

Public Document Pack

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

Venue: Town Hall, Moorgate
Street, Rotherham.

Date: Monday, 19 April 2004

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Minutes of meetings held on 16th February, 1st and 15th March, 2004 (see Orange Delegated Powers Book dated 7th February-26th March, 2004, Pages 1-14C).
4. Anti-Social Behaviour Strategy for Rotherham (Pages 1 - 22)
- report of Anti-Social Behaviour Manager
5. Merging of Housing Services Improvement Plans (Pages 23 - 48)
- to receive the report
6. Wath Regeneration Scheme - Inclusion of Non-Traditional Properties (Pages 49 - 62)
- report of Head of Housing Services
7. Marshall Close, Parkgate (Pages 63 - 64)
- report of Head of Housing Services
8. Housing and Environmental Services General Fund Revenue Budget Monitoring (Pages 65 - 72)
- to receive the report
9. Housing Revenue Account Budget Monitoring (Pages 73 - 75)
- to receive the report
10. EXCLUSION OF THE PRESS AND PUBLIC
The following items are likely to be considered in the absence of the press and public as being exempt under the paragraphs, indicated below, of Part 1 of Schedule 12A to the Local Government Act 1972:-

11. Waste Collection Direct Service Organisation and Housing Services Department Direct Service Organisation (Pages 76 - 81)
(expenditure to be incurred by the Authority)
12. Petition - Anti-Social Behaviour - East Dene
(Exempt under Paragraphs and 15 of the Act – accommodation provided by the Council/protection of informants)
13. Dalton House Sheltered Scheme (Pages 82 - 84)
(accommodation provided by the Authority/services provided by the Authority/expenditure to be incurred by the Authority)
14. Move-on Procedures for Asylum Seekers (Pages 85 - 90)
- report of Head of Housing Services
Exempt under Paragraphs 3 and 8 - accommodation provided by the Council/supply of services
15. Indefinite Leave to Remain Project (The "Amnesty for Families") (Pages 91 - 93)
- report of Head of Housing Services
Exempt under Paragraphs 3 and 8 of the Act - accommodation provided by the Council/supply of services

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** CABINET MEMBER FOR HOUSING & ENVIRONMENTAL SERVICES
2. **Date of Meeting** 19 April 2004
3. **Title** ANTI SOCIAL BEHAVIOUR STRATEGY FOR ROTHERHAM
4. **Originating Officer** HELEN NIXON
ANTI SOCIAL BEHAVIOUR MANAGER
Tel Ext 3784
5. **Issue**

In line with the action plan outlined in the report produced by the Environment Scrutiny Panel, April 2003, and the Safer Rotherham Partnership's request for an Anti Social Behaviour Strategy to be produced for Rotherham, a draft strategy has been produced.
6. **Summary**

In order to tackle anti social behaviour throughout the Borough of Rotherham it is necessary to introduce a strategy taking into account prevention, enforcement, rehabilitation and communication which will link all agencies to tackle the problem.
7. **Clearance/Consultation**

Housing Services and the Community Safety Section have been tasked with consulting with local authority tenant representatives, the Safer Rotherham Partnerships Anti Social Behaviour Task Group, Council Officers, Housing Associations and other agencies of the Council all of whom play an active role in combating anti social behaviour in Rotherham.
8. **Timing**

This report is at the request of Housing Services prior to the submission of the draft strategy to the Safer Rotherham Partnership on 20 April 2003.
9. **Background**

The Government regards tackling anti social behaviour as a high priority, in order to restore a sense of social responsibility to those whose behaviour has a detrimental effect on other people's lives. In order for a workable and effective strategy to be produced, it will be necessary to draw on the assistance and experience of all agencies.
10. **Argument**

Anti Social Behaviour can cause Social exclusion. No single agency can take sole responsibility to tackle the problem and there is a need for all agencies to work together in order to make a difference to those whose lives are restricted or blighted by the behaviour of other people.
11. **Risks and Uncertainties**

There are no risks or uncertainties associated with this report.

12. Finance

There are no financial concerns with this report.

13. Sustainability

Anti social behaviour causes serious problems for tenants and residents alike and therefore threatens the cohesion of our communities. Housing Services, along with our partners, must play a part in tackling and preventing such behaviour.

14. Wards Affected

All

15. References

16. Presentation

Appendix 1 – outline of Draft Anti Social Behaviour Strategy.

17. Recommendations

THE CABINET TAKE NOTE OF THE REPORT AND THE DRAFT DOCUMENT BE FORWARDED TO THE SAFER ROTHERHAM PARTNERSHIP

Appendix 1 – Draft Anti Social Behaviour Strategy

1. Background to Strategy

1.1 It is clearly recognised that anti social behaviour has a detrimental effect of people's lives throughout the Borough. The Government produced its white paper – "Respect and Responsibility – taking a stand against anti social behaviour", which ensures that local authorities should take positive action to reduce and tackle the problem.

1.2 In April 2003 the Safer Rotherham Partnership's, Anti Social Behaviour Task Group which is Chaired by Housing Services was tasked with producing an anti social behavior strategy by April 2004.

1.3 At the same time, the Environment Scrutiny Panel produced its report, Housing Related Anti Social Behaviour in Rotherham. One of the action points created by the report was to produce a strategy for rehabilitating offenders. It was seen that it would be necessary to link such a strategy into a full strategy for tackling anti social behaviour across the borough which would take a holistic view of the problem.

1.4 It is important that in order to tackle the problem of anti social behaviour, all agencies work together to engage in all the issues relating to anti social behaviour across Rotherham.

1.5 On 24 October 2003 a consultation exercise took place with tenant representatives, private landlords, South Yorkshire Police, South Yorkshire Fire and Rescue Service, Council Officers, Registered Social landlords and the Health Authority.

2.0 Elements of the Anti Social Behaviour Strategy

2.1 The strategy has been broken down into four elements which take into account a broader view when tackling anti social behaviour

- **Prevention**, which will prevent incidents from arising in the first place or to tackle behaviour at the earliest possible occasion.
- **Enforcement**, this will show the Council's commitment to tackling ASB across the borough
- **Rehabilitation**, when considered appropriate, across agency working will be considered in order to impact on perpetrators lives
- **Communication**, which is vital in order to increase public reassurance that something is being done to tackle the problem of anti social behaviour

3.0 Prevention

3.1 Under the heading of prevention 6 objectives have been outlined.

- To reduce the involvement of children and young people in anti social behaviour.
- To maintain and further develop a visible uniformed presence in the Borough
- To Co-ordinate and improve physical measure carried out
- To develop a Mediation Service across all tenures
- Increase the number of Acceptable Behaviour Contracts issued in Rotherham in line with Housing Key Performance Indicators
- Ensure that all Tenancy Agreements in all tenures have the appropriate anti social behaviour conditions

4. Enforcement

4.1 Under the heading of enforcement 5 objectives have been outlined

- Ensure all tenancy agreements across all tenures are appropriately enforced in relation to anti social behaviour.
- Effectively monitor Acceptable Behaviour contracts in force and increase the number of Anti Social Behaviour Orders issued in the Borough
- Utilise all enforcement measures where appropriate
- Utilise criminal sanctions where appropriate
- Work in line with the Anti Social Behaviour Act 2003

5. Rehabilitation

5.1 Under the heading of rehabilitation, 1 objective has been outlined which is to ensure that rehabilitation forms an integral part of all anti social behaviour case work. This will guarantee that a multi agency approach will continue following legal action taken on perpetrators.

6. Communication

6.1 Under the heading of communication 3 objectives have been outlined.

- Internal communication
- External communication
- Consultation

7. Implications

7.1 There are implications which arise from the anti social behaviour strategy. From the document an action plan will be produced in order to ensure that all agencies will work together to act against anti social behaviour.

8. Argument

8.1 It is clear that the Government is committed to ensuring that all Local Authorities take appropriate action to tackling anti social behaviour.

8.2 The anti social behaviour strategy will create a link in which all services have apart in ensuring all residents in Rotherham have a better quality of life.

8.3 The strategy links in with the Corporate Housing Strategy, Corporate Plan, Community Strategy and the Community Safety Plan.

DRAFT ANTI SOCIAL BEHAVIOUR STRATEGY

INTRODUCTION

The Safer Rotherham Partnership and associated agencies recognises that anti-social behaviour damages individuals and communities, and that tackling anti-social behaviour is a key activity in regenerating and sustaining our communities.

AIMS

- The strategy outlines the Safer Rotherham Partnership's strategic intent with regard to tackling anti-social behaviour in Rotherham.
- The strategy sets out how the Safer Rotherham Partnership in conjunction with all agencies will deliver anti-social behaviour services across the Borough of Rotherham.
- The strategy will link in with the Corporate Plan, Community Safety Strategy, Corporate Housing Strategy and the Sub Region Plan, to deter and act against anti-social behaviour with a view to ensuring all residents of Rotherham have a better quality of life.

DEFINITION

The twin issues of tolerance and different community perceptions of what constitutes anti-social behaviour raise a number of important questions about the feasibility of developing a single shared definition.

Rather than attempting to reach agreement on a single definition of anti-social behaviour, an alternative is the use of a classification system capable of incorporating a wide spectrum of behaviours. This links in with the work commissioned by the Safer Rotherham Partnership in 2002. The report based on a system which has been developed by researchers at Glasgow

University found that anti-social behaviour could be separated into the following three distinct types of disputes:

<p>Neighbour Problems – disputes arising between people living in adjoining or neighbouring properties, involving complaints about for example, litter, noise, harassment, untidy gardens and boundary disputes, out of control children, harassment, verbal abuse, damage to property and vehicles, repairing cars, dog fouling etc</p>	<p>Examples of possible lead agencies:</p> <p>Neighbourhood wardens Mediation services Housing Department RSL Estate Managers Environmental Health Social Services Youth Service</p>
<p>Neighbourhood problems – complaints concerning more general problem within a neighbourhood such as graffiti, rubbish in public places, off road cycling, football disorder, fly tipping, under age drinking and smoking, youths hanging out and creating a nuisance, intimidation, abandoned cars, aggressive begging etc.</p>	<p>Youth Service Community Police Community Safety Unit Environmental Health Anti Social Behaviour Unit Streetpride</p>
<p>Crime Problems – house breaking burglary, criminal damage, street binge drinking, drug dealing and abuse, car crime, arson, racial harassment and other homophobic and hate crimes, public order and assault</p>	<p>Police Probation Service Youth Offending Service Anti Social Behaviour Unit Independent support agencies such as victim support, MAARI etc.</p>

One of the advantages of using a classification system rather than attempting to formulate a simple “catch all” definition is that individual behaviours can be added to the classification system as and when they are reported as causing a problem. Furthermore, the classification system can be used as a management tool to help to identify the appropriate agency(s) to take the lead role in co-ordinating action to resolve different types of problems.

In addition to this, the classification can be given a risk value as follows:-

Low risk – Neighbour Problems

Medium Risk – Neighbourhood Problems

High Risk – Crime Problems

STRATEGIC ELEMENTS

There are four broad elements to the strategy:

Prevention To reduce anti-social behaviour by identifying the causes and putting in place positive, joined-up solutions that will prevent an incident from arising in the first instance or tackle it as soon as it arises.

Enforcement Demonstrate a commitment to tackling anti-social behaviour borough wide with an intention to deliver a rapid, robust and effective response using current legislative powers, targeted towards the more serious incidents of anti-social behaviour.

Rehabilitation Where considered appropriate, work to develop services to change perpetrator's behaviour in order to prevent the re-occurrence of anti-social behaviour.

Included in this will be work along with other agencies and local communities in consideration of the impact to the community's well being when rehabilitating perpetrators of anti-social behaviour.

Communication To develop effective communication with both the public in Rotherham and across partner agencies. This will include making up to date information on services within Rotherham available. Increasing public reassurance by highlighting successful resolutions to problems where appropriate. Carrying out consultation to ensure that anti-social behaviour issues are heard.

STRATEGIC OBJECTIVES

1. PREVENTION

Strategic Objective 1.1 - To reduce the involvement of children and young people in anti-social behaviour.

Work with young people who are at risk or involved in anti-social behaviour at an early stage. This strategy will focus on children at risk but recognises that considerable work is occurring throughout Rotherham with children and young people prior to them reaching this level, e.g. Surestart

- Closer working of the Anti Social Behaviour Unit and the Youth Offending Service through the employment of the Youth Liaison Officer.
- Improved provision for children and young people at risk of falling out of the education system
- Closer co-ordination across partner agencies of preventative work carried out in schools
- To ensure continuous multi-agency involvement in Safer Estates process

Objective 1.2 – To maintain and further develop a visible Uniformed Presence in the Borough

The Neighbourhood Wardens scheme was set up in 2001 initially in the Rawmarsh and Parkgate area. The scheme has expanded to cover other areas of the Borough. Environmental Wardens who work throughout the borough also add to security measures and in addition to this in 2003 Police Community Support Officers were introduced into Rotherham.

