

IMPROVING PLACES SELECT COMMISSION

Venue: Town Hall, Moorgate Street, **Date:** Wednesday, 11th January, 2017
ROTHERHAM. S60 2TH

Time: 1.30 p.m.

A G E N D A

1. To consider whether the press and public should be excluded from the meeting during consideration of any part of the agenda.
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 held on 30th November, 2016 (Pages 1 - 9)
8. Regeneration and Environment Performance Update Report (Pages 10 - 19)
9. New Strategic Tenancy Policy (Pages 20 - 29)
10. Council Housing Tenants - Scrutiny Update
11. Date and time of the next meeting - Wednesday 22 February 2017 at 1.30 pm

Improving Places Select Commission: membership: -

Councillors Allen, Atkin, Buckley, B. Cutts, Jepson, Jones, McNeely, Mallinder (Chairman), Marles, Price (Vice-Chairman), Reeder, Rushforth, Sheppard, Taylor, J. Turner, Walsh, Whysall and Wyatt.

Co-opted members:- Mrs. L. Shears, Mr. P. Cahill and Mr. B. Walker.

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Present:- Councillor Mallinder (in the Chair); Councillors Allen, Atkin, Buckley, Jepson, McNeely, Price, Reeder, Rushforth, Taylor, Julie Turner, Walsh and Wyatt.

Apologies for absence were received from Councillors Cutts, Jones, Marles, Sheppard, B. Walker and Whysall.

33. DECLARATIONS OF INTEREST

The following persons declared their personal interests in Minute No. 37 (Housing Allocation Policy Amendments), as they are existing tenants of Council housing: Councillor McNeely and co-opted members Mrs. L. Shears and Mr. P. Cahill.

34. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

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

35. COMMUNICATIONS

The following items were discussed:-

(a) Members of this Select Commission were thanked for their attendance at the performance management training session.

(b) the Council's Corporate Plan – this will be an item included on the agenda of this Select Commission's next meeting, scheduled to be held on Wednesday, 11th January, 2017;

(c) Pre-meetings/briefings in advance of meetings of the Improving Places Select Commission – it was agreed that these informal briefings will continue to take place on the same day as the full meeting of this Select Commission, although a longer period of time will be allocated to them.

36. MINUTES OF THE PREVIOUS MEETING HELD ON 26TH OCTOBER, 2016

Resolved:- That the minutes of the previous meeting of the Improving Places Select Commission, held on 26th October, 2016, be approved as a correct record for signature by the Chairman.

37. HOUSING ALLOCATION POLICY AMENDMENTS

Further to Minute No. 11 of the meeting of the Improving Places Select Commission held on 24th July, 2013, consideration was given to a report of the Strategic Director of Adult Care and Housing stating that, on 6th August, 2015, a revised Housing Allocation Policy had been implemented

by the Council. However, one of the proposals regarding Council Tax arrears was deferred due to representations made after the publication of the Commissioners' 'minded to agree' decision on 6th August, 2015. Further analysis and exploration of the legal implications was required and a clear procedure would have to be developed if Council Tax arrears could be taken into account in deciding whether an applicant is eligible to join the Housing Register. This analysis has now been completed and the purpose of the submitted report is to update Elected Members about the findings. Due to the legal advice given on this issue, it is no longer being recommended that Council Tax debt be included in the Allocations Policy.

At the same time, six amendments are recommended which aim to increase Housing tenancy sustainability, take into account lessons learned during the past twelve months (2015/16), changes brought about by the Welfare Reform and Work Act 2016 and to prepare for the Homelessness Reduction Bill.

The Select Commission received a presentation from Mrs. Sandra Tolley and Mrs. Sandra Wardle (Housing Services) about the Council's review of the Housing Allocations Policy. The presentation highlighted the following salient issues:-

- Housing Allocations Policy – the review timetable
- Proposals for further amendment (a report is to be submitted to the meeting of the Cabinet and Commissioners during February 2017);
- Council Tax – tenancy-related debts are relevant to the Housing Allocations Policy, therefore the recommendation relating to Council Tax arrears will not be included in the Policy
- The six proposed amendments to the Policy:

Tenancy Sustainability – Recommendations

1. The mandatory requirement for applicants who have no experience of running their own home, or where a previous tenancy has failed, to attend a pre-tenancy workshop.
2. The mandatory requirement for all applicants to undertake a housing options interview before joining the housing register

Reduction in spend – Recommendation

3. New tenants should not be allowed to apply to transfer within the first two years of their tenancy.

Reduction in spend – Recommendation

4. No rent allowances are issued to new tenants or existing Council tenants. Recommended option

Option 1: Reduce the fourteen days' allowance to seven days (lowest amount of budget savings achieved)

Option 2: Reduce the fourteen days' allowance to a maximum of five working days.

Option 3: No rent allowances are issued (higher level of budget savings achieved)

Housing Options (Under age 35) Recommendations:

5. Bedsits are let to single people or couples giving preference to single people under the age of 35 years:

Option 1 – No change

Option 2 - Priority to single persons aged under 35 years

6. Include homeless applicants owed a reasonable preference to the list of applicants who are exempt from the Local Connection Criteria rules.

- Homeless, but not in priority need
- Homeless, but owed a duty by another authority
- Living in unfit or unsatisfactory housing, have a medical or disability or pressing welfare reason to move.

- Impact of the forthcoming Homelessness Prevention Bill;
- Brief details of the consultation process on the amendments to the Housing Allocation Policy.

