Area Assemblies (-£55k), and an under spend on the Members Community Leadership Fund (-£21k) of which £19k is requested for carry forward into 2014/15.

The remaining under spend (£20k) was mainly as a result of additional funding from the HRA towards the Community Safety Unit and reduced utility costs relating to Communal Services.

These savings were partly reduced by a small over spend by the Anti-Social Behaviour Unit of £2k due to early recruitment for an additional post at the year end.

## **7.4 Central (-£7k)**

There was an under spend of £7k on Management & Administration, mainly due to the savings on supplies and services budgets.

## **7.5 Business Regulation (-£89k)**

Most of the savings in this service area were a result of vacancy management throughout the year within Trading Standards (-£68k), resulting partly from internal recruitment to posts, a small (-£3k) surplus on Licensing due to late additional income and (-£25k) surplus on Bereavement Services Partnership partly as a result of some planned repairs work that was unable to be carried out before the year end. This report requests that £10k of this under spend is made to The Cabinet for carry forward as part of the Council's Consolidated Revenue Outturn Report in order that the work can be completed in 14/15.

These savings were partly reduced by a £7k over spend on employee costs within the Food Safety and Animal Health budgets due to lower than expected staff turnover.

### **7.6 Safer Neighbourhoods (-£95k)**

Savings of £105k were achieved in the Community Protection service area. This was as a result of vacant posts, the impact of the Council wide moratorium on non-essential expenditure and one-off Health income.

These savings were partly reduced by an over spend of £10k on the Closed Landfill Sites budget, mainly due to some essential Health & Safety works being completed during the year.

### **7.7 Agency & Consultancy**

There was no expenditure incurred on Agency during 2013/14. However, there was £70,622 spent on Consultancy work in 2013/14, of which £67,974 was grant funded expenditure. Expenditure was incurred in respect of Green Deal Energy Efficiency Data Analysis and Flexible Support Fund Project Delivery.

## **8. Finance**

Financial implications for each service area have been discussed in section 7 above.

Requests for carry forwards totalling £106,450 will be made to The Cabinet as part of the Council's Consolidated Revenue Outturn report as follows:

- |                                      |         |
|--------------------------------------|---------|
| • Members' Community Leadership Fund | £19,232 |
| • Dispersed Units (Trading Account)  | £77,218 |
| • Bereavement Services Partnership   | £10,000 |

## **9. Risks and Uncertainties**

The outturn figures included in this report are subject to quality assurance work on the Statement of Accounts, which will be undertaken during June 2014 and subsequent external audit verification during July and August.

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

The delivery of the Council's overall Revenue Budget within the limits determined for 2013/14 is vital to achieving the Council's Policy agenda. Financial performance is a key element to demonstrate the Council's effective use of resources.

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

- Report to Cabinet Member for Safer and Attractive Neighbourhoods - Neighbourhoods General Fund Revenue Budget Monitoring Report February 2013/14

The contents of this report have been discussed with both the Director of Housing and Neighbourhoods and the Director of Financial Services.

**Contact Name: Mark Scarrott, Finance Manager (Neighbourhoods and Adult Services) Extension 22007, [mark.scarrott@rotherham.gov.uk](mailto:mark.scarrott@rotherham.gov.uk)**

**Reasons for Variance from Approved Budget 2013/2014**

**APPENDIX 1**

<b>Division of Service</b>	<b>Under (-) / Over (+) Spending (£)</b>	<b>Under / Over Spending as a % of Approved Budget</b>	<b>Key Reasons (for variances +/-£25k or +/-5%)</b>
<b><u>STRATEGIC HOUSING &amp; INVESTMENT</u></b>			
EQUITY LOAN & HCA NEW BUILD	-2,130	-100.0%	Additional income received
REGISTERED SOCIAL LANDLORD PARTNERSHIP INCOME	1,505	5.0%	Income less than budgeted - no increase applied for 2013/14
STRATEGIC HOUSING & INVESTMENT SERVICE (INCORPORATING GROUNDWORK TRUST & ENERGY ADVICE)	20,071	9.2%	One off cost relating to previous year's write offs plus small overspend on salary budget due to lower than forecast staff turnover
<b>SUB TOTAL</b>	<b>19,446</b>	<b>10.4%</b>	
<b><u>HOUSING OPTIONS</u></b>			
ADAPTATIONS SERVICE (PRIVATE SECTOR)	-78,833	-382.9%	Additional works carried out in year generated extra income over that budgeted for. Some refurbishment works delayed until 14/15, full balance requested as earmarked carry forward
DISPERSED UNITS	-77,218	-124.4%	forward (Trading Account)
KEY CHOICES PROPERTY MANAGEMENT	11,242	263.1%	Shortfall on Management Fee and Repairs income
<b>SUB TOTAL</b>	<b>-144,810</b>	<b>-50.0%</b>	
<b><u>HOUSING &amp; COMMUNITIES</u></b>			
CONTRIBUTION TO COMMUNAL SERVICES	-7,410	-21.7%	Contribution to HRA less than forecast due to lower utility costs
MEMBERS COMMUNITY LEADERSHIP FUND	-21,485	-32.1%	Councillors underspends requested as earmarked carry forward
MANAGEMENT & ADMIN/AA	-54,651	-61.1%	essential spend
COMMUNITY SAFETY UNIT (CSU)	-13,029	-33.5%	Additional contribution to costs from HRA
SAFER ROTHERHAM PARTNERSHIP - REV	-11	100.0%	Minimal underspend to grant
ANTI SOCIAL BEHAVIOUR	2,206	5.3%	Additional post only part funded, budgeted in full for 2014/15
<b>SUB TOTAL</b>	<b>-94,380</b>	<b>-34.8%</b>	
<b><u>CENTRAL</u></b>			
MANAGEMENT & ADMIN	-7,922	-2.6%	
HOUSING MORTGAGES & RTB	484	-10.1%	Mortgage interest slightly less than budgeted due to reducing mortgage portfolio
<b>SUB TOTAL</b>	<b>-7,438</b>	<b>0.0%</b>	
<b><u>BUSINESS REGULATION</u></b>			
HEALTH & SAFETY	507	0.4%	
FOOD & DRUGS	6,047	1.5%	
ANIMAL HEALTH	839	1.2%	
TRADING STANDARDS	-67,834	-29.1%	Staff turnover higher than forecast
LICENSING	-3,125	-1.6%	
BEREAVEMENT SERVICES	-25,158	-6.0%	Repairs work delayed until 2014/15, £10k requested as earmarked carry forward
<b>SUB TOTAL</b>	<b>-88,725</b>	<b>-42.8%</b>	
<b><u>SAFER NEIGHBOURHOODS</u></b>			
COMMUNITY PROTECTION	-105,279	-9.4%	Additional funding received from Public Health to meet PH outcomes
CLOSED LANDFILL SITES	9,993	12.1%	Cost of essential Health & Safety repairs
COMMUNITY PROTECTION (WID)	0	0.0%	
<b>SUB TOTAL</b>	<b>-95,287</b>	<b>-7.9%</b>	
<b>Total</b>	<b>-411,193</b>	<b>-16.7%</b>	

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>16 June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Housing Investment Programme 2013/14 – P12 March 2014 Year end Out-turn</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5.0 Summary**

This report provides details of the year end out-turn position for the Housing Investment Programme 2013-14 at 31 March 2014.

As at the end of Period 12 March 2014, total spend on the Housing Investment Programme was £29,058,584 compared to a budget provision of £31,687,516 representing an under spend of £2,628,933 (-8%) against planned expenditure.

