

IMPROVING PLACES SELECT COMMISSION

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

**Date: Wednesday, 27th November,
2013**

Time: 1.30 p.m.

A G E N D A

1. To determine whether the following items should be considered under the categories suggested in accordance with Part 1 of Schedule 12A (as amended March 2006) of the Local Government Act 1972.
2. To determine any item(s) the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Apologies for absence
4. Declarations of Interest
5. Questions from members of the public and the press
6. Communications
7. Minutes of the previous meeting of the Improving Places Select Commission held on 16th October, 2013 (Pages 1 - 6)
8. Community Infrastructure Levy Viability and Infrastructure Study (Pages 7 - 34)
9. Housing Repairs and Maintenance Update (Pages 35 - 46)
10. Grounds Maintenance Review: Monitoring Report/Update (report herewith) (Pages 47 - 54)
11. Date and time of the next meeting - Wednesday 15 January 2014 at 1.30 pm

Improving Places Select Commission: membership: -

Councillors Andrews, Astbury, Atkin, Dodson, Ellis, Falvey (Chairman), Foden, Gilding, Godfrey, Gosling, N. Hamilton, Jepson, Johnston, Pickering, Read, Roche, P. A. Russell, Sims (Vice-Chairman), Swift, Vines, Wallis and Whysall.

Co-opted members:- Mrs. P. Copnell, Mr. T. Roche and Mr. B. Walker.

IMPROVING PLACES SELECT COMMISSION
16th October, 2013

Present:- Councillor Falvey (in the Chair); Councillors Andrews, Astbury, Atkin, Ellis, Gilding, Godfrey, Gosling, N. Hamilton, Jepson, Johnston, Read, P. A. Russell, Sims, Swift, Wallis and Whysall; together with co-opted members Mrs. P. Copnell and Mr. B. Walker.

Apologies for absence were received from The Mayor (Councillor Foden), Councillors Dodson, Pickering, Roche and Vines.

21. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

22. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no questions from members of the public or the press.

23. COMMUNICATIONS

There were no items to report.

24. MINUTES OF THE PREVIOUS MEETING OF THE IMPROVING PLACES SELECT COMMISSION HELD ON 4TH SEPTEMBER 2013

Resolved:- That the minutes of the previous meeting of the Improving Places Select Commission, held on 4th September, 2013, be approved as a correct record for signature by the Chairman.

25. PLANNING OBLIGATIONS (SECTION 106 AGREEMENTS) - UPDATED ACCOUNTS INFORMATION

Further to Minute No. 46 of the meeting of the Improving Places Select Commission held on 20th February 2013, consideration was given to a report presented by the Planning Manager providing an update of the agreements entered into by the Council in accordance with provisions of Section 106 of the Town and Country Planning Act 1990, the monies collected and the monies expended against the Section 106 account, in the period from 31st March 2012 to date.

Members noted that the earlier reports had detailed the comprehensive list of monies received by the Council, over the previous five years and had listed the monies received by individual Council services and the projects which Section 106 monies had been spent on during the same period.

The report stated that planning obligations (Section 106 agreements) are used as part of the grant of planning permission (normally major

developments) to secure community infrastructure to meet the needs of residents in new developments and/or to mitigate the impact of new developments upon existing community facilities. Benefits will be secured either in kind or via financial contributions, depending on the facilities which are required. The main areas to benefit are generally: affordable housing; primary and secondary education; urban green space; highways improvements; and public transport.

Reference was made to the work and role of the corporate group of officers which meets regularly to monitor, update and review the Section 106 policy and process and to consider any individual issues which have implications across the various directorates. In order that the group may also deal with the Community Infrastructure Levy in the future, it has been re-named the "Corporate Infrastructure Delivery Group".

The report detailed financial information, provided in three tables, in relation to the Section 106 requirements of recent planning permissions issued, monies recently received by the Council from Section 106 and monies spent from the corporate Section 106 account.

The Select Commission's consideration of this item included the following salient issues:-

: Section 106 contributions utilised by the South Yorkshire Passenger Transport Authority (which are also monitored by the corporate group of officers);

: the receipt of Section 106 monies, into the central account and the use of such funding;

: agreements made in accordance with the provisions of Section 278 of the Highways Act 1980 (which may be part of the development control and planning process, but are separate from Section 106 agreements).

Resolved:- (1) That the report be received and its contents noted.

(2) That a further report be submitted to a future meeting of the Improving Places Select Commission detailing the financial transactions of the corporate Section 106 account.

26. SCHOOL PLACE PLANNING

Further to Minute No. 193 of the meeting of the Cabinet held on 10th April, 2013, consideration was given to a report presented by the Principal Officer, School Organisation, describing the recent and future projects being undertaken to increase the availability of school places within the Rotherham Borough area. The report stated that school pupil numbers are increasing within the Borough and creating a shortage of places available in certain areas. There is increasing pressure on school places due to the numbers of pupils and it is necessary to increase the number of

school places available to meet the demand.

The Select Commission noted that the capital cost of the school building projects is currently met from 'Basic Need' funding allocated to the Authority from the Department for Education. Basic needs funding is provided for the provision of sufficient school places. Agreements made in accordance with the provisions of Section 106 of the town and Country Planning Act 1990 are also in place for some current and future developments in schools.

Reference was made to the detailed circumstances affecting specific learning communities and schools listed in the submitted report. Members noted the length of time taken in respect of the statutory public consultation affecting changes to the capacity of schools.

Discussion took place on the following issues:-

: new housing development in the Waverley area (affecting schools in the Brinsworth learning community) and the possible implications of the proposed development of the HS2 high speed railway;

: proposals to construct larger primary schools (eg: in the Waverley area) which have three-form entry of pupils;

: the number of primary schools which are full or over-subscribed in the Foundation Stage 2 (FS2); Members requested details of these particular schools;

: the increasing number of pupils caused both by the increasing birth rate and also new arrivals into the Rotherham Borough area; it was clarified that a 'new arrival', for the purposes of the admission of pupils to schools, is a pupil settling in the Rotherham Borough area from outside the United Kingdom;

: the arrangements for the admission of pupils to schools and the statutory guidance issued by the Government Department for Education; it was noted that approximately 1,800 new places for pupils have been created in primary schools in the Rotherham Borough area during the past eighteen months;

: Section 106 funding may be utilised in respect of academies and free schools.

Resolved:- That the report be received and its contents noted.

27. DEVELOPER CONTRIBUTIONS FOR OPEN SPACES

Consideration was given to a report, presented by the Leisure and Green Spaces Manager, providing an outline of current and planned development of new policy governing developer contributions for open

spaces using the Community Infrastructure Levy and/or agreements made under the provisions of Section 106 of the Town and Country Planning Act 1990.

The report stated that, currently, there is no formal policy regarding the use of Section 106 contributions for open space and play. However, the adopted Green Space Strategy (2010) recommended that planning policy should be introduced to help achieve proposed standards of green space provision through contributions from developers. Subsequently, draft open space policy (SP38) has been prepared and published as part of the consultation on the Draft Local Plan Sites and Policies document. This draft policy includes a recommendation that all residential development proposals will be expected to make a contribution to green space provision in line with the specified approach (as detailed in the report).

Members noted that the introduction of the Community Infrastructure Levy (CIL) is a new way of securing financial contributions from developers towards the cost of providing associated infrastructure. As part of this new method, consideration has been given to the possible roles of CIL and Section 106 agreements in the enhancement of existing open space and ancillary facilities (such as play areas) and new provision where required, and their maintenance. A preferred approach was detailed in the submitted report, with a proposal that the green space contributions ought to be identified on the Regulation 123 List which will identify Rotherham's priorities for spending of CIL monies.

The Select Commission's discussion of this matter included the following salient issues:-

: the use of Section 106 and/or CIL funding both for the provision and maintenance of green spaces and public open space;

: the different needs of a new housing development (eg: in respect of education, transport and open space facilities) and the way of prioritising the use of Section 106 and/or CIL funding for the provision of such facilities;

: the identification of significant unmet demand for open space facilities, throughout the Borough area and the acknowledgement that Section 106 and CIL funding is unlikely to be sufficient to fund the provision of facilities which will meet that demand;

: the provision of funding for new play areas for children and young people.

Resolved:- (1) That the report be received and its contents noted.

(2) That the progress in respect of the introduction of a new policy requiring developers to make financial contributions towards the provision and improvement of open space and ancillary facilities be noted.

28. ROTHERHAM COMMUNITY INFRASTRUCTURE LEVY - VIABILITY AND INFRASTRUCTURE STUDY

Consideration of this item was deferred until the next meeting, to be held on Wednesday 27th November, 2013.

29. SYPTE AND UTILISATION OF SECTION 106 FUNDING FROM ROTHERHAM

Consideration was given to a report presented by David Allatt (SYPTE) concerning the representations made by the South Yorkshire Passenger Transport Executive (SYPTE) in respect of applications for planning permission. Such representations ensured that new developments are incorporated within the public transport network and that use of public transport is made as attractive and easy as possible. The requirements of each planning application differ depending on the nature of development and the location and characteristics of the site. Therefore, a specific assessment and response is provided for each significant planning application.

Contributions from agreements made under the provisions of Section 106 of the Town and Country Planning Act 1990 are secured, as appropriate, to provide the necessary interventions to mitigate the impact of new development. Without this valuable mechanism, it is unlikely that developments could be delivered sustainably, or without placing a burden on public funds. The submitted report summarised the way in which the SYPTE has utilised the Section 106 contributions received.

Reference was made to:-

: the use of Section 106 funding to 'pump-prime' new bus service, or fund extensions to existing services, for new developments (sometimes involving a private agreement between the developer and the bus service provider);

: specific bus services in the Borough area which are funded by Section 106 monies;

: Section 106 funding is utilised for the construction of bus shelters and for the provision of Travelmaster bus tickets for residents; the aspiration is to introduce 'smart' travel cards (learning from the success of the London 'Oyster' travel card), which could enhance the monitoring of ticketing products;

: the need to maintain the surveys and monitoring of the use of the Travelmaster cards (which are provided to residents for a period of twelve months), in order to ensure the effect use of the Section 106 funding for this purpose; Members noted that, after the initial twelve months of free travel, a discounted ticket rate is offered for a further year; it was noted

that the SYPTE should monitor residents' continuing use of public transport;

: the desirability of extended research into the use of Travelmaster bus tickets; examples were cited of residents being provided with Travelmaster tickets (which are a South Yorkshire-wide product), even though bus services in their localities were relatively sparse.

Resolved:- (1) That the report be received and its contents noted.

(2) That a further report be submitted to a future meeting of the Improving Places Select Commission detailing the outcome of the survey and monitoring of the use of the Travelmaster tickets.

Rotherham Community Infrastructure Levy Viability & Infrastructure Study

Improving Places Board
24 July 2013

david.edwards@rotherham.gov.uk

01709 823824

What is CIL?

