

ENVIRONMENT SCRUTINY PANEL

Venue: Council Chamber, Town Hall, Moorgate Street,
Rotherham

Date: Thursday, 1 July 2004

Time: 9.30 a.m.

A G E N D A

1. Confirmation of Chairman for the 2004/05 Municipal Year
2. Confirmation of Vice-Chairman for the 2004/05 Municipal Year
3. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
4. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
5. Questions from members of the public and the press.
6. Declarations of Interest.

FOR DECISION

7. Work Programme and Forward Plan (Pages 1 - 9)
- to determine the Scrutiny Panel work programme for 2004/05

The Chairman authorised consideration of the following item to enable the Scrutiny Panel to be kept informed

8. Repairs and Maintenance Re-Inspection - Audit Commission Report 2004 (Pages 10 - 22)
9. Representation on Outside Bodies/Panels (attached) (Page 23)
- to determine Scrutiny Panel's representation

FOR INFORMATION

10. Miscellaneous Properties (re. Decent Homes) (Pages 24 - 29)
- report of Head of Housing Services
11. Housing Strategy (Pages 30 - 119)
- report of Head of Housing Services
12. Private Rented Sector Landlord Accreditation Scheme (attached) (Pages 120 - 140)
- report of Head of Housing Services
13. Asylum Seekers Team Visit held on 21st May, 2004 (attached) (Pages 141 - 142)

FOR MONITORING

14. Quarter 4 Performance Monitoring (attached) (Pages 143 - 179)
- report of Head of Housing Services
15. Housing and Environmental Services Decisions meetings held on 24th May and 7 th June, 2004 (Pages 180 - 189)

MINUTES - FOR INFORMATION

16. Minutes of Members Sustainable Development Group held on 21st May, 2004 (Pages 190 - 192)
17. Minutes of Environment Scrutiny Panel held on 20th May, 2004 (Pages 193 - 197)
18. Minutes of Performance and Scrutiny Overview Committee held on 7th and 21st May and 4th June, 2004 (Pages 198 - 212)
19. Exclusion of the press and public
The following item is likely to be considered in the absence of the press and public as being exempt under Paragraph 7 of Part I of Schedule 12A to the Local Government Act 1972:-
20. Update - Floods of November, 2002 (attached) (Pages 213 - 222)

**Date of Next Meeting:-
Thursday, 29 July 2004**

Membership:-

Chairman – Councillor Atkin

Vice-Chairman – Councillor Hall

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

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1. **Meeting:** **Environment Scrutiny Panel**
2. **Date:** 1st July, 2004
3. **Title:** Scrutiny Panel Achievements and Forward Work Programme 2004/05
4. **Originating Officer:** Bronwen Moss, Scrutiny Adviser, extn 2790
bronwen.moss@rotherham.gov.uk
5. **Issue:**

To consider the Environment Scrutiny Panel's achievements over the current Municipal Year, note for information the terms of reference for the Panel and suggest areas for inclusion in the work programme for 2004/2005.
6. **Summary:**

The panel is responsible for reviewing services that fall under the scope of the Housing and Environment Services Programme Area. The Panel has considered a variety of issues during the year and held a series of meetings to consider the budget for 2003/04. However, if scrutiny is to continue to add value to the work of the Council, we need to demonstrate that the work carried out by the panel contributed to service improvements for the people of Rotherham.
7. **Clearance/ Consultation:**

This is brought to the Panel at the request of the incoming Chair, Cllr Alan Atkin.
8. **Timing:**

It is appropriate that the Panel give consideration to the work programme for 04/05 and to those areas of work that will provide clarity for both Members, officers and other bodies.
9. **Background:**

The current scrutiny plan has been informed by the corporate priorities agreed by the council, issues raised by elected members on behalf of the communities they serve and with reference to national agendas (for example, the Decent Homes Programme and the continuing development of legislative tools to deal with Anti-Social Behaviour).

Examples of work carried out by the Panel include the Review on Housing Related Anti-Social Behaviour, from which a number of recommendations have now been implemented. For example, the secondment of a police officer to the ASB Unit in October 03 and the introduction a mediation service with Sheffield Mediation.

In addition, the panel completed a joint review with the Regeneration Scrutiny Panel on Air Pollution, showing member commitment for cross-cutting reviews across Corporate Priorities.

Each of the Council's Scrutiny Panels is required to develop an annual report detailing their achievements over the current year and a forward programme of work for the new Municipal Year. It is important that the forward programme decided by the Panel is realistic in terms of the scope and number of issues to be considered and relevant in terms of adding value to the work of the Council or in responding to the community.

Scrutiny should be challenging if it is to be effective and a well thought out forward programme of work is important to enable this to happen.