The Members of the Select Commission raised the following matters during debate:-

(a) an explanation was provided of the different housing bands (criteria of the Housing Waiting List);

(b) the need for flexibility in relation to the rent allowances for tenants, reflecting the condition of some properties which are being let; contract arrangements are in place with regard to the interior and exterior decorating of some properties; the 'lettable standard' of properties;

(c) the allowance of two weeks, without payment of rent, in respect of the death of existing tenants (Members requested further information about this matter);

(d) pre-tenancy workshops and ensuring that tenants are fully informed of this process; it was noted that the system is to be used by many housing authorities and that every endeavour will be made to learn from and implement the best practice available; specific workshops are available

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from several providers (eg: Mears); it was noted that prospective tenants are required to attend the workshops, although the courses do not require participants to take an examination or test; (a customer/tenant dvd training film is available to view);

(e) consideration of applications for tenancies from customers who are homeless – the Policy recommends that a reasonable preference is given to people who are homeless;

(f) Tenancy sustainability and the use of fixed-term tenancies – Government legislation insists upon the use of fixed-term tenancies;

(g) Transfer of tenancies – 10% of properties are currently advertised for tenants wishing to transfer properties; this amount could be reduced to 5%;

(h) reasons for termination of housing tenancies – there are many and varied reasons why tenants choose to terminate their tenancies (Members requested further details of the statistics included within the submitted report);

(i) the role of the Income Team is being reviewed and will be completed in the early months of 2017;

(j) action taken against tenants in breach of conditions – various interviews and checks are undertaken, as well as pre-tenancy inspections;

(k) it is probable that the Policy will be considered by the Cabinet and Commissioners at a meeting to be held during February 2017;

(l) options available for tenants under the age of 35 years – accommodation of a suitable size; possible use of shared tenancies which will be cheaper for the individual;

(m) the Policy intends to focus upon the housing requirements of those tenants most in need;

(n) the Key Choices website includes some background information about the local area in which a property available for rent is situated; this useful information will also be discussed in the interviews with prospective tenants;

(o) information about the process relating to void properties, to try and ensure that empty properties are available for letting as soon as possible;

(p) the timetable for this Policy review – ensuring that the necessary consultation takes place and that the review is comprehensive; the Policy has to be reviewed regularly in response to any changes in Government legislation.

The officers were thanked for their informative presentation.

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

(2) That the Improving Places Select Commission supports the implementation of the proposed six amendments to the Housing Allocation Policy, as set out below and as detailed within the submitted report:-

(i) Mandatory requirement for applicants who have no experience of running their own home, or where a previous tenancy has failed, to attend a pre-tenancy workshop.

(ii) Mandatory requirement for all applicants to undertake a housing options interview before joining the housing register.

(iii) New tenants should not be allowed to apply to transfer within the first two years of their tenancy.

(iv) No rent allowances are issued to new tenants or existing Council tenants.

(v) Bedsits are let to single people or couples, giving preference to single people under the age of 35 years.

(vi) Include homeless applicants owed a reasonable preference to the list of applicants who are exempt from the Local Connection Criteria rules.

(3) That a progress report be submitted to a future meeting of the Improving Places Select Commission, during 2017 and such report shall include details of:-

- further information about the allowance of two weeks, without payment of rent, in respect of the death of existing housing tenants;

- Elected Members (Scrutiny) are to be involved in the development of the workshops and in the eventual reporting on the effectiveness of the pre-tenancy workshops and the mandatory training for prospective tenants of Council housing.

(Councillor McNeely and co-opted members Mrs. L. Shears and Mr. P. Cahill declared their personal interests in the above item as they are existing tenants of Council housing)

38. DIGNITY/ROTHERHAM MBC CONTRACT PERFORMANCE UPDATE

Further to Minute No. 18 of the meeting of the Improving Places Select Commission held on 14th September, 2016, consideration was given to a report presented by the Assistant Director – Community Safety and Street

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Scene, stating that on 1st August, 2008, the Council had entered into a 35 years' contractual agreement with Dignity Funerals Ltd. for the provision of bereavement services to the people of Rotherham. This unique partnership led to the transfer of significant risks from the Council to Dignity Funerals Ltd., with the Company taking on the responsibility for the capital works and maintenance of the East Herringthorpe Cemetery and Crematorium, together with the maintenance of the eight other Municipal Cemeteries located throughout the Rotherham Borough area. The Council retained the risk in relation to cemetery chapels, associated buildings and boundary walls on some cemetery sites. Dignity Funerals Ltd. had sub-contracted the grounds maintenance elements of the service to Glendale Countryside Management Ltd (but Dignity Funerals Ltd. had retained the overall responsibility for the delivery of the service). The following salient issues were highlighted:-

- the 35 years' contract produces annual incomes for the Council, with the amounts being linked to inflation;
- the requirement for crematoria to comply with mercury abatement legislation and new environmental legislation;
- improvements to the East Herringthorpe crematorium facility; proposed extension to the car park;
- possible availability of land for extensions to the existing municipal cemeteries around the Borough area;
- ensuring that progress reports are available about the cemeteries and crematorium service and that an annual report is provided by the Dignity Funerals Limited company;
- hours of opening of the facilities and the time available for burials (a review of this issues is continuing, including the specific requirements of Muslim burials);
- use of kerb sets and borders around grave spaces, which are not always suitable for cemeteries designed and operating as lawn cemeteries (eg; Greasbrough Lane at Rawmarsh);
- the Dignity Funerals Ltd. company establishes its own level of service pricing, which are lower in comparison to other local authorities regionally; further bench-marking would be undertake in respect of this issue;
- the cost of memorial benches and the availability of benches made from different materials; the review of pricing of such benches.