- Raise financial contributions to help pay for infrastructure needed as result of development.
- Payable on 'most buildings that people normally use'.
- Levied on net additional floorspace created.
- (Any new build that replaces existing floorspace that has been in recent use on the same site will be exempt from CIL, even if the new floorspace belongs to a higher-value use than the old.)
- As charging authority, Rotherham must produce draft charging schedule – sets our rates by development type / geographic area. Rates tested at examination.

Study Scope

- To provide economic viability evidence to inform CIL charge for Rotherham Borough
- CIL Rate Setting Process must:
 - “strike what appears to the charging authority to be an **appropriate balance between the desirability of funding infrastructure** and the potential effects of the imposition of the charge on the **economic viability of development across its area**”

Study objectives

- To enable us to decide:
 - The **viability assumptions** which reflect development currently taking place and sensitivity testing possible future changes;
 - The **infrastructure funding gap** to inform the CIL and initial consideration of a CIL Regs 123.
 - Proposed **CIL charge** to support the delivery of strategic infrastructure to enable growth to take place.

Study Approach

- Assess economic geography of Rotherham ... informs CIL charge zones.
- Consider impact of policies e.g. affordable housing, zero carbon and landscape management on viability assessment.
- Review 'infrastructure funding gap' figure ... consider effect of minimum threshold size of development on capturing s106 contributions to fund infrastructure delivery.

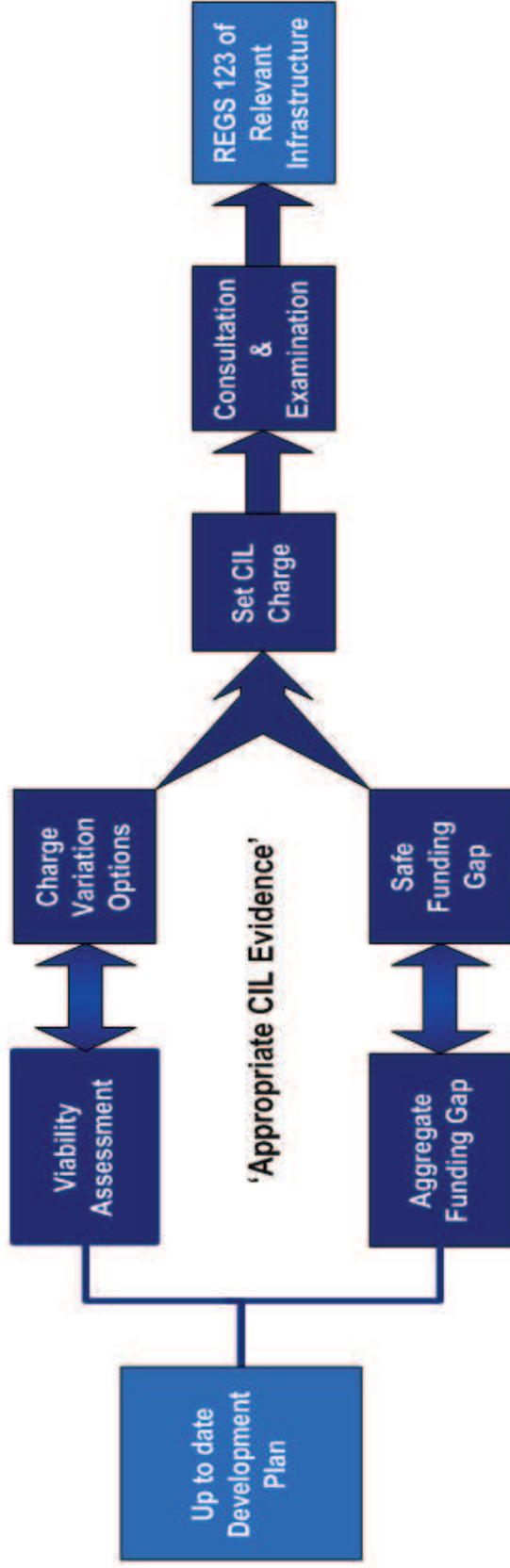
Key Inputs – from planners

- Affordable Housing Policy Level of 25% should be included
- Ensure all neighbourhoods affected by new development receive some neighbourhood funding
- Other Core Strategy policy requirements intentionally worded to allow degree of flexibility on viability
- Bassingthorpe Farm is critical to Plan delivery .. viability assessment should take account of higher on-site infrastructure needs

Key Inputs – from infrastructure providers

- Guidance required as to which mechanism (CIL or S106) would best support the delivery of critical infrastructure. In some instances it was still possible to use either.
- Particularly clarity needed on how best to support the delivery of Bassingthorpe Farm & ensure essential infrastructure both on site and off site was provided in a timely way.

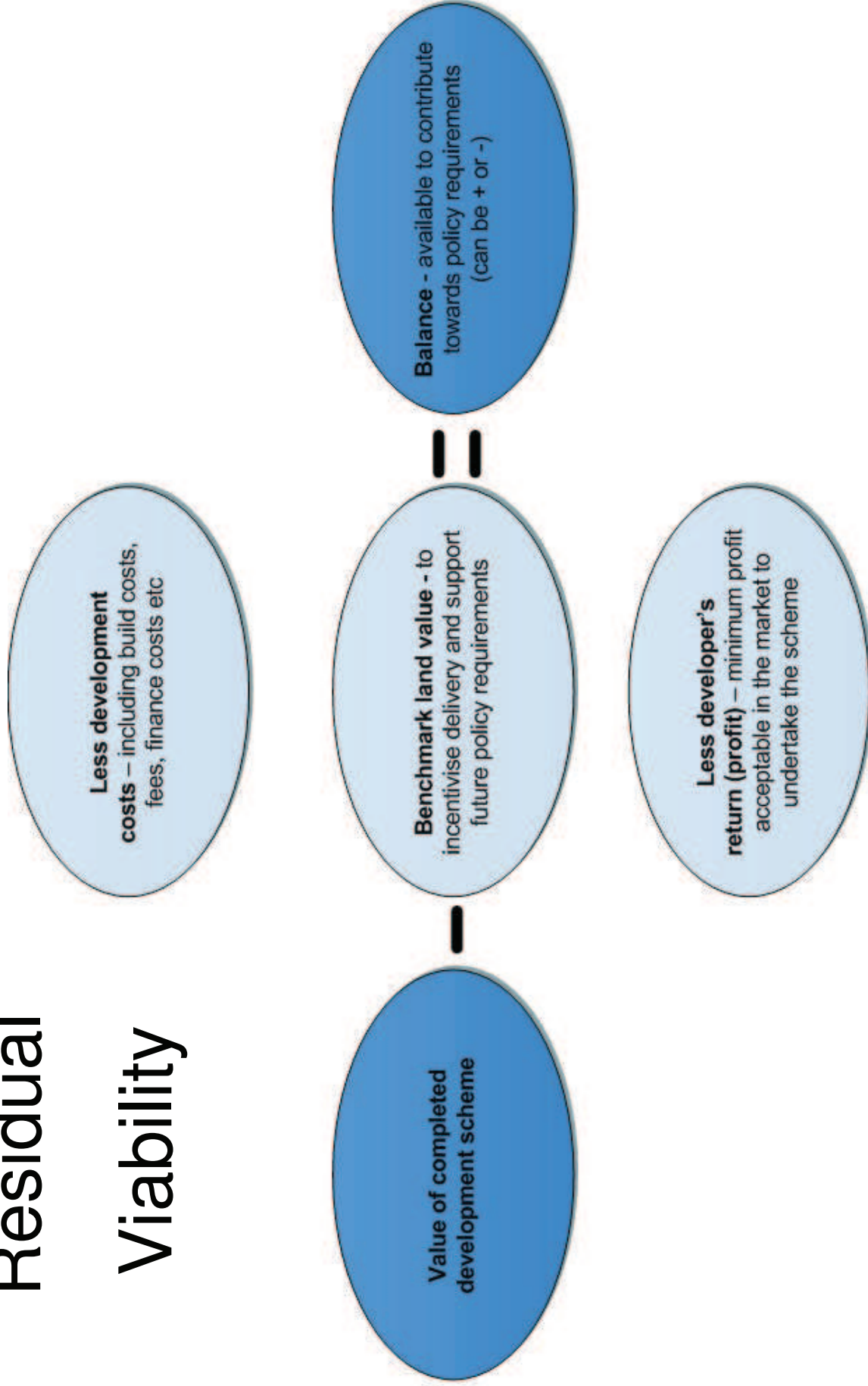
Evidence to inform CIL charging Schedule



Appraisal

- Used simple Residual Approach for both residential & commercial development.
- i.e.
 - Value of Development minus Development Costs (including policy costs).
 - Compare the ‘residual’ against a ‘threshold land value’ benchmark to determine the balance available to support CIL’.

Residual Viability



Appraisal (cont./)

- Area based approach – broad test of viability across the Borough but with sampling an appropriate range of sites, in particular strategic sites.
- For residential – assessed implications of affordable housing and other requirements.

Appraisal Assumptions

- Proportion of net site area that is developable for housing (i.e. not required, for e.g. open space, infrastructure etc);
- Density of development;
- Level of affordable housing & the mix of shared ownership, affordable rented and social rented;
- Average size of houses;
- Build cost per sq.m;
- Sales value per sq.m;
- Sales rates
- Threshold land value per net hectare;
- Typical S106 / S278 costs;
- Costs for site opening costs (for Bassingthorpe Farm)
- Professional fees;
- Costs of sales and marketing; and
- Finances costs.

Steps to Setting Charge Zones

1. Look at current new residential house prices.
2. Mapped these house prices and overlaid the proposed planned growth.
3. Talked to agents, developers and officers. Together with Land Registry data ... allowed sense testing emerging assessment and refine the CIL charge zones.
4. Tested this approach through formal development appraisals.