The recent report into Community Leadership recommended that performance and monitoring issues should put on the agenda on quarterly basis. This would enable the other scheduled scrutiny meetings to focus on a particular theme or issue. Such an approach could, for example, look to examine strategic or cross-cutting issues and allow Members an opportunity to explore and scrutinise a particular issue in more detail.

This would also allow for representatives from other statutory bodies and the voluntary and private sectors as appropriate to share their knowledge and experiences and could involve working with other Scrutiny Panels.

10. Argument:

If scrutiny is to continue to add value to the work of the council and develop further as a strong influencing role, then it needs to be clear about what it wants to achieve over the coming months. Scrutiny needs to be both prepared through planning and be responsive to the unexpected.

11. Risks and Uncertainties:

Failure to consider and plan the work programme for the coming year is likely to result in difficulties in identifying priorities and being able to measure and monitor scrutiny's progress.

12. Finance:

There are no financial implications arising out of this report. Recommendations arising out of scrutiny reviews may have financial implications and these will need to be evaluated when such recommendations are referred to Cabinet.

13. Sustainability:

The work programme will need to take into account the Council's sustainability policies.

14. Wards Affected: All

- 15. References:**
- Annual Scrutiny Plan 2003-2004
 - The Community Leadership Role of the Local Councillor – Democratic and Resources Scrutiny Panel Review Report
 - Housing Related Anti Social Behaviour – Environment Scrutiny Panel Review Report

16. Presentation:

The programme will provide the basis for effective scrutiny covering the Housing and Environmental Services Programme Areas throughout the Municipal Year.

17. Recommendations:

That Members

- a) consider the achievements of the panel as set out in Appendix 1 and to suggest any additional areas for inclusion in the panel's submission to the Scrutiny Annual Report;

- b) consider whether they support the principle of quarterly performance monitoring meetings, with other scheduled scrutiny meetings being arranged around a particular focus or theme;
- c) Note for information the Terms of Reference for the Environment Scrutiny Panel as set out in Appendix 2
- d) endorse the areas set out in Appendix 3 for future scrutiny and suggest additional areas for consideration
- e) Members consider and agree those areas to be subject to detailed scrutiny review.

Achievements over 2003/04

- Completion of Reviews: Housing Related Anti-Social Review
 Air Pollution Joint Review
- 13 November 2003 – Members initiated Fly Tipping Review – currently in progress and due for completion early June 04
- March 2003 - The panel considered the objectives of the Homelessness Review Strategy and resolved to further consider the completed Homelessness Review.
- March 2003 - Supported the introduction of Introductory Tenancies and a Mediation Service to complement existing tools for the enforcement of the Tenancy Agreement and prevention of neighbour nuisance and anti-social behaviour. The introduction of the mediation service being one of the targets of the Crime and Disorder Strategy 02-05.
- April 2003 – The Panel endorsed the recommendations of the Working Party on Housing Related Anti-Social behaviour and resolved that the progress of the ASB Action Plan should be monitored by the panel.
- April 2003 – Resolved to monitor the Area Management Pilot in Munsbrough and Kimberworth.
- April 2003 – The panel nominated the Chairman to serve on the staff/member focus group in relation to the Consultation Strategy for Tenants and Stakeholders on the Housing Option Appraisal.
- April 2003 – The panel considered a report on tackling racial harassment and raised a number of points, for example; wider consultation with BME communities who did not use the service of MAARI and that BME people need more support and encouragement to come forward.
- May 2003 – Presentation to the panel on the implications of the Housing Regulatory Reform Order 2002 – Private Sector Housing Assistance Policy. The panel noted the introduction of the new policy.
- June 2003 – Cllr Wyatt presented a report on the Environmental Action Strategy 2003 – 06 which strengthens the Councils commitment to environmental issues. The panel supported the submission of the Strategy to CMT.
- July 2003 – The panel considered the proposed ALMO option resulting from the Consultation Strategy for Tenants and Stakeholders on the Housing Option Appraisal. Members resolved to support the process and consider further details as the work developed.
- July 2003 – The panel approved the co-option of Mr Jack Carr as representative of the Yorkshire and Humber Society for Clean Air for the 03/04 Municipal Year.