- Continuation and expansion of the Neighbourhood Wardens scheme ensuring that it is targeted at the highest problem areas.
- Continuation and expansion of the use of Police Community Support Officers targeting the highest problem areas.
- Co-ordination of the two schemes to ensure complimentary use.
- Training of Environmental Wardens in becoming eyes and ears of estates

Objective 1.3 – To co-ordinate and improve physical measures carried out.

Improving the physical environment by introducing crime prevention measures through a holistic problem solving approach will both reduce the occurrence of anti-social behaviour and increase public reassurance in those areas.

- Environmental works in the form of alleygating, street lighting, street cleansing through the Streetpride Service
- Overt CCTV in high problem areas e.g. Small Retailers in Deprived Areas funding has allowed CCTV systems in shopping parades in Thrybergh.
- To prevent off road motor vehicle nuisance in high problem areas, access and boundary works carried out at identified pinch points.
- The use of Secure by Design in projects for neighbourhood renewal and new build projects

Objective 1.4 – To develop Mediation Services across all tenures

Mediation services can effectively prevent anti-social behaviour re occurring in appropriate circumstances, which can include minor neighbour disputes. The use of mediation can be an effective tool in reducing calls for service to partner agencies

- Maintain the existing mediation service within Housing Services ensuring mainstream funding of the scheme
- Develop the current mediation service to include all tenures
- Extend the use of ABCs as an option tool for mediation with both young people and adults to work alongside the mediation to help calm a situation.

Objective 1.5 – Increase the number of Acceptable Behaviour Contracts issued in Rotherham in line with the Housing Key Performance Indicator.

ABC's are a voluntary agreement between the perpetrator of anti-social behaviour and the Local Authority and Police. Although not legally binding they clearly demonstrate to the perpetrator behaviours which will not be tolerated.

- Extend the training of Housing Officers and Police in the use of ABCs.
- Create an effective monitoring service of those contracts issued.
- Inform appropriate agencies when ABC's are issued to ensure effective monitoring takes place

Objective 1.6 – To ensure that all Tenancy Agreements in all tenures have the appropriate anti-social behaviour conditions.

In line with the Anti Social Behaviour Act 2003 all tenancy agreements including Registered Social Landlords must include measures to tackle anti-social behaviour. Rotherham recognises that further to this legislation, work is required with private landlords.

- Ensure RMBC Housing tenancy agreements have appropriate anti-social behaviour related conditions and that those conditions are conveyed to all tenants and make necessary changes with the new legislation expected by the Government in 2005/6
- Develop a Private Landlord Accreditation Scheme through RMBC Housing Services.
- To work alongside Registered Social Landlords in ensuring that reported

anti-social behaviour is dealt with effectively.

2. Enforcement

Objective 2.1 – Ensure all Tenancy Agreements across all tenures are appropriately enforced in relation to anti-social behaviour.

In line with the Anti Social Behaviour Act 2003 all tenancy agreements including Registered Social Landlords must include measures to tackle anti-social behaviour. These measures must be adequately enforced to reduce anti social behaviour occurring.

- Through the Landlord Accreditation scheme landlords will be assured of support from the ASB Unit in the event of any problems arising and affecting the tenancy
- RMBC will utilise legislation in relation to demoted tenancies where appropriate
- Develop closer working with Registered Social Landlords across the Borough to tackle anti-social behaviour, using their tenancy agreements.
- Review and amend current the RMBC Housing Tenancy Agreement in relation to anti-social behaviour conditions
- Expansion of the ASB Unit to improve capacity to enforce tenancy agreements and other appropriate enforcement actions across all tenure under the Anti Social Behaviour Act 2003 This will be done by increasing staffing levels and the employment of a second seconded Police Officer within the unit.

Objective 2.2 – To effectively monitor ABCs in force and make appropriate use of Anti Social behaviour Orders issued in the Borough.

ABC's are a voluntary agreement between the perpetrator of anti-social behaviour and the Local Authority and Police. Although not legally binding they clearly demonstrate to the perpetrator behaviours which will not be tolerated.

ASBO's are akin to injunctions. They are a legal sanction gained through court to stop anti-social behaviour continuing. ASBO's can be sought against anyone over the age of 10 years and last for a minimum of two years.

- Ensure that any breaches of ABCs are dealt with effectively through the ASB Case Conference procedure
- Raise awareness within partner agencies of the procedures for tackling anti-social behaviour
- To encourage reporting of anti-social behaviour, witness support should be provided where identified as a need, eg call out service, temporary alarm systems.
- Development of the ASB Unit working practices to become specialists in tackling anti-social behaviour eg carrying out surveillance, acting as professional witnesses.
- In all anti-social behaviour cases swift and appropriate action will be taken in line with procedures
- Extend the training of Housing Officers and Police in the use of ABCs.
- Create an effective monitoring service of ABCs issued.
- Inform appropriate agencies when ABC's are issued to ensure effective monitoring takes place

Objective 2.3 – Utilise all enforcement measures where appropriate

Examples of existing enforcement measures include injunctions, introductory tenancies, harassment legislation, hate crime legislation and Police Reform Act powers to seize motor vehicles, parenting orders

- Where necessary set up protocols/ policies for their use
- Actively use the relevant legislation where appropriate
- Ensure that enforcement measures are used as part of a multi agency approach to tackling anti-social behaviour
- Keep abreast of current legislation and best practice to take on new enforcement measures
- Link to existing groups tackling minority issues eg MAARI, LGBT Inter Agency Group

Objective 2.4 – Utilise Criminal Sanctions where appropriate

Where anti-social behaviour reported also falls under criminal legislation appropriate criminal sanctions will be used.

Effective monitoring of ASBOs gained is required to ensure that where breaches occur they are dealt with.

- Where necessary criminal sanctions will be used in conjunction with the ASBO process.
- Ensure breaches of ASBO's are dealt with appropriately and effectively
- Develop an effective monitoring system of ASBO's in force in Rotherham
- Maintain and further develop South Yorkshire Police work within the ASB Unit

Objective 2.5 – Work in line with the Anti Social Behaviour Act 2003

The new ASB Act 2003 gives local agencies the tools to take action against anti-social behaviour. It also helps the Police and Local Authority to work together with local people. Provisions of the Act have to be used to protect victims of anti social behaviour and the communities most affected by the problem.

The Safer Rotherham Partnership will implement all relevant Parts of the Act.

- Part 1 – Closure of premises where drugs are used unlawfully. SYP to champion
- Part 2 – new powers for social landlords to tackle anti social behaviour tenants. RMBC Housing Services to champion
- Part 3 – Parents: meeting responsibilities to their children and to their community. Children’s Executive to champion
- Part 4 – Dispersal: Dealing with intimidating groups. SYP and RMBC to champion – Champion to be decided
- Part 5 – Firearms: Introducing new prohibitions on air weapons and imitation firearms. SYP to champion
- Part 6 – Environment: Cleaner and safer communities. Environmental Services to champion
- Part 7 – Public Order and trespass new powers. SYP to champion
- Part 8 – High Hedges. Environmental Services to champion
- Part 9 – Improving enforcement powers. SYP and Housing to champion

3. Rehabilitation

Objective 3.1 – To ensure that rehabilitation forms an integral part of all anti –social behaviour casework

There is a distinct overlap between prevention work and rehabilitation work. Multi agency work to prevent further instances of anti-social behaviour should not be withheld until legal action has been taken.

This work must also continue to give support following legal action in order to rehabilitate offenders.

- Ensure a multi-agency approach to tackling anti-social behaviour is used in all cases
- To liaise with all relevant agencies who give support following eviction, e.g. Supporting People.
- To work with appropriate agencies to give support on orders that are a result of criminal conviction relating to anti-social behaviour

4. Communication

Objective 4.1 – Internal communication

Internal communication includes the sharing of information within relevant partner agencies on an individual anti-social behaviour case basis and on a general basis informing others of work or projects that are being carried out and that could be linked to.

- Ensure that appropriate agencies are fully integrated into the Housing led Safer Estates process across Rotherham and all agencies are attending the meeting (Housing Officers, Education Welfare, Social Services, Youth Services, Environmental Services, South Yorkshire Police and National

Probation Service)

- Ensure that appropriate information exchange protocols are in place between partner agencies.
- A continuous awareness training programme in place for partner agencies including training for staff and Elected Members around tackling anti-social behaviour.
- A continuous process of advice and update for relevant partner agencies in respect of changes to legislation and development of anti-social behaviour services across the Borough
- Ensure that information relating to the anti social behaviour strategy is disseminated to all relevant front line staff in SYP, RMBC, RSLs and other relevant agencies

Objective 4.2 – External Communication

External communication is the sharing information with the public who live and work in Rotherham.

It is important that the public are aware of mechanisms for reporting of anti-social behaviour problems as well as being made aware of the current work that is taking place to address anti-social behaviour.

It is also important that positive messages are reported to the public in relation to anti-social behaviour which has been effectively resolved.

There is also a need for improvement of anti-social behaviour reporting mechanisms for the public.

- RMBC Housing services will publish all procedures and policies and make available to all customers to tackle anti-social behaviour by December 2004 in line with the anti social behaviour act 2003
- Continuous plan of awareness raising sessions carried out to relevant public groups in relation to tackling anti-social behaviour.
- All witnesses and complainants will be kept fully informed on action being taken to resolve their anti-social behaviour problems.

- That anti-social behaviour services/work are highlighted at all relevant events, e.g. The Rotherham Show
- Leaflets/information is available for customers in relation to anti-social behaviour services available. These should be available in a range of languages, use plain English and be available on tape.
- Where reporting restrictions do not apply any ASBOs gained will be publicised.
- Positive messages in relation to the resolution of anti-social behaviour will be publicised.
- We will ensure the development of more effective mechanisms for reporting anti-social behaviour, e.g. a telephone hotline and 'one stop shops'.

Objective 4.3 – Consultation

It is important that communication is not just one way but that mechanisms are in place for people's issues around anti-social behaviour to be heard and to influence any action taken.

- We will consult with agencies, Elected Members, Area Assembly Officers, tenants and residents of Rotherham in respect of anti-social behaviour and encourage involvement in issues and developments.
- Through local crime and disorder problem solving partnerships at Area Assembly level, anti-social behaviour issues raised by the public and partner agencies will be dealt with appropriately.

DELIVERING THE OBJECTIVES

Taking the above prevention, enforcement, rehabilitation and communication elements, the Safer Rotherham Partnership will seek to tackle anti-social behaviour using the following key approaches:

	The SARA problem solving method is
Problem Solving	<ul style="list-style-type: none">• Scan• Analyse• Respond• Assess
	This will be used when anti-social behaviour problems are identified.

	In areas where anti-social behaviour has been reported, the Anti Social Behaviour Unit/ South Yorkshire Police will:
Customer Focus	<ul style="list-style-type: none">• Take swift action to support victims and witnesses.• Act against the perpetrators.• Deliver solutions that are proportionately effective, and take into account the circumstances of each case.• Seek to identify and interview all interested parties for assessing for action and gathering evidence.• Hold regular Safer Estates meetings

	All agencies will work with customers:
Locally Sensitive	<ul style="list-style-type: none">• To identify causes and perpetrators of anti-social behaviour in their communities• To develop local solutions to problems of anti-social behaviour• To encourage local partnership working to deliver those solutions

The Safer Rotherham Partnership will deliver performance excellence by:

**Performance
Excellence**

- Ensuring that incidents of anti-social behaviour are recorded, monitored and data interpreted to ensure effective deployment of resources.
 - Training staff in processes and procedures on a continuous basis and update staff on Best Practice and new initiatives.
 - Continuing to benchmark our performance, policies and practice against other similar service providers.
 - Work in line with Best Value and monitor performance and create performance indicators where appropriate
-

HOW THE SAFER ROTHERHAM PARTNERSHIP WILL MEET ITS AIMS AND OBJECTIVES

The Safer Rotherham Partnership will pursue and implement key improvements to meet the objectives set out to tackle anti-social behaviour. The key improvements required will be detailed in an accompanying action plan outlining SMART targets, key actions, timescales, lead officers and resources required. The action plan will include regular updates on work towards the key actions and objectives.

In addition, resources will be sought from external funding such as the Neighbourhood Renewal Fund and the Building Safer Communities Funding. A number of projects that support the Prevention, Enforce and Rehabilitation agenda are already in place.

HOW WILL THE STRATEGY BE MONITORED AND REVIEWED?

This strategy will be monitored by the Safer Rotherham Partnership through the Anti Social Behaviour Task Group Chaired by Housing Services.