Figure 5.6 Average Sales Price for all Semi Detached Properties

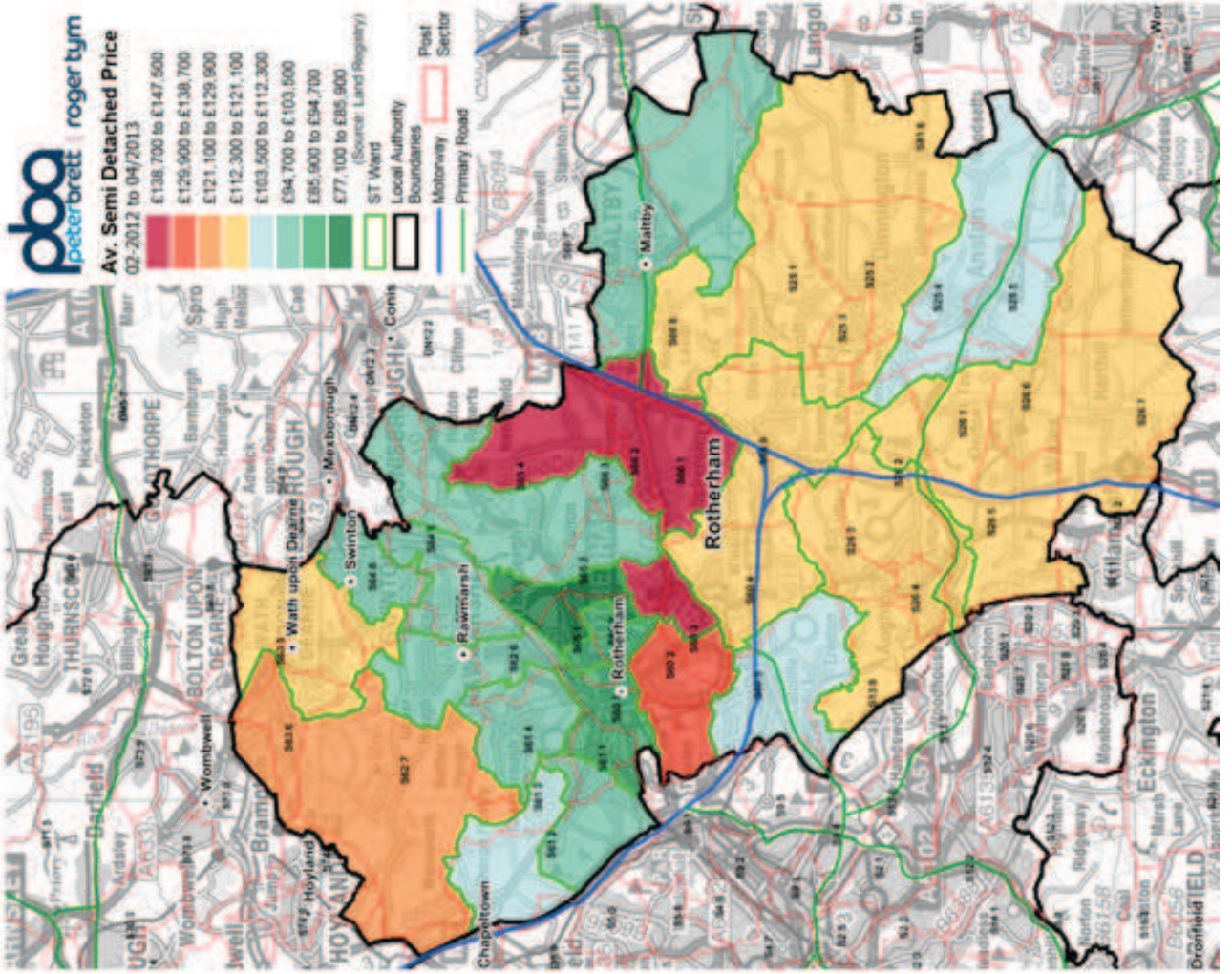
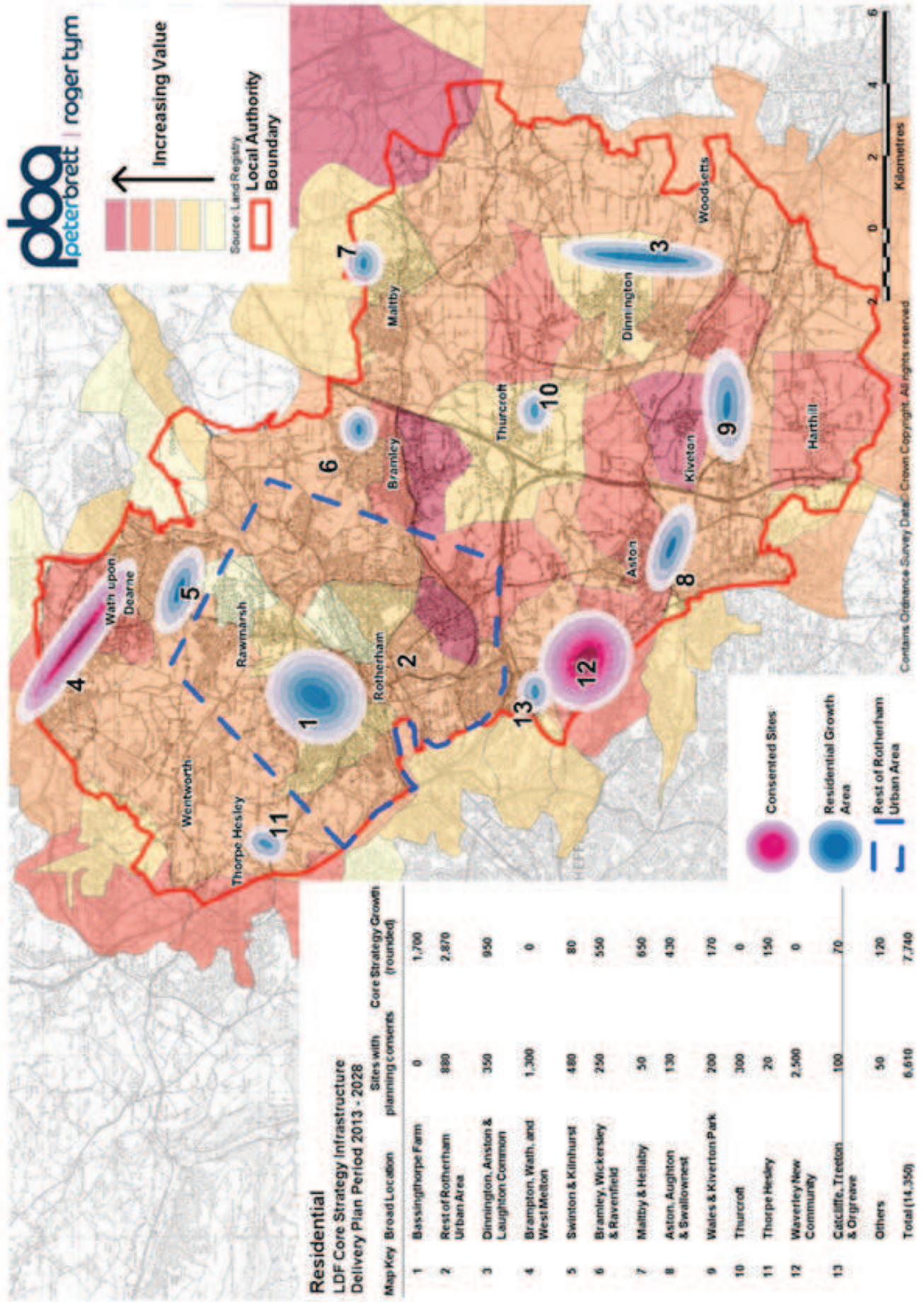
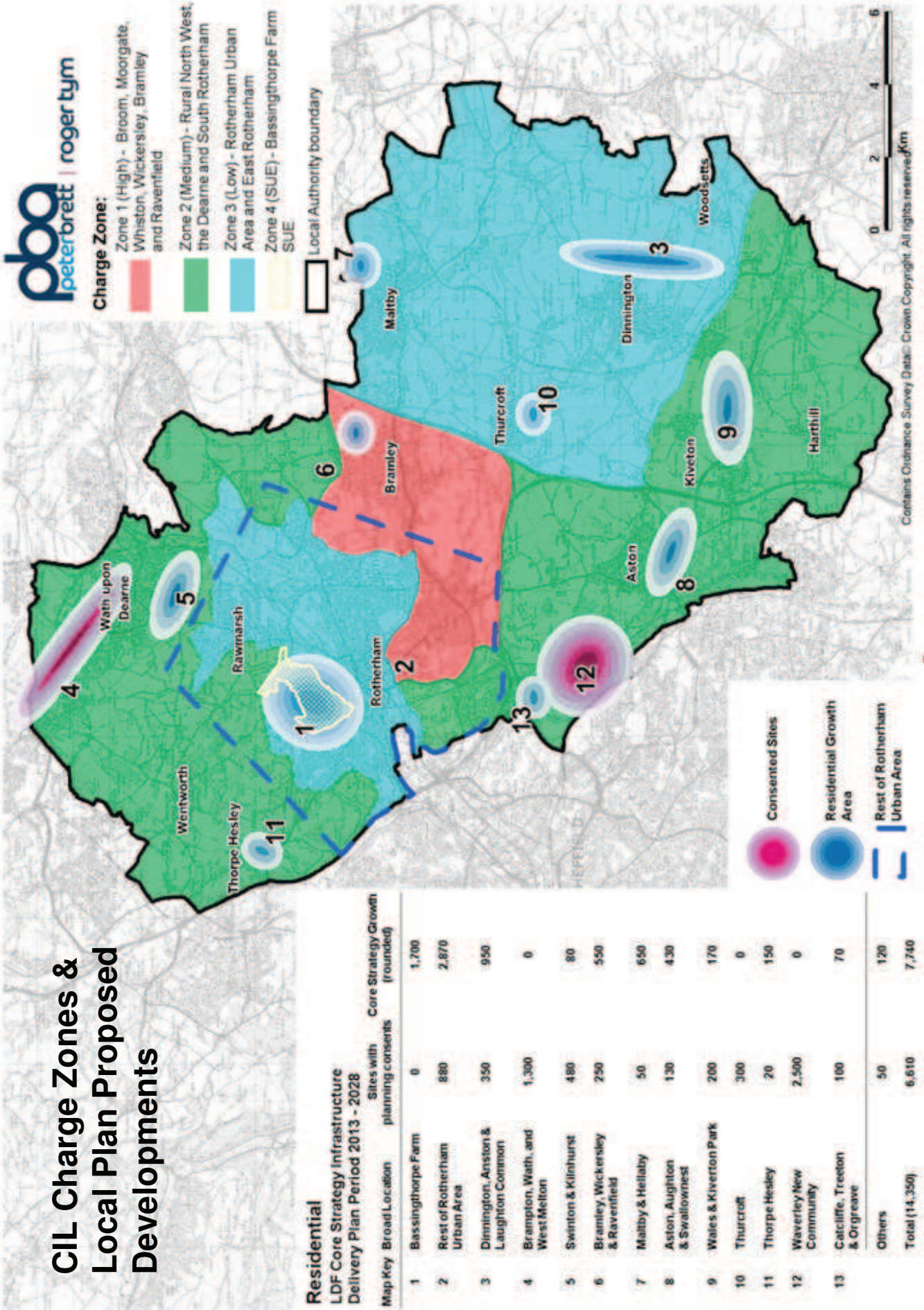