- August 2003 – The panel received a presentation from the Senior Home Energy Adviser on the Affordable Warmth Strategy launched in September 03. The vision of the Strategy was to achieve 'Affordable Warmth for all Rotherham households by 2010.
- September 2003 – Cllr F Wright was nominated as a representative on the Arms Length Management Organisation Steering Group.
- September 2003 – The Panel approved the implementation of the Recycling Action Plan.
- November 2003 – The Panel examined the report on the Wath Regeneration Estate – External Regeneration Works and requested further information at a future Panel meeting.
- December 2003 - The Panel received a presentation on the South Yorkshire Housing Market Renewal Pathfinder. Members used the opportunity to ask a range of questions covering such as consultation, Decent Homes and ALMO, the use of funding and the priorities in the Community Strategy.
- January 2004 – Food Hygiene Service Plan – 03/04 was presented to Panel. Members asked a range of questions covering staff training and recruitment, and Food Inspections. The Panel supported the adoption of the Plan by the Council.
- January 2004 – The Executive Director for Environmental and Housing Services presented the budget for 04/05. Members requested a full report on a range of Performance Indicators relating to the Service.
- February 2004 – A Garage Management Review was debated and further details requested for consideration.
- March 2004 – Quarterly Performance Report was presented to panel to update members on areas of progress and consider those areas of work that did not meet their targets.
- March 2004 – Further debate and consideration took place on the Garage Management Review and outstanding issues were resolved.
- Throughout the year the panel received updates on the (Best Value Review) Repairs and Maintenance Improvement Plan for monitoring purposes.
- Wates Construction undertook a number of presentations to the panel on the progress made within the Decent Homes Programme.

Terms of Reference - Environment Scrutiny Panel

To scrutinise and challenge the substance, direction and impact of Council policies and the workings of the Council at both Member and officer levels in respect of Programme Area and corporate-cross-cutting activities in order to ensure the needs of Rotherham people are being dealt with in an equitable, efficient and effective way.

1. To examine and analyse all Cabinet policy and budgetary proposals relating to a specific Programme Area and related activities before their consideration by full Council:
 - to question Cabinet Members and other appropriate Members and officers in helping to determine the purpose and desirability of the proposals
 - to invite attendance of other appropriate individuals from within or outside the Council who can offer specialist knowledge of or insights into the Panel's areas of concern
 - to commission any necessary investigative work in relation to the proposals
 - to refer back to the Cabinet any unacceptable proposals, together with an explanation of the reasons for the reference back and any suggested revisions.
2. To examine the performance of those Council services coming within the scope of the Panel to ensure they are operated in an efficient and effective way and in line with 'Best Value' principles and practices:
 - to commission investigative and research work from Authority and external sources
 - to invite attendance of appropriate persons to inform or assist the Panel's deliberations
 - to question and seek explanations from Cabinet Members and supporting officers on any matter relating to the Council's performance
 - to commission reports arising from the Panel's deliberations which identify performance shortcomings and which recommend remedial action.
3. To initiate policy proposals for consideration by the Cabinet within the strategic and policy framework agreed annually by the Council.
4. To examine the performance of:
 - joint bodies, joint boards and other such external organisations of which the Council is a member or on which it is represented
 - other external organisations whose activities impact on the work of the Council and/or on the lives of those who live or work within the Borough.

To seek information from Members, officers and other involved persons, to commission more detailed reviews as appropriate and to report findings and recommendations to the Cabinet and Council.

5. To identify and commission public consultation exercises in relation to Cabinet proposals and recommendations, Council performance, and the activities of allied or external organisations, where such exercises would be of value in helping to shape or amend

operating policies or service provision. To report findings and any consequent recommendations to the Council.

6. To consider findings from reviews of services undertaken as part of national performance review exercises (e.g. from OFSTED inspections, Performance Indicators, Audit Commission reviews etc.). To consider officer responses to the findings, to approve operational changes where these are required, and to monitor the impact of their implementation.
7. To arrange early notification of each Panel's decisions and areas of enquiry to the Chairmen of the other Panels, so that consideration of matters which affect two or more Programme Areas is neither overlooked nor duplicated.

To co-operate in setting up special Member sub-groups, involving representatives from two or more Panels, to consider cross-cutting issues.

Regular Areas/Monitoring Activity/Significant Issues for the Environment Scrutiny Panel

Quarterly monitoring meetings to examine:

- Scrutiny of Council's forward plan in relation to Housing and Environment key decisions
- Examination of the Programme Area contribution to the Council's overall Comprehensive Performance Assessment
- Issues emerging from inspection regimes
- Monitoring of Service Business Plans

Quarterly Performance Monitoring Reports

Best Value Performance Information, Performance Assessment Framework (PAF indicators)

To include specific information on areas of exception

Budget (Quarterly Monitoring and annual Council budget planning cycle)

- Housing Services
- Repairs and Maintenance
- Environmental Services

Updates from previous scrutiny reviews

- Housing Related Anti-Social Behaviour
- Air Pollution Review
- Fly Tipping

Suggested Areas for Scrutiny Reviews 04/05

- ALMO Improvement Plan
- The Role of the Wardens and Caretakers in EHS
- Homelessness Strategy
- BME Housing Strategy
- Food Inspection
- Laboratory Services
- Recycling and Waste Minimisation
- Review of Burial and Cremation Services