WHEN WILL THE STRATEGY BE REVIEWED

This Strategy will be reviewed on an annual basis and a report submitted to the SRP as part of the Anti Social Behaviour Task Group annual report.

The Action Plan will be reviewed on a bi-monthly basis through the Anti Social Behaviour Task Group Chaired by Housing Services.

RM/HN

1st April 2004

1. **Meeting** CABINET MEMBER FOR HOUSING & ENVIRONMENTAL SERVICES
2. **Date of Meeting** 19 April 2004
3. **Title** MERGING OF HOUSING SERVICES IMPROVEMENT PLANS
4. **Originating Officer** Jayne Bellamy
Best Value Review Officer
Tel Ext 2218

5. **Issue**

The Landlord Services Improvement Plan merges the Repairs and Maintenance Service Improvement Plan and the Best Value Review of Housing Services Improvement Plan.

6. **Summary**

The Landlord Services Improvement Plan details the action to be taken by Housing Services to deliver a 2-star service by April 2005.

The Plan covers all services that will be provided by the ALMO (Arms Length Management Organisation).

The Improvement Plan is a working document and will be informed by the outcome of the Audit Commission's inspection of the Repairs and Maintenance Service and the ALMO Indicative Inspection that is scheduled to start on 7 June 2004.

7. **Clearance/Consultation**

The Improvement Plan has been presented to the Programme Area Management Team and Housing Futures Improvement Group.

The Best Value Review of Housing Services involved extensive stakeholder consultation.

8. **Timing**

It is vital that the services provided by the ALMO receive a 2-star rating by April 2005 to allow the draw down of additional financial resources.

9. **Background**

The Council made a submission for ALMO status on 31 December 2003.

The Repairs and Maintenance Service Improvement Plan was introduced following the Audit Commission's inspection in May 2002. The Improvement Plan has delivered major service improvements, improved performance and customer focus.

10. **Argument**

The reporting and monitoring mechanism for the Improvement Plan have developed from the methods used in the Repair and Maintenance Service Improvement Plan.

A project management approach will be used to deliver the Improvement Plan. Tasks within the Plan will be allocated to Task Managers who will report progress on a weekly basis to the Transformation Team.

11. Risks and Uncertainties

At the time of writing this report, a decision on the success of the ALMO bid has not been received.

12. Finance

A successful ALMO bid will generate significant additional resources to invest in the housing stock. Services within the ALMO must achieve a 2-star rating before additional funding can be drawn down.

13. Sustainability

The Plan identifies further improvements to be made to provide a customer-focused service. These improvements will ensure the sustainability of the service.

14. Wards Affected

All

15. References

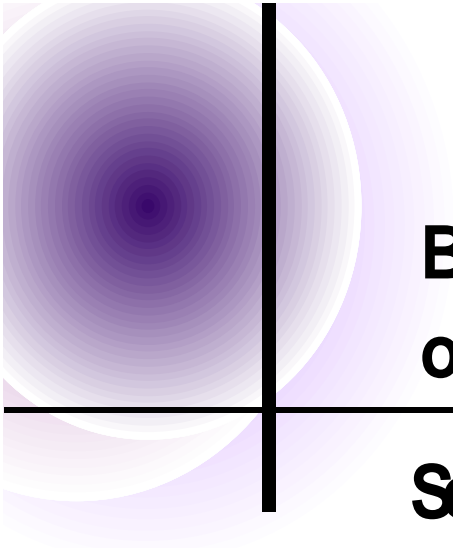
Repairs and Maintenance Service Improvement Plan
Best Value Review of Housing Services
ALMO Bid

16. Presentation

Landlord Services Improvement Plan

17. Recommendations

THAT MEMBERS RECEIVE THE REPORT



**Best Value Review
of Landlord Services**

Service Improvement Plan

D R A F T



This Plan has been developed to address the outcomes of the Housing Services Best Value Review. Key outcomes were identified to deliver the required service improvements. The five key outcomes are:

- Establish an Arms Length Management Organisation as the most appropriate means to bring additional investment to improve the physical condition of the stock and improve the quality of the Housing Management Service.
- Refocus the Housing Management Service around neighbourhood management principles to provide better integration and strategic fit with the activities of other deliverers.
- Involvement opportunities are extended to our tenants to ensure that they play an active role in shaping the future of the Service.
- Additional resources are deployed to tackle key activities identified as high priorities by our customers.
- Introduction of new ways of working around learning from customers to recognise the concerns that they have and to improve service delivery.

Each key outcome is broken down into a range of tasks, with a task manager identified to deliver the changes.

The plan is used as a monitoring tool to record progress and is regularly updated and amended as service provision evolves and improves. Some action points have been amalgamated and others discarded or introduced over time to reflect these changes.

Key Outcome 1	Establish an Arms Length Management Organisation as the most appropriate means to bring additional investment to improve the physical condition of the stock and improve the quality of the Housing Management Service.				
	<i>Outcome Measure: Three Star ALMO service is provided by April 2006</i>				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.1	Establish an Arms Length Management Organisation	Apr-05	Alison Palmer	HSBV 1.1 ALMO Bid	On target
Performance Measures			Progress made		
<ul style="list-style-type: none"> ▪ Submit Bid (Dec-03) ▪ Bid approved (Mar-04) ▪ Implement a Stakeholder Communication Strategy (Mar-04) ▪ Demonstrate tenant support (Jul-04) ▪ Board established (Aug-04) ▪ Training plan for Board (Sep-04) ▪ Section 27 approval sought (Oct-04) ▪ Management Agreement between Council and ALMO (Jan-05) ▪ ALMO live date (Apr-05) ▪ ALMO Inspection to achieve 2 star rating (Nov-05) ▪ Draw down funding (Jan-06) 			<ul style="list-style-type: none"> ▪ Cabinet approval given (Aug-03) ▪ ALMO Project Group established (Sep-03) ▪ Expression of interest submitted to ODPM (Sep-03) ▪ Option Appraisal Project Plan (Sep-03) ▪ Bid submitted (Dec-03) ▪ Bid signed off by Government Office (Feb-04) ▪ Project plan completed (Mar-04) 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.2	Implement Repairs and Maintenance Best Value Service Improvement Plan	Feb-04	Janet Greenwood	RM SIP HSBV 1.2	On target
Performance Measures			Progress made		
<ul style="list-style-type: none"> ▪ Repairs and Maintenance Service achieves 2 star rating (Feb-04) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.3	Implement Housing Services Best Value Improvement Plan	Jul-04	Jayne Bellamy	<ul style="list-style-type: none"> ▪ Repairs and Maintenance SIP ▪ ALMO Bid ▪ HSBV 1.3 	On target
Performance Measures			Progress made		

<ul style="list-style-type: none"> Task managers provide weekly updates to Transformation Team Report to Housing Futures Improvement Group Achieve 3 Star Rating (Dec-03) 		<ul style="list-style-type: none"> Task managers identified, performance measures and reporting arrangements agreed (Mar-03) 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.4	Implement stakeholder 'Change Management Plan'	Dec-03	Hilary Carden	HSBV 1.7 RM 3.1	
Performance Measures		Progress made			
<ul style="list-style-type: none"> Action plan to deal with change agenda Build capacity amongst stakeholders Publicise achievements (Programme of Reality Checks – one per week (Apr-04) Improved upward communication Involvement of councillors 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.5	Produce a 'Fit for Purpose' Housing Strategy	Mar-04	Brian Marsh	HSBV 1.5	On target
Performance Measures		Progress made			
<ul style="list-style-type: none"> Develop five ADFs (Nov-03) HMR Pathfinder Strategy (Dec-03) Produce draft Housing Strategy (Jan-04) Draft to Strategic Housing Partnership (Mar-04) Draft to Strategic Policy Panel (Mar-04) Submit final document to Government (Mar-04) Fit for Purpose Standard achieved (Apr-04) 		<ul style="list-style-type: none"> Area Development Frameworks developed (Nov-03) HMR Pathfinder Strategy submitted to ODPM (Dec-03) Draft Housing Strategy produced (Jan-04) Draft submitted to Strategic Housing Partnership (Mar-04) Draft submitted to Strategic Policy Panel (Mar-04) 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.6	Conduct Stock Condition Survey		Dave Middleton	RM 1.4 HSBV 1.4	On target
Performance Measures		Progress made			

<ul style="list-style-type: none"> Evaluate findings from Stock Condition Survey (Dec-03) Establish new baseline stock figure Conduct rolling programme of stock survey 4,000 per year / 333 per month (Mar-04) To add milestones from building costs model? 		<ul style="list-style-type: none"> Savills instructed to undertake survey of 10% of stock xxx-03 Final report received from Savills 16 Feb 04. 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.7	Implement plan to tackle non-decent homes	Dec-03	Dave Middleton	RM 1.4 HSBV 1.4	On target
Performance Measures		Progress made			
<ul style="list-style-type: none"> Review targetting and phasing of programmes (May-04) Action plan to achieve BV184 by 2010 (Jun-04) 		<ul style="list-style-type: none"> Cabinet report? 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.8	Produce a long term strategy to address the repair and maintenance needs of Rotherham's housing stock		Alison Palmer	RM 1.3, 1.5, 3.5	
Performance Measures		Progress made			
<ul style="list-style-type: none"> Produce a draft strategy to address the repair and maintenance needs of Rotherham's housing stock (Apr-04). Policy identifies options and recommends decisions for non-traditional housing stock. Policy encompasses all repair and maintenance programmes including capital and revenue, responsive, cyclical and programmed. Sustainability Model (Jun-04) Suite of documents drawing together all policies and procedures relating to repairs and maintenance (Apr-04) 		<ul style="list-style-type: none"> Project team established and fortnightly meetings scheduled (Dec-03) Mapped non-traditional housing stock (Dec-03). Data collection completed on stock condition, housing needs, sustainability, CURS (Jan-04).Produced pro-forma to assess priority areas for disinvestment (Feb-04). Benchmarked with 3 authorities on repairs and maintenance strategies (Feb-04). Collated repairs and maintenance policies and procedures (Mar-04). 			
Task Ref	Task	Target	Task	Supporting Action	Task Status

		Date	Manager		
1.9	Implement a 'just in time' approach to keep stock up to date.		Dave Middleton	RM 1.4, 3.11	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Action plan to ensure all attributes up to date on OHMS Database updated when renewals are completed Database stores information about notional life for elements of work OHMS attributes stores information about fixtures and fittings within properties OHMS attributes stores information about Asbestos within properties 			<ul style="list-style-type: none"> Team established 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.10	Implement recommendations of 'Rethinking Construction'		Glen Lamb	RM 5.4	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Egan principles are used in all aspects of repairs and maintenance 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.11	Work with contractor partners to make savings on large scale programmed works.		Glen Lamb	RM 5.11	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Establish an officer to lead on performance management for each contract. 			<ul style="list-style-type: none"> Team established (value engineering working group) 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.12	Implement a Benchmarking Strategy	Dec-03	John Mansergh	HSBV 1.9	Completed
Performance Measures			Progress made		

<ul style="list-style-type: none"> ▪ HouseMark Membership (-03) ▪ Housing Quality Network Members ▪ Programme of LA visits ▪ Quarterly report of lessons learned from benchmarking ▪ Update benchmarking strategy ▪ Benchmark against other providers on performance and costs (Sep-04) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.13	Establish criteria to measure value for money across landlord services including repairs and maintenance		Gary Whitaker	RM 5.2	
Performance Measures			Progress made		
<ul style="list-style-type: none"> ▪ Establish our benchmarking criteria across the service ▪ 25% of DLO private work - competition 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.14	Review Performance Management Framework		Dave Roddis	HSBV 1.8	To Start Apr-03
Performance Measures			Progress made		
<ul style="list-style-type: none"> ▪ All areas have KPI suite with results published to all stakeholders (Apr-04) ▪ Audit of performance data ▪ Performance monitoring through Area Assemblies ▪ LPIs are developed through consultation with customers (Apr-04) ▪ LPSA targets are delivered (Apr-06) ▪ Review PMF following comments from Audit Commission (May-04) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.15	Provide more detailed Performance information		Dave Roddis	RM 5.8, 5.9, 5.10	

Performance Measures		Progress made			
<ul style="list-style-type: none"> Implement Performance Dashboard Performance is compared at staff level Performance is compared at dwelling type/area level 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
1.16	Implement project management training		Hilary Carden	RM 3.3	
Performance Measures		Progress made			
		<ul style="list-style-type: none"> 2 sessions provided on 2/2/04 and 5/2/04. 32 managers trained. 2 sessions planned for 22/3/04 and 23/3/04 			
Key Outcome 2	Refocus Housing Management Service around Neighbourhood Management principles to provide better integration and strategic fit with the activities of other deliverers.				
	<i>Outcome Measure: Two Star Neighbourhood Services is delivered by December 2004</i>				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.1	Going Local to test new ways of working	Oct-03	Richard Walker		On target
Performance Measures		Progress made			
<ul style="list-style-type: none"> Evaluate and evidence improvements Roll out improvements to whole service 		<ul style="list-style-type: none"> 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.2	Restructure Housing Services based on neighbourhood management principles.	Apr-04	Simon Bunker	HSBV 2.3 RM 4.11 HSBV 2.1	
Performance Measures		Progress made			