The Members of the Select Commission raised the following issues during debate:-

- (a) the significant investment which Dignity Funerals Ltd. have made in the Est Herringthorpe Crematorium and the possible investment elsewhere in the other cemeteries around the Rotherham Borough area;
- (b) Cemetery Chapels – the costs to the Borough Council of the continuing and future maintenance of these Victorian Chapels and whether the establishment of ‘friends’ groups would be feasible;
- (c) the benefits of establishing a Bereavement Services Forum involving representatives of the Local Authority, Dignity Funerals Ltd., funeral directors and the local clergy;
- (d) dog fouling in cemeteries and the use of Environmental Enforcement and Penalty Notices;
- (e) the balcony area at the East Herringthorpe Crematorium and the need for structural repairs;
- (f) the costs of maintenance of closed cemeteries which have no available space for further burials;
- (g) improvements to footpaths and roadways within cemeteries – further details will be reported at a future meeting;
- (h) further monitoring of the performance of Glendale Countryside Management Ltd., in respect of grounds maintenance at the Maltby cemetery;
- (i) details were required of the timescale for the repair of the boundary wall at the Greasbrough Lane cemetery at Rawmarsh.

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

(2) That a further progress report be submitted to a future meeting of the Improving Places Select Commission, such report to include the following information relating to the cemeteries and crematorium service:-

- monitoring of the performance of Glendale Countryside Management Ltd., in respect of grounds maintenance at the Maltby cemetery;
- the various options available in respect of the provision of memorial benches within cemeteries (including a pricing structure);
- the fees and charges for the cemeteries and crematorium service – benchmarking and comparison against other local authorities, both regionally and similar local authorities throughout the country;

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- further consideration of the opening hours of cemeteries and crematorium and the hours available for burials (including the requirements in respect of Muslim burials);
- an update in respect of the availability of land for a possible extension to the Maltby cemetery.

39. EMERGENCY PLANNING TASK AND FINISH GROUP

Further to Minute No. 31 of the meeting of the Improving Places Select Commission held on 26th October, 2016, Councillor Wyatt (Chair of the Task and Finish Group) provided the following progress and update details:-

- it was still the intention to complete this scrutiny review of Emergency Planning by April 2017;
- the review will include assessment of the duties of the Emergency Planning Forward Liaison Officers and of the Borough Co-ordinator of the Emergency Plan, with this assessment taking place at the time these officials are on-call, as required by the Emergency Plan;
- the review will include the testing of the resilience of the Emergency Plan, in a simulated emergency exercise, with a full evaluation after completion of the exercise;
- Members of the Task and Finish Group have visited the Stockton-on-Tees Borough Council, where a shared service arrangement exists for Emergency Planning, involving four local authorities; Members had been able to participate in a workshop about community resilience and community involvement;
- the scrutiny review will also examine the effectiveness of communications and the use of social media;
- it was also the intention to invite Parish Councils to a workshop for discussion of the effectiveness of the various Parish resilience plans (it was agreed that the appropriate Ward Councillors should be invited to attend this workshop).

The Select Commission thanked Councillor Wyatt and the Task and Finish Group for their continuing scrutiny work on this issue.

40. TENANT SCRUTINY

Co-opted member Mrs. L. Shears reported on the following matters:-

- Rotherfed representatives had attended the Young Tenants Conference at Trafford House on Tuesday, 15th November, 2016;

- research is being undertaken into the best practice in other local authorities with regard to tenant involvement, especially younger tenants;
- Rotherfed is undertaking another survey into ways of communicating and engaging with younger tenants (16 to 35 years age range) – copies of the survey document were provided for Elected Members;
- representatives of RUSH House had been invited to assist with the Rotherfed telephone help-line for tenants;
- concern has been expressed about the proposed reduction in the number of beds provided by RUSH House.

Resolved:- That the information be noted.

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Regeneration and Environment Performance Update Report

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Damien Wilson, Strategic Director of Regeneration and Environment

Report Authors

Julian Hurley
Jonathan Priestley

Ward(s) Affected

All

Executive Summary

To update Members with performance information regarding the services provided by the Regeneration & Environment Directorate

Recommendations

To note the contents of the report

List of Appendices Included

Appendix A: R & E Scorecard

Background Papers

None

Consideration by any other Council Committee, Scrutiny or Advisory Panel

None

Council Approval Required

No

Exempt from the Press and Public

No

Regeneration and Environment Performance Update Report

1. Recommendations

1.1 Members are requested to note the content of the report.

2. Background

2.1 The performance and quality of services provided to customers by the Directorate are monitored and measured using 40 key indicators found in the Performance Scorecard for the service (**Appendix A**). The scorecard is systematically updated by representatives from the Performance and Quality Unit and distributed to Managers within the service on a quarterly basis.

2.2 Information from the Performance Scorecard is used by the Performance and Quality Team to provide quarterly reports to the Directorate Management Team on a quarterly basis where areas of underperformance are challenged.

2.3 24 of the indicators included in the Performance Scorecard are also reported as part of the performance monitoring framework that supports the delivery of the Council's Corporate Objectives through the Corporate Plan.

2.4 27 indicators in the scorecard are reported quarterly, 2 indicators are reported 6 monthly and the remaining 11 are reported annually.

3. Key Issues

3.1 Performance information for the 3rd quarter of the year is currently unavailable but is being collated by the members of Performance and Quality Unit which will be reported to the Directorate Management Team on 20 January 2017.