- Partnership Arrangements with Housing Associations
- Introductory Tenancies

Suggested Areas for Scrutiny to consider at themed meetings

- Development of ALMO
- Progression of Decent Homes
- Repairs and Maintenance Improvement Plan
- Review into Neighbourhood Management
- Restructure of Housing Services
- Recycling and Waste Minimisation/Waste Management
- Extra Care Housing – jointly with SCS Panel

Repairs & Maintenance Re-inspection - Audit Commission Report 2004

**Briefing to Environment
Scrutiny Committee**

1st July 2004

Simon Bunker

Head of Housing Services

Background: Inspection 2002

- **Poor (no stars); Promising prospects for improvement. Issues to address:**
- **Information to tenants; Tenant feedback; Tenant involvement;**
- **Repairs completed on time;**
- **Right first time & multi-skilling**
- **Bonus system**
- **Quality control**
- **Procurement**
- **Void performance;**

Background: Inspection 2002

- **Asbestos**
- **VFM through partnering;**
- **Stock options;**
- **Budgetary control;**
- **Performance management framework;**
- **Communicating BV principles to service;**
- **Repairs delays; Jobs incomplete - wrong specification;**
- **Ratio of responsive to planned repairs.**

Inspection Findings 2004

“Tenants in Rotherham have seen a marked improvement in their housing repairs service over the past eighteen months, and although the Council still faces significant challenges, this trend in improvement should continue”

Audit Commission Press Release 15th June 2004

Findings - general issues

- **Service rating: Fair - one star; Promising prospects for improvement.**
- **'Exceptional progress' and 'step change' in most areas;**
- **Still areas for improvement and critical issues that must be addressed;**
- **Issues for dispute;**
- **Not a 'like for like' assessment;**
- **Action already taken;**

Findings - positive features

- **Accessible services; User friendly offices;**
- **Use of partnerships;**
- **Decent Homes;**
- **KPIs (step change);**
- **Customer satisfaction;**
- **Accompanied viewings**
- **Right first time and multi-skilling;**
- **Tenants repair responsibilities, and recharge procedures;**
- **Tenant involvement in setting service standards**

Findings: positive features

- Voids turnround and standards:

“The best I’ve ever seen”

- Terry Spencer, Tenants’ Inspector,
February 27th 2004

Findings - to improve

- **Availability/effectiveness of translation service;**
- **Rotherham Connect database/vulnerable tenants;**
- **Appointments after 6pm/weekends;**
- **Diversity & equality issues;**
- **Budget management;**
- **Decoration allowance procedures;**
- **Voids refusal rates;**
- **Insufficient/unrepresentative tenant involvement**

Prospects - positive features

- **Service Improvement Plan linked to Council's key themes via PAPP**
- **Decent Homes;**
- **Work with strategic partners;**
- **Commitment from Members and senior managers;**
- **Customer feedback used to improve services.**

Prospects - to improve

- **HRA balances low;**
- **Higher levels of stock not decent;**
- **Database updating;**
- **No alternatives to ALMO strategy;**
- **No strategy for diversity and equality issues;**
- **Progress on procurement;**
- **Management of sickness;**
- **Inconsistent application of PDR process;**
- **Bonus replacement.**

Recommendations

- **Rotherham Connect - vulnerable tenants;**
- **Evening/weekend appointments;**
- **Diversity strategy & awareness;**
- **Better budget management;**
- **Review: Gas procedures; Dec allowance policy; Voids refusal rates; tenant representation; PDR process; sickness levels.**
- **Develop TP to support wider RMBC objectives;**
- **Implement new pay system;**
- **Procurement to ensure VFM;**

Conclusion

“ Overall we believe the Council has moved on since our last inspection from what was a poor service to a much improved and customer focused service ” .

Nick Atkin, Head of Housing Inspection, North

Next steps

- **Inform stakeholders**
- **Respond to Audit Commission - July 31st**
- **Continue implementation of SIP and
ALMO Excellence Plan before and after
ALMO Indicative Inspection - Sept 20th**
- **Prepare service to be 'fit for purpose' by
April 1st 2005.**

ENVIRONMENT SCRUTINY PANEL**REPRESENTATION ON OUTSIDE BODIES****2004/05**

- | | | |
|-----|---|---|
| 1. | Health, Welfare and Safety Panel | Councillor <u>Senior</u>
Sub. Councillor <u>Goulty</u> |
| 2. | Member Training Panel | Councillor <u>Senior</u> |
| 3. | Yorkshire and Humberside Society for Clean Air | Councillors Atkin, Jackson and Hodgkiss |
| 4. | Recycling Group | Councillor F. Wright
(<i>Chair of Panel</i>) |
| 5. | Social Concerns Committee
Churches together in Rotherham | Councillor Jackson |
| 6. | Yorkshire and Humberside Pollution Advisory Council | Councillors <u>R. Russell</u> and Jackson |
| 7. | Women's Refuge | Councillor <u>Furnell</u> |
| 8. | Members Sustainable Development Group | Councillor F. Wright
(<i>Chair of Panel</i>) |
| 9. | South Yorkshire Trading Standards Sub-Group | Councillor Burke |
| 10. | Decent Homes Partnership | Councillors Hall and Nightingale |