<ul style="list-style-type: none"> ▪ Evaluate Pilot Project (Sep-03) ▪ Re-draw Service Area boundaries (Feb-04) ▪ Redeploy staffing resources to establish 3 Neighbourhood Service Teams and 7 Neighbourhood Services Offices. (Jul-04) ▪ Produce Job Descriptions and structure (Mar-04) ▪ Advertise and fill all restructured posts (Jul-04) ▪ Implement office strategy to ensure that NS offices are adequately resourced with customer-focused staff (Jul-04) ▪ Test Customer Satisfaction ▪ Complete business process re-engineering exercise to streamline the delivery of customer-focused repairs and maintenance service (Dec-04) ▪ All on-site officers are issued with relevant technology ▪ KPIs are developed to measure efficiency 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.3	Bonus/multiskilling		Gary Whitaker		
Performance Measures		Progress made			
▪					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.4	Develop a neighbourhood approach to service delivery working with other service providers	Oct-04	Simon Bunker	RM 2.14, 2.18, 4.3 HSBV 2.4	To Commence Feb 2004
Performance Measures		Progress made			
<ul style="list-style-type: none"> ▪ Each Neighbourhood Service Office delivers a One Council approach to service delivery. ▪ Implement consistent procedures and practices across services ▪ Renegotiate the provision of our services with other service providers (Apr-05) 					

Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.5	Improve communications throughout the business		Jean Drakes	RM 2.4	
Performance Measures		Progress made			
<ul style="list-style-type: none"> ▪ Develop Communication Strategy. ▪ Review Employee Suggestion Scheme. ▪ Review internet site ▪ Develop system of reality checks. 		<ul style="list-style-type: none"> ▪ Established Communication Group. ▪ Implemented timetable for Foundations newsletter. ▪ Implemented team briefing system. ▪ Implemented Communication Boards. ▪ Communicated at manager away days. 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.6	Housing Services achieves 'Charter Mark' accreditation	Apr-06	Dave Roddis	HSBV 2.7	To commence Jul-04
Performance Measures		Progress made			
<ul style="list-style-type: none"> ▪ Charter Mark achieved 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.7	Improve accessibility and provide a modern means of access to Housing Services	Apr-05	Simon Bunker	RM 2.13, 2.8 HSBV 2.10	To commence February 2004
Performance Measures		Progress made			

<ul style="list-style-type: none"> ▪ KPI developed to test service accessibility ▪ Target 98% satisfaction (Sep-05) ▪ Develop a strategy for access to services which fits the Council's corporate approach to service access, lead by RBT. ▪ Introduction of new ways of access: <ul style="list-style-type: none"> - One-stop shop – accessing all Council services at neighbourhood offices - 8.00 am till 8.00 pm Opening hours (Monday to Friday) - Saturday morning opening hours - Generic staff to deal with all enquires - Translation services - One phone number - Internet contact - Appointment system - Evening appointments - Access to services through Rotherham Connect - Free phones placed in locations most used by the customer eg, supermarkets (RM 2.13 2.8) 	<p>Free Phones (Dave Abbott)</p> <ul style="list-style-type: none"> ▪ Research on good practice undertaken (CioH Good Practice Unit, internet, HouseMark) ▪ Initial discussion held with CX office. 				
<ul style="list-style-type: none"> ▪ Investigate the feasibility of Rothercare reporting repairs after hours (after 8.00 pm and at the weekend) ▪ Investigate the use of Rothercare for reporting repairs for the elderly. 	<ul style="list-style-type: none"> ▪ Project group established (Paul Briddock, Kevin Simmonds, Dave Abbott, Billy Brookes, Chris Laister, Simon Bell, Rob Houghton) 				
<ul style="list-style-type: none"> ▪ Review out of hours service for repairs and maintenance 	<ul style="list-style-type: none"> ▪ RM 4.3 				
<ul style="list-style-type: none"> ▪ Review out of hours service for housing service 	<ul style="list-style-type: none"> ▪ Dave Abbott 				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.8	Develop an advertising/marketing strategy for the repairs service		Dave Abbott	RM 2.7, 2.9, 2.10, 4.8	

Performance Measures		Progress made			
<ul style="list-style-type: none"> Devise advertising strategy. Gas servicing 		<ul style="list-style-type: none"> Advertising strategy devised for Rotherham Connect including A3 posters, cards, telephone labels, key fobs, fridge magnets and promotional exercises. Houseproud void guarantee and Welcome Pack launched – Feb-04. Repair reporting /Connect advertised on the 2004/5 rent cards – Apr-04 Bus poster campaign – May-04. Article in Rotherham Matters – Jun-04 Article in Open House – Sep-04. 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
2.9	Neighbourhood Management Service achieves 'Beacon Status'	Apr-06	Simon Bunker	HSBV 2.11	To commence April 2004
Performance Measures		Progress made			
<ul style="list-style-type: none"> Bid submitted (Apr-05) Beacon Status achieved (Apr-06) 					
Key Outcome 3	Involvement opportunities are extended to our tenants to ensure that they play an active role in shaping the future of the Service.				
	<i>Outcome Measure: Top Quartile satisfaction with tenant participation arrangements (BV75) by April 2005</i>				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
3.1	Extend the range of methods by which tenants can influence issues affecting the management and maintenance of their homes		Sneh Soni	RM 2.19 HSBV 3.1, 3.8, 3.9	
Performance Measures		Progress made			

- Develop Community Empowerment Strategy (Dec-03)
- Development of a Consultation and Communication Strategy (Dec 03)
- Develop action plan for implementation of Community Empowerment Strategy and Consultation and Communication Strategy (Apr-04)
- TARAs feedback to Area Assemblies monthly (Apr-04)
- Review and update borough-wide Compact (May-04)
- Monitor performance against compact monthly (Apr-04)
- Implement a Tenant Consultation Panel that has a representative cross-section of tenants. (Jun-04)
- Complete skills audit of tenant representatives (Apr-04)
- Develop training programme for tenant representatives (May-04)
- Develop neighbourhood compacts in all 7 NS areas (Oct-04)
- Increase the number of active tenants involved in the Service, currently 54, target 100 (Dec-04)
- Develop Area Assembly action plans for each ALMO Board (Apr-05)
- BV74 and BV75 are tested on an annual basis (Apr-04)
- Satisfaction surveys are conducted monthly
- Connect For
- Key Player initiative
- BME consultation
- Review location of TIU (Jul-04)

- Community Empowerment Strategy produced (Dec 03)
- Consultation and Communication Strategy produced (Dec 03)

Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
3.2	Increase the level of satisfaction with tenant participation	Apr-05	Sneh Soni	HSBV 3.7	On Target
Performance Measures		Progress made			
	▪ Achieve top quartile BV75 and BV75 (Apr-05)				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status

3.3	Develop Customer Inspection Service		Rachael Gott	HSBV 3.6	On target
Performance Measures			Progress made		
<ul style="list-style-type: none"> Customer Inspection Service allows customers to actively monitor and test our services 4 exercises carried out per month (Jul-04) Monthly reports to PAMT 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
3.4	Involve customers in the procurement process		Dave Middleton	RM 5.6	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Tenants are involved in: <ul style="list-style-type: none"> setting standards selection of contractors commenting on performance. Partnering agreements are established that ensure sub contractors meet key performance indicators and improve performance. 			<ul style="list-style-type: none"> Team established Decent Homes Customer Focus Group Repairs and Maintenance Policy Panel 		
Key Outcome 4	Additional resources are deployed to tackle key activities identified as high priorities by our customers.				
	<i>Outcome Measure: Top Quartile satisfaction with the overall service (BV74) by April 2005</i>				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.1	Review budget structure as part of service planning process	Apr-04	Dean Rothwell	HSBV 4.2	On Target
Performance Measures			Progress made		
<ul style="list-style-type: none"> Compliance with key dates in Business Planning cycle Monitor and report to CMT, Cabinet and PAMT on General Fund and HRA(Feb-04) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.2	Review capital	Apr-04	Dave	HSBV 4.3	

	programmes		Middleton		
Performance Measures			Progress made		
<ul style="list-style-type: none"> Review Capital allocation (Dec-03) Produce indicative programme (Feb-04) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.3	Increase spending on Planned vs responsive repairs		Dave Middleton	RM 3.6, 3.8, 3.9	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Produce monthly report on HES9. Set up benchmarking group with other authorities Develop reporting system through Anite ROCC to analyse responsive repairs and inform planned programmes Develop IT reporting system to enable identify responsive repairs that can be programmed 			<ul style="list-style-type: none"> Team established (Paul Edwards, Robin Walker, Gary Ingham) Timetable of monthly meetings of the benchmarking group established. 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.4	Improve budget information and invoice processing	Apr-04	Dean Rothwell	RM 3.4	On target
Performance Measures			Progress made		
<ul style="list-style-type: none"> Analyse budget information and invoice processing procedure (Apr-04) Make recommendations to improve information available to managers (Apr-04) 			<ul style="list-style-type: none"> 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.5	Review Neighbourhood Warden Service	Sep-04	John Parkes	HSBV 4.6	To commence April 2004
Performance Measures			Progress made		

<ul style="list-style-type: none"> Evaluate Neighbourhood Warden service (Apr-04) Report recommendations to PAMT, Cabinet and Scrutiny Panel 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.6	Maximise Rent Income	Dec-04	Simon Bell	HSBV 4.8	On Target
Performance Measures			Progress made		
<ul style="list-style-type: none"> Implement Former Tenant Arrears Debt Collection Agency (Sep-03) Increase the take up of using Direct Debit and Standing Orders to 15% pay by DD/SO (Dec 04) Roll out of ARBA system to <ul style="list-style-type: none"> 2 areas (Oct-04) 4 areas (Jan-05) 6 areas (Apr-05) all 7 areas (Jun-05) Arrears KPI reduced to 98.2% (Mar 04) Reduce the level of FTA to 0.98% (Mar-04) 			<ul style="list-style-type: none"> All former tenant arrears debtors contacted and advised of debt collection agency (Sep-03) Service Level Agreement and protocol detailed in tender for debt collection agency contract. Rosendales PLC awarded contract (Sep-03) 15% of rent payers using DD and SO (Mar-03) Need to review target? Incentive to area teams to encourage tenants to use DD and SO (Aug-03) Incentive to customers to use DD and SO (Aug-03) One area using ARBA 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.7	Publicise and increase the take up of 'Tenants Contents Insurance'	Mar-04	Simon Bell	HSBV 4.9	On Target
Performance Measures			Progress made		
<ul style="list-style-type: none"> 6% of tenants use TCI. Publicity marketing strategy 			<ul style="list-style-type: none"> 6% of tenants use TCI (Mar-04).Review target? Publicity – rent card, open House, repair receipt 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.8	Improve our delivery in tackling anti-social behaviour	Dec-04	Helen Nixon	HSBV 4.10	On Target
Performance Measures			Progress made		

- Develop monthly Safer Estates Community Forums (Apr-04)
- Housing staff to regularly attend Safer Estates Community Forums -90% attendance (Apr-04)
- Introduce information sharing protocol to ensure consistent dialogue with other agencies (Dec-04)
- Develop KPIs for ASB (Apr-04)
- Introduce 'Acceptable Behaviour Contracts' (Apr-04)
- Tenancy Agreement will include 'ASB' action (Dec-03)
- Introduce Introductory tenancies to all new tenants (Dec 03)
- Introduce 24-hour Witness Support scheme (Sep-04)
- Introduce independent mediation team – 90% resolution in all cases through mediation (Apr-04)
- Introduce threshold test to assess incoming ASB cases (Apr-04)
- 5 ASBOs in place (Mar-05)
- Review ASB procedures to comply with new legislation (Jun-04)
- Provide training for all staff who deal with estate management on new procedures, role of ASBU and legislation (Dec-04)
- Provide awareness training for tenants (Dec-04)
- Publicise the ASBU (xx-xx)

- 7 forums established (May-03)
- Forums attended by Community Constables, Education Welfare Officers, Anti-social Behaviour Unit, Anti-bullying Officer, Environmental Health, Social Services, Neighbourhood Wardens, Legal Services, and Housing.
- Corporate information sharing protocol implemented (xx-xx)
- Target of 50% increase in number of Anti-social Behaviour Contracts achieved (Mar-04)
- 103 Anti-social Behaviour Contracts in place (Mar-04)
- Tenancy agreement reviewed (xx-xx)
- Introductory tenancies introduced for all tenancies (xx-xx)
- 24-hour Witness Support scheme introduced (xx-xx)
- Independent mediation team introduced –MeRo (Nov-03)
- 3 ASBOs in place (Mar-04)

Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.9	Improve target times to resolve estate management issues		Andrew Leigh	HSBV 4.11	
Performance Measures			Progress made		

- Joint working with StreetPride and Environmental Health
- Targets agreed to deliver faster response times with StreetPride
- Community Caretaker review (Apr-04)
- Produce Estate Management Procedure Guide (xx-xx)

KPIs for estate management/Performance measures needed for dealing with:

Adopting an estate partnership approach?