3.2 The current status of performance for the service at the end of the 2nd quarter (April – September 2016) confirms the following ;

- 4 indicators are off target (Red)
- 22 indicators are on target (Green)
- 2 indicators are (Amber) - off target but progress towards achieving the target is satisfactory
- 12 measures are reported annually and information will be available at the end of quarter 4

3.3 The table below provides examples of the service where performance is good.

Indicator	Target	Performance
Levels of Street Cleanliness Scorecard Line Number 11	<5%	0%
Following re- inspection of grounds maintenance work achieve no more than 5% defective/ not to work Standard. Scorecard Line Number 18	<5%	0%
Number of grounds maintenance customer contacts. Scorecard Line Number 20	<719	286 618 (Cumulative)
Number of missed bins per 100,000 collections Scorecard Line Number 21	60	52.11
% of household waste sent for reuse (recycling & composting) Scorecard Line Number 22	45%	50.41% (Outturn forecast 45.17%)
% of municipal waste landfilled. Scorecard Line Number 31	6%	1.59% (Forecast outturn 2.70%)
Percentage of Major Planning Applications within 13 weeks Scorecard Line Number 45	95%	100%

3.4 The table below provides information about the service where performance is off target

Indicator	Target	Performance
Number of people borrowing books and other materials (Cumulative) Scorecard Line Number 9	25,000	16,621
<p>Actions taken to improve performance and quality include ;</p> <p>The offer to customers has been improved following a revision of the Libraries Strategy which sets out the vision for the service over the next few years and contains a number of key actions that, when implemented, will help improve and sustain the service.</p> <p>Initiatives aimed at improving the take up of the service are continuing ; for example .taking part in the BBC's #lovetoread promotion and encouraging staff to become Reading Ambassadors as part of the Publishers Association's Reading for Pleasure initiative</p> <p>Although the number of people borrowing books from libraries is declining, the number of people visiting the service is remaining broadly consistent and the number of people participating in active learning e.g. IT sessions, Rhymetime, reading and health activities, is actually increasing.</p>		
Aggregate Pedestrian footfall in the Town Centre Scorecard Line Number 10	23,700,000	11,539,444
<p>Actions taken to improve performance include ;</p> <p>Commissioning of the Town Centre Master-plan that sets the delivery programme for the redevelopment of a number of key sites, Agreement to purchase Forge Island as a priority site for development within the town centre and delivery of a £17m Capital Strategy where work is underway to prioritise projects and outline business cases for a number of projects including a cinema/ leisure scheme on Forge Island, residential schemes linked to the starter homes programme, redevelopment of Rotherham Markets are being developed.</p> <p>Actions also continue to market and promote the town centre, these include both the 'Shop Local' promotion during the Summer and Festive Campaigns. Joint working is ongoing with South Yorkshire Police Authority to identify and address ongoing issues of crime and anti-social behaviour. An additional £20,000 is also being invested in events and activities up to the end of May 2017 to widen the appeal of events and to drive footfall on key dates.</p>		

% of licence holders that demonstrate adherence to the requirements of the Council's Hackney Carriage and Private Hire Policy Scorecard Line Number 6	100%	Figures for each sub-indicator: 1) 100% 2) 98% 3) 98% 4) 62%
<p>Performance data for quarter 3 is available (as detailed above)</p> <p>The measure is split into 4 key components and performance is as listed above; 1) % of eligible licence holders that have subscribed to the DBS online update service; 2) % of drivers that have completed the council's safeguarding awareness course; 3) % of vehicles that, where required to do so, have had a taxi camera installed (or are committed to having one installed) and 4) % of drivers that have obtained the BTEC / NVQ qualification.</p> <p>Actions being taken to improve performance include :</p> <ul style="list-style-type: none"> • The remaining 2% of licence holders that have not completed the Council's safeguarding awareness course are currently suspended from driving a licensed vehicle. • Enforcement actions are being taken against the 2% of license holders that have not had a camera fitted • Those drivers that have not yet made sufficient progress in relation to the obtaining a BTEC/NVQ qualification in 'Introduction to the Role of the Professional Taxi and Private Hire Driver' are being identified and appropriate enforcement action is being taken to take up the relevant qualification. 		
Reported Instances of Anti-Social Behaviour in Rotherham Scorecard Line 3	5% decrease against previous years reported instances	4295, 12% increase on Q2 15/16
<p>Performance is off target and the signs are year- end targets will not be met.</p> <p>Police reports continued to increase through the second quarter with an increase of 446 against the same quarter last year and an increase of 460 reports against the 1st quarter of the year (3,835 to 4,295).</p> <p>Actions being taken to improve performance include;</p> <ul style="list-style-type: none"> • A continuation of the range of multi-agency interventions taking place throughout the borough in key hotspot areas, • Continual review of the tools and powers available to help tackle ASB • A refocussing of the priorities for the Anti-Social Behaviour Theme Group. 		

4. Options considered and recommended proposal

- 4.1 Members are requested to note the contents of the report and the actions being taken by officers to improve performance and quality.

5. Consultation

- 5.1 This report has not been subjected to a consultation process.

6. Timetable and Accountability for Implementing this Decision

6.1 Performance will continue to be measured and reported quarterly by members of the Performance and Quality Team.

6.2 Responsibility for developing and implementing improvement actions will rest with managers from the service.

7. Financial and Procurement Implications

7.1 There are no financial or procurement implications arising from the contents of this report.

8. Legal Implications

8.1 There are no legal implications arising from the contents of this report.

9. Human Resources Implications

9.1 There are no human resource implications arising from the contents of this report.

10. Implications for Children and Young People and Vulnerable Adults

10.1 There are no implications for Children and Young People and Vulnerable Adults arising from the contents of this report.