Figure 5.7 Planned Growth and Sales Value Heat Map for Rotherham



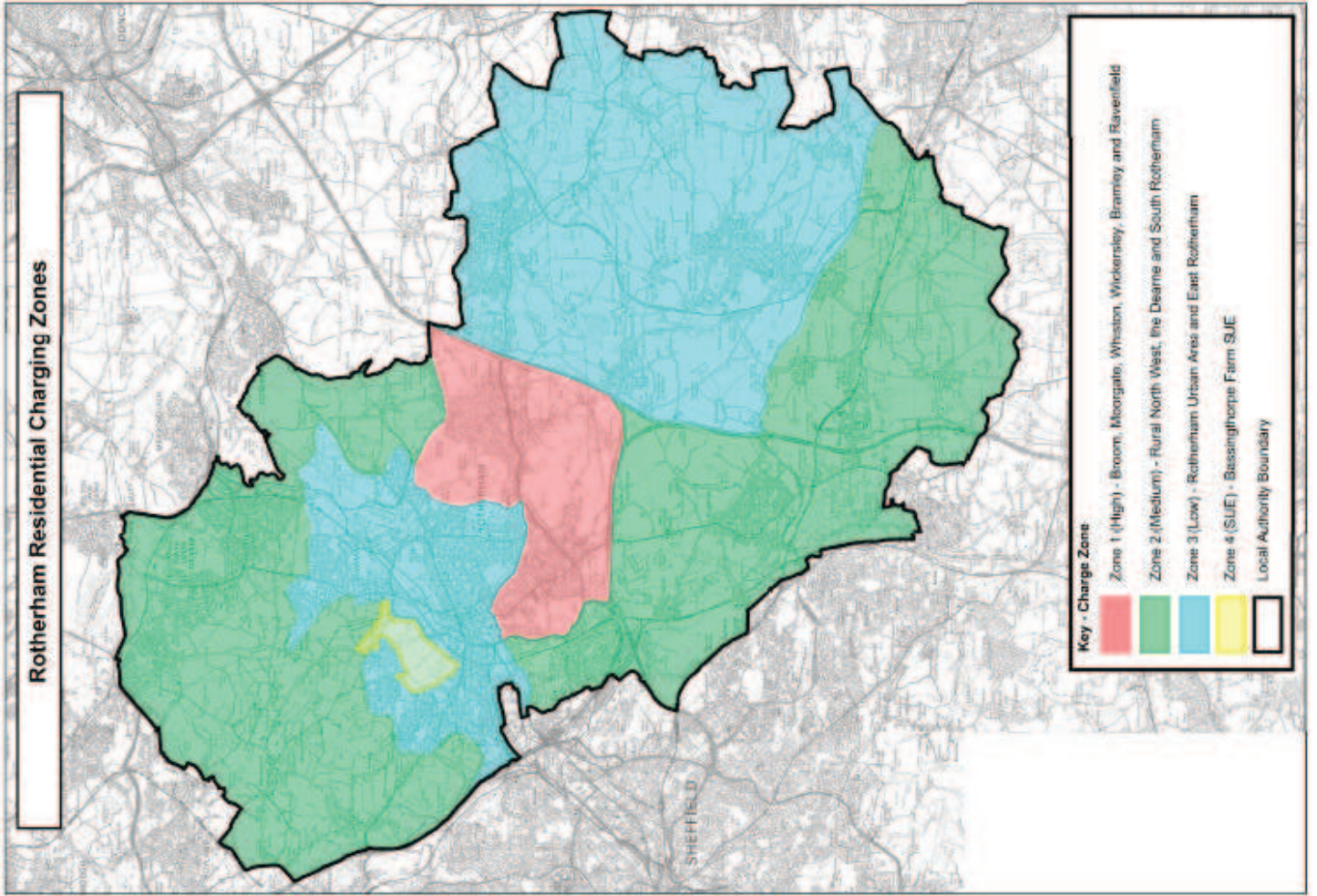
CIL Charge Zones & Local Plan Proposed Developments

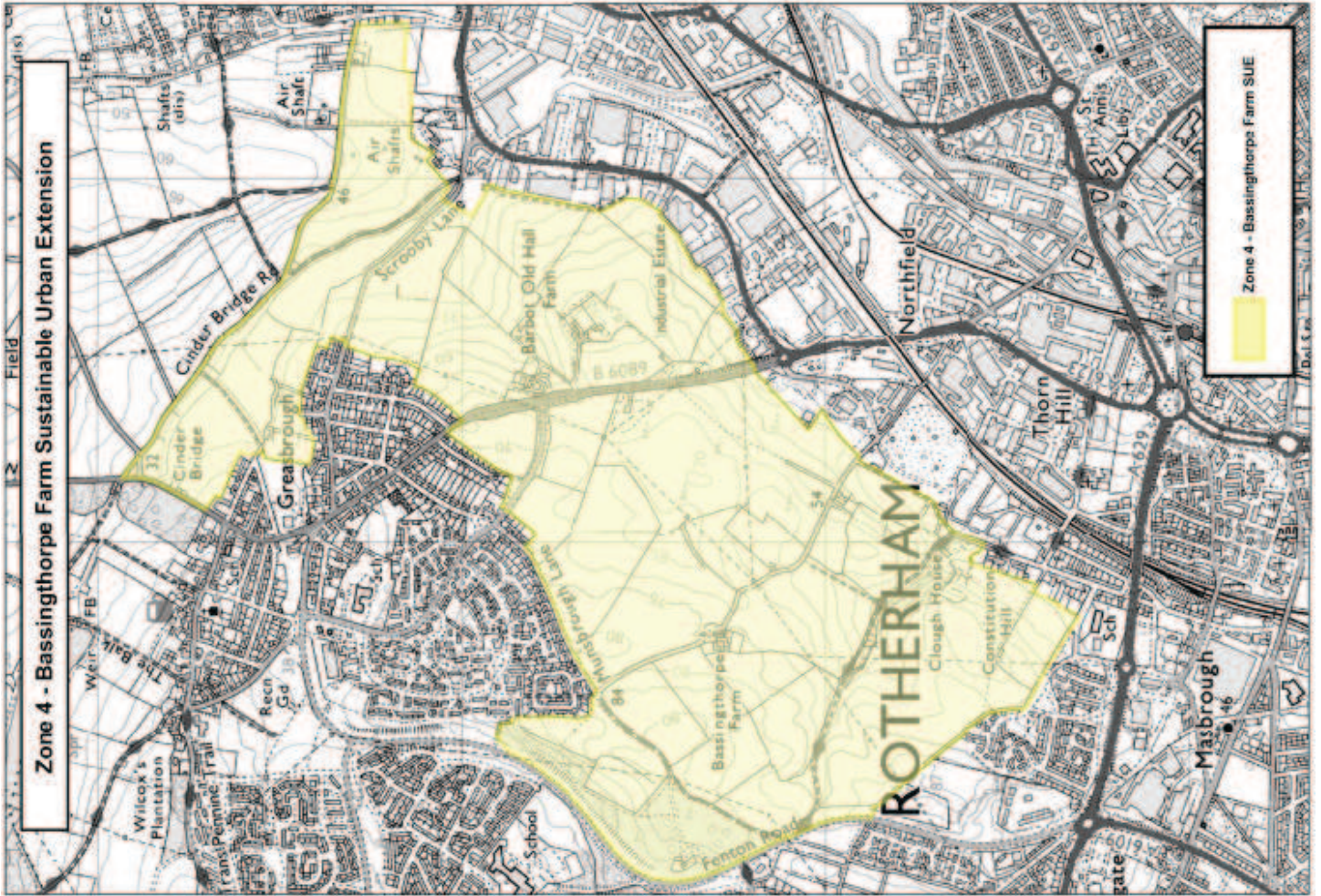


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Table 8.1 Proposed Charging Schedule

Proposed Charging Zone		Proposed Rate £psm
Residential Zone 1 High	Broom, Moorgate, Whiston, Wickersley, Bramley and Ravenfield	£65
Residential Zone 2 Medium	Rural North West, the Dearne and South Rotherham.	£30
Residential Zone 3 Low	Rotherham Urban Area and East Rotherham	£15
Residential Zone 4	Bassingthorpe Farm Strategic Site	£15
	Supermarket convenience stores	£60
	Retail warehouse	£30
	All other uses	£0psm





Projected CIL Revenue

Table 8.2 Rotherham CIL Revenue Projections based on recommended CIL charges

	CIL Charge £ per sq.m	No. units in plan period (note 1a)	Market units (note 1b)	Unit floorspace (sq. m) (note 2)	Gross floorspace (sq. m) (note 3)	Estimated additional floorspace (sq. m)	Estimated net additional floorspace (sq. m)	Estimated CIL revenue in plan period	Estimated annual CIL revenue
Residential									
Houses									
<i>high zone</i>	65	1,518	1214	110	133,584	126,905	95%	£8,248,812	£749,892
<i>mid zone</i>	30	2,392	1914	100	191,360	181,792	95%	£5,453,760	£495,796
<i>low zone</i>	15	2,558	2046	95	194,408	184,688	95%	£2,770,314	£251,847
<i>Bassingthorpe Farm SUE</i>	15	1,700	1360	110	149,600	142,120	95%	£2,131,800	£193,800
Non-residential									
Retail warehouses	30				8,000	7,600	95%	£228,000	£20,727
Supermarkets	60				6,439	3,220	50%	£193,170	£17,561
Offices & Industrial	-					-		£0	£0
Other chargeable	-					-		£0	£0
Total		8,168						£19,025,856	£1,729,623

Note 1a: taken from the Core Strategy and adjusted for additional allocation by client team - July 2013

Note 1b: affordable housing is not liable for CIL. We assume that an average of 20% affordable housing is achieved.

Note 2: the average unit size is based on our analysis of new build properties

Note 3: office and industrial floorspace relates to the figure is based on the Core Strategy.

Note 4: CIL is levied on net additional floorspace, so an allowance is made for existing buildings demolished to make way for new development.

Note 5: Parish council CIL allowance

Updated Infrastructure Delivery Schedule

Rotherham Infrastructure Schedule - July 2013 update	Priority	Capital or revenue?	Known gross cost	Known / reasonably anticipated funding via mainstream / public agency	S106 already collected / agreed towards this cost	CIL Infrastructure Funding Gap	Regs 123 list CIL	Regs 123 list s106
(A) TRANSPORT - HIGHWAY								
Signalise A629 Wortley Road/Oaks Lane give way junction	Essential	Capital	£350,000	£0	£0	£350,000	350,000	
Signalise Fenton Road roundabout	Essential	Capital	£1,250,000	£0	£0	£1,250,000	1,250,000	
Convert Pool Green roundabout to signalised crossroads	Essential	Capital	£4,911,216	£3,438,000	£0	£1,473,216	1,473,216	
Signalise Ickles roundabout	Essential	Capital	£1,250,000	£0	£0	£1,250,000	1,250,000	
Signalise Masons Roundabout, Wickersley	Essential	Capital	£1,250,000	£0	£0	£1,250,000	1,250,000	
Additional left turn lane from B6090 Wentworth Road in A633 Warren Vale	Essential	Capital	£300,000	£0	£0	£300,000	300,000	
Signalise Cumwell Lane give way junction	Essential	Capital	£250,000	£0	£0	£250,000	250,000	
Signalise Rotherway roundabout	Essential	Capital	£1,000,000	£0	£0	£1,000,000	1,000,000	
Sub total Highways			£10,561,216	£3,438,000		£7,123,216	£7,123,216	£0
PUBLIC TRANSPORT								
Sustainable Travel Measure @ £500 per dwelling that is not in a sustainable location	Essential	Revenue	£1,935,000			£1,935,000	1,935,000	£0
Key Route Bus - Rotherham - Thrybergh (Rest of Rotherham) DfT bid	Desirable	Capital	£5,750,000	£4,000,000		£1,750,000	1,750,000	