The report will provide details of savings and slippage on the individual schemes of work within the overall programme.

### **6.0 Recommendations**

**That Cabinet Member receives and notes the spend position to the end of Period 12, 31 March 2014.**

**That Cabinet Member approves the slippage of £730,800 resources from 2013-14 to 2014-15 as detailed within the body of the report.**

## 7.0 Proposals and Details

7.1.1 This budget report is based upon the outturn position for the Housing Investment Programme (HIP) up to Period 12 March 2014.

7.1.2 There has been a total spend of £29,058,584 against the revised budget of £31,687,516 which has resulted in an under spend to the end March 2014 of £2,628,933.

	2013-14 Original Budget £	2013-14 Revised Budget £	2013-14 Revised Budget £ Jan 14	Actual spend to P12 £	Forecast Variance to end March 2014 £
<b>Refurbishments</b>	<b>14,303,000</b>	<b>14,609,863</b>	14,109,863	11,455,683	-2,654,180
<b>Other Capital Works</b>	<b>9,934,000</b>	<b>10,377,546</b>	9,821,069	10,096,931	275,862
<b>Sub Total - Capital Works to properties</b>	<b>24,237,000</b>	<b>24,987,409</b>	<b>23,930,932</b>	<b>21,552,614</b>	<b>-2,378,318</b>
<b>Fair Access to All</b>	<b>3,091,000</b>	<b>3,784,215</b>	4,002,068	3,911,977	-90,091
<b>Regeneration/Neigh bourhood Renewal</b>	<b>2,960,000</b>	<b>3,398,624</b>	3,029,181	2,902,844	-126,338
<b>Other Public Sector</b>	<b>2,166,000</b>	<b>725,335</b>	725,335	691,149	-34,186
<b>Total Revised Capital Programme</b>	<b>32,454,000</b>	<b>32,895,583</b>	<b>31,687,516</b>	<b>29,058,584</b>	<b>-2,628,933</b>

There has been a total reduction between forecast and actual spend to 31<sup>st</sup> March 2014 of £1,180,994. This has increased the underspend to - £2,628,933.

## 7.2 Details

### 7.2.1 Housing Improvement Programme 2013-14 Capital Works

Appendix A provides the full programme breakdown of budget, actual outturn, and variance by project line and should be referred to in conjunction with the following explanations.

#### 7.2.2 Refurbishments

**(Revised Budget £14,109,863 Outturn £11,455,683**

**Variance -£2,654,180)**

Refurbishments is comprised of Internal Works (Decent Homes) and External Works (Roofing, pointing, cladding).

The programme focused on External works to dwellings such as replacement roofs, external works to blocks of flats and replacement of fascia's, soffits and rainwater goods. The programmes have taken longer than anticipated to tender and mobilise, this has resulted in reduced spend. This financial year we have completed improvements to 1,376 properties through this programme.

**7.2.3 Other Capital Works**  
**(Revised Budget £9,821,069 Outturn £10,096,931**  
**Variance £275,862)**

The sections below, breakdown individual spend within the Other Capital Works budget.

**7.2.4 Environmental – Brinsworth**  
**(Revised Budget £224,337 Outturn £206,617**  
**Variance -£17,720)**

Total spend to the end of March 2014 was £206,617. This project includes the completion of bin stores, paths and landscaping works around the Pike Road area and is fully complete.

**7.2.5 Other Environmental Works**  
**(Revised Budget £1,130,574 Outturn £921,118**  
**Variance -£209,456)**

Total spend was £921,118. There has been a reduction in actual spend from P11 forecast of -£227,158. This was a result of delays in tender for a number of schemes and ongoing leasehold consultation.

A variety of environmental schemes are now complete and include:

**Briery Walk, Munsbrough**

The removal of overgrown trees and bushes in public open space which were creating secluded locations and blocking street lights. The clearance was the first phase of improvements before looking to improve security of drying spaces and secure drying spaces which have become run down/ damaged over time. We have used fencing to reduce opportunities for rat-runs in an attempt to aid police surveillance and deter opportunities for crime.

**St Johns Green, Kimberworth Park**

Visually opening and removing sheltered areas on communal stairs to flats above the shops which have had persistent troubles with ASB over many years. Also the installation of gates and railings to improve the security of these flats.

**7.2.6 Empty Homes (Revised Budget £1.819m Outturn £2,708,755**  
**Variance £889,113)**

Total spend to the end of March 2014 was £2,708,755.

There has been an over spend of £889,113, the primary reason for this additional spend is an increased number of voids being identified as requiring major works at survey stage.

212 major voids were complete to the end of March 2014. Major voids occur when the cost of bringing a property up to the lettable standard exceeds £4,000. This often occurs where a previous tenant has refused decent homes works and so properties now require new kitchens, bathrooms or central heating systems.

**7.2.7 Replacement Communal Entrance Doors  
(Revised Budget £929,863 Outturn £879,109 Variance -£50,754)**

High security communal entrance doors have been replaced at 134 blocks of flats. This scheme is now practically complete with the remaining unspent budget of £50,754 requiring to be slipped into 2014-15 due to human error resulting in no accrual being made at year end.

**7.2.8 Electrical Board & Bond  
(Revised Budget £200,000 Outturn £133,794 Variance -£66,206)**

Spend to the end of March 2014 was £133,794.

This is a demand led service and the number of properties requiring capital works following Fixed Wire Testing was lower than forecast.

Actual fixed wire test related works (re-wires, new consumer units etc.) have been carried out in 167 properties.

**7.2.9 Asbestos Removal & Testing  
(Revised Budget £370,000 Outturn £373,904 Variance £3,904)**

Total spend to end of March 2014 was £373,904. This budget is primarily focused on funding asbestos surveys and removals to properties that are receiving planned capital improvement works.

**7.2.10 Flat Door Replacement  
(Revised Budget £620,362 Outturn £855,599 Variance £235,237)**

The Replacement Flat Door programme will continue into 2014-15, the actual spend is greater than budget allocation due to higher than expected costs received at tender stage. The team are continuing work to gain access to 305 no access/ decline properties where we have elderly or vulnerable tenants. The team are currently working with Housing Management to gain access and/ or persuade tenants to have works complete at these properties.

As at the end of March 2014 a total of 870 properties have received new flats doors through this programme.

#### **7.2.11 District Heating Conversions**

**(Revised Budget £218,000 Outturn £122,562 Variance -£95,438)**

The 2013/14 programme provided for a full stock condition survey of all District Heating schemes to enable more accurate forecasting in future. It was also intended to replace hoppers as part of a Renewable Heat incentive application; however as at year end we had not received any indication if this application had been successful. This work will now be funded out of the 2014-15 District Heating budget.

#### **7.2.12 EPC Improvements**

**(Revised Budget 475,000 Outturn £93,546 Variance -£381,454)**

This budget was originally intended to fund External Wall insulation to non – traditional properties and installation of top up cavity and loft insulation. Given the success at leveraging in additional funds through the non traditional investment programme, the majority of funding for EWI has not been required and has been used on projects such as glazing upgrades.

Thermal efficiency works through upgrading of glazing to 16 properties has been undertaken to date allowing properties to become more energy efficient.

#### **7.2.13 New IT System**

**(Revised Budget £80,000 Outturn £51,275 Variance -£28,725)**

This budget is to fund the purchase and implementation of the new integrated Housing Management System. To date the project has experienced significant delays in implementation. It is proposed the under spend of £28,725 is also slipped into 2014-15. This is in addition to previously agreed slippage of £264,732.