Benchmarking

Community cohesion?

Programme of walkabouts

Dog fouling

Grasscutting

Flytipping

grafitti

Service charters

Publicity for service

Other priority/high profile est mgt issues from list of processes to be included in procedure guide

Look at providing procedures, service level agreements, KPIs etc

- Joint meetings with Housing, StreetPride and Environmental Health established (xx-xx)

Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.10	Increase income through an improved lettings procedure	Mar-04	Andrew Leigh	HSBV 4.12	On Target
Performance Measures			Progress made		

<ul style="list-style-type: none"> Develop a 'Local Lettings Policy' to meet the changing needs with regards to sustainability and changing local issues (Mar-04) Introduce furnished homes scheme - 50 homes let under the scheme (Dec-03) Implement 'Choice Based Lettings' scheme (Oct-03) Implement 'HouseProud' Lettability Standard (Jan 04) HES5 – Target 95% (2005/6) KPI – Post tenancy satisfaction 		<ul style="list-style-type: none"> X Local Lettings Policies introduced (xx-xx) 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.11	Increase the recharge recovery rate		Gary Ingham	RM 4.7	
Performance Measures		Progress made			
<ul style="list-style-type: none"> Develop procedure to invoice tenant recharges within 20 days from the recharge being identified Monitor money recovered from tenants against the value of invoices raised (HES11). 		<ul style="list-style-type: none"> Officers trained on the procedure (Jul-03). The recharge recovery rate is reported on monthly (xx-xx) 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
4.12	Implement customer care training		Hilary Carden	RM 4.10	
Performance Measures		Progress made			
<ul style="list-style-type: none"> Customer care and People and Service 1st training to be provided to all programme area staff 		<ul style="list-style-type: none"> 			
Key Outcome 5	Introduction of new ways of working around Learning from Customers to recognise the concerns they have and to improve service delivery.				
	<i>Outcome Measure: Service delivers 5 'Learning from Customer' service delivery improvements by December 2004</i>				
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.1	Introduce Programme Area-wide Learning from Customers Forums	Jul-04	Dave Roddis	HSBV 5.1	On target
Performance Measures		Progress made			

<ul style="list-style-type: none"> Review existing Quarterly Forums Forums identify key service improvements Expand forums across programme area. 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.2	Develop customer-driven Service Standards	Feb-04	John Mansergh	RM 4.5 HSBV 5.2	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Establish schedule of Service Standards Develop service standards for: <ul style="list-style-type: none"> Go back timescale Follow up work timescale Develop a single service charter Develop procedure to review and evaluate service standards 			<ul style="list-style-type: none"> Houseproud void guarantee launched (Feb-04) Checklist introduced for operatives Awareness raising held with neighbourhood office and depot managers Customer Inspection Service – reality checks 		
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.3	Introduce 'Home Truths' project	Feb-04	Rachael Gott	HSBV 5.4	On Target
Performance Measures			Progress made		
<ul style="list-style-type: none"> Target of one customer per month to carry out video/audio and written diary detailing their experience of the Service (Jan-04) Monthly report to PAMT (Feb-04) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.4	Extend the repair service to owner occupiers where there is high demand and it is profitable to the service		Dave Middleton	RM 1.7	
Performance Measures			Progress made		
<ul style="list-style-type: none"> Assess demand for service and make recommendations to PAMT. Develop action plan to implement service 			<ul style="list-style-type: none"> Identified list of areas with largest profit margin and where there may be demand. Consultation with Repairs and Maintenance Policy Panel. Cabinet Report re extending Gas Service Plan to properties sold under the Right to Buy Scheme. 		

Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.5	Reduce the number of jobs that are cancelled, quit or abandoned		Gary Ingham	RM 3.10	
Performance Measures		Progress made			
<ul style="list-style-type: none"> Analyse the number of abandoned, quit and cancelled jobs including costs associated. Develop action plan to reduce the number of abandoned, quit and cancelled jobs (May-04) 		<ul style="list-style-type: none"> Draft report produced – Jan-04 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.6	Implement procedures for pre and post inspections		Dave Middleton	RM 4.4, 4.1, 4.6	
Performance Measures		Progress made			
<ul style="list-style-type: none"> Reduce the number of jobs that are pre-inspected (xx-xx) Provide guidelines to all front-line staff that identifies where repairs should be pre-inspected (xx-xx) Manage pre-inspections to provide a quick responsive service to customers (xx-xx) Establish procedures that prevent any delay in authorising jobs (xx-xx) 10% of all responsive repairs quality checked (xx-xx) 100% of work carried out to voids quality checked (xx-xx) 100% of all decent homes work quality checked (xx-xx) 100% of voids quality checked to a lettable standard (xx-xx) 		<ul style="list-style-type: none"> Guidelines produced and distributed (Sep-03) Training provided for front line staff (Sep-03) Weekly monitoring sheets distributed to Technical Officers for completion on a daily basis (xx-xx) Communication and Information Group have passed all satisfaction survey forms (xx-xx) 			
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.7	Implement repairs related issues arising from Learning From Customers Group		Gary Whitaker	RM 2.17, 2.12, 4.9	
Performance Measures		Progress made			

<ul style="list-style-type: none"> ▪ Include Learning From Customers as standing agenda item at managers meetings. ▪ Telephone customers to provide estimated time of arrival (Apr-04) ▪ Knock to advise external work completed (Apr-04) ▪ Review procedures for for follow ups (Apr-04) ▪ Increase appointment slots and provide appointments - 6pm and Saturday morning (Jul-04) ▪ Contact customers to advise when out of time jobs will be completed (May-04) ▪ Operatives have a name badge pullcord system attached to their belts (May-04) ▪ Sub contract operatives have an ID badge (Mar-04) ▪ Publicise operatives uniforms (Jun-04) ▪ System to ensure repair related rubbish is removed following repair (Mar-04) ▪ All vans to have a clean up kit, including vacuum cleaner (xx-xx) 					
Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.8	Implement customer service related issues arising from Learning From Customers Group		Dave Roddis	RM 2.15	
Performance Measures		Progress made			
<ul style="list-style-type: none"> ▪ ReaCT system to contact customers who give poor satisfaction rating (Apr-04) ▪ Provide overshoes for use throughout the service (May-04) ▪ Provide written confirmation of repairs ordered in area offices (Apr-04) ▪ Provide 'script' for answering repairs calls (Apr-04) ▪ Telephones patch through after 4 rings (Mar-04) ▪ Produce a standard letter for customers enquiring about programmed repairs (Apr-04) 					

Task Ref	Task	Target Date	Task Manager	Supporting Action	Task Status
5.9	Implement neighbourhood services related issues arising from Learning From Customers Group		Andrew Leigh		
Performance Measures		Progress made			
<ul style="list-style-type: none"> ▪ Include Learning From Customers as standing agenda item at managers meetings. ▪ Introduce procedure to accurately record all staff/customer interactions (May-04) 		<ul style="list-style-type: none"> ▪ 			

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
2. **Date of Meeting** 19 April 2004
3. **Title** WATH REGENERATION SCHEME – INCLUSION OF NON-TRADITIONAL PROPERTIES
4. **Originating Officer** Paul Benson
Principal Regeneration Officer Ext 4354
5. **Issue**
To invest in non-traditional stock as part of the Wath Regeneration Scheme.
6. **Summary**
A decision was made by the Cabinet Member to investigate all non-traditional housing for their future viability. However, as part of the regeneration of the 'White Bear' and 'Wimpey' Estates in Wath, non-traditional stock can be refurbished to the Decent Homes standard at a similar cost to that of traditional stock, and a commitment to that effect had already been made to residents.
7. **Clearance/Consultation**
Elected Members are committed to completion of the master plan produced following consultation with the community. As part of the master plan, 141 non-traditional properties were highlighted for refurbishment and this was relayed to the community through public meetings and a monthly steering group.
8. **Timing**
An early decision is required in order to meet the programme, and relay it to the community. The majority of the non-traditional stock is located within Phases 4 & 5, and Phase 4 is programmed to commence on site in mid April 2004 with Phase 5 beginning early July 2004.
9. **Background**
The report highlights the merits of refurbishing the non-traditional stock located within the boundaries of the Wath Regeneration scheme. The inclusion of an additional 69 properties will impact positively on the total number of properties which can be improved to the Decent Homes standard.
10. **Argument**
Since the inception of the Wath Regeneration scheme, the non-traditionally built properties have always been included in the programme and costs for refurbishment. The community has been aware of the inclusion of these properties since the production of the master plan.
11. **Risks and Uncertainties**

Not to refurbish the non-traditional properties would result in the omission of two phases (Phases 4 & 5) of the master plan and hold up the regeneration programme whilst design was carried out on Phases 6 & 7. Community support would be lost as promises to refurbish all properties within the boundaries of the Wath Regeneration scheme have been made since the initial consultation.

12. **Finance**

The cost of refurbishing the non-traditional stock, as part of the regeneration of the estate, has always been included in the cost projections and is still part of the £14 million budget committed for the scheme.

13. **Sustainability**

By refurbishing the non-traditional properties as part of the regeneration scheme, long-term sustainability of the estate is ensured as per the master plan in May 2001.

14. **Wards Affected**

Ward 22

15. **References**

Non-traditional housing in the UK – A brief review; the Building Research Establishment (2002)

Housing Defects (Smith (BSc) Prefabricated Dwellings) (England and Wales) Designation 1986

EDS Structural Reports - 35 Saville Road

16 Saville Road

12 Ladycroft

Section 528 Housing Act 1985

Open Housing Management System (OHMS)

16. **Presentation**

N/A

17. **Recommendations**

THAT MEMBERS RECEIVE THE REPORT AND CONFIRM APPROVAL OF THE REFURBISHMENT OF THE NON-TRADITIONAL PROPERTIES AS PART OF THE REGENERATION OF THE 'WHITE BEAR' AND 'WIMPEY' ESTATES.

Non – Traditional Housing Report, Wath Upon Dearne

1. Purpose

The purpose of this report is to inform Housing Cabinet Member that there is sufficient evidence to confirm the original master plan for the Regeneration of the 'White Bear' and 'Wimpey' estates and invest in the non-traditional housing stock.

2. Introduction

Housing and Environmental Services Cabinet Member approved strategies for the disposal and/or demolition of non-traditional properties following extensive consultation with existing tenants and ward members. This decision was based on evidence that showed that the non traditional stock can contribute to the spiral of decline of an area, and that refurbishment costs were out of all proportion to the value and life expectancy of the property.

The decision was made to encourage the disposal of non-traditional housing stock with regard to the aim of regenerating areas in association with Registered Social Landlord's (RSL's) and private developers. However, there are a number of non-traditional properties, 141 in total, which are present within the Regeneration Scheme at Wath-upon-Dearne.

The Regeneration Scheme includes demolition, refurbishment and conversion of some 380 properties to ensure the sustainability of the estate for the next 30 years. This project consists of 7 phases and commenced in January 2003, phase 4 consisting of 37 non-traditional properties is due to start this year, 19th April. Phase 5 will follow on from this on 12th July 2004 and consists of 52 properties, 32 traditional and 20 non-traditional. The project is due to be completed in 2005/6 at an approximate cost of £14 million.

The type of non-traditional properties present within the Wath Regeneration Scheme is Wimpey No-fines.

3. Wimpey No-fines

The properties were built in the 1970's and the construction is such that the external walls are commonly 8 inches thick with a band of reinforcement - in bar form - contained within cast in-situ dense concrete beams at eaves level. The walls incorporate mesh reinforcement at first floor level and support above door and window openings is provided by pre-cast concrete lintels. The external walls are dry lined internally and rendered externally, although some surfaces of walls may be tile faced or weather boarded.

In a report by the Building Research establishment, Report 153 which studies the Structural condition of Wimpy no-fines low rise dwelling, it is stated that the Wimpy No-fines constructions are simple but robust and can tolerate considerable damage without undue effect on the safety of the structure. In addition, dwellings built after 1964 have timber load bearing partitions providing substantial lateral bracing to the overall construction. In the unlikely event of partial failure of an external wall, damage to the rest of the structure would be limited.