11 Equalities and Human Rights Implications

11.1 There are no equalities and human rights implications arising from the contents of this report.

12. Implications for Partners and Other Directorates

12.1 The implications arising from the content of this report for partners and other directorates will be dealt as part of the Council's strategies for improving performance and quality which will include consultation and joint working initiatives .

13. Risks and Mitigation

13.1 Risks to the service arising from underperformance include damage to the Council's reputation, increased customer dissatisfaction and negative impact on the quality of lives of people living in the borough. These risks will be mitigated through the robust monitoring and reporting of performance and performance challenge to drive continual improvement in the services being delivered by the Council.

14. Accountable Officer(s)

Damien Wilson, Strategic Director of Regeneration and Environment

Julian Hurley, Senior Performance & Projects Officer

Jonathan Priestley, Service Improvement Officer

This report is published on the Council's website or can be found at:-

<http://moderngov.rotherham.gov.uk/ieDocHome.aspx?Categories=>

Regeneration & Environment Performance Scorecard 2016-2017

Indicator Ref	N	C	P	Indicator Title	Good Perf	Freq	2015/2016 Performance	Performance Quarter 1 April-June 16	Performance Quarter 2 July-September 16	Performance Quarter 3 October-December 16	Performance Quarter 4 Jan-Mar17	2016/17 Target	Direction of Travel	Achieving Target RAG	Director	Accountable Officer	Comments/Remedial Actions
CP 3.A1		✓		Reported instances of Anti-Social Behaviour in Rotherham	Low	Quarterly	14,355 Incidents	3,835 a 7% increase (257 incidents) on Q1 15/16	4295 - a 12% increase (446 on Q2 15/16)			5% decrease	↓		Karen Hanson	Steve Parry	Total ASB is showing an increase on the same period last year although some 'sub categories' including rowdy/nuisance behaviour have reduced. Reducing instances of ASB is a key objective of the Safer Rotherham partnership board
CP 3.A2		✓		Reported instances of Hate Crime in Rotherham	Not Applicable	Quarterly	254 incidents	85, a 93% increase (41 incidents) on Q1 15/16	Hate Crime 79, a 22% (14 on Q2 15/16) Hate Incidents 67, an 86% increase (31 on Q2 15/16)			50% increase	N/a		Karen Hanson	Steve Parry	This measure is not to be assessed against the target, however reported instances of hate crime and hate incidents continue to increase.
CP 3.A3		✓		Reported instances of Domestic Violence in Rotherham	Not Applicable	Quarterly	1770 incidents	503, a 19% increase (80 incidents) on same period 15/16	Crimes 473, a 7% increase (32 on Q2 15/16) Incidents 1205, a 2% increase (19 on Q2 15/16)			10% increase	N/a		Karen Hanson	Steve Parry	
CP 3.A4		✓		% of licence holders that demonstrate adherence to the requirements of the Council's Hackney Carriage and Private Hire Policy.	High	Quarterly	Not available - new measure	XX	Figures for each sub-indicator: 1) 100% 2) 97% 3) 96% 4) 56%	Figures for each sub-indicator: 1) 100% 2) 98% 3) 98% 4) 62%		100%			Karen Hanson	Alan Pogorzelec	- 98% of drivers have completed the Council's safeguarding training, the remaining 2% of licence holders remain suspended and are not currently driving a licensed vehicle. - 98% of vehicles that require a camera by the end of Q2 have had one fitted (or made a commercial commitment to have one fitted). Enforcement action will continue to be taken in relation to the 2% that have not had a camera fitted (or made an arrangement to do so). - 62% of drivers have obtained the BTEC / NVQ qualification. Those drivers that have not yet made sufficient progress in relation to the obtaining the requirement will be identified and appropriate enforcement action taken in relation their failure to obtain the required qualification.
CP 3.A5(A)		✓		a) How satisfied or dissatisfied are you with your local area as a place to live	High - very or fairly satisfied	6 Monthly	79% June 2015 82% December 2015 satisfied or fairly satisfied	80% June 2016 satisfied or fairly satisfied		XX		>79%>	↑		Steven Nesbit - Commissioners' office		The LGA polling on resident satisfaction is conducted on a 6 monthly basis and was requested by the Commissioners.
CP 3.A5(B)		✓		b) Overall, all things considered, how satisfied or dissatisfied are you with Rotherham Borough as a place to live	High - very or fairly satisfied	6 Monthly	69% June 2015 61% December 2015 very or fairly satisfied	62% June 2016 satisfied or fairly satisfied	Data not yet available (Dec 16)	XX		>69%>	↓		Steven Nesbit - Commissioners' office		The LGA polling on resident satisfaction is conducted on a 6 monthly basis and was requested by the Commissioners.
CP 3.A6		✓		Number of people borrowing books and other materials (Cumulative)	High	Quarterly	22,472	11,717 (12477-Q1 15/16)	16,621			25,000	↑		Polly Hamilton	Elenore Fisher	Performance is comparing favourably to quarter 1 performance but because of the way the indicator is calculated the year end target cannot be guaranteed to be achieved.
CP 3.A7		✓		Aggregate Pedestrian footfall in the Town Centre (Cumulative)	High	Quarterly	23,699,000	5,641,296 (9% decrease on Q1 15/16)	11539444 (7.39% decrease on Q2 15/16)			23,700,000	↑		Paul Woodcock	Tim O'Connell	15/16 a baseline year, aggregate pedestrian flow measured from fixed cameras at All Saints Square, High Street, College Street and Centenary Market. A new Fixed Camera on Effingham Street went online Feb 2016 so suggest inclusion of that camera from 17/18. The target set for 16/17 is to maintain current Town Centre footfall in the face of recent projections of a downward trend. Footfall indicator completed for Q2 which shows a 7.39% decline on Q2 last year and a 5% increase compared to Q1 this year. The overall status and DOT is based on a comparison to data for the same period last year
CP 3B.1		✓		Levels of Street Cleanliness	Low	Quarterly	0%	0%	0%			<5%	↔		Karen Hanson	Streetscene Manager- Post Vacant	On target