#### **7.2.14 General Structures**

**(Revised Budget £650,000 Outturn £635,473 Variance -£14,527)**

This budget is to fund remedial works to building structures and includes pointing, rendering, underpinning and damp proof works.

#### **7.2.15 Lift Replacement**

**(Revised Budget £75,000 Outturn £54,312 Variance -£20,688)**

This was to fund refurbishment of lifts at Shaftsbury House. All works are now complete.

#### **7.2.16 Replacement of Central Heating/ Boilers (Revised Budget £3,010,589 Outturn £3,110,107 Variance £99,518)**

The over spend of £99,518 will be funded from general underspends on the Refurbishment budget. There is an ongoing programme of Central Heating replacements in order to reduce the revenue burden as a result of increasing



repairs to Ideal and Buderus boilers. As a result it was identified that significantly more capital investment was required from 2013-14 onwards.

A total of 1,135 new boilers have been fitted through planned work programmes.

### **7.3 Fair Access to All**

#### **7.3.1 Disabled Adaptations (Public Sector) (Budget £1,944,980 Outturn £1,790,717 Variance -£154,263)**

#### **7.3.2 Disabled Adaptations (Private Sector) (Budget £2,057,088 Outturn £2,121,259 Variance £64,171)**

Total spend for Public and Private adaptations to the end of March 2014 was £3,911,977. A series of service improvements and efficiencies have led to delivery of backlog works resulting in overspend on Private Sector adaptations which has been funded through increased RTB receipts.

Disabled aids and adaptations (major) were undertaken in 426 public sector homes.

Disabled aids and adaptations (major) were undertaken in 357 private sector homes.

### **7.4 Regeneration / Neighbourhood Renewal**

#### **7.4.1 Non-Trad Investment (Budget £1,841,310 Outturn £1,759,504 Variance -£81,806)**

This budget was to complete external refurbishment and insulated render works to non traditional properties. This is part of an ongoing programme to extend the life of non traditional stock by circa 25 years.

Investment was made in 370 non traditional dwellings in Wath, Rawmarsh, East Dene and Whiston. The programme of improvements will continue into 2014-15 and include works at Manor Farm and Kimberworth Park.

#### **7.4.2 Garage Site Investment (Budget £500,000 Outturn £798,252 Variance £298,252)**

Investment has been made to 4 Garage Sites at Haugh Road, Rawmarsh; Langley Close, East Herringthorpe; Gray Avenue, Aston and Scott Close, Thurcroft. Works have included re-surfacing to the highway, re-roofing, doors and general environmental improvements.

Total overspend was anticipated and will be funded from underspend in the Refurbishment budgets.

**7.4.3 Dinnington Transformational Change  
(Budget £22,314 Outturn £23,404 Variance £1,090)**

This project was funded through the Regional Housing Board and was the installation of temporary art work to Dinnington Town centre. The original budget was £25,000. We had previously reduced this budget to reflect the then forecast spend, however actual spend has now exceeded this budget so the minor overspend of £1,090 will be off set from other savings within the Regeneration/ renewal budget.

**7.4.4 Canklow Phase 1 & 2  
(Budget £210,657 Outturn £179,036 Variance -£31,531)**

This is a multi-year programme of activity to regenerate an area within Canklow through Housing Market Renewal. The project is focused on demolition, buy back and refurbishment of public and private sector properties in the area. Underspend will be slipped into 2014-15 to assist in remaining property buy backs.

**7.4.5 Bellows Road Service Centre Clearance  
(Budget £454,990 Outturn £142,647 Variance -£312,343)**

This is a Housing Market Renewal scheme and includes the construction of new shop units and provision of new housing within the area. Underspend will be slipped into 2014-15 to assist in completion of the scheme.

**7.5 Other Public Sector**

**7.5.1 Opportunity Acquisitions  
(Budget £725,335 Outturn £691,149 Variance -£34,186)**

This is a multi-year commitment to acquire properties to add to the Council's social housing stock through the 30 Year HRA Business Plan. Strict criteria are applied to the acquisitions which have led to more protracted negotiation than anticipated and hence the previous slippage. To date a total of 16 properties have been purchased under this scheme. Negotiations are ongoing to purchase a further 63 properties through this programme at Wickersley, Rawmarsh, Aston and Dalton which will be funded within the 2014-15 budget.

**7.6 Slippage to 2014/15**

All works listed below commenced in 12/13 financial year and were programmed to complete prior to 31st March 2013. The budgets were aligned to the programme therefore no allowances have been made for these works in 2014/15. Works have slipped their end date therefore to reduce the impact on the asset management business plan; the values would be slipped from 2013-14 to 2014/15:

<b>Budget</b>	<b>Slippage Value £</b>
New IT System	28,725
Replacement Communal Entrance Doors	50,754
Flats Door Replacement	75,760
Refurbishments	231,687
Bellows Road Service Centre Clearance	312,343
Canklow Phase 1 & 2	31,531
<b>Total</b>	<b>730,800</b>

All other projects where works fell behind schedule within the 2013-14 financial year so still require funding to complete will be funded through virements within the existing 2014-15 Capital Programme. These virements will be reported in 2014-15 HIP Monitoring Report July 2014.

## 7.7 Summary

7.7.1 Overall total HIP spend to Period 12, March 2014 was £29,058,584 compared to a revised budget provision of £31,687,516. This represents an under spend of £2,628,933.

## 8.0 Finance

8.1 The table over page identifies the funding utilised to meet the costs of delivering the HIP in 2013/14:

<b>Funding Summary HIP</b>	<b>£</b>
Grants	1,584,403.54
RCCO	8,437,000.00
Capital Receipts	2,094,957.17
MRA	16,942,222.88
<b>Total</b>	<b>29,058,583.59</b>

## 9.0 Risks and Uncertainties

The 2012/13 Indicative Outturn position will be subject to external audit.

## 10.0 Policy and Performance Agenda Implications

The HIP supports the Corporate plan priorities and is central to the longer term Housing Strategy:

- Making sure no community is left behind
- Helping to create Safe and Health Communities
- Improving the environment

## **11.0 Background Papers and Consultation**

Dave Richmond, Director of Housing and Neighbourhoods, Stuart Booth, Director of Financial Services and Budget Holders have been consulted during the preparation of this report.

Reports to Cabinet Member for Safe and Attractive Neighbourhoods

Report Author

Paul Elliott, Business and Commercial Programme Manager; Neighbourhoods and Adult Services, [paul.elliott@rotherham.gov.uk](mailto:paul.elliott@rotherham.gov.uk); Ext. 22494