4. Structural Inspections

An instruction was given to the council's Building Structures Section to carry out an inspection of three non-traditional properties, 35 Saville Road, 16 Saville Road and 12 Ladycroft.

The Structures Section has carried out the inspection of the three properties and a copy of the report is attached within Appendix 1 (page 2).

There are a number of comments made in respect of the need to make the property weathertight, this can be resolved by re-pointing specific areas of concern and will be carried out as part of the refurbishment works. Generally, the properties are in a good condition with no major defects.

5. Repair Costs

A comparison of repair costs has been carried out on a number of traditional and non-traditional properties within the boundaries of the Wath Regeneration Scheme. The table in Appendix 2 (page 2) indicates that over the last six years less money has been spent on the repair of the non-traditional properties than the traditional ones, on average approximately £140 per property.

6. Energy Efficiency

Presently, all the non-traditional housing stock throughout the Borough are less energy efficient than the traditional counterparts.

Based on the refurbishment work currently being undertaken on the Regeneration Scheme i.e.;

- Gas condensing combination boiler and central heating system
- Double glazed windows
- Increased loft insulation

the average Standard Assessment Procedure (SAP) rating¹ will be increased in line with that of the average SAP rating for council housing throughout the borough. It can be seen in Appendix 3 (page 3) with the comparison of non-traditional properties and traditional properties without improvement works that the SAP rating is extremely low for non-traditional properties. By carrying out the afore mentioned energy improvement works the SAP rating within the non-traditional properties is more than doubled.

7. Conclusion

Although, Housing and Environmental Services Cabinet Member approved strategies for the disposal and/or demolition of non-traditional properties, it is Housing Services recommendation that the non-traditional properties within the Wath Regeneration Scheme are refurbished in line with traditional properties. This recommendation is based upon the information provided within the appendix of this document which proves that the improvement works will have a benefit on the sustainability of the homes and the estate.

¹ The Government's Standard Assessment Procedure (SAP) is rated on a scale of 1 to 120. A SAP energy rating gives a measure of the energy efficiency of a home. It is based on energy efficiency of a home. It is based on energy costs for space and water heating. The higher the rating number, the more energy efficient the home.

APPENDIX 1

ROTHERHAM METROPOLITAN BOROUGH COUNCIL STREETPRIDE AND ASSET MANAGEMENT SERVICE Structures Section

Structural Report, 35 Saville Road, Wath

1. Brief

- 1.1 The inspection and report were undertaken following an e-mail from the Regeneration Section of Housing Services dated 19 January 2004. The survey was requested to perform a condition survey within a regeneration area.
- 1.2 The initial inspection was carried out on 23 January 2004.
- 1.3 No fixtures or fittings were removed during the inspection.
- 1.4 The property was void at the time of inspection.
- 1.5 All quoted falls and leans were measured with a one-metre long builders level. The measurements are intended to give a general indication of the actual leans and tilts. Localised undulations, floor coverings and finishes to both floors and walls will influence the actual readings; no account has been made of this. Measurements less than 5mm/m have not been noted as they are considered to be within usual building tolerances. Any measurement greater than this is quoted in 5mm increments. This allows for normal building tolerances. Plaster, Artex and timber cladding may be hiding defects.
- 1.6 The loft space was entered up to shoulder height.

2. Description of the Property

- 2.1 The property is of a system built type known as a 'Wimpey No Fines' concrete house. The walls are rendered and constructed of in-situ no fines concrete constructed off a dwarf brick wall with concrete ground floor.
- 2.2 The property is an end of terrace one-bedroom bungalow. It has a pitched, tiled trussed rafter roof. The property is approximately 40 years old.

- 2.3 This type of property has been designated under the Housing Defects Act, 1985, as a defective property due to the inherent defects in the design and construction.
- 2.4 There is a small brick built outhouse to the rear.
- 2.5 The property is built on land that slopes slightly from right to left when viewed from the road.
- 2.6 There is a tree, approx 6m high, approx 4m from the front elevation.
- 2.7 The footpaths adjacent to the front and rear walls of the property are of concrete. The remainder of the land is laid to garden.

3. Defects

- 3.1 There is some hairline cracking to the chimney breast in the lounge.

4. Discussion and Recommendations

- 4.1 The cracking to the chimney breast is probably due to thermal shrinkage of the plaster and is not considered a structural problem. The plaster can be repaired in the ordinary course of decoration.
- 4.2 The property is generally in good condition with no obvious defects.
- 4.3 It is understood that the property is under consideration to be converted to a 2 bedroomed dwelling. As most of the internal walls are stud partitions this should not require any special techniques. However the CDM (Construction Design and Management) Regulations 1994 will apply to this project.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL
STREETPRIDE SERVICE
Structures Section

Structural Report, 16 Saville Road, Wath

5. Brief

5.1 The inspection and report were undertaken following an e-mail from the Regeneration Section of Housing Services dated 19 January 2004. The survey was requested to determine the condition of the property within a regeneration area.

5.2 The initial inspection was carried out on 11 February 2004.

5.3 No fixtures or fittings were removed during the inspection.

5.4 All quoted falls and leans were measured with a one-metre long builders level. The measurements are intended to give a general indication of the actual leans and tilts. Localised undulations, floor coverings and finishes to both floors and walls will influence the actual readings; no account has been made of this. Measurements less than 5mm/m have not been noted as they are considered to be within usual building tolerances. Any measurement greater than this is quoted in 5mm increments. This allows for normal building tolerances. Plaster, Artex and timber cladding may be hiding defects.

5.5 The loft space was not entered.

6. Description of the Property

6.1 The property is of a system built type known as a 'Wimpey No Fines' concrete house. The walls are rendered and constructed of in-situ no fines concrete constructed off a dwarf brick wall with concrete ground floor. All the walls are rendered, and at the gable corners and party wall positions there is masonry cladding. There is also masonry cladding between the lounge and bedroom 1 windows at the rear of the property.

6.2 The property is semi detached two bedroom bungalow. It has a pitched, tiled roof. The property is approximately 40 years old.

6.3 There is a small brick built outhouse to the rear.

6.4 The property is built on land that is relatively flat.

6.5 The footpaths adjacent to the front and rear walls of the property are of concrete. The remainder of the land is laid to garden.

7. Defects

7.1 There is a gap at the junction between the brickwork and the render to the sections of brickwork at the gable ends.

7.2 There are sections of the drip mouldings that are broken on the render to the gable and rear elevations.

7.3 There is a slight crack to the concrete below the lounge window.

8. Discussion and Recommendations

8.1 The gap between the render and brickwork is a possible source of water ingress and should be made weathertight by pointing.

8.2 The damage to the drip mouldings is not of structural concern at the moment but if left to deteriorate could become so. The damaged sections should be repointed.

8.3 The crack to the concrete below the lounge window is not of structural concern at the moment but could become so if left unattended. The crack should be repaired using a polymer modified cementitious repair mortar.

9. Conclusion

9.1 The property is generally in good condition with no major defects. The BRE classification of damage is 'very slight'.

9.2 If considering the removal of walls as part of an improvement scheme for a property of this type a structural engineer should be employed to give guidance.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL
STREETPRIDE SERVICE
Structures Section

Structural Report, 12 Ladycroft, Wath

10. Brief

- 10.1 The inspection and report were undertaken following an e-mail from the Regeneration Section of Housing Services dated 19 January 2004. The survey was requested to determine the condition of the property within a regeneration area.
- 10.2 The initial inspection was carried out on 29 January 2004.
- 10.3 No fixtures or fittings were removed during the inspection.
- 10.4 All quoted falls and leans were measured with a one-metre long builders level. The measurements are intended to give a general indication of the actual leans and tilts. Localised undulations, floor coverings and finishes to both floors and walls will influence the actual readings; no account has been made of this. Measurements less than 5mm/m have not been noted as they are considered to be within usual building tolerances. Any measurement greater than this is quoted in 5mm increments. This allows for normal building tolerances. Plaster, Artex and timber cladding may be hiding defects.
- 10.5 The loft space was not entered.

11. Description of the Property

- 11.1 The property is of a system built type known as a 'Wimpey No Fines' concrete house. The walls are constructed of in-situ no fines concrete constructed off a dwarf brick wall with a concrete ground floor. All the walls are rendered, and at the gable corners and party wall positions there is masonry cladding.
- 11.2 The property is an end of terrace three-bedroom house. It has a pitched, tiled roof. The property is approximately 40 years old.
- 11.3 The property is built on land that slopes slightly from front to rear.

- 11.4 The footpaths adjacent to the front and rear walls of the property are of concrete. The remainder of the land is laid to garden.

12. Defects

- 12.1 Below the lounge window there is a vertical hairline crack to the render.
- 12.2 There is an area of cracked and broken render below the kitchen window.
- 12.3 There is a gap at the junction between the brickwork and the render to the sections of brickwork at the gable ends.

13. Discussion and Recommendations

- 13.1 The cracking adjacent to the lounge window is probably as a result of initial shrinkage of the render and should be raked out and repointed.
- 13.2 The broken render below the kitchen window has probably debonded from the baselayer and should be renewed.
- 13.3 The gap between the render and brickwork is a possible source of water ingress and should be made weathertight by pointing.

14. Conclusions

- 14.1 The property is generally in good condition with no major defects. The BRE classification of damage is 'very slight'.
- 14.2 If considering the removal of walls as part of an improvement scheme for a property of this type a structural engineer should be employed to give guidance.

APPENDIX 2

**Comparative Repair Costs between traditional and non-traditional properties
(January 1998 – January 2004)**

Address	Type of property	Construction	Cumulative repairs cost over last 6 years	Average repair cost per property over last 6 years
93 Denman Rd	Traditional	House - Brick & block cavity	£ 2,544.73	£ 2,439.23
17 Denman Rd	Traditional	House - Brick & block cavity	£ 1,482.27	
28 Saville Rd	Traditional	Bungalow - Brick & block cavity	£ 1,408.07	
29 Keble Martin Way	Traditional	Bungalow - Brick & block cavity	£ 2,938.59	
33 Bushfield	Traditional	Flat - Brick & block cavity	£ 2,776.71	
18 Michael Croft	Traditional	House - Brick & block cavity	£ 3,485.03	
			£14,635.40	
55 Saville Road	Non-traditional	Bungalow – Wimpey no-fine	£ 856.80	£ 1,600.96
3 Strait Lane	Non-traditional	House – Wimpey no-fine	£ 1,912.38	
20 Park Road	Non-traditional	Bungalow – Wimpey no-fine	£ 494.70	
4 Saville Road	Non-traditional	House – Wimpey no-fine	£ 1,572.63	
95 Church Street	Non-traditional	Bungalow – Wimpey no-fine	£ 1,348.92	
9 Fleming Square	Non-traditional	House – Wimpey no-fine	£ 3,420.34	
			£ 9,605.77	

APPENDIX 3 Comparison of SAP Ratings

55 Saville Road,10 Saville Road, 93 Denman Road,28 Saville Wath Wath Wath

3 Strait Lane, Wath Wath

Traditional House 3BETH Post 74 Cavity Filled Gas Central Heating BBU Double Glazed Part Double Glazed Gas Cooker

Traditional Bungalow 2BETH Post 64 Cavity Filled Gas Central Heating BBU Double Glazed Part Double Glazed Gas Cooker

Non Trad-Wimpey Fines NoNon Trad-Wimpey Fines 3BMTH Post 64 ConcreteSolid 254mm thick S/F Heating S/F Heating Double Glazed Electric Cooker

1BSDB Post 64 ConcreteSolid 254mm thick S/F Heating Double Glazed Electric Cooker

2BSDB Post 64 ConcreteSolid 254mm thick S/F Heating Double Glazed Electric Cooker

Post 64 Solid ConcreteSolid 254mm thick S/F Heating Double Glazed Electric Cooker

Solid ConcreteSolid 254mm thick S/F Heating Double Glazed Electric Cooker

S/F Heating Double Glazed Electric Cooker

Double Glazed Electric Cooker

Electric Cooker

Current Efficiency

SAP	31	33	29	59	62
NHER	3.4	4.1	4.3	6.7	6.9
Co2 Pollution in Tonnes/Year	7.4t	8.1t	11.9t	5.3t	4.3t
Energy Running Cost/Year	£469	£542	£829	£532	£360
Affordable Warmth Index	79 - Poverty	Moderate Fuel Poverty	109 - Affordable	124 - Affordable	99 - Marginal Fuel Poverty

Improved Efficiency

SAP	67	68	71	77	73
NHER	7	7.4	7.8	8.4	8.1
Co2 Pollution in Tonnes/Year	3.0t	3.5t	4.8t	3.9t	3.5t
Energy Running Cost/Year	£282	£311	£392	£376	£301
Affordable Warmth Index	107 - Affordable	105 - Affordable	125 - Affordable	127 - Affordable	106 - Affordable

Measures required to gain best SAP for all properties are :-
Gas condensing combi boiler with room stat, thermostatic radiator valves and programmer - Balanced flue focal point gas fire - 250mm loft insulation - Cavity wall insulation where possible on traditional housing - 20% of low energy lighting (could be done by using dedicated low energy efficiency light fittings) - and low E double glazing.