Infrastructure Schedule - July 2013 update	Priority	Capital or revenue?	Known gross cost	reasonably anticipated funding via mainstream / public agency	already collected / agreed towards this cost	CIL Infrastructure Funding Gap	Regs 123 list CIL	Regs 123 list s106
Key Route Bus - Rotherham to Dearn DFT bid	Desirable	Capital	£3,450,000	£1,100,000		£2,350,000	2,350,000	
Key Route Bus - Rotherham - Maltby (sites 6 & 7)	Desirable	Capital	£1,600,000	£0		£1,600,000	1,600,000	
Key Route Bus - Rotherham - Swallownest (sites 8 & 9)	Desirable	Capital	£650,000	£0		£650,000	650,000	
Key Route Bus - Rotherham to Chapelton (site 11)	Desirable	Capital	£1,150,000	£0		£1,150,000	1,150,000	
Sub total Transport			£14,535,000	£5,100,000		£9,435,000	£9,435,000	
(B) EDUCATION								
Bassingthorpe Farm - new primary and nursery	Essential	Capital	£5,500,000	£0	£0	£5,500,000		£5,500,000
Bassingthorpe Farm - secondary extension	Essential	Capital	£1,400,000	£0	£0	£1,400,000		£1,400,000
Dinnington, Anston & Laughton Common - primary extension	Essential	Capital	£200,000	£100,000		£100,000	£100,000	
Dinnington, Anston & Laughton Common - secondary extension	Essential	Capital	£300,000	£150,000		£150,000	£150,000	
Maltby - Primary extension	Essential	Capital	£928,000	£464,000		£464,000	£464,000	
Bramley, Wickersley & Ravenfield - primary extension	Essential	Capital	£1,160,000	£580,000		£580,000	£580,000	
Bramley, Wickersley & Ravenfield - secondary extension	Essential	Capital	£1,160,000	£580,000		£580,000	£580,000	
Wales & Kiverton Park -	Essential	Capital	£232,000	£116,000		£116,000	£116,000	

Infrastructure Schedule - July 2013 update	Priority	Capital or revenue?	Known gross cost	reasonably anticipated funding via mainstream / public agency	already collected / agreed towards this cost	CIL Infrastructure Funding Gap	Regs 123 list CIL	Regs 123 list s106
primary extension								
Wales & Kiverton Park - secondary extension	Essential	Capital	£232,000	£116,000		£116,000	£116,000	
Catcliffe, Treeton & Orgreave - secondary extension	Essential	Capital	£232,000	£116,000		£116,000	£116,000	
Rotherham Central schools	Essential	Capital	£4,000,000	£2,000,000		£2,000,000	£2,000,000	
Special education needs	Essential	Capital	£220,000	£0		£220,000	£220,000	
Sub total Education			£15,564,000	£4,222,000		£11,342,000	£4,442,000	£6,900,000
(C) HEALTH								
Bassingthorpe Farm - new surgery	Essential	Capital	£2,000,000	£1,000,000		£1,000,000	1,000,000	
Rest of Rotherham - redevelopment of Dalton surgery	Essential	Capital	£2,000,000	£1,000,000		£1,000,000	1,000,000	
Dinnington, Anston & Laughton Common - new health centre	Essential	Capital	£3,500,000	£1,750,000		£1,750,000	1,750,000	
Catcliffe, Orgreave & Treeton - redevelopment of Treeton	Essential	Capital	£2,000,000	£1,000,000		£1,000,000	1,000,000	
Sub total Health			£9,500,000	£4,750,000		£4,750,000	4,750,000	£0
(D) RECREATION								
Children's Play	Desirable	Capital	£7,363,155	£5,154,209		£2,208,947		
pathworks	Desirable	Capital	£1,026,890	£718,823		£308,067		
fencing gates and access controls	Desirable	Capital	£1,329,615	£930,731		£398,885		£2,087,496
MUGAs (including lighting)	Desirable	Capital	£1,408,388	£985,871		£422,516		

Rotherham Infrastructure Schedule - July 2013 update	Priority	Capital or revenue?	Known gross cost	Known / reasonably anticipated funding via mainstream / public agency	S106 already collected / agreed towards this cost	CIL Infrastructure Funding Gap	Regs 123 list CIL	Regs 123 list s106
Youth Shelters	Desirable	Capital	£106,950	£74,865		£32,085		
BMX/Skate	Desirable	Capital	£569,025	£398,318		£170,708		
Local Sports Facilities	Desirable	Capital	£661,380	£462,966		£198,414		
Lighting/CCTV	Desirable	Capital	£364,555	£255,189		£109,367		
General Landscape/Environment	Desirable	Capital	£376,643	£263,650		£112,993		
Project Development	Desirable	Capital	£103,375	£72,363		£31,013		
Allotments	Desirable	Capital	£606,664	£424,665		£181,999		
Strategic parks, sports, GI	Desirable	Capital	£9,333,750	£7,467,000		£1,866,750	£1,866,750	
Sub total Recreation			£23,250,389	£17,208,648		£6,041,742	3,954,246	£2,087,496
(E) LIBRARY & COMMUNITY								
Bassingthorpe Farm - redevelopment of Greasborough Library	Desirable	Capital	£496,800	£248,400		£248,400	248,400	
Rest of Rotherham - various	Desirable	Capital	£393,300	£196,650		£196,650	196,650	
Dinnington, Anston & Laughton Common - extension	Desirable	Capital	£107,640	£53,820		£53,820	53,820	
Swinton & Kilnhurst - extension	Desirable	Capital	£60,548	£30,274		£30,274	30,274	
Bramley, Wickersley & Ravenfield - extension	Desirable	Capital	£94,185	£47,093		£47,093	47,093	
Maltby & Hellaby - refurbishment	Desirable	Capital	£80,730	£40,365		£40,365	40,365	
Aston, Aughton & Swallowneest - refurbishment	Desirable	Capital	£60,548	£30,274		£30,274	30,274	
Wales & Kiverton Park - refurbishment	Desirable	Capital	£40,365	£20,183		£20,183	20,183	

Rotherham Infrastructure Schedule - July 2013 update	Priority	Capital or revenue?	Known gross cost	Known / reasonably anticipated funding via mainstream / public agency	S106 already collected / agreed towards this cost	CIL Infrastructure Funding Gap	Regs 123 list CIL	Regs 123 list s106
Thurcroft - refurbishment	Desirable	Capital	£33,638	£16,819		£16,819	16,819	
Community building facilities - various	Desirable	Capital	£1,276,330	£638,165		£638,165	638,165	
Sub total Libraries and Community			£2,644,084	£1,322,042		£1,322,042	1,322,042	£0
(F) EMERGENCY, WASTE and FLOOD DEFENCE								
Expansion of existing police stations at Dinnington and Wath	Essential	Capital	£500,000	£250,000		£250,000	250,000	
Fire for Rest of Rotherham and Bassingthorpe Farm	Essential	Capital	£3,000,000	£1,500,000		£1,500,000	1,500,000	
Rotherham Renaissance Flood Defence Line	Essential	capital	£15,000,000	£0		£15,000,000	15,000,000	
Waste collection and disposal	Essential	Capital	£1,418,258	£709,129		£709,129	709,129	
Sub total Emergency, Waste and Flood Defence			£19,918,258	£2,459,129		£17,459,129	17,459,129	
TOTAL INFRASTRUCTURE			95,972,947	38,499,819		57,473,129	48,485,633	8,987,496

Next Step

- Consultation on ‘Preliminary Draft Charging Schedule’
 - 5th August – 7th October
- Web based consultation.
 - Targeted at infrastructure providers, landowners, agents, developers, adjacent local authorities, parish councils (‘meaningful proportion’ – neighbourhood fund) and general public.

Community Infrastructure Levy Timetable		
Stage	Date	Outcomes
<ul style="list-style-type: none"> Evidence Gathering. 	September 2011 – June 2013	<ul style="list-style-type: none"> Infrastructure Delivery Study. Whole Plan Viability Study. CIL Viability Report.
<ul style="list-style-type: none"> Preparation of a Preliminary Draft Charging Schedule. 	May – July 2013	<ul style="list-style-type: none"> Preliminary Draft Charging Schedule.
<ul style="list-style-type: none"> Statutory consultation on Preliminary Draft Charging Schedule (6 weeks). 	August – October 2013	<ul style="list-style-type: none"> Stakeholder input and Council response.
<ul style="list-style-type: none"> Statutory consultation on Draft Charging Schedule (6 weeks consultation). 	January – February 2014	<ul style="list-style-type: none"> Stakeholder input and Council response.
<ul style="list-style-type: none"> Draft Charging Schedule Submitted to Planning Inspectorate. 	April 2014	<ul style="list-style-type: none"> Submission of Draft Charging Schedule to Planning Inspectorate.
<ul style="list-style-type: none"> Independent Examination. 	June 2014	<ul style="list-style-type: none"> Independent examination of a Draft Charging Schedule.
<ul style="list-style-type: none"> Council Approval. 	September 2014	<ul style="list-style-type: none"> The council approves a Charging Schedule and begins collecting the levy.

ROTHERHAM BOROUGH COUNCIL
Report to Members

1. Meeting	Improving Places Committee
2. Date	27th November 2013
3. Title	Housing Repairs and Maintenance Update Report period November 2012 to November 2013
4. Directorate	Neighbourhoods and Adult Services

5. Summary

This report seeks to provide a summary update in respect of the Repairs and Maintenance Service provided for the Councils Housing Stock in the last 12 months since November 2012 when the last report was presented to the Improving Places Committee (IPC).

6. Recommendations

That the comments in this report are noted – no specific actions required.

7. Proposals and details

Background

The delivery of the Housing Repairs and Maintenance Repairs Service was transferred to Morrison Facility Services (MFS) and Willmott Dixon Partnership (WDP) on the 1st of November 2010. A report on progress was last presented to the IPC in November 2012 and this report seeks to update the position presented at that time.

At the time of the last report MFS were undergoing a change of ownership having been taken over by Mears in November 2012. Clearly this offered some cause for concern but also addressed some other issues that were perceived to exist in respect of Morrison's financial position.

Since that time we have seen no negative impacts on the service delivery through the change of ownership and Mears, as they promised at the time, have maintained their focus and performance as a service provider. They have made very few changes. They have invested in new software and an increased focus on performance both actual and commercial. Only time will tell if this manifests itself in other ways. The Client team acting on behalf of the Council are clearly aware of the risks that come along with change and continue to monitor progress and performance with the support of the P & Q team in the council.