## Appendix A

	A	B	C	D	E	F	G	H	I
1		<b>HIP PROGRAMME 2013-14 - POSITION AS AT PERIOD 12</b>							
2									
3									
4			Budget		Outturn		Variance (Over + / Under -)		%age (Over + / Under -)
5			£		£		£		%
6									
7		<b>REFURBISHMENT / IMPROVEMENTS</b>							
8		Refurbishment	13,499,514		11,274,330		-2,225,184		-16%
9		Windows	610,349		181,353		-428,996		-70%
10		<b>REFURBISHMENT / IMPROVEMENTS TOTAL</b>	<b>14,109,863</b>		<b>11,455,683</b>		<b>-2,654,180</b>		<b>-19%</b>
11									
12		<b>OTHER CAPITAL WORKS</b>							
13		Empty Homes	1,819,642		2,708,755		889,113		49%
14		Replacement of Central Heating / Boilers	3,010,589		3,110,107		99,518		3%
15		Replacement of Communal Doors (High Security)	929,863		879,109		-50,754		-5%
16		Environmental Works	1,372,613		1,078,496		-294,117		-21%
17		Electrical Board & Bond	200,000		133,794		-66,206		-33%
18		Community Centre Improvements (5 Year Programme)	0		0		0		NA
19		Boundary Wall Treatments	0		0		0		NA
20		Asbestos Removal & Testing	370,000		373,904		3,904		1%
21		Flat Door Replacement	620,362		855,599		235,237		38%
22		District Heating Conversions	218,000		122,562		-95,438		-44%
23		One-Off Properties	0		0		0		NA
24		EPC Improvements	475,000		93,546		-381,454		NA
25		New IT System	80,000		51,275		-28,725		-36%
26		General structures	650,000		635,473		-14,527		-2%
27		Lift Replacement	75,000		54,312		-20,688		-28%
28		<b>OTHER CAPITAL PROJECTS TOTAL</b>	<b>9,821,069</b>		<b>10,096,931</b>		<b>275,862</b>		<b>3%</b>
29									
30		<b>ALL WORKS TO PROPERTIES TOTAL</b>	<b>23,930,932</b>		<b>21,552,614</b>		<b>-2,378,318</b>		<b>-10%</b>
31									
32		<b>FAIR ACCESS TO ALL</b>							
33		Public Adaptations	1,944,980		1,790,717		-154,263		-8%
34		Private Adaptations	2,057,088		2,121,259		64,171		3%
35		<b>FAIR ACCESS TO ALL TOTAL</b>	<b>4,002,068</b>		<b>3,911,977</b>		<b>-90,091</b>		<b>-2%</b>
36									
37		<b>REGEN. / NEIGHBOURHOOD RENEWAL</b>							
38		<b>PUBLIC SECTOR</b>							
39		Non-Traditional Investment	1,841,310		1,759,504		-81,806		-4%
40		Garage Site Investment	500,000		798,252		298,252		60%
41		<b>Public Sector Sub Total</b>	<b>2,341,310</b>		<b>2,557,757</b>		<b>216,447</b>		<b>9%</b>
42									
43		<b>PRIVATE SECTOR</b>							
44		Dinnington Transformational Change (RHB)	22,314		23,404		1,090		5%
45		Canklow Phase 1 & 2	210,567		179,036		-31,531		-15%
46		Bellows Road Service Centre Clearance	454,990		142,647		-312,343		-69%
47		<b>Private Sector Sub Total</b>	<b>687,871</b>		<b>345,087</b>		<b>-342,784</b>		<b>-50%</b>
48									
49		<b>REGEN. / NEIGHBOURHOOD RENEWAL TOTAL</b>	<b>3,029,181</b>		<b>2,902,844</b>		<b>-126,338</b>		<b>-4%</b>
50									
51		<b>OTHER PUBLIC SECTOR</b>							
52		<b>HCA NEW BUILD</b>							
53		Opportunity Acquisition	725,335		695,147		-30,188		-4%
54		Carry Over from 11-12 New Builds	0		-3,998		-3,998		NA
55		<b>OTHER PUBLIC SECTOR TOTAL</b>	<b>725,335</b>		<b>691,149</b>		<b>-34,186</b>		<b>-5%</b>
56									
57		<b>SUB TOTAL 2</b>	<b>7,756,584</b>		<b>7,505,969</b>		<b>-250,615</b>		<b>-3%</b>
58									
59		<b>TOTAL CAPITAL PROGRAMME</b>	<b>31,687,516</b>		<b>29,058,584</b>		<b>-2,628,933</b>		<b>-8%</b>

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe &amp; Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>Monday 16 June 2014</b>
<b>3.</b>	<b>Title:</b>	<b>Housing Revenue Account 2013/14 Outturn Report</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## **5. Summary**

This report presents the unaudited outturn position on the Housing Revenue Account (HRA) for the financial period 2013/14.

The report will show that the outturn position was an overall surplus (transfer to Working Balance) of £1.570m, a variation of £4.168m from the budget. This in large part was the result of tight financial management achieving a series of savings whilst maximising collectable income.

The report summarises the key income and expenditure variances from the approved budget.

Attached at Appendix 1 is the year end HRA Operating Statement for 2013/14.

## **6. Recommendations**

**THE CABINET MEMBER RECEIVES AND NOTES THE UNAUDITED HRA OUTTURN REPORT FOR 2013/14.**

## 7. Proposals and Details

- 7.1 The Housing Revenue Account (HRA) financial outturn position for 2013/14 was a surplus of £1.570m. This has been transferred to the HRA Reserve (Working Balance). The key income and expenditure variances from budget are highlighted below.
- 7.2 Appendix 1 is the HRA's Operating Statement for 2013/14, which shows the actual outturn against approved budget headings including variation, the same format as used for monitoring financial performance during the year.
- 7.3 For 2013/14, the Net Operating Expenditure was a surplus of £9.470m and after interest and Revenue Contributions to Capital Expenditure (RCCO) resulted in a net surplus of £1.570m. This was transferred to reserves to meet future anticipated costs outlined in the 30 year Business Plan. This represents an increase in the transfer to reserves of £4.168m against the approved budget.
- 7.4 The table below demonstrates the out turn position on the cost of delivering services, which at -£9.470m is an improvement on the budgeted position.

	<b>Budget £000</b>	<b>Outturn £000</b>	<b>Variance £000</b>
Expenditure	73,090	70,775	-2,316
Income	-78,903	-80,245	-1,341
<b>Net Cost of Service</b>	<b>-5,813</b>	<b>-9,470</b>	<b>-3,657</b>

### Expenditure

- 7.5 As can be seen, total expenditure outturn was £70.775m against an approved budget of £73.090m, an overall underspend of £2.316m. The main reasons for variations against the various budget lines which make up total expenditure were as follows:-

#### 7.5.1 Contribution to Housing Repairs

The outturn on repairs was £17.130m compared to a budget provision of £17.966m, an underspend of £866k. This was a small increase in the under spend of £110k from the last budget monitoring report to Cabinet Member. The main variances at final outturn can be analysed as follows:

- Voids.

Previous reports identified that due to the responsive nature of voids, it is difficult to forecast the actual number and the average cost of repairs which will be dealt with during the year. Throughout 2013/14 the year end forecasts projected an increase in the actual number of voids compared to budget.

The final number of minor voids completed in year was 1,757 compared to a budget provision of 1,500 a 17% increase. This resulted in an overspend of £264k; this is an increase of £53k against that previously reported.

- Planned Works

Slippage on structural works, asbestos and various planned schemes was incurred during the final month, reduced by an overspend on damp proofing works. This has contributed to a saving of £425k on this budget heading, an increase of £65k from the February monitoring report.

- Responsive Repairs

Overall, the responsive repairs budget underspent by £147k which was due to an increase in the value of Out of Scope works, these are items which fall outside the original scope of the main contract. This is a decrease of £140k over previous forecasts. Progress has also been made towards recovering tenant rechargeable works.

- Overheads

Contractor shared savings and release of contractual risk amounts contributed to an underspend at outturn of £378k.

- Cyclical

The provision for bad weather was not fully required and underspent by £47k. Further savings on district heating, various service budgets and estate management resulted in a total underspend of £180k within this budget.

#### 7.5.2 Supervision and Management

The outturn on this account was an overall underspend of £1.276m against a budget of £20.065m, an increase in underspend of £283k since the last monitoring report.