1. **Meeting** Cabinet Member of Housing and Environmental Services
2. **Date of Meeting** 19th April, 2004
3. **Title** RESPONSE TO PETITION REGARDING MARSHALL CLOSE, PARKGATE, ROTHERHAM
4. **Originating Officer** Jill Jones, Neighbourhood Manager, Rawmarsh
5. **Issue**

Tenants at Marshall Close Sheltered Housing Complex, Parkgate, have submitted a petition to the Council requesting improvement works.
6. **Summary**

Tenants requested the installation of outside lights, security doors and fencing, and have asked for weeds to be removed and trees around the centre to be trimmed.
7. **Clearance/Consultation**

A public meeting was held in October 2003 for the wardens and residents. In January/February, further consultation took place with residents to discuss target hardening measures.
8. **Timing**

A reply to the petition is required in accordance with Council procedure.
9. **Background**

A nearby sheltered scheme had security lights and doors fitted and fencing erected in 2002/03, due to high crime levels and problems with youth nuisance and anti-social behaviour. The residents of Marshall Close feel that they should be entitled to the same level of security and fear of crime measures. The residents are all elderly and, therefore, have a degree of vulnerability and want to feel safer.

At Christmas there was an increase in burglary and attempted burglary in this area.
10. **Argument**

Tenants believe that the recent increase in crime should entitle them to the same provisions as their neighbours.
11. **Risks and Uncertainties**

The cost of repair to vandalised and damaged properties has been incurred as well as the lack of feeling of wellbeing of the residents. Since mid December 2003, domestic burglary figures have increased slightly in this area.
12. **Finance**

Estimated cost to supply doors, lighting and fencing is approximately £60,000.

There are 90 bungalows on the Marshall Close/Foljambe Street sites and 9 bungalows at the other side of the road which were not included in the first scheme of security improvements in 2002/03, but which are experiencing the same fear of crime levels.

Finance is being considered by the Neighbourhood Warden Unit and the Area Housing Panel for the cost of lighting.

An alternative to replacement security doors has been proposed from the Safer Homes Schemes funding to fit t-bar chains to the doors and an extra wooden panel to the external doors and to fit sash jammers to windows.

13. Sustainability

Bungalows will be more popular if fear of crime is reduced, which will improve sustainability of an area which has a high percentage of sheltered accommodation and a history of drug misuse and theft.

14. Wards Affected

Rawmarsh East.

15. References

Submitted Petition

16. Presentation

17. RECOMMENDATIONS

- A) RESIDENTS HAVE BEEN ADVISED THAT SECURITY DOORS WILL BE FITTED AS PART OF THE DECENT HOMES PROGRAMME.
- B) OUTSIDE LIGHTS (DAWN TO DUSK TYPE) HAVE NOW BEEN FITTED TO ALL BUNGALOWS.
- C) FUNDING VIA 'SAFER HOMES SCHEME' HAS BEEN SECURED AND ALL BUNGALOWS ARE TO BE FITTED WITH TARGET HARDENING MEASURES AS DESCRIBED IN 12.
- D) FURTHER SUGGESTIONS FOR FENCING ARE BEING CONSIDERED BY THE NEIGHBOURHOOD WARDEN UNIT.
- E) WORK HAS BEEN COMPLETED TO REMOVE WEEDS, TRIM BUSHES AND CLEAR PATHS.

1. **Meeting Cabinet Member for Housing and Environmental Services**
2. **Date of Meeting 19 April 2004**
3. **Title Housing and Environmental Services General Fund Revenue Budget Monitoring as at January and February 2004**
4. **Originating Officer Anne Ellis
Finance and Accountancy Manager - Ext.3241**
5. **Issue**

To inform members of the budget position in respect of the Housing and Environmental Services Budget in January and February 2004. Appendices provide details of the projected year end position at the end of both months. As the 2003/04 financial year is closing, the reports for both months are being presented to members together. It is anticipated that an out-turn report will be submitted in late May.

6. **Summary**

At the end of February, the projected under spending on the HES General Fund budget was some £0.239m or 2.2% of the total budget. This was composed of an overspending on the Housing General Fund of £0.089m, and under spendings of £0.148m on the Environmental Health budget and £0.180m on Waste Collection and disposal. The overall under spending (which is net of £100k which has been used to purchase waste bins to assist in the development of recycling in the borough) has reduced by some £48,000 compared to that reported for December.

7. **Clearance/Consultation**

This report has been agreed by the Programme Area Management Team and the Head of Corporate Finance.

8. **Timing** This is one of a series of regular monitoring reports on the revenue budget position.

9. **Background**

The total budget in 2003/04 for the three General Fund services in the Programme Area; Housing, Environmental Health and Waste strategy is £11,020,427. The last budget monitoring report, submitted to Members on 15 March for the first three quarters of the financial year indicated a projected out-turn surplus of some £0.287m net of the transfer in respect of waste bins referred to above.

10. **Argument**

The position in respect of each of the 3 services within the General Fund is set out below:

Housing General Fund – the projected year end position is an over-spend of £89,000 against the budget of £742,453. This compares to the last reported position - an overspend of some 3.1% or £23,000. It had been expected that the service budget would be achieved, however the latest projections indicate that the fee income generated in respect of a major programme of private sector capital improvement works will not be achieved. This is due firstly to the capital spending being lower than originally projected, due to delays in the start of the project arising from difficulties in obtaining consent from property owners and secondly the bulk of the surveying work being undertaken by EDS, rather than Aids and Adaptations staff, where the income would have been expected to be received.

Environmental Health (Excluding Waste Strategy) – the position has continued to improve. Early in the year an overspend was projected, but this has now become an under-spend of £148,000 (8.5%) from a budget of £1.733m. This is some £0.1m more than reported in respect of December and the change in January and February is attributable to: an increase in licensing income; under spending on salaries and staff costs (particularly in respect of

consumer protection, occupational health and food and drugs; and reductions in the projected overspend on Pest control and the crematorium and cemeteries.

Waste Strategy – After allowing for the transfer of £100,000 for the purchase of waste bins to assist in the development of recycling, the projected under-spending on this budget is currently £180,000 or 2.1%. The projected under spending has reduced from the £0.250m reported in respect of December as a result of the increased cost of green waste collection in the borough. The projected out-turn position does, however, reflect continued high levels of throughput at recycling centres and lower waste arisings at landfill sites as well as the receipt of DEFRA grants for recycling initiatives.

11. Risks and Uncertainties

The current report details the position at the end of the first two months of 2004, although only one month of the financial year remains the projected out-turn position may still alter as a result of factors such as: annual recharges for corporate and other services, processing invoices and DSO charges at the year end, the calculation of provisions for bad debts and other costs and the completion of final grant claims which will affect the final position.

12. Finance Financial implications have been discussed at sections 10 and 11 above.

13. Sustainability

Although increased recycling levels will affect the delivery of the Council's environmental objectives, no direct sustainability implications have been identified arising from this report.

14. Wards Affected All wards.

15. References

Annual Budget Report to Cabinet 19 February and Council 5 March 2003 and Budget Monitoring report 22 August, 29 September, 13 October, 24 November, 15 December, 2 February and 15 March. Recycling Action Plan.

16. Presentation

The Head of Corporate Finance will include monitoring position for Housing and Environmental Services General Fund Services within the overall Corporate report to Corporate Management Team and Cabinet.

17. Recommendations

1. THAT MEMBERS RECEIVE THE REPORT.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL		Housing Revenue Account				
Programme Area:		Housing & Environmental Services				
Service Unit:		Housing Revenue Account				
Budget Projections 2003/04 Projected End of Year Position Based on the Period:		Main Areas of Potential Over / Under Spendings 1st April 2003 to End of Jan 2004 (Period 10)				
Service Division	Expenditure / Income Head and Description of Over / Under Spend	Current Budget £	Projected Outturn £	Potential Variation to Year-End £	Percentage Variation to Year-End %	Comments and Action Proposed
Quality Assurance	Employees	86,680	100,000	13,320	15.37%	Overspend on employees costs
Housing Strategy	Supplies & Services	92,673	94,319	1,646	1.78%	Slight overspend
Tenant Involvement Unit	Employees	181,941	141,260	-40,681	-22.36%	Salaries lower than budgeted due to the level of vacancies
Housing Needs	Employees	150,965	146,448	-4,517	-2.99%	Salaries lower than budgeted
Responsive Repairs, Voids & 10 Yr Plan	Employees	662,048	777,900	115,852	17.50%	Section 11/82 compensation claims and legal costs not budgeted for
Home Energy Advice	Employees	39,319	39,871	552	1.40%	Overspend on salaries due to vacancy
Programmed Works	Employees	305,623	289,922	-15,701	-5.14%	Salaries lower than budgeted
Housing Revenue Account Management & Administration	Employees/Supplies & Services/Capital	9,118,961	9,665,922	546,961	6.00%	Overspend on salaries, procurements and capital charges. Also includes the cost of the Stock Condition Survey and
BRU Management	Employees	47,004	47,512	508	1.08%	Salaries lower than budgeted
Allocations & Advice	Employees	272,853	231,696	-41,157	-15.08%	Overspend on salaries due to vacancy
Medical Mobility & Community Care	Employees	69,456	81,352	11,896	17.13%	factor and temporary regradings
Homelessness	Employees	93,597	105,731	12,134	12.96%	Overspend due to increased use of agency staff
Housing Regeneration	Employees	226,443	235,678	9,235	4.08%	Employees costs over budget due to early retirement costs
Agency Grants & Enforcements	Employees	134,405	110,547	-23,858	-17.75%	Salaries lower than budgeted
Housing Strategy Management	Employees	139,257	136,110	-3,147	-2.26%	Premises expenses underspent due to delay in office move
District Heating	Premises	663,365	777,217	113,852	17.16%	Overspend on fuel costs due to delay in conversions

ROTHERHAM METROPOLITAN BOROUGH COUNCIL						
Housing Revenue Account						
Housing & Environmental Services Housing Revenue Account						
Main Areas of Potential Over / Under Spendings 1st April 2003 to End of Jan 2004 (Period 10)						
Service Division	Expenditure / Income Head and Description of Over / Under Spend	Current Budget £	Projected Outturn £	Potential Variation to Year-End £	Percentage Variation to Year-End %	Comments and Action Proposed
Lighting of Staircases Lifts	Premises	43,200 6,544	44,700 10,485	1,500 3,941	3.47% 60.22%	Recharge from General Fund Maintenance overspend
Community Caretakers Cleaning of Communal Dwellings Wardens		259,039 38,559 2,422,225	288,129 35,542 1,887,423	29,090 -3,017 -534,802	11.23% -7.82% -22.08%	Recharge from General Fund Recharge from General Fund Underspend on the management of sheltered properties
Other Communal Services	Supplies & Services	10,894	3,068	-7,826	-71.84%	Underspend on TV licences for communal buildings
Maintenance of Aged Person's Gardens	Employees	18,000	23,500	5,500	30.56%	Overspend due to scheme continuing beyond October 2003
Canklow Neighbourhood Office Council House Sales Expenses Ground and Property Rents Dwelling Insurances	General	4,992 -46 300 193,097	-3,500 -46 300 199,470	-8,492 0 0 6,373	-170.11% N/A 0.00% 3.30%	Underspend due to non-occupancy Increase in insurance premiums
Tenants Contents Insurance Scheme Rothercare		0 679,664	-1,830 950,456	-1,830 270,792	N/A 39.84%	Underspend on salaries Increased income from charges to be passed to Social Services
Housing Repairs		12,618,610	12,718,610	100,000	0.79%	Overspend anticipated on section 11/82 work and on responsive repairs
District Offices Rent Recovery	Employees Employees	2,464,976 95,526	2,635,963 98,286	170,987 2,760	6.94% 2.89%	Salaries higher than budgeted Salaries higher than budgeted
Anti Social Behaviour Housing Management	Employees Employees	72,655 126,175	96,784 144,640	24,129 18,465	33.21% 14.63%	Salaries higher than budgeted Overspend on training expenses and Agency staff
Bad Debt Provision		200,000	200,000	0	N/A	