Willmott Dixon Partnership (WDP) continues to support the Council in respect of contract delivery and again have worked to maintain and improve the service wherever possible. Their forward looking business plan seeks specifically to develop their relationship with the Council by aligning their plans with the needs and requirements of the service and its customers. Performance continues to meet the Key Performance Indicators (KPIs) set out in the contract with high levels of customer satisfaction (reported by the contractors but monitored and verified by the P & Q team).

Contract Term

The contract offers service providers an entitlement to a one year contract extension subject to meeting the performance criteria set out in the agreement. In both case, MFS & WDP have exceeded this performance measure and as such are entitled to their contract extension. As such the contract will now run until 1st of April 2017 – the council has the right to withdraw this extension should performance dip in subsequent years. Likewise if performance is maintained the contractors have the opportunity to gain 3 further years extension. In discussing this initial year of extension a concession has been agreed with contractors in respect of the shared saving mechanism in the contract which currently gives a 30% / 70% saving share in favour of the contractor. For year 7 (2016/17) and beyond this will equalise to a 50/50 sharing of any savings.

Shared Savings and Legacy in the 2012/13 Financial Year

The Contract has returned to RMBC £645,000 in shared savings for the period 1st April 2012 to 31st March 2013. This has been calculated based on Open Book Accounting and the mechanisms in the contract.

It has been agreed that some tangible benefit should be forthcoming and is desirable in respect of this funding which is over and above expectations. As such the intention is to

use C£400,000 of these monies to construct 2 pairs of Semi Detached Disabled Persons Bungalows on infill sites in Rotherham. This will provide much needed and appropriate accommodation for families in need and who the Council have a duty to make provisions for. It will also create a long term asset for the council which will attract rental income and new homes bonus, the latter making a contribution to the Councils ever pressing need for funding. It is anticipated that other savings in respect of General Fund costs will materialise through the reduced need for intervention and direct support for these families.

Customer Insight

Customers remain at the heart of the service and have regular involvement through the Quality & Standards Challenge Group. Throughout the year, a number of Mystery Shopping exercises have been carried out by customer volunteer inspectors. Areas studied included the lettable standards, responsive repairs and garage inspections, amongst others. The inspections were carried out using telephone and face to face surveys, visits to empty homes and on-site garage inspections.

The general feedback has been positive and any issues highlighted are reviewed and acted upon as service improvement actions.

Where are we now?

The service remains on track in respect of performance and customer satisfaction. At the end of the 2012/13 financial year all the Key Performance Indicators (KPIs) reported to the Directorate Leadership Team were on target. Scrutiny of the performance by the Performance and Quality team along with Tenants Groups confirm that the outturns are reflective of reality. This is further supported by low levels of complaints accepting that within an area of service carrying out levels of activity; in excess of 40,000 responsive repair jobs per year, some things will go wrong from time to time.

Monthly measurement of the same performance indicators at the half year (FY 2013/14) indicate sustained levels of performance.

Criteria	Rating at start of contract	Rating at end September 2013	Target
Customer Satisfaction	98.61%	99.6%	95.5%
Appointments Made & Kept	89.53%	99.89%	98.5%
Repairs Completed on Time	88.10%	99.16%	99.00%

Attached at appendix A is the full set of KPIs reported within the contract with outturns at the half year 2013/14.

The work done to change the emphasis away from emergency and urgent repairs to a more planned approach continues to be maintained. At the outset of the contract this ratio was 60/40 it currently it stands at 40/60. (Emergency & Urgent Jobs 40.15%, Non Urgent 59.85% - data at 4th November 2013). While not in line with perceived best practice of

30/70 taking into account local knowledge further progress is likely to be at the expense of customer service and as highlighted in last years report this is currently being accepted as an acceptable outturn.

Value for Money

The CSD team continue to focus and challenge out of scope variations to ensure we maximise the value returned from the contract. This is supported by the Commercial Manager and her team in overseeing cost control and management.

Following investment in Rockingham and Wingfield we have seen a reduction with MFS in respect of out of scope variations on roofing which has contributed to an overall fall in costs in this aspect of spend.

We continue to focus on reducing the levels of variations by focusing our investment using the knowledge gained from the repairs history; this should assist us to achieve this objective.

Performance Management

With regards to the Repairs and Maintenance service all the R&M performance indicators have achieved the cumulative year end targets (2012/13 period). This has been achieved through being pragmatic, dedicated and having a proactive approach in our partnership working. All parties have worked together and been focused on putting actions into practice to help improve things and supported and shared good practice within the partnership. Most importantly the understanding of the customer view of the service has been critical to achieving this improvement.

During the last 12 months we have:

- Completed more repairs on time and had more satisfied customers - It has been the best ever performance for the responsive repairs service
- Reduced the number of properties stood empty and the time they are vacant to an average of less than 6 weeks – This is the best performance in the last 3 years

In national benchmarking the repairs service was ranked as follows:

- This service was ranked 71 against 336 other organisations for repairs completed on time (amongst the best)
- This service was ranked 65 against 217 other organisations for repairs completed right first time (above average)
- This service was ranked 101 against 215 other organisations for appointments made and kept (above average)
- This service was ranked 187 against 247 other organisations for re-let times (about average). This is an improvement from 2011-12, when the service was ranked below average

Learning from complaints

Overall complaints fell by 12% from 2011/12 with the main repair and maintenance issues being around damp, gas boiler/heating issues, rainwater goods and roof leaks.

In many cases damp proves to be actual condensation and this is a matter of education and lifestyle issues – the focus remains on seeking to address these issues through on-going education and guidance provided to customers by RMBC and Contractor staff.

The repairs service continues to invest significant sums in upgrading heating and boilers (£2.3m in 2013/14) with a view to ensuring the heating systems fitted are fit for purpose and as economical to run as possible for customers.

Following on from Decent Home investments in the internal facilities in properties the current focus is on addressing external repairs in the guises of roofing (major programmes in Rockingham & Wingfield and Canklow are on-going at present). This seeks to address issues associated with roofs, rainwater goods and related repairs as highlighted by complaints.

Responsive Repairs

Following the return of RBT to the Council the corporate call centre now deal with all incoming calls 24/7/365 – this is a far more robust approach than previously existed where the service was delivered by 3 different parties prior to the change. This provides an ability to flex capacity should it be needed while improving skills of the operatives. As a result the process of repair diagnosis has been improved. This is in line with the improvements highlighted in the last report to IPC

It has been agreed with Willmott Dixon that they will move away from the original contractual agreement for Gas Repairs which was based on Right to Repair extending the time scale for urgent repairs in the summer months to 3 working days. They will now seek to respond to all emergency calls (24hr) by end of next working day regardless of time of year. This reflects the changes made to the heating systems in the borough through the decent homes process where many homes had Combi Boilers fitted meaning failure results in loss of heating and hot water with no back up.

The two key measures of the service; Appointments Made and Kept (AMK) and Right First Time (RFT) are both running ahead of the contractual KPI target as

AMK – target 98.5% – cumulative position at end of September 2013 - 98.6%

RFT – target 92% – cumulative position at end of September 2013 - 97.3%

Beyond delivery of the Responsive Repairs Service the contract also delivers on 5 other work streams:

- Voids – Major & Minor
- Gas Safety & Cyclical Works
- Planned Works
- Capital Works
- Aids and Adaptations

Voids

1727 properties became vacant during 2012/13 compared to 1793 the previous year. The average turnaround of empty homes was 28.89 days, making it the best performance in the last 3 years. This was a dramatic decrease from 39.49 days in 2011/12.

In order to improve the process for those looking to rent a property, a number of initiatives are being explored. These include:

- Revising the property standard and price for preparing an empty property
- Introducing an empty properties management service for gas and electric
- Reviewing the gas uncap and test procedure

Gas & Cyclical Works

One key area in this work stream is the maintaining of compliance with the Councils responsibility as Landlord, within gas safety legislation. Since the start of the contract there has been a significant improvement in compliance. The table below shows the compliance percentage for the last 6 months demonstrating sustained improvement.

Month	Minimum acceptable percentage against 100% Compliance objective	Outturn
April 2013	99.6%	99.96%
May 2013	99.6%	99.94%
June 2013	99.6%	99.93%
July 2013	99.6%	99.91%
August 2013	99.6%	99.95%
September 2013	99.6%	99.98%

This position reduces risk for the council of breaching Health and Safety regulation and reduces costs of enforcement through gaining legal access.

Gas Responsive Repairs

The level of Gas Responsive Repairs remains stubbornly high at around 18,500 jobs per year. We continue to work with our partners to improve the service and seek to identify issues that may result in reducing demand over time.

In the meantime WDP have, by agreement with staff, made changes to contracted hours to improve availability of resources to support the repairs service in meeting its obligations for response times.

Planned and Capital Works

Both R & M contractors are actively carrying out planned and capital schemes across the borough.

Additional contractors have been engaged for the delivery of some Capital schemes:

- Lovells for re-roofing of flats in Rockingham area
- Keepmoat for re-roofing of the Canklow estate, a programme of fascias, soffits and rainwater goods and some door and window replacements.
- Bamford Doors for replacement of communal entrance doors to blocks of flats

A focus for the client team is and remains both quality of outturn and timeliness of delivery. Significant progress has been made in respect of quality of outturn, some work remains to be done in respect of timeliness.

Aids and Adaptations

Both R & M contractors deliver works on Aids and Adaptations in three work areas:

- Minor Fixings
- Minor Adaptations
- Major Adaptations

These works are measured against fixed timescales for each area of work and progress reported monthly – 99.05% of works were delivered on time in September 2013.

Quality Assurance

The CSD Team undertake on-going Quality Assurance (QA) checks on work carried out by all contractors. All Technical Officers are expected to make checks on quality as part of their job and this is supported by specific officers with QA responsibility. These additional inspections focus on general repairs and more specifically by specialists on Gas and Electrical works. The outturns of these inspections are reported within the monthly performance statistics.

Tenant inspectors are also involved in carrying out checks on works and process through regular site visits and mystery shopping of the service. The outturns are reported back to the Council's P & Q Team and any lessons learned are incorporating in future improvement plans.

All QA activities are supported by both P & Q and the Councils H & S team to ensure an element of independence from the client. As and when required additional external audits are commissioned to support the service with developing best practice, for example in December 2013 an independent review of Gas Servicing Processes will be undertaken.

Contractors Corporate and Social Responsibility

All contractors involved in the repair and maintenance of housing have embraced this aspect of their responsibility and the results are visible in the commitments they have made to Rotherham:

Morrison:

- Maintain the promised training academy and we are seeing not only local staff but others from outside the area attending this facility.

- They continue to sponsored the local Football club – The Morrison Stand

Willmott Dixon

- Have undertaken further works at Rotherham Hospital in 2012/13.
- The WDP *Opening Doors* programme has allowed them to give work experience and practical skills training to increasing numbers of young people and the long term unemployed.
- Another example of joint working is the training the contractors staff have embraced in respect of Safeguarding (both Adults and Children) – they have trained all their front line and supervisory staff using the RMBC training material to act as “eyes and ears” on the ground in respect of these issues.
- Likewise both are engaged in developing a strategy to support the MECC (making every contact count) initiative being lead but Public Health.