The reasons for the main variations were as follows:

- Savings of £464k on salaries due to vacancy management and budgets which were held pending the review of the staffing structure within the service.
- Additional pressure of £358k on pensions, voluntary severance and ill health retirement costs.
- Savings on planned maintenance and utility charges within District Heating schemes resulted in an overall underspend of £230k.
- Expenditure savings on supplies and services due to the Council wide moratorium on non-essential spend, reduced by an increased transfer to reserves on Furnished Homes, resulted in an overall underspend of £940k.

#### 7.5.3 Cost of Capital

The Cost of Capital outturn was £14.312m against a budget of £14.602m, an underspend of £290k due to interest rate fluctuations during the year.



## Income

7.6 The table at paragraph 7.4 identifies that the total income collected was £80.245m, which, when compared to the budget of £78.904m was an increase of £1.341m. This is £232k higher than previous forecasts. The main reasons for the variations against the various Income budgets can be summarised as follows:

7.6.1 Income from Dwelling Rents was £366k over and above budget (equates to 0.5% of the budget). The increase is mainly due to the actual profile of Right to Buy sales during the year, rent allowances and adjustments being lower than anticipated plus the loss of rent income due to void dwellings was less than budgeted for.

7.6.2 Charges for services and facilities for the year amounted to £4.433m, an improvement against budget (£3.601m) of £831k. This was mainly due to additional income from the furnished homes scheme resulting from increasing customer take up plus additional income from Right to Buy fees.

7.6.3 There was also an over recovery of income in respect of other fees and charges of £180k against budget, which included additional income from the sale of tenants contents insurance, income from the sale of second hand furniture and income from the recovery of court costs.

## Summary

7.7 In summary, it was possible to deliver the service at a cost lower than that budgeted for and this position together with the fact that actual income generated was higher than budget has resulted in a substantial saving on the net cost of service.

7.8 The Operating Statement at Appendix A shows that when £71k of interest on balances received in 2013/14 is added to the Cost of Service there is a Net Operating Expenditure of £9.541m.

## 7.9 Appropriations

The final adjustments in the Operating Statement are:

- Revenue Contribution to Capital Outlay (RCCO) - this is in line with the budget of £8.437m.
- Impairment/Revaluation of Fixed Assets (non-dwellings) - under self-financing the costs of impairment/revaluation of non-dwellings (for example garages) is a charge to the HRA. This is a year-end calculation and resulted in a charge of £16k for impairment and a credit of £482k for revaluation of fixed assets.

## 7.10 Transfer to Reserves (Working Balance)

Once all income and expenditure had been accounted for, the resultant surplus was transferred to reserves (Working Balance) to be used to underpin the 30 year Business Plan as previously reported. This is a prudent approach given that income

collection is expected to be under increasing pressure in the light of the general financial climate and welfare reform provisions, and that the asset database indicates that in the short term an optimal investment profile supersedes the resources available.

The final transfer to reserves for 2013/14 was £1.570m compared to the budget provision of a transfer from reserves of £2.599m. This was an increase of £1.200m on the February position due to the savings identified elsewhere in the report.

The cumulative total in Working Balance is £16.698m, an increase of £4.168m when compared to budget.

## 8. Finance

The Local Government and Housing Act 1989 places a duty on all local housing authorities to keep an HRA in accordance with proper accounting practices and to set to budget to avoid any end of year deficit. The HRA is facing major challenges due to Self Financing and welfare reforms which will impact on future resources. It is imperative that it has sufficient reserves to effectively manage HRA housing stock over the 30 year business plan.

The key HRA managed budgets, particularly repairs and maintenance now outsourced to external contractors, will continue to be the subject of close monitoring during 2014/15 to ensure spend is contained within approved budget.

Appendix 1 shows the Final HRA Operating Statement for 2013/14.

## 9. Risks and Uncertainties

The outturn figures included in this report are subject to external audit verification during July and August.

## 10. Policy and Performance Agenda Implications

HRA funding is ring fenced and can only be used to provide and support services to Rotherham Council House tenants.

## 11. Background Papers and Consultation

This report has been discussed with the Director of Housing and Neighbourhoods and Director of Financial Services.

Background Papers: Cabinet Report to Cabinet Member for Safe and Attractive Neighbourhoods Housing Revenue Report 2013/14 Monday 7<sup>th</sup> April 2014.

**Contact Name(s): Mark Scarrott**  
**Finance Manager (Neighbourhoods and Adult Services)**  
**Extension: 22007**  
[Mark.scarrott@rotherham.gov.uk](mailto:Mark.scarrott@rotherham.gov.uk)

## Housing Revenue Account - Draft Budget Operating Statement

Narrative	2013/14 Full Year Budget £	2013/14 Out-turn £	2013/14 Variance £	Variance %
<b>Expenditure</b>				
Contributions to Housing Repairs Account	17,996,000	17,129,534	-866,466	-4.81
Supervision and Management	20,065,000	18,788,619	-1,276,381	-6.36
Rents, Rates, Taxes etc.	174,000	210,111	36,111	20.75
Provision for Bad Debts	742,500	839,440	96,940	13.06
Cost of capital Charge	14,602,200	14,311,966	-290,234	-1.99
Depreciation of Fixed Assets	19,288,734	19,288,734	0	0.00
Debt Management Costs	222,000	206,390	-15,610	-7.03
<b>Expenditure</b>	<b>73,090,434</b>	<b>70,774,795</b>	<b>-2,315,639</b>	<b>-3.17</b>
<b>Income</b>				
Dwelling Rents	-74,245,061	-74,611,493	-366,432	0.49
Non-dwelling Rents	-792,280	-740,060	52,220	-6.59
Charges for Services and facilities	-3,601,649	-4,433,172	-831,523	23.09
Other fees and charges	-213,800	-394,056	-180,256	84.31
Leaseholder Income	-50,910	-66,104	-15,194	29.84
<b>Income</b>	<b>-78,903,700</b>	<b>-80,244,884</b>	<b>-1,341,184</b>	<b>1.70</b>
<b>Net Cost of Services</b>	<b>-5,813,266</b>	<b>-9,470,090</b>	<b>-3,656,824</b>	<b>62.90</b>
Amortised premia - Debt redemption	0	0	0	
Interest received	-25,000	-70,825	-45,825	183.30
<b>Net Operating Expenditure</b>	<b>-5,838,266</b>	<b>-9,540,915</b>	<b>-3,702,649</b>	<b>63.42</b>
<b>Appropriations:</b>				
Revenue Contributions to Capital Outlay	8,437,000	8,437,000	0	0.00
Impairment of Fixed Assets	0	16,231	16,231	100.00
Impairment and Revaluations of Fixed Assets	0	-481,985	-481,985	100.00
Transfer from Reserves	-2,598,734	1,569,668	4,168,402	-160.40
<b>Surplus/Deficit for the year</b>	<b>0</b>	<b>0</b>	<b>0</b>	

1.	<b>Meeting</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
2.	<b>Date</b>	<b>16<sup>th</sup> June 2014</b>
3.	<b>Title</b>	<b>Provision of a shower over the bath in empty RMBC bungalows</b>
4.	<b>Directorate</b>	<b>Neighbourhoods and Adult Services</b>

## 5. Summary

RMBC have many customers who, because of their medical needs, are not safe or would have difficulty climbing out of the bath once seated. Hence they are assessed as requiring a shower over the bath or level access shower when they approach the Council requesting re-housing on health grounds. The people who would benefit from such an adaptation include those with epilepsy, people at risk of blackouts due to, for example, substance misuse and people with moderate mobility problems who cannot stair climb but with the assistance of grab rails and equipment such as a bath board can shower safely by standing in a bath or sitting over the bath. We assess many people as requiring a ground floor property with walk in showers or showers over a bath to meet their health needs and presently we have too few of them to meet demand. People therefore wait a long time to get rehoused to accommodation which meets their health needs.