CP 3.B2(A)	✓	✓		% of the principal roads network in need of repair	Low	Annual	3%	XX	XX	XX		4%	↔		Karen Hansen	Colin Knight	The target is based on the national average condition and the Council aspires to be good or better. DfT 2015/16 data not yet available
Indicator Ref	N	C	P	Indicator Title	Good Perf	Freq	2015/2016 Performance	Performance Quarter 1 April- June 16	Performance Quarter 2 July- September 16	Performance Quarter 3 October - December 16	Performance Quarter 4 Jan- Mar17	2016/17 Target	Direction of Travel	Achieving Target RAG	Director	Accountable Officer	Comments/Remedial Actions
CP 3.B2(B)	✓	✓		% of the non principal road network in need of repair	Low	Annual	6%	XX	XX	XX		7%			Karen Hansen	Colin Knight	The target is based on the national average condition and the Council aspires to be good or better. The national average has improved from 8% to 7%. DfT 2015/16 data not yet available
CP 3.B2 (c)		✓		% of unclassified roads in need of repair	Low	Annual	24%	23%	23%	XX		28%	↔		Karen Hansen	Colin Knight	To achieve a target of below 28% by March 2017, however the national average target is 18%. DfT 2015/16 data not yet available. Annual measure, however service reports a 1% reduction in unclassified roads requiring repair, indicative of the works undertaken since August 2015 on estate roads and other unclassified roads. The Council is investing £5m over two years - 2015/17 - to arrest the deterioration of this classification of highway and to bring the condition of Rotherham's roads closer to the National Average.
CP 3.B3 (A)		✓		Fly Tipping, (fixed penalty notices and prosecutions)	High	Quarterly	N/a	4.00%	12%			Baseline Year			Karen Hansen	Lewis Coates	Figures confirm the Council is performing well to take action against perpetrators of fly tipping.
CP 3.B3 (B)		✓		Enviro-crime (Prosecutions)	High	Quarterly	N/a	14	7.00%			Baseline Year			Karen Hansen	Lewis Coates	Figures confirm the Council is performing well to take action against perpetrators of other environmental crime .
CP 3.B4(a)		✓		Following re-inspection of Grounds Maintenance works achieve no more than 5% defective / not to standard works	Low	Quarterly	0%	0%	0%			<5%	↔		Karen Hansen	Street Scene Manager-Post Vacant/Richard Jackson	Maintaining strong results
CP 3.B4(B)				Number of grounds maintenance customer contacts	Low	Quarterly	719	332	286			985 (based on 3 year average)	↑		Karen Hansen	Street Scene Manager-Post Vacant/Richard Jackson	Customer contacts are within the expected parameters for the busiest quarter for grounds maintenance service.
CP3.B5		✓		Number of missed bins per 100,000 collections	Low	Quarterly	62.7	62.28 (31.9 Q4 15/16)	52.11			60	↑		Karen Hansen	Bob Morrison	Performance is above target