Both should be commended for their visible actions it is very easy to make promises about community support in a Tender and then not deliver on these.

What does the future hold?

The Contract and Service Development Team as the name suggests are committed to working with both partners to modernise the service and improve the experience for the customer. We have seen significant improvement through joint effort and must continue to build on this platform.

What will we be working on?

Service development is a journey and we have reached a milestone on the way from which we must move on, objectives for the next year are:

- Working with Morrison FS new owners, Mears, to ensure the progress made to date is embedded and the changes in the background do not disrupt the service.
- Continuing the focus on quality of outturn and workmanship with a view to further improvement
- To improve perception and recognition of the service by delivering to the highest standards
- We are working with our partners to reduce the level of minor defects and ensure that the level of customer care received is of the highest standard.

8. Finance

There are no specific financial issues in relationship to this report.

9. Risk

There are no specific risk issues in relationship to this report.

10. Background papers and consultation

Appendix A 2013/14 Half Year KPI outturns

11. Contact name

John Brayshaw
Contract and Service Development Manager
John.brayshaw@rotherham.gov.uk
01709 82239 / 07500077862

Morrison FS								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	1061	1060	99.91%	95.50%	99.48%	↑	99.23%
ROKI 1C	Response rate	1630	1061	65.09%	62.00%	63.20%	↑	64.65%
ROKI 1D	Overall satisfaction with adaptation works	53	53	100.00%	98.50%	100.00%	↔	99.66%
ROKI 1E	Customer complaints	2	0	0.00	8.00	0.33	↑	0.36
ROKI 2A	% of emergency repairs completed within target total	422	422	100.00%	99.00%	99.32%	↑	99.89%
ROKI 2B	% of urgent repairs completed within target	236	234	99.15%	99.00%	99.53%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	972	961	98.87%	98.00%	98.97%	↓	98.87%
ROKI 2D	Average number of days to complete minor voids	90	1080	12.00	14.00	11.63	↓	0.09
ROKI 2E	Average number of days to complete major voids	7	110	15.71	22.00	9.92	↓	0.07
ROKI 2F	% of total responsive repairs completed within target	1630	1617	99.20%	99.00%	99.15%	↑	99.22%
ROKI 2G	Average time taken to complete routine repairs	972	7583	7.80	28.00	9.90	↑	0.10
ROKI 2H	% of total planned and capital repairs completed within target	67	67	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	% of Adaptation Works Completed Within Target	124	123	99.19%	97.00%	99.39%	↑	99.76%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	128	127	99.22%	95.00%	100.00%	↑	97.80%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	1061	1052	99.15%	92.00%	97.21%	↑	97.85%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	919	919	100.00%	98.50%	100.00%	↔	99.98%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%	100.00%	↔	100.00%

WDP Performance								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	1200	1192	99.33%	95.50%	99.54%	↓	98.31%
ROKI 1C	Response rate	1586	1200	75.66%	62.00%	69.92%	↑	#DIV/0!
ROKI 1D	Overall satisfaction with adaptation works				98.50%		↔	
ROKI 1E	Customer complaints	2	7	3.50	8.00	1.00	↓	0.19
ROKI 2A	% of emergency repairs completed within target total	343	340	99.13%	99.00%	99.74%	↓	99.59%
ROKI 2B	% of urgent repairs completed within target	240	237	98.75%	99.00%	99.17%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	1003	995	99.20%	98.00%	100.00%	↓	99.27%
ROKI 2D	Average number of days to complete minor voids	73	1026	14.05	14.00	11.91	↓	0.08
ROKI 2E	Average number of days to complete major voids	12	213	17.75	22.00	20.57	↑	0.06
ROKI 2F	% of total responsive repairs completed within target	1586	1572	99.12%	99.00%	99.81%	↓	99.42%
ROKI 2G	Average time taken to complete routine repairs	1003	6149	6.13	28.00	7.27	↑	0.13
ROKI 2H	% of total planned and capital repairs completed within target	58	58	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	Average time taken to complete adaptation works	193	191	98.96%	97.00%	99.46%	↑	98.73%
ROKI 3A	% of Repairs Completed to An Acceptable Standard				95.00%		↔	
ROKI 3Ba	% of responsive repairs completed "Right First Time"	959	937	97.71%	92.00%	97.50%	↑	96.77%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	869	867	99.77%	98.50%	97.69%	↑	98.27%
ROKI 5A	Accident Incident Rate (AIR)			100.00%	100.00%	100.00%	↔	100.00%

Overall Performance								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	2261	2252	99.60%	95.50%	99.52%	↑	98.64%
ROKI 1C	Response rate	3216	2261	70.30%	62.00%	66.60%	↑	93.29%
ROKI 1D	Overall satisfaction with adaptation works	53	53	100.00%	98.50%	100.00%	↔	99.66%
ROKI 1E	Customer complaints	4	7	1.75	8.00	0.80	↓	0.22
ROKI 2A	% of emergency repairs completed within target total	765	762	99.61%	99.00%	99.52%	↑	99.76%
ROKI 2B	% of urgent repairs completed within target	476	471	98.95%	99.00%	99.34%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	1975	1956	99.04%	98.00%	99.50%	↓	99.07%
ROKI 2D	Average number of days to complete minor voids	163	2106	12.92	14.00	11.78	↓	0.08
ROKI 2E	Average number of days to complete major voids	19	323	17.00	22.00	13.84	↓	0.06
ROKI 2F	% of total responsive repairs completed within target	3216	3189	99.16%	99.00%	99.48%	↓	99.25%
ROKI 2G	Average time taken to complete routine repairs	1975	13732	6.95	28.00	8.54	↑	0.11
ROKI 2H	% of total planned and capital repairs completed within target	125	125	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	Average time taken to complete adaptation works	317	314	99.05%	97.00%	99.43%	↑	99.16%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	128	127	99.22%	95.00%	100.00%	↑	97.69%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	2020	1989	98.47%	92.00%	97.34%	↑	97.37%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	1788	1786	99.89%	98.50%	98.99%	↑	98.86%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%	100.00%	↔	100.00%

WDP Gas								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	504	486	96.43%	95.50%	82.55%	↑	93.98%
ROKI 1C	Response rate				62.00%		↔	
ROKI 2A	% of emergency repairs completed within target total	831	802	96.51%	99.00%	98.39%	↓	97.40%
ROKI 2B	% of urgent repairs completed within target	2	2	100.00%	99.00%	100.00%	↔	100.00%
ROKI 2C	% of routine repairs completed within target	235	232	98.72%	98.00%	99.36%	↓	98.43%
ROKI 2F	% of total responsive repairs completed within target	1335	1288	96.48%	99.00%	89.02%	↑	97.70%
ROKI 2G	Average time taken to complete routine repairs				28.00		↔	0.12
ROKI 3A	% of Repairs Completed to An Acceptable Standard				95.00%		↔	
ROKI 3Ba	% of responsive repairs completed "Right First Time"	106	95	89.62%	92.00%	84.38%	↑	87.71%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	151	151	100.00%	98.50%	98.20%	↑	98.44%

Overall Performance Inc Gas								
KPI Ref. No.	Description	Denominator	Numerator	September 13 Performance	Target	August 13 Performance	DOTFPM	Cumulative Performance
ROKI 1A	Overall Customer Satisfaction	2765	2738	99.02%	95.50%	94.74%	↑	97.25%
ROKI 1C	Response rate	4284	2765	64.54%	62.00%	75.28%	↓	101.92%
ROKI 1D	Overall satisfaction with adaptation works	53	53	100.00%	98.50%	100.00%	↔	99.66%
ROKI 1E	Customer complaints	4	7	1.75	8.00	0.80	↓	0.22
ROKI 2A	% of emergency repairs completed within target total	1596	1564	97.99%	99.00%	99.06%	↓	98.67%
ROKI 2B	% of urgent repairs completed within target	478	473	98.95%	99.00%	99.34%	↓	100.00%
ROKI 2C	% of routine repairs completed within target	2210	2188	99.00%	98.00%	99.49%	↓	98.99%
ROKI 2D	Average number of days to complete minor voids	163	2106	12.92	14.00	11.78	↓	0.08
ROKI 2E	Average number of days to complete major voids	19	323	17.00	22.00	13.84	↓	0.06
ROKI 2F	% of total responsive repairs completed within target	4284	4225	98.62%	99.00%	99.32%	↓	98.88%
ROKI 2G	Average time taken to complete routine repairs	2210	15238	6.90	28.00	8.33	↑	0.11
ROKI 2H	% of total planned and capital repairs completed within target	125	125	100.00%	94.00%	100.00%	↔	100.00%
ROKI 2I	Average time taken to complete adaptation works	317	314	99.05%	97.00%	99.43%	↑	99.16%
ROKI 3A	% of Repairs Completed to An Acceptable Standard	128	127	99.22%	95.00%	100.00%	↑	97.31%
ROKI 3Ba	% of responsive repairs completed "Right First Time"	2126	2084	98.02%	92.00%	96.90%	↑	96.94%
ROKI 4a	% of responsive repairs where an appointment has been made was kept	1939	1937	99.90%	98.50%	98.94%	↑	98.81%
ROKI 5A	Accident Incident Rate (AIR)	0	0	100.00%	100.00%	100.00%	↔	100.00%

ROTHERHAM BOROUGH COUNCIL - REPORT TO MEMBERS

1. Meeting:	Improving Places Select Commission
2. Date:	27 th November 2013
3. Title:	Grounds Maintenance Review: Monitoring report / update
4. Directorate:	Environment and Development Services

5. Summary

This report provides an update on the recommendations from the review undertaken by the Improving Places Select Commission of Grounds Maintenance and Street Cleansing services in July 2013

6. Recommendations

That Members note the progress that has been made on the recommendations.

7. Proposals and details

The initial review of Grounds Maintenance and Street Cleansing services was undertaken by the Improving Places Select Commission in July 2012; since that time detailed action plans have been produced and this report details the progress against each action (shown as appendix attached). The majority of actions identified as a result of service reviews and of the Improving Places Select Commission review have been successfully delivered. Key areas of progress and ongoing challenge are identified below.

Key areas of progress

- Adaptation of machinery / equipment (e.g. introduction of different mowing machines and street cleansing vehicles)
- Changes to operative working hours (e.g. trialling of more flexible working hours)
- Changes to methods of operation (e.g. introduction of wild flower schemes, areas of relaxed maintenance, and alternative approaches to scheduled work)
- Identification of additional resources to provide a greater number of grass cuts on certain housing sites (**Note:** the sustainability of this is uncertain due to budget constraints)
- Identification of a budget to partially support absences due to leave (Note: this will be introduced in 2014/15)

Ongoing challenge

- Capacity to adapt to the impact of weather conditions (e.g. times of severe weather or of fast vegetation growth)
- Impact of cost increases (e.g. fuel and equipment)
- Impact of worsening attitudes to littering, fly tipping, etc

8. Finance

There are no financial implications arising from this report.