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** ENVIRONMENT SCRUTINY PANEL
2. **Date of Meeting** 1 July 2004
3. **Title** BACKGROUND AND POLICY ON MISCELLANEOUS AND ACQUIRED HOUSING STOCK
4. **Originating Officer** Paul Benson
Principal Regeneration Officer
Tel Ext 4354
5. **Issue**
To identify and standardise a policy for dealing with the sustainability of Rotherham MBC's miscellaneous and acquired properties.
6. **Summary**
Rotherham has almost 300 miscellaneous and acquired properties, most of which present significant management issues when they become void. This report sets out the background to what these properties are, and standardise the approach that Housing Services proposes to adopt in dealing with their sustainability.
7. **Clearance/Consultation**
This report has been discussed with officers responsible for managing and disposing of miscellaneous and acquired properties.
8. **Timing**
It is important that a policy is adopted that supports the recently formulated Housing Strategy and the Council's strategy for neighbourhood renewal.
9. **Background**
See the attached report.
10. **Argument**
By introducing a standardised policy on miscellaneous and acquired properties, the Council will be able to demonstrate consistency, and adherence to achieving value for money.
11. **Risks and Uncertainties**
Failure to adopt a standard policy can lead to accusations of malpractice and possible undermining of Housing Service and Council strategies.
12. **Finance**
Under current regulations, 25% of any receipt can be used to support investment in the Council's remaining stock. In disposing of these properties there will be a loss in rent income of up to £2600 per year, per property and a reduction in subsidy, which is offset by removal of maintenance, administration and other costs which, in most cases, tend to be higher than average.

13. Sustainability

A policy of managed disposal will contribute to the Council's strategy for neighbourhood renewal.

14. Wards Affected

All

15. References

NA

16. Presentation

NA

17. Recommendations

THAT SCRUTINY COMMITTEE NOTES THE CONTENTS OF THIS REPORT.

ROTHERHAM BOROUGH COUNCIL'S MISCELLANEOUS AND ACQUIRED HOUSING STOCK

1. Introduction:

A request was made by the Environmental Services Scrutiny Committee in April 2004, to identify the policy for dealing with Rotherham MBC's miscellaneous and acquired properties, managed by Housing Services.

2. Background:

2.1 Definition

Miscellaneous Properties

Miscellaneous properties are individual properties that have been bought by the Council (not Rotherham MBC) and are not situated on purpose built Council estates. The properties are mainly terraced (pre World War 1) or older semi-detached houses. Such properties were bought from the private sector following decisions taken by the pre-1974 UDC's and prior to the creation of Rotherham MBC. Such decisions were common to most local authorities in this period, often as a means of augmenting insufficient stock to meet high demand, or in areas where there was no purpose built social housing.

Acquired Properties

Acquired properties are generally blocks or estates of housing acquired by the Council ie. predominantly National Coal Board properties eg. the 'White City' estates. A significant number of these acquired properties were non-traditional in construction, and a decision to examine the sustainability of these properties was previously approved in 2003. The numbers of non-traditional properties are not included within this position statement.

2.2 Current Position

Miscellaneous and acquired properties are either of an age and/or construction, which means they are usually in low demand. They also tend to require substantial refurbishment works to reach the Decent Homes standard.

The table below identifies the location and number of miscellaneous and acquired properties within each housing district, along with the total number disposed of over the last two years. Prior to this, very few such properties were disposed of, other than via regeneration and clearance schemes.

Area District Office	Number of Miscellaneous and Acquired Properties	Miscellaneous and Acquired Properties disposed of (April 2002 Onwards)
Maltby	51	7
Dinnington	9	0
Wath	28	2
Swinton	0	0
Rawmarsh	24	0
'Going Local'	18	0
East Herringthorpe	9	0
Town Centre	89	13
Aston	9	1
Total	286	23

The Council does not have a written policy on the disposal of miscellaneous and acquired properties. However, In December 2003, the Head of Housing Services was given delegated powers to determine, as appropriate, the sale of miscellaneous properties. In practice, the service has pursued an approach whereby any acquired or miscellaneous property that becomes void is reviewed in terms of a cost benefit analysis, and whether it can be easily re-let. With the onset of Decent Homes, and the commitment to promoting sustainability, these properties are not regarded as a significant asset in either value or as a contribution to Neighbourhood Renewal.