ROTHERHAM METROPOLITAN BOROUGH COUNCIL						
Housing Revenue Account						
Housing & Environmental Services						
Housing Revenue Account						
Main Areas of Potential Over / Under Spendings						
1st April 2003 to End of Jan 2004 (Period 10)						
Budget Projections 2003/04						
Projected End of Year Position Based on the Period:						
Service Division	Expenditure / Income Head and Description of Over / Under Spend	Current Budget £	Projected Outturn £	Potential Variation to Year-End £	Percentage Variation to Year-End %	Comments and Action Proposed
Other Income		537,000 -	621,000	-84,000	15.64%	Additional Supporting People Grant for HRA services and increase in Notional Interest
Government Subsidies Housing Rents		8,271,000 - 23,231,000 -	8,621,000 23,531,000	-350,000 -300,000	4.23% 1.29%	Additional income from Rothercare which will be passed to Social Services
Total Expenditure		31,539,000	32,313,465	774,465		
Total Income		-	32,773,000 -	734,000 -		
Surplus		500,000 -	459,535	40,465		
Total Potential Variation for Year:						
2003/04 'Target' Budget						
40,465						
2003/04 Probable Outturn						
500,000						
459,535						

ROTHERHAM METROPOLITAN BOROUGH COUNCIL		Housing Revenue Account				
Programme Area:		Housing & Environmental Services				
Service Unit:		Housing Revenue Account				
Budget Projections 2003/04 Projected End of Year Position Based on the Period:		Main Areas of Potential Over / Under Spendings 1st April 2003 to End of Feb 2004 (Period 11)				
Service Division	Expenditure / Income Head and Description of Over / Under Spend	Current Budget £	Projected Outturn £	Potential Variation to Year-End £	Percentage Variation to Year-End %	Comments and Action Proposed
Quality Assurance	Employees	86,680	96,800	10,120	11.68%	Overspend on employees costs
Housing Strategy	Supplies & Services	92,673	93,404	731	0.79%	Slight overspend
Tenant Involvement Unit	Employees	181,941	141,131	-40,810	-22.43%	Salaries lower than budgeted due to the level of vacancies
Housing Needs	Employees	150,965	143,556	-7,409	-4.91%	Salaries lower than budgeted
Responsive Repairs, Voids & 10 Yr Plan	Employees	662,048	765,478	103,430	15.62%	Section 11/82 compensation claims and legal costs not budgeted for
Home Energy Advice	Employees	39,319	39,960	641	1.63%	Overspend on salaries due to vacancy
Programmed Works	Employees	305,623	264,146	-41,477	-13.57%	Salaries lower than budgeted
Housing Revenue Account Management & Administration	Employees/Supplies & Services/Capital	8,798,849	9,483,042	684,193	7.78%	Overspend on salaries, procurements and capital charges. Also includes the cost of the Stock Condition Survey and
BRU Management	Employees	47,004	47,512	508	1.08%	Salaries lower than budgeted
Allocations & Advice	Employees	272,853	218,876	-53,977	-19.78%	Overspend on salaries due to vacancy
Medical Mobility & Community Care	Employees	69,456	80,755	11,299	16.27%	factor and temporary regradings
Homelessness	Employees	93,597	100,390	6,793	7.26%	Overspend due to increased use of agency staff
Housing Regeneration	Employees	226,443	235,515	9,072	4.01%	Employees costs over budget due to early retirement costs
Agency Grants & Enforcements	Employees	134,405	108,443	-25,962	-19.32%	Salaries lower than budgeted
Housing Strategy Management	Employees	139,257	116,901	-22,356	-16.05%	Premises expenses underspent due to delay in office move and savings on conversions
District Heating	Premises	663,365	727,633	64,268	9.69%	Overspend on fuel costs due to delay in conversions

ROTHERHAM METROPOLITAN BOROUGH COUNCIL		Housing Revenue Account				
Programme Area: Service Unit:		Housing & Environmental Services Housing Revenue Account				
Budget Projections 2003/04 Projected End of Year Position Based on the Period:		Main Areas of Potential Over / Under Spendings 1st April 2003 to End of Feb 2004 (Period 11)				
Service Division	Expenditure / Income Head and Description of Over / Under Spend	Current Budget £	Projected Outturn £	Potential Variation to Year-End £	Percentage Variation to Year-End %	Comments and Action Proposed
Lighting of Staircases Lifts	Premises	43,200	46,700	3,500	8.10%	Recharge from General Fund
Community Caretakers		6,544	10,985	4,441	67.86%	Maintenance overspend
Cleaning of Communal Dwellings		259,039	277,420	18,381	7.10%	Recharge from General Fund
Wardens		38,559	35,542	-3,017	-7.82%	Recharge from General Fund
		2,422,225	1,857,429	-564,796	-23.32%	Underspend on the management of sheltered properties
Other Communal Services	Supplies & Services	10,894	2,868	-8,026	-73.67%	Underspend on TV licences for communal buildings
Maintenance of Aged Person's Gardens	Employees	18,000	23,850	5,850	32.50%	Overspend due to scheme continuing beyond October 2003
Canklow Neighbourhood Office	General	4,992	-3,900	-8,892	-178.13%	Underspend due to non-occupancy
Council House Sales Expenses		-46	-46	0	N/A	
Ground and Property Rents		300	300	0	0.00%	
Dwelling Insurances		193,097	200,538	7,441	3.85%	Increase in insurance premiums
Tenants Contents Insurance Scheme		0	-1,620	-1,620	N/A	Underspend on salaries
Rothercare		679,664	948,788	269,124	39.60%	Increased income from charges to be passed to Social Services
Housing Repairs		12,938,722	13,118,722	180,000	1.39%	Overspend anticipated on section 11/82 work and on responsive repairs
District Offices	Employees	2,464,976	2,624,453	159,477	6.47%	Salaries higher than budgeted
Rent Recovery	Employees	95,526	99,442	3,916	4.10%	Salaries higher than budgeted
Anti Social Behaviour	Employees	72,655	98,065	25,410	34.97%	Salaries higher than budgeted
Housing Management	Employees	126,175	142,916	16,741	13.27%	Overspend on training expenses and Agency staff
Bad Debt Provision		200,000	200,000	0	N/A	

ROTHERHAM METROPOLITAN BOROUGH COUNCIL		Housing Revenue Account				
Programme Area: Housing & Environmental Services Service Unit: Housing Revenue Account		Housing Revenue Account				
Budget Projections 2003/04 Projected End of Year Position Based on the Period:		Main Areas of Potential Over / Under Spendings 1st April 2003 to End of Feb 2004 (Period 11)				
Service Division	Expenditure / Income Head and Description of Over / Under Spend	Current Budget £	Projected Outturn £	Potential Variation to Year-End £	Percentage Variation to Year-End %	Comments and Action Proposed
Other Income		-	621,000	-84,000	15.64%	Additional Supporting People Grant for HRA services and increase in Notional Interest
Government Subsidies Housing Rents		-	8,855,000 23,358,000	-584,000 -127,000	7.06% 0.55%	Additional income from Rothercare which will be passed to Social Services
Total Expenditure		31,539,000	32,345,994	806,994		
Total Income		-	32,834,000	795,000		
Surplus		500,000	488,006	11,994		
Total Potential Variation for Year: 2003/04 'Target' Budget 2003/04 Probable Outturn				11,994 500,000 488,006		

1. **Meeting Cabinet Member for Housing and Environmental Services**

2. **Date of Meeting 19 April 2004**

3. **Title Housing Revenue Account (HRA) Budget Monitoring as at January and February 2004**

4. **Originating Officer Anne Ellis
Finance and Accountancy Manager - Ext.3241**

5. **Issue**

To inform members of the budget position in respect of the Housing Revenue Account (HRA) Budget in January and February 2004. Appendices provide details of the projected year end position at the end of both months. As the 2003/04 financial year is closing, the reports for both months are being presented to members together. It is anticipated that an out-turn report will be submitted in late May.

6. **Summary**

Taking into account income and expenditure levels from April 2003, the HRA surplus at the end of the 2003/04 financial year is projected to be just under the budget of £0.5m. In January the projected shortfall was some £40,000 and by February this had reduced to £12,000, continuing the improvement reported for December. Although the pressures on the HRA budget are largely as reported in the past, including Housing repairs, work is progressing on the restructure of the Housing Area offices, although this is not now planned to take effect until July 2004. Other pressures include provision for some £0.1m additional pensions costs and £40,000 for the refurbishment of accommodation. Against this, subsidy income levels (based on the value of housing benefits awarded) are above the budget.

7. **Clearance/Consultation**

This report has been agreed by the Programme Area Management Team and the Head of Corporate Finance.

8. **Timing** This report is one in a series of regular monitoring reports.

9. **Background**

For the current financial year, the HRA has a budgeted surplus of £0.5m, which it is intended to add to reserves at the year end, at the end of 2003 a surplus of some £0.437m, a shortfall of £63,000 against budget was reported.

10. **Argument**

In spite of continued high levels of Right to Buy sales (which are estimated to have cost some £1.6m in lost income) income remains above budget levels. In addition to these sales, former tenants' rent arrears of some £0.4m have been written off during the year, reducing this income stream, which has been reported as being above budget in the past. It should also be noted that current budget projections assume that the value of current tenants rent arrears will not increase in cash terms and that during the remainder of the financial year. To achieve this, up to £0.3m of arrears will need to be collected in March.

In the case of subsidy income, work with Benefits staff to assess the level of rent rebates and housing subsidy that will be received indicates that this is significantly (£0.6m) above budget, (but the final figure will not be known until the grant claim is submitted to the ODOPM and audited). In part this increase is attributable to an increase in the proportion of rent funded by benefits, which has risen from 56% in the early months of the financial year to 58% for January and February. This increase may be attributable to the high level of "Right to Buy" sales, particularly in the latter part of the financial year.

In terms of "Right to Buy" sales, in January 185 properties were sold, with a further 186 in February, resulting in total sales for 11 months of 1,327, above the original estimate of 1,180 for the whole year. Including demolitions and other disposals and sales in March the reduction in stock for the year will be in the region of 1,635, 455 more than in the original budget. As has previously been stated, the Council has no direct control over the level of "Right to Buy" sales but they have generated some £6.4m capital resources to support the HIP in 2003/04.

Although income levels have been higher than budgeted, this has been offset by increased expenditure, which by the end of February was some £0.8m above the budget, (again this is consistent with the position in December). The overspending is attributable to several factors, which are consistent with those reported in respect of recent months.

Pressure on the District Offices budget continues, although the projected overspending has reduced from the £0.180m reported for December and in February stood at ££0.160m. Work is continuing on the staffing restructure of the service, and this is now expected take effect from July in the coming financial year 2004/05. The Management and Administration budget is also overspent as a result of several factors including the costs of consultants and the stock condition surveys which were undertaken this year rather than in 2004/05 as originally planned. Also within this overspending are some £0.1m of additional pensions costs in respect of staff that have taken early retirement in 2003/04, which has been required by the Council's external auditors and £40,000 relating to the expansion and refurbishment of office accommodation.

Pressure on the repairs budget continues, the latest projection of the overspending is some £0.2m, which is attributable to pressure on budgets such as estate management and section 11/82 costs. This budget will however be closely monitored and the impact of the actions put in place following the report to Members on 22 December will be assessed and reported as part of the out-turn process.

Finally, as outlined previously, payments to Social Services in respect of the Wardens and Rothercare services have been reviewed. Increased income for the Rothercare Alarm service will result correspondingly increased payments to Social Services, against this however, the uptake of the wardens' service provided to sheltered accommodation has reduced and the transfer to Social Services in respect of the cost of this service is some £0.5-£0.6m below the budget provision.

11. Risks and Uncertainties

The current report details the position at the end of the first two months of 2004, although only one month of the financial year remains the projected out-turn position may still alter as a result of factors such as: annual recharges for corporate and other services, processing invoices and DSO charges at the year end, the calculation of provisions for bad debts and other costs and the completion of final grant claims which will affect the final position.

12. Finance Financial implications have been discussed at sections 10 and 11 above.

13. Sustainability

The provision of services and performance against budget in the current year, 2003/04 will be monitored on ongoing basis during the year in accordance with the timetable issued by the Head of Corporate Finance.

14. Wards Affected All wards.

15. References

HRA budget Report to Cabinet 12 February 2003 and Council 26 February 2003 and Revenue Budget Monitoring Reports 22 August, 29 September 2003 13 October, 24

November, 15 and 22 December, 2 February and 15 March. Also Housing Repairs Budget - Actions Proposed to Address Budget and Service issues 27 October.

16. Presentation

The Head of Corporate Finance has included the monitoring position for the HRA within the overall corporate report to Corporate Management Team and Cabinet.

17. Recommendations

THAT MEMBERS RECEIVE THE REPORT.

By virtue of paragraph(s) 8 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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