Over the last few years the demand for ground floor properties for people with physical needs with showering facilities has increased; it has now become evident that demand is outstripping supply as there is a limited stock of Council owned ground floor properties with showers. The implications of this shortfall are lengthy delays for customers moving to a different home who have been assessed as needing this type of bathing. This has a negative impact on the physical and mental health of customers who are waiting, sometimes in excess of 5 years, for a suitable property with a shower installed to move into.

One way of addressing this issue which will improve the options for a significant number of people is to fit more showers over the bath. This means those who need them can shower (perhaps with minor aids being used) and other family members can choose to either bathe or shower. Fitting such showers would be cost effective and significantly improve the waiting times for people needing to be housed in adapted accommodation. It improves quality of life, helping our customers' to remain independent and can prevent accidents, including falls, which have a negative effect on people's health, whilst impacting greatly on the resources of health and social care in Rotherham.

To summarize:

1. The demand for RMBC ground floor accommodation with showering facilities far outstrips supply for people with physical needs.
2. Our customers expect more choice, flexibility and control over where they live.
3. RMBC has a duty to supply adapted accommodation to meet the needs of disabled people.

## 6. Recommendations

**That Cabinet Member:**

- **AGREES TO INSTALL SHOWERS OVER THE BATH IN BUNGALOWS WHILST THEY ARE EMPTY**

## 7. Proposals and details

### 7.1 Reasons for revising the current processes relating to rehousing people with disabilities

In Rotherham the number of people over 65 is projected to increase by more than a half by 2028, from 41,500 to 61,400 (JSNA, 2011). The Council is already seeing an increasing demand on the housing register for ground floor properties with showering facilities from older adults and younger people with disabilities. This is resulting in a long waiting time for customers to be re-housed and very high demand for certain popular areas across the Borough. Whilst customers are waiting to move to adequate housing they are at risk of falls or injury and place increasing pressure on health and social care services in Rotherham.

During 2013/14, following an OT assessment the Adaptation team have completed 114 shower over bath, 76 in Council tenancies and 38 in private homes eg owner occupiers.

Customers' aspirations and expectations are also rising and it is not unreasonable for customers to expect to be offered properties which have a shower provided in line with similar properties available from landlords in the private rental sector and RSLs, many of whom fit showers as standard.

RMBC have the following ground floor stock levels, all of which are let at present and not all of which contain a shower to meet customers' health needs. There is currently no up-to-date record of which type of bathing facilities are fitted in Council's housing stock.

#### RMBC stock as at April 2013

1 bed bungalows -	2781
2 bed bungalows -	1915
3 bed bungalows -	44
1 bed flats –	2126 (this is the total stock of 1 bed flats including ground floor)
2 bed flats –	2645 (this is the total stock of 2 bed flats including ground floor)

RMBC customers requiring ground floor accommodation, either ground floor flats or bungalows, approach Key Choices and have an assessment of need based on their health and mobility. Those customers with an assessed need are awarded medical priority and placed in the priority band on the housing register. They have adaptations and bathing requirements applied to their application which restrict the properties on which the customers can bid. For example: a typical recommendation may be one or two bedroom property ground floor property with no more than two steps to the entrance and shower over bath. This recommendation prevents the applicant from bidding for bungalows with no showering facilities; this restriction causes anxiety and frustration as the bungalow maybe in an area of their choice.

At the time of writing the numbers of customers with Medical Priority are as follows:

Total number of applicants with Medical Priority requiring ground floor and showers

Customers requiring ground floor with a level access shower	837
Customers requiring ground floor with a level access shower or shower over bath	463
Total	<u>1300</u>

There are also 217 customers who have been assessed as needing conventional bathing. Usually these are people with no physical health needs but may have a mental health need to move home. These customers have a wider range of properties to move to, as dependant on their household size they can bid on houses, ground floor or upper floor properties with baths.

The majority of customers (1300) assessed as requiring ground floor with a level access shower or shower over bath can only bid for ground floor properties advertised in Key Choices with this type of showering facility. They can only bid for ground floor properties but are restricted in choice of

location as they are unable to bid for ground properties with conventional bathing, as the property (although it is ground floor) does not meet their bathing needs.

The figures below demonstrate the problem in that there is an over-supply of ground floor properties without showers.

During the year 1/4/12 – 31/3/13 the number of ground floor properties advertised with conventional bathing only, is as follows:

1 Bed Bungalow -	87
2 Bed Bungalow -	31
1 Bed GFF -	151
2 Bed GFF -	57
<b>Total</b>	<b>326</b>

The large majority of people on medical priority would not have been able to bid on these bungalows and flats as they have no showering facilities.

**7.2 Changing the Assessment Process** - If shower over baths were fitted as standard in ALL empty ground floor properties before they are advertised, the assessment process could be changed to only include the requirements for ground floor. This would widen options for customers who can manage with a shower over the bath as it would allow them to bid for ground floor properties in any area. There could be savings to services made in terms of reduced home care packages to assist with bathing and prevention of costly hospital admissions associated with accidents.

Some people with mobility problems cannot use a bath safely as they are unable to climb out of the bath once seated and are at risk of falls, for example older people with osteoarthritis, younger customers with epilepsy. If a shower is fitted over the bath then the customer is able to step into the bath and stand to shower, or alternatively they can use bathing equipment to assist them. Equipment such as a bath board helps the customer transfer over the bath where they can remain seated to shower which much reduces their risks.

The use of a shower over the bath and associated bathing equipment helps our customers to be independent and safe with their bathing. This has benefits for both the customer, in that people retain their independence and dignity for longer and also reduces the need for carers, either formal or informal to assist them with their bathing. There are savings to be made in terms of reduced home care packages and prevention of costly hospital admissions associated with accidents.

It is important to note that by changing the assessment process we would still retain the level access shower recommendation for customers who cannot manage a shower over bath, and continue to restrict them to being offered ground floor properties with level access showers. Ultimately, by increasing supply to other households who can manage with a shower over the bath, would mean that there would be more suitable properties with level access showers available to those assessed as needing a level access shower only. At the moment we offer both types of bathing to customers who can manage both. This means that we do not waste the investment on expensive walk in showers on those that can safely bath using a shower over a bath.

In this day and age it is not unreasonable for tenants to expect showering facilities, and this is becoming the norm in other forms of social housing, whereby housing associations are routinely fitting a shower over the bath in all new build properties, and more common in private rented stock.

### 7.3 Proposed changes

We can approach this issue in several ways:

#### **Option 1 - When a bungalow with conventional bathing becomes empty install a shower over the bath prior to letting. (This is the Preferred Option)**

This option increases opportunities for disabled tenants to secure suitable accommodation and meets aspirations of a wider group of tenants.

In addition to changing the assessment process as detailed in Section 7.2, when the tenancy of a ground floor property is terminated a pre-term inspection would be carried out by a Technical Officer. If the property is identified as having only conventional bathing then RMBC could install a shower over the bath to the current specification as attached in Appendix 1.

This specification is important as it meets the long term needs of our customers in that if their mobility declines then we can use the shower in situ to provide a level access shower. By removing the bath and supplying the shower tray, flooring and tiling to the space remaining converts the existing shower over bath to a level access shower at minimal expense to RMBC and minimal disruption to our customers.