9. Risks and Uncertainties

The planned schedules for both grounds maintenance and street cleansing will continue to be challenging to deliver and it is considered that the service may find it increasingly difficult to meet the standards set out in the *Code of Practice on Litter and Refuse*.

10. Policy and Performance Agenda Implications

The council's corporate priorities include: *Ensuring all areas of Rotherham are safe, clean and well maintained*

A review of street cleansing service standards has been undertaken and where necessary standards and targets have been adjusted.

11. Background Papers and Consultation

Code of Practice on Litter and Refuse

12. Contact:

Steve Hallsworth, Leisure and Community Services Manager, ext 22483,
steve.hallsworth@rotherham.gov.uk

Cabinet's Response to Review by the Improving Places Select Commission of Grounds Maintenance and Street Cleansing services

Recommendation	Cabinet Decision <i>(Accepted/ Rejected/ Deferred)</i>	Cabinet Response <i>(detailing proposed action if accepted, rationale for rejection, and why and when issue will be reconsidered if deferred)</i>	Officer Responsible	Action by (Date)	Progress update November 2013
That the options put forward as part of the initial officer review (appended to this report) that have not been explored further as part of this review be supported in principle and subject to further detailed consideration for ways of improving services and reducing costs.	Accepted	A draft <i>Street Cleansing Action Plan</i> has been produced which will be presented to Cabinet Member for Waste & Emergency Planning before the summer recess.	Director of Streetpride	July 2013	Progress updates on both the street cleansing and grounds maintenance action plans have been provided to Cabinet Member for Waste & Emergency Planning
That the proposed review of schedules and the removal of the schedule in one pilot area be completed, the pilot evaluated and rolled out as appropriate. The staff involved in the pilot should be consulted as part of the evaluation.	Accepted	The change to service deliver in a pilot area (Clifton) commenced in May 2013. Further alternative service delivery options are also being evaluated.	Leisure & Community Services (LCS) Manager	September 2013	2 trials have taken place (Clifton area and a new borough wide method of operation) both have been evaluated (including staff consultation) and the outcomes are being used to determine future operations.
That the areas detailed in section 5.1, and summarised below are subject to further detailed consideration and proposed actions reported back: <ul style="list-style-type: none"> • Use of spare capacity of green waste collection operatives on a Grounds Maintenance winter schedule • Urban gardening as an alternative to shrubs 	Accepted Accepted	In place – green waste collections during the winter period are now scheduled for 4-weekly and spare resources are deployed across other Streetpride functions A programme of shrub removal will enable this to happen; officers are working with <i>Rotherham in Root</i> .	Waste Manager LCS Manager	Completed Ongoing	This will be repeated in future years; some work on leaf clearance has been done this autumn. Officers investigated initiative to try to identify “safe” areas where vegetables could be planted on the street scene but to date none

<ul style="list-style-type: none"> • Employment of member of staff to identify sites for alternative use/disposal • Waiver of legal fees for disposal of sites • Promotion of Streetpride's grounds maintenance service to schools • Opportunities for grass retardant spraying • Dealing with over grown rural junctions • Consortium for purchase of equipment 	<p>Rejected</p> <p>Rejected</p> <p>Accepted</p> <p>Accepted</p> <p>Rejected</p> <p>Accepted</p>	<p>This work has been completed within existing resources.</p> <p>The Council has an established policy covering Asset Transfer and the disposal of sites which are declared surplus. Exceptions will continue to be considered on a case-by-case basis.</p> <p>In place – schools have been contacted to make them aware of the availability of the Grounds Maintenance service, quotes have already been provided and will continue as contracts become available.</p> <p>Three sites across the borough have been identified – one highway verge, one roundabout and one green space.</p> <p>Sight lines are scheduled for 6 cuts/year, and this is supplemented with monitoring by Highways Inspectors</p> <p>Most equipment is provided through existing contracts which terminate in 2015. Options will be evaluated for future procurement at the appropriate time.</p>	<p>n/a</p> <p>n/a</p> <p>LCS Area Manager</p> <p>LCS Area Manager</p> <p>n/a</p> <p>LCS Manager</p>	<p>n/a</p> <p>n/a</p> <p>Ongoing</p> <p>Completed</p> <p>n/a</p> <p>Ongoing</p>	<p>have been identified and no groups have come forward</p> <p>A report to CSART is in preparation</p> <p>n/a</p> <p>All local Schools have been contacted through head teacher and Chair of Governors, with an offer to provide a quotation for all Grounds Maintenance activities.</p> <p>The results of the trial have proved limited. The growth of the grass did slow but not sufficiently to mean it did not need cutting. We will try again next year to see if the spray can be applied differently to achieve benefits to our Service.</p> <p>n/a</p> <p>Work to evaluate future procurement will commence late 2013 / early 2014</p>
<p>That the Council considers the adoption of a Town/Village centre standard for Grounds Maintenance and Street Cleansing that focuses resources in these areas using the Parish Network where appropriate.</p>	<p>Rejected</p>	<p>The basic approach that is already used is to provide the same outcome from the service. This proposal does not therefore fit in with the principle of targeting resources to areas of most need, and does not reflect the level of reports received through Streetpride Connect. I</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>

		<p>addition some townships already benefit from the use of a 'lengthsman' to match resources to need.</p> <p>An increased focus on village centres would involve the withdrawal of resources from other areas which inevitably means that standards 'where people live' would be reduced.</p>			
That, subject to a positive full evaluation of the pilot, the Council purchasing further Billy Goat machines as and when resources allow.	Accepted	A full review of equipment is included in the Street Cleansing Action Plan, and will be completed this summer.	LCS Manager	September 2013	The review is complete and new equipment / machinery will be acquired during Autumn / Winter 2013/14
That the response times for racist and homophobic graffiti is changed from 4 hours to 24 hours, to allow greater flexibility of resources and ensure this target can be met.	Accepted	In place	LCS Manager	Completed	A report has been taken to Cabinet Member for Waste & Emergency Planning to agree changes to future cleansing standards and targets
That a study is completed to identify the most effective use of diminishing staff resources	Accepted	This is already included in the Grounds Maintenance and Street Cleansing Action Plans	LCS Manager	September 2013	Progress updates on both the street cleansing and grounds maintenance action plans have been provided to Cabinet Member for Waste & Emergency Planning

<p>That customer contact is improved by the following and that this information is used to inform the Town/Village Centre standard:</p> <ul style="list-style-type: none"> Recording contacts with geographical information to gather intelligence on trends and patterns. Weekly lists of big works and schemes Monitoring of standards and reporting back to customers who complain 	<p>Accepted</p> <p>Accepted</p> <p>Accepted</p> <p>Partially accepted</p>	<p>A review of Customer Services systems is being undertaken across Streetpride which will improve processes.</p> <p>In progress – reports have been set up to enable analysis of trends and targeting of resources</p> <p>In place – this has been posted on the Council’s website for a number of years</p> <p>All complaints receive a formal reply as part of the corporate system. Responding to every report/request is not possible with current systems unless additional resources are provided.</p>	<p>LCS Manager & Performance Officer</p> <p>n/a</p> <p>Service Improvement team</p>	<p>Ongoing</p> <p>January 2014</p> <p>n/a</p> <p>tbc</p>	<p>Changes have been made to the scripts used by Customer Contact Centre to provide callers with the next scheduled date they can expect grass / hedge cutting</p> <p>Analysis of all reports for grounds maintenance is now taking place quarterly to establish trends and peaks in service requests</p>
<p>That ways to involve the community and generate civic pride are explored including:</p> <ul style="list-style-type: none"> The development of an accredited volunteer scheme. Making the right tools for the job available for members of the community who wish to assist with neighbourhood tidying Consideration of how the Streetpride Champions initiative could be re-invigorated or replaced. 	<p>Accepted</p> <p>Accepted</p> <p>Partially accepted</p> <p>Accepted</p>	<p>Work is in progress to establish a Volunteer Bureau to support services across all Council services. An initial report will be made to SLT this summer.</p> <p>The operation of some equipment requires (accredited) training and may not be appropriate for use by volunteers. Basic equipment such as litter pickers is already provided.</p> <p>In progress – a review of the role of SP Volunteers commenced earlier this year.</p>	<p>Director of Housing & N/ighbourhood Services/ Director of Streetpride</p> <p>LCS Manager</p> <p>Service Improvement Officer</p>	<p>September 2013</p> <p>Ongoing</p> <p>September 2013</p>	<p>This work is now being led by HR; it is unlikely that a bureau will be set up, and services will continue to make their own arrangements</p> <p>Any member of the public that contacts our Service with a request to carry out a litter pick in their neighbourhood will be provided with litter pickers, bags, gloves (PPE) and we will arrange to collect the litter all free of charge.</p> <p>Data cleanse of Volunteer information undertaken. Core group of Volunteers established and asked to provide feedback on proposed changes to delivery of Streetpride Services. Volunteers actively working with Streetpride</p>

<ul style="list-style-type: none"> Councillors and staff to become eyes and ears in the community 	Accepted	The 'not my job' initiative is being re-launched with LCS Staff including awareness training on Child Sexual Exploitation (CSE) (July).	Member Development panel/LCS Manager	Ongoing	<p>to enhance the street scene in their local community and across the borough. Handbook produced providing Volunteers with key sources of information. Revised procedure introduced for contact with Streetpride Connect. Text to Tell Initiative introduced so reports can be made via mobile phone. Further work ongoing around integrating Volunteers with other key groups, and agencies e.g. Area Assembly, Rotherfed, Neighbourhood Watch</p> <p>All Grounds Maintenance and Street Cleansing Staff are encouraged through the "Not My Job" initiative to report street scene issues that would not normally constitute their role. The number of reports by each team is noted on our Team Action Plan (TAP) CSE Training will be delivered to staff Nov – Dec 2013</p>
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<p>That an exercise to assess over used and under used bins is completed with a view to moving existing bins in line with its findings and that the following methods are used to maintain this over time:</p> <ul style="list-style-type: none"> • Staff on the ground to monitor usage • Engagement with Planning on bins at application stages and ward members when removing bins • Monitoring of shopping areas 	Accepted	<p>In progress – initial review has been completed and is being quality checked.</p> <p>In place In place In place</p>	LCS Area Manager	June 2013	Bins have been identified and a programme of replacement / removal has been put in place. Roll out will be dependent on annual budget resource
<p>That Cabinet consider any ways in which the Cabinet portfolios covering this area could be clarified and simplified.</p>	Accepted	Changes were made to portfolios for the current municipal year	Cabinet	Completed	n/a
<p>That all pilots and initiatives generated as a result of this review are evaluated fully and progress is reported back to the relevant Cabinet Member.</p>	Accepted	Regular updates will be provided to Cabinet Member for Waste & Emergency Planning	Director of Streetpride	Ongoing	Progress updates on both the street cleansing and grounds maintenance action plans have been provided to Cabinet Member for Waste & Emergency Planning