Housing managers currently request that miscellaneous properties are disposed of, based on two main criteria:

- Cost – The cost of bringing the property up to a lettable standard (including structural repairs) and also the cost of meeting the Decent Homes standard. As a guide, the upper limit for consideration of refurbishment is £5,000 but this is dependant upon the demand for the property. Therefore, properties which will incur less costs may also be disposed of.
- Demand – Is there a demand for the type of property? As a guide, if a property was in high demand, particularly by user groups who have difficulty meeting their housing needs elsewhere eg. large families, a decision to retain because of need may be justified, unless a suitable alternative social landlord could be found.

Generally, those properties that are disposed of are sold for the market value of the property to the general public. This is carried out by the Council's Valuation Team within Economic and Development Services. Only on certain circumstances will properties be disposed of by other means, such as transfer (trickle) or sale by private treaty to a Housing Association for example. The Council does have the option of placing restrictive covenants into the sale agreement to ensure that

purchasers act responsibly, eg are committed to refurbish within a specified period of time. Under current regulations, 25% of receipts accruing may be used for re-investment in affordable housing. The remaining 75% is required to be paid into the national pool.

A process for determining the sustainability of individual properties and neighbourhood's is essential for establishing which properties are to be disposed of. Housing Services is developing a sustainability model for its Decent Homes scheme, other major investment programmes and the Transform South Yorkshire ADFs, which can be used to apply to these properties as well. We are also streamlining the decision making process to improve the time between registering a property as void, and the Head of Service's decision to dispose, which will also use the sustainability model. This approach will assist in the disposal of the properties consistent with the long term strategy for housing market renewal of Rotherham.

It should be borne in mind that failure to review the process for disposal may result in:

- The performance target for HES 69 (Voids rent loss) not being achieved.
- An increase in management costs such as rent loss, security costs, vandalism and council tax payment will occur if a more efficient process is not agreed.
- An inconsistent approach to disposal may lead to a number of disreputable landlords, who are less likely to invest in the property, purchasing them.

3. Conclusion:

Although there is an ad hoc process in place for the disposal of miscellaneous properties, this process has to be more robust taking into account those factors influencing the housing market renewal of Rotherham. A clear methodology will therefore be developed and incorporated into the Housing Services procedures

4. Recommendations:

TO NOTE THE REPORT

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** ENVIRONMENTAL SCRUTINY PANEL

2. **Date of Meeting** 1 July 2004

3. **Title** Rotherham's Housing Strategy 2004 - 2007

4. **Originating Officer** Brian Marsh (Housing Strategy Manager) 3789
E:mail brian.marsh@rotherham.gov.uk

5. **Issue**

Rotherham must produce a Housing Strategy for submission to Government Office for Yorkshire and The Humber (GOYH) that meets the Office of the Deputy Prime Minister's (ODPM) "Fit for Purpose" criteria.

6. **Summary**

All Local Authorities that have a strategic housing responsibility must produce a Housing Strategy that is "Fit for Purpose". This means it must reach the Government's defined standard in relation to 10 specified criteria. Rotherham's strategy has been developed in partnership with customers and stakeholders and is now submitted for consideration by Scrutiny Panel to help finalise the document before consideration by Cabinet Member and submission to GOYH. They will either confirm that it meets the required standard or work with the Council to agree any necessary amendments required.

7. **Clearance/Consultation**

Development of the strategy is a key element of both the Housing and Environmental Services Programme Area Performance Plan and the Housing Services Service Plan. It has been developed in consultation with customers and other stakeholders.

Consultation has included:-

- Strategic Housing Partnership - representing all stakeholder groups.
- Housing Strategy Policy Panel - representing Area Housing Panels and Tenants and Residents Associations.
- Government Office for Yorkshire and The Humber
- Use of the Housing Quality Network as a critical friend.

8. **Timing**

The timetable for completion of the strategy has been agreed with GOYH to ensure that it could include reference to the Council's ALMO bid and the Transform South Yorkshire Prospectus for Housing Market Renewal which are fundamental issues contributing to future housing standards in both the public and private sectors. The final document will be submitted to GOYH in August 2004.

9. **Background**

All Local Authorities that have a strategic housing responsibility must produce a Housing Strategy that is “Fit for Purpose”. This means it must reach the Government’s defined standard by demonstrating that it meet the needs of Rotherham whilst at the same time addressing regional and national priorities.

The 10 specified criteria are:-

- Demonstrates a Corporate context
- Contributes to wider priorities
- Evidence of partnership working
- Based on Needs analysis
- Resources identified and allocated
- Priorities identified
- Options considered
- Action Plan produced to deliver
- Information on previous progress
- Accessibility to a wider audience

Three key national regional and local documents form the background to shaping the Housing Strategy. These are:-

- Sustainable Communities: Building for the future
- Yorkshire and The Humber Regional Housing Strategy
- Rotherham’s Community Strategy

These, together with the South Yorkshire Housing Market Renewal Pathfinder and the decision to bid for ALMO status to achieve our Decent Homes target have led to the setting of priorities and the development of the Housing Strategy for the next 3 years.