Indicator Ref	N	C	P	Indicator Title	Good Perf	Freq	2015/16 Performance	Performance Quarter 1 April-June 16	Performance Quarter 2 July-September 16	Performance Quarter 3 October - December 16	Performance Quarter 4 Jan-Mar17	2016/17 Target	Direction of Travel	Achieving Target RAG	Director	Accountable Officer	Baseline Year
CP 3.B6		✓		% of household waste sent for reuse (recycling and composting)	High	Quarterly	43.11%	Estimated performance as at 30.6.16 = 50.34% Forecasted performance as at 31.3.17 = 44.99%	Estimated performance as at 30.9.16 = 50.41% Forecasted performance as at 31.3.17 = 45.17%			45%	↑	Green	Karen Hanson	Paul Hutchinson	The 45% target has been calculated using the performance of the PFI plant over 2015/16 and the 2015/16 performance rates from Kerbside, HWRC & Bring site recycling. Recycling currently above target due to expected Spring/Summer collected Green waste. As this recycling isn't collected Autumn/Winter recycling performance will reduce over the course of the year, so estimated 31.3.17 figure also supplied to give true reflection of performance. It is hoped the PFI waste treatment plant will continue over the year to improve its recovery of recycling that will help to meet the target. Q2 figures are estimated as performance figures from some of our waste treatment facilities have only been received for Jul & Aug so far. Sept's data will be received by the end of Oct (always comes a month later than month end as processors have to collate their data) but this is after this returns are required to be submitted by dpt
CP 4.A1		✓	✓	Survival rate of new businesses	High	Annual	Not yet available	XX	XX	XX		58%		Blue	Paul Woodcock	Tim O'Connell / Amanda Parris	Not available - baseline year
CP 4.A2		✓		Number of jobs in the Borough	High	Annual	Not yet available	XX	XX	XX		1,000 new jobs p.a. (10,000 over 10 years). No specific target for 2016/17 until 2015/16 data is available		Blue	Paul Woodcock	Simeon Leach	Not available - baseline year
CP 4.A3		✓		Increase number of Business Births / Start Ups per 10,000 Resident Population 16+ years.	High	Annual	47	XX	XX	XX		50	↑	Green	Paul Woodcock	Simeon Leach / Tim O'Connell	14
CP 4.A4		✓	✓	Overall number of businesses in Rotherham	High	Annual	6,390	XX	XX	XX		6,500	↑	Green	Paul Woodcock	Simeon Leach	7
CP 4.A5		✓		% of working age population economically active in the borough, (narrow the gap between Rotherham and the UK average)	Low	Quarterly	1%	1% gap	2.60%	Data not yet available (Dec 16)		Reduce gap to 0.7%	↓	Yellow	Paul Woodcock	Simeon Leach	Latest figures from ONS APS March 2016. Rotherham = 75.1%, Uk rate = 77.7%, so gap has increased since last return. Quarter 2 data will not be available until Dec 2016
CP 4.A6		✓		Median average gross weekly wage for full-time employees working in the borough. % of UK average	High	Annually	90.70%	XX	XX	XX		91.50%		Blue	Paul Woodcock	Simeon Leach	Annual measure next data due Nov 16
Local and Service Measures																	
Figures confirm																	
1. (Former NI 193)		✓		% of municipal waste landfilled	Low	Quarterly	6.25	Estimated performance as at 30.6.16 = 1.60% Forecasted performance as at 31.3.17 = 2.70%	Q2 performance @ 30.9.16 = 1.59% Forecasted performance @ 31.3.17 = 2.70%			6%	↑	Green	Karen Hanson	Paul Hutchinson	The 6% target has been calculated using the performance of the PFI plant over 2015/16 and the current performance rates from HWRC and recycling processors. PFI plant performing well and an above estimated amount of waste is being diverted from landfill. Q2 figure is estimated as performance figures from some of our waste treatment facilities have only been received for July and August. September actual data is still outstanding.
2. (NAS 65 NI 184)		✓		Food establishments compliant with the food hygiene law	High	Quarterly	86%	87%	87.80%			85.00%	↑	Green	Karen Hansen	Alan Pogorzelec	

3. (Former NAS 80)			✓	Number of high risk premises due for a trading standards inspection that are inspected within the required timescale	High	Quarterly		100%	100%				100.00%	↔		Karen Hansen	Alan Pogorzelec	In July 2016 the number of non-compliant category A premises increased to 12. These will all receive a further inspection after 6 months.
Indicator Ref	N	C	P	Indicator Title	Good Perf	Freq	2015/16 Performance	Performance Quarter 1 April-June 16	Performance Quarter 2 July-September 16	Performance Quarter 3 October - December 16 (Jan16 - Dec16 for annual calendar year)	Performance Quarter 4 January - March17 (Apr16- Mar17 for Annual measures)	2016/17 Target	Direction of Travel	Achieving Target RAG	Director	Accountable Officer	Comments/Remedial Actions	
4. (Former NAS 047 3.1.1)		✓		People killed or seriously injured (KSI) in road traffic accidents	Low	Annual (calendar year)	92.4	XX	XX	XX		4% reduction on the previous 5 year rolling average	↓		Paul Woodcock	Ian Ashmore / Stuart Savage	Increase on previous 5 year rolling average. The five year rolling average for all KSIs in 2015 is 92.4 which compares with 87.2 in 2014, so an annual 4% reduction did not occur. (A 4% reduction would have been met had KSI's not exceeded 42 in 2015). The 2015 figures are affected by the 2013 results when there was a large increase in KSI's to 113 and by the fact that the historically low figure of 59 in 2010 is no longer taken into account when calculating the 5 year average. In order to reduce injury collisions a data led evidence based approach is used to focus efforts using a range of factors. These include assessing specific locations, identifiable routes, and by road user type in order to maximise reductions in collision numbers and severities. Some of these initiatives are delivered in partnership with the South Yorkshire Safer Roads Partnership (SYSRP) of which Rotherham MBC are a member. This is a multi-agency partnership that exists to co-ordinate efforts to reduce road collision casualties in South Yorkshire.	
5. (Former NI 048, 3.1.2)			✓	Children killed or seriously injured (KSI) in road traffic accidents	Low	Annual (calendar year)	20.4 (2015 - 5yr Rolling Average)	XX	XX	XX		5% reduction on the previous 5 year rolling average	↓		Paul Woodcock	Ian Ashmore/ Stuart Savage		
6. (LPI,1.2.1)		✓		Overall employment rate	High	Quarterly	69.38%	70.00%	70.07%			72%	↑		Paul Woodcock	Simeon Leach	(Figure from ONS - updates quarterly) Figure rising and exceeds target, in line with general increase in employment levels. Figure quoted for Q1 is actually Mar16 figure.	
7. (LPI, 1.2.4)			✓	% of available commercial floor space in the borough which is occupied	High	Annual	91.90%	XX	XX	XX		92%	↑		Paul Woodcock	Simeon Leach / Tim O'Connell	Target met.	
8. (LPI,1.2.5)	✓		✓	% of Major Planning Applications Determined Within 13 weeks	High	Quarterly	100%	100%	100%			95%	↔		Paul Woodcock	Bronwen Knight		
9. (LPI,1.2.6)	✓		✓	% of Minor Planning Applications Determined Within 8 Weeks	High	Quarterly	99.27%	100%	98.04%			95%	↓		Paul Woodcock	Bronwen Knight		
10. (LP1 1.2.7)	✓		✓	% of Other Planning Applications Determined Within 8 Weeks	High	Quarterly	99.18%	100.00%	100.00%			95%	↔		Paul Woodcock	Bronwen Knight		
Indicator Ref	N	C	P	Indicator Title	Good Perf	Freq	2015/16 Performance	Performance Quarter 1 April-June 16	Performance Quarter 2 July-September 16	Performance Quarter 3 October - December 16	Performance Quarter 4 January - March17	2016/17 Target	Direction of Travel	Achieving Target RAG	Director	Accountable Officer	Comments/Remedial Actions	
11. (CCS KPI 2)			✓	Number of visits which help people learn something, develop their skills or get a job	High	Quarterly	41,995	13,981	23,268 (cumulative)			>30,000	↑		Polly Hamilton	Elenore Fisher	To evidence the contribution the service makes to specific skills development – includes, for example, attendance at IT sessions, work clubs.	