This gives RMBC control over the type of shower, ie thermostatic, the position and tiling, installation of an extractor fan and ensures it will be installed correctly by qualified tradesmen and parts can be sourced well into the future. The Council would then also be responsible for maintaining the shower long term.

The benefits are:

- investing in RMBC stock for the future and meeting the expectations of many tenants;
- we would be offering suitable accommodation for those customers who are downsizing with medical needs and freeing up highly sought after family homes;
- we are providing our customers, largely older adults and people with disabilities, more choice in ground floor properties in all areas of Rotherham;
- work is completed prior to the customer moving into the property minimising disturbance;
- energy and water savings are made to our customers who can use the shower instead of a bath which is especially relevant with fuel poverty high on the current social agenda;
- many RMBC properties have a combination boiler installed so should this need a repair the customer has no access to hot water, provision of an electric shower provides customers with an alternative source of hot water regardless of their boiler type.

#### **Option 2 – Showers over baths are fitted based on customers' individual need**

This option increases opportunities for disabled tenants to secure suitable accommodation, and is cheaper.

Customers assessed as needing ground floor accommodation would be invited to view empty properties and could be assessed by the Occupational Therapist to determine their ability to manage a bath safely. If they are not able to manage a bath but would be able to use a shower over the bath, either with or without equipment, a shower could be fitted at this stage so the customer can be offered the tenancy. This option would reduce expenditure and showers would only be fitted for those with an assessed need.

#### **Option 3 - Customers fit their own showers over the bath**

Customers who have been assessed as needing a shower regularly approach Housing Options to fit their own showers to facilitate a move however historically this has not been allowed at the letting stage.

There have been concerns that:

- customers may not fit quality showers or use qualified tradesmen;
- customers may sign the tenancy then not fit the shower as agreed leaving them at risk when bathing;
- there are legal risks if the property is let to a customer knowing that it does not meet their assessed needs;
- the on-going maintenance of the shower may fall to RMBC who may not be able to get appropriate parts.

To allow customers to fit their own showers RMBC could insist it is done to the attached specification and by our current contractors which will minimise issues of quality and maintenance but would increase costs to the customer.

## **7.5 Next steps**

**If agreed:**

- Make changes to the assessment applications - which will take 1 month
- Amend contractual arrangements with Partners, including making changes to the lettable standard for bungalows – July 2014
- Write to all housing register applicants who have an assessed need for a shower over the bath – July 2014
- Implement the new assessment process – August 2014

## **8. Finance**

8.1 Finance is available for this initiative. The approximate costs of fitting a shower in each suitable property would be £950. Based on last years' figures if the widest scope identified in option one where chosen, this represents an investment of £309,700 per annum, until all ground floor properties in the Borough are fitted with a shower. The priority would be for bungalows over ground floor flats so if the programme began with bungalows the cost would then be approximately £112,100 per annum based on current figures. An allowance has been made in the capital voids budget to cover the cost of adapting bungalows and a small number of ground floor flats and monitoring this will be ongoing. The new process will be reviewed after 3 months and 6 months and amended accordingly. The small number of ground floor flats that may be allocated to those who need a shower over bath will have one installed at request of the Housing Occupational Therapist on a case by case basis.

8.2 Staff working practices whilst changing assessment processes will not impact on staffing budgets but enable the service to adequately deal with the increase in demand for support and advice currently being experienced.

8.3 The changes needed to Housing Applications can be undertaken in-house at no extra cost other than allocating staff time.

8.4 Changes to the process will need to be effectively communicated to staff. This training will be undertaken in-house by the Housing Options Manager and Housing Occupational Therapy Manager.

8.5 There could be savings to services made in terms of reduced home care packages to assist with bathing and prevention of costly hospital admissions associated with accidents.

## **9. Risks and uncertainties**



Risk 1: Do nothing, will mean that we cannot meet our customers health and housing needs into the future especially in light of the increase to numbers of people over 65 years in the Borough.

The RMBC properties advertised w/c 26<sup>th</sup> February 2014 highlights this issue very well:

- 8 bungalows advertised with baths only
- 9 ground floor flats with baths only

As these properties do not contain a shower most people with medical priority are unable to bid on them. We are missing an opportunity to let these properties to physically disabled people with the greatest need and this illustrates the consequence of maintaining the status quo.

Risk 2: The time a property is empty may increase but after careful consideration we expect this change to have minimal impact on the length of time a property is empty. The main work to the property would be tiling to the bath area, provision of a water supply for the shower and provision of electric power to the shower. All items for this work to be completed promptly are stock items, including the Mira shower, tiles, grab rails, etc, and work would be undertaken whilst any other repairs to the property are being carried out. Any impact on time would be carefully monitored as RMBC aims to minimise the turn-around time of empty properties. A phased approach may help manage this potential risk, for example beginning with bungalows and then ground floor flats.

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

Ensuring the Council's housing provision is as fair as possible will contribute to a priority of Rotherham Partnership's Community Strategy: *Support those that are vulnerable within our communities.*

It also contributes to four of the ten commitments within our new Housing Strategy:

- Commitment 1: We will deliver Council housing that meets people's needs
- Commitment 2: We will increase and improve the supply of affordable rented housing
- Commitment 6: We will help people to access the support they need
- Commitment 7: We will help people in Rotherham's most disadvantaged communities

## **11. Background papers and consultation**

### Background papers

- Rotherham Community Strategy 2012 – 2015
- Joint Strategic Needs Assessment 2011
- Housing Allocation Policy

### Consultation

- John Brayshaw, Contract and Service Development Manager
- Sandra Tolley, Housing Options Manager
- James Greenhedge, Property Services Manager
- Sandra Wardle, Housing Advice and Assessment Manager
- Wendy Swallow, Housing Assessment Co-ordinator
- Andy Litchfield, Adaptations Co-ordinator
- Finance Department
- Legal Department

Managers above whose teams will be affected by these changes have been consulted to determine if there is support for a proposal of this nature. Of those consulted there was overwhelming agreement that this proposal will be beneficial for customers.

## 12. Contact details

John Brayshaw, Contract and Service Development Manager  
[John.brayshaw@rotherham.gov.uk](mailto:John.brayshaw@rotherham.gov.uk) / 01709 822239

Sandra Tolley, Housing Options Manager  
[Sandra.tolley@rotherham.gov.uk](mailto:Sandra.tolley@rotherham.gov.uk) / 01709 255619

Helen Brown, Housing Occupational Therapy Manager  
[Helen.brown@rotherham.gov.uk](mailto:Helen.brown@rotherham.gov.uk) / 01709 255933

## APPENDIX 1

### **SHOWER OVER THE BATH SPECIFICATION**

Supply and fix MIRA FLEX ADVANCED 8.7kw thermostatically controlled shower unit with lever control, extra-long sliding bar and grab rails to be positioned as per OT's specification

A cord operated, double pole isolating switch or wall mounted switch is to be conveniently located outside the bath/shower room with minimum contact gap of 3mm both poles. The switch must be accessible and clearly identified with neon indicator light. A 30MA residual current device and 40 amp MCB unit is to be sited adjacent to existing consumer unit. Connector block and 2 No. 25mm<sup>2</sup> PVC double insulated and sheathed tails to meter.

Pipe work to run the shortest possible route to unit and to be chrome face fixed. Any variances to be discussed with Contract Administrator prior to works commencing.

Any new outlets must have means of isolation fitted.

Grab rails to be Ashby PVC grab rails (with a ribbed finish) or similar approved.