10. **Argument**

The research work undertaken regarding market failure, stock condition and housing need have fed into the priorities identified for Rotherham that closely align with regional and national issues. This has led to the development of 4 priority areas that have been agreed with our customers and stakeholders. Under each of these priorities are a series of objectives and actions that will contribute to their achievement. The 4 priorities for Rotherham are:-

- Develop Neighbourhoods
- Ensure Decent Homes
- Renew the Housing Market
- Provide fair Access and Choice

The themes and priorities identified in the Strategy are influenced by and support the Council’s corporate priorities, in particular:-

- A place to live
- A place with active, involved communities
- A safe place

- A progressive, responsive, accessible and quality service provider

11. Risks and Uncertainties

The decision regarding “Fit for Purpose” status lies with GOYH. We have been working with them both directly in relation to the Strategy and as a member of the Strategic Housing Partnership to minimise the risk of not meeting the required standard.

The Strategy is dependant on some longer term funding in relation to Housing Market Renewal (from 2006/07 onwards) and Decent Homes (2005/06 to 2009/10) that is still to be confirmed.

12. Finance

Subject to the issues raised in section 11 above the strategy is based on anticipated annual resources for the next 3 years. Annual reviews of capital and revenue programmes and priorities may result in amendments to plans during the life of the strategy.

13. Sustainability

Successful delivery of the Housing Strategy is a key contributor to the overall sustainability of Rotherham, in particular, those areas in danger of market failure and the most deprived neighbourhoods. This will clearly contribute to Rotherham’s Neighbourhood Renewal Strategy, which is an integral part of Rotherham’s Community Strategy. It will also contribute to the overall regeneration of the South Yorkshire area in partnership with our sub-regional partners.

The approach to fair access for all issues will ensure that we respond to demographic change and meet the needs of minority and disadvantaged groups by ensuring the mix of housing changes over time and that new development is targeted at identified housing need.

It will also make a significant contribution to the Council’s Decent Homes strategy and ensure that there is a continued supply of high quality affordable housing for rent in the area in the long-term.

14. Wards Affected

All

15. References

None

16. Presentation

A presentation will be made at the meeting.

17. Recommendations

- 1. THAT THE HOUSING STRATEGY DOCUMENT IS SUBMITTED TO GOYH, SUBJECT TO FINAL AMENDMENT BY CABINET MEMBER AND FINAL OFFICER DRAFTING.**

2. THAT COPIES OF THE STRATEGY ARE CIRCULATED TO ALL COUNCIL MEMBERS, MEMBERS OF THE STRATEGIC HOUSING PARTNERSHIP, ALL PROGRAMME AREAS, ALL MANAGERS WITHIN HOUSING AND ENVIRONMENTAL SERVICES, ALL MEMBERS OF THE HOUSING STRATEGY POLICY PANEL AND OTHER STAKEHOLDERS AND INTERESTED PARTIES.
3. THAT THE FINAL VERSION OF THE HOUSING STRATEGY IS PLACED ON THE COUNCIL'S INTERNET AND INTRANET SITES.

ROTHERHAM BOROUGH COUNCIL

HOUSING STRATEGY

2004-2007

DRAFT

21/6/04

CONTENTS

1. Foreword
2. Executive Summary
3. Strategic Context
 - A. National Framework
 - B. Regional Strategic Framework
 - C. Community Strategy
 - D. The Council's Corporate Plan
 - E. Neighbourhood Renewal Strategy
 - F. The Regeneration Plan
 - G. Local Housing Strategies
4. Main Challenges
 - A. Develop Neighbourhoods
 - B. Ensure Decent Homes
 - C. Renew the Housing Market
 - D. Provide Fair Access & Choice
5. Achievements So Far - What We Have Done
 - A. Development of the Arms Length Management Organisation
 - B. Consultation & Participation
 - C. Partnership Working
 - D. Housing Market Renewal Pathfinder
 - E. Energy Efficiency
 - F. Developing Neighbourhoods
 - G. Supporting People & Fair Access
 - H. Summary of Other Initiatives
6. Focusing on Delivery - What We Are Going To Do
 - A. Develop Neighbourhoods
 - B. Ensure Decent Homes
 - C. Renew the Housing Market
 - D. Provide Fair Access & Choice
7. How We Will Resource These Priorities
8. Appendix A - Glossary of Terms
9. Appendix B - Supporting Documents

1. FOREWORD

The purpose of this document is to set out Rotherham's strategy and plans for delivering decent homes in decent neighbourhoods and for meeting housing needs, especially those of vulnerable people.