12. (CCS KPI.4)			✓	Number of visits to Clifton Park Museum	High	Quarterly	105,647	28,713	81,155 (Cumulative)			>105,000	↑		Polly Hamilton	Steve Hallsworth	To increase the number of visits to the Museum and to monitor the impact of programming. During quarter 2, visitor numbers increased by 20.8% on comparative period 2015-16.
13. (CCS KPI3)			✓	Face to Face Customer wait times	High	Quarterly	96.68%	97.5% YTD	98.62%			>80%	↑		Polly Hamilton	Elenore Fisher	To improve the response times to requests for face to face services . Percentage of customers who are seen within 20 minutes
14. (CCS KPI9)			✓	Occupancy rate at Civic Theatre	High	Quarterly	75.50%	65.30%	64.39% (cumulative)			>75%	↓		Polly Hamilton	Elenore Fisher	To improve the overall occupancy rate of the Theatre and to monitor the impact of programming. Measured by % of tickets sold for all performances in a financial year. Theatre closed during August for maintenance (confident year end target will be met due to pantomime season).
15. (CCS KPI0)			✓	Average spend at Civic Theatre, (excluding tickets)	High	Quarterly	£2.78	£2.62	£2.74 (Cumulative)			>£2.50 for green, £2.35 to £2.50 for amber, < £2.35 is red	↑		Polly Hamilton	Steve Hallsworth	To improve the level of supplementary spend at the Theatre and to monitor the impact of changes to catering, bar, retail outlets. Theatre closed during August for maintenance

Improving Places Select Commission 11 January 2017

Mandatory Fixed Term Tenancies

Wendy Foster, Social Housing Officer

Fixed term tenancies

Localism Act 2011

- Landlord's discretion
- 2 years in exceptional circumstances
- 5 years the 'norm'
- No upper limit

Housing & Planning Act 2016

- Compulsory for LAs
- Discretionary for HAs
- 2 – 5 years, unless:
 - Tenants forced to move
 - Someone with disability or long term illness
 - Families with children under 9

Benefits

For landlords:

- Make better use of social housing stock
- More flexibility with properties
- Support housing management

For tenants:

- Greater independence
- Support tenants to achieve aspirations
- Minimise under-occupancy/fuel poverty
- Receive increased support

Affects for existing tenants

Existing tenants who move through choice are likely to be issued a fixed term tenancy:

- Mutual exchanges
- Non-statutory successions
- Transfers

Existing tenants are likely to keep their periodic tenancies if they are:

- fleeing domestic abuse
- forced to move through regeneration
- full time carers
- severely disabled or have mobility/care needs

Concerns raised throughout the consultation programme

Residents, Elected Members and Officers all expressed concerns around the blanket issuing of fixed term tenancies undermining the long term sustainability of communities

The Council's approach

The Council aims to balance the need to support settled, sustainable communities with the need to make best use of its stock and house residents in the greatest housing need by:

- Issuing tenancies for the maximum 'usual' term of 5 years
- Ensuring tenants are aware of how their behaviour could impact on the renewal of the tenancy on sign-up

All tenancies will be reviewed and the Council will seek to offer a further 5 year tenancy in the same property for the vast majority of tenants.

Tenancies will not be renewed where ...

The Council will allow fixed term tenancies to come to an end where there have been serious breaches of the tenancy agreement leading to a Notice Seeking Possession (NSP) being active at the point of review:

- NSPs are usually served for rent arrears or ASB
- Notices are active for a period of 12 months
- Currently 1149 (5.7%) RMBC tenants with an active Notice Seeking Possession

A tenancy for a different property will be issued where ...

A further 5 year fixed term tenancy for another, more suitable property will be offered where:

- The property is adapted, the adaptations are no longer needed but are likely to be helpful to another family
- The household is overcrowded
- The household is under-occupying a 4+ bedroomed house

Discussion and feedback

1. Is issuing fixed term tenancies for the highest (normal) 5 year term the right approach for RMBC?
2. Is the proposed approach to renewals right?
 - a) Allowing tenancies to expire where there is an active Notice Seeking Possession
 - b) Offering alternative properties where tenants are significantly under occupying, are over crowded or no longer need an adapted property
 - c) Issuing a further 5 year tenancy if a) and b) do not apply

Fixed term tenancies in Rotherham

RMBC opted to introduce fixed term tenancies in 2013 to tackle under-occupancy and fuel poverty, and make better use of it's larger (4+ bedroomed) homes

	2013	2015
No of properties with just one occupant (262 properties)	117	82
% of 4+ homes under-occupied	45%	38%
No/% of FTTs issued		34 10%