All cables recessed underneath plasterwork must be protected with PVC capping fixed with non-ferrous materials.

Remove existing tiles around the bath, make good as required and prepare to receive 5m<sup>2</sup> (approx) 150mm x 150mm white or cream ceramic tiles complete with trims as necessary to be fixed with water proof adhesive and grout.

Tiling - apply a waterproof adhesive to BS 5980 and BS EN 1347 to the area of the wall to be tiled. The tiles are to be evenly spaced and shall be both plumb in the vertical and level on the horizontal lines and provide a smooth and even surface when fixed. Fit plastic tile edging strips around window apertures and as vertical end stops where required.

Grout - apply waterproof grout to joints, filling all voids. Joints abutting window frames, door casings, skirtings, shower trays and baths to be sealed using silicone sealant to BS 5889 for use in wet areas. Wipe down all surfaces to remove residue of grout. Leave installation clean, tidy and ready for use.

Replace existing light fitting with TamLite Circular Nimrod Polycarbonate Bulk head fitting or similar approved, operated by a new pull cord.

Supply & Fit Silvavent 100mm axial extractor fan with a 15 litres per second extraction volume with a pre-set factory fitting. Fan to have an isolator fitted outside the bathroom to comply with BS7671.

Supply and fit fully weighted shower curtain to hang within 200mm of bath. To include rail, curtain runners and rings and to be fixed with plugs and screws as per manufactures instructions. Curtain to be ANTI-FUNGAL material.

Allow a 25mm lip minimum on wall side of bath for the fitting of equipment if needed and silicon seal bath area with anti-fungal silicon sealant to prevent water penetration.

Installation to be in accordance with the regulations of Electrical Engineers (17<sup>th</sup> Edition) issued by the Electrical Engineers and BS7671. A minor works electrical certificate is to be issued with the invoice covering the works carried out.

On completion of installation demonstrate operation of the shower and leave all operating instructions and guarantees with the user. An Electrical Completion Certificate must be provided in compliance with the latest addition of the IEE Regulations and to BS 7671:2001.

All debris to be removed and site left clean and tidy.

Agreement by the Contract Administrator is needed prior to any variations which are required on site.

### **Asbestos**

A detailed intrusive asbestos survey of the individual property has not been carried out and Contractors are advised to proceed with care.

The locations where asbestos is likely to occur are:-

- Seals on boilers
- Seals on flues
- Warm air heater units
- Pipe boxing
- Bath panels
- Water tanks
- Lagging to pipes and tanks
- Internal skin of meter and airing cupboards
- Artex decorative finish to walls and ceilings
- W C flush cisterns
- Asbestolux panels to eaves soffits and dormer cheeks
- Rain water goods
- Roof tiles

Prior to any removal or disruptive work being carried out, each dwelling shall be surveyed by the specialist subcontractor's inspector if asbestos is suspected who shall be experienced in the recognition of asbestos based products and in their likely location.

If asbestos is encountered or suspected the Contractor must stop work immediately in the vicinity of the affected area and inform the Contract Administrator. The Contractor shall arrange the removal or encapsulation of asbestos products, which shall only be carried out by a licensed asbestos removal contractor.

### **Hazardous Substances**

The contractor is advised to be vigilant for traces of other suspected hazardous substances concealed within the building structure. If suspicious substances are located work must stop immediately, the C.A. contacted for arrangements to be made for the substance to be analysed and instruction given for any necessary remedial actions.



**Rotherham Metropolitan Borough Council**

Directorate of Neighbourhoods and Adult Services

**Neighbourhoods & Adult Services**

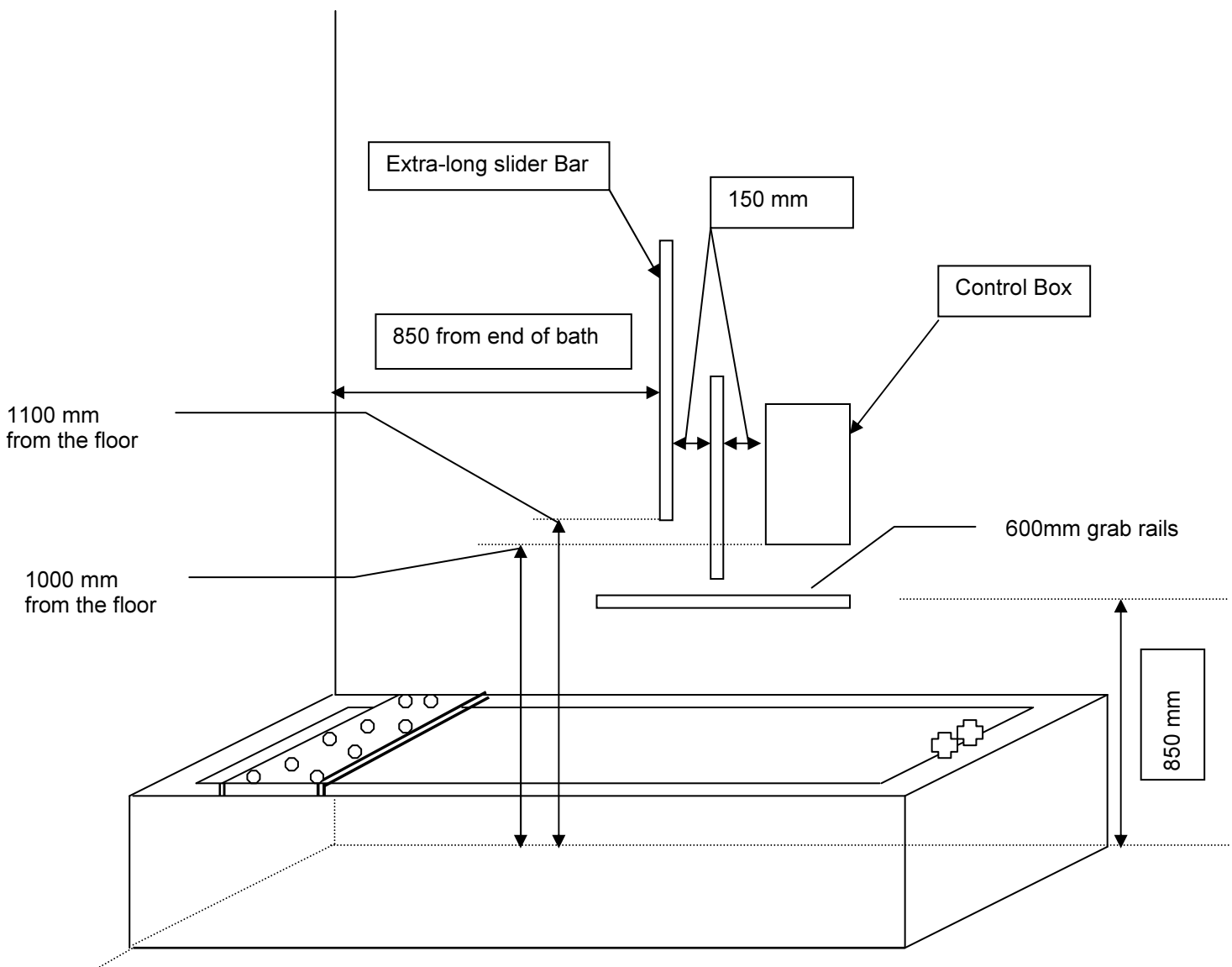
### Over Bath Shower Drawing - Left

**Adaptation For:**

**SWIFT ID:**

**COT**



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