Our clear intention is to develop a strategy that addresses local needs whilst contributing to regional and national priorities.

This document has been influenced by the Government's agenda for building and maintaining sustainable communities, by housing market conditions at a regional and sub-regional level and by local housing issues.

Importantly, the views and perceptions of our partners and key stakeholders have helped to shape the strategy.

Two years ago Rotherham was given a zero star rating for housing services. We were not performing well and we were not engaging with our partners effectively. Now we have in place:

- A Housing Strategy that sets out a multi-agency vision for the future.
- A partnership with all major stakeholders which uses housing development to meet the strategic objectives of partner organisations.
- New opportunities to develop the local economy and improve life long learning.
- Effective consultation mechanisms with our tenants and residents.
- The go-ahead from central government to radically change the way we manage council housing.
- Opportunities for new investment into our most deprived areas.

It is important that we recognise the progress that has been made and the contribution that has been made by housing officers, tenants, partner organisations and Council Members. It is equally important that we are not complacent. There is still a lot to do and this strategy sets out how we intend to build on the successes of the last two years.

2. EXECUTIVE SUMMARY

Our vision is for Rotherham to build a thriving economy, developing healthier, safer and more inclusive communities. Our aspirations for Rotherham are set out in the Community Strategy. Housing is a key component of the Community Strategy and the Housing Strategy sets out how these aspirations will be achieved.

Rotherham's housing market offers real opportunities for future investment, but it currently lacks balance. One of the key challenges is to restructure the housing market and use the process of market restructuring to kick start the local economy and maintain population levels.

Improving the quality of our neighbourhoods is a key objective of the Housing Strategy and our Housing Strategy considers the key challenges that face the Council and its partners over the next five years. It will identify significant achievements in the development of housing and explain what needs to be done to build on these achievements. The Housing Strategy focuses on four key themes:-

Develop Neighbourhoods

There is a need to address the root causes of deprivation in Rotherham and in order to achieve this we will need to deliver housing investment, neighbourhood management and partnership working to support neighbourhood regeneration.

Our key objectives are:-

- Ensure investment supports neighbourhood sustainability.
- Reduce crime and the fear of crime.
- Tackle the inequalities between neighbourhoods.
- Develop a community focused, multi-agency approach to neighbourhood management.

Ensure Decent Homes

We are required to ensure that all social housing meets the Decent Homes standard by 2010 and support the most vulnerable households in the private sector to achieve the same standard.

Our key objectives are:-

- Achieve the Government's Decent Homes targets for both social and private sector housing.
- Establish a professional ALMO to deliver Decent Homes and other High Quality Services.
- Improve thermal comfort and energy efficiency levels across all tenures of housing.
- Ensure effective links between Decent Homes and Transform South Yorkshire.

Renew the Housing Market

The Housing Market Renewal Pathfinder programme will play a pivotal role in renewing housing markets and will offer real choice and quality in areas currently dominated by poor quality housing.

Our key objectives are:-

- Improve the character and diversity of neighbourhoods.
- Improve the quality, design and efficiency of housing in the Borough.
- Create a new urban community in the Town Centre.
- Increase the range and diversity of accommodation.

Provide Fair Access and Choice

The Council will build on the success of the Supporting People programme, ensuring that there is a choice of suitable housing and support available need it.

We will put significant emphasis on developing customer focused housing solutions. This is wider than homelessness and access to council accommodation, our approach will also ensure that people receive the support they need to maintain their own home and remain independent.

Our key objectives are:-

- Prevention of Homelessness.
- Securing suitable, quality housing.
- Supporting individual needs.
- Improving accessibility and choice for those with lower incomes.

3. STRATEGIC CONTEXT

The Housing Strategy is set within a national, regional and local framework. The development of the strategy has taken into consideration the aims and objectives of key strategies. Figure 1 provides a diagrammatic representation of how they fit together.

National Framework

Government targets are in place which require all social housing to meet decent standards by 2010. There is also a fresh commitment to neighbourhood renewal in which the Government makes the connection between developing sustainable communities and tackling deprivation.

A number of national policy documents relate directly to housing market renewal. These include the Sustainable Communities Plan: Building for our Future, the National Strategy for Neighbourhood Renewal and the Urban White Paper - Our Towns and Cities: the Future.

The Government has also made a commitment to fund a national programme of nine Housing Market Renewal Pathfinder areas as part of the Sustainable Communities Plan. South Yorkshire has been selected as one of these nine areas.

Regional Strategic Framework

Advancing Together, the Strategic Framework in Yorkshire and the Humber presents an agreed vision for the region, to which regional strategies align. These include - Regional Planning Guidance, Regional Economic Strategy and The Regional Housing Strategy. All of these influence our approach to housing market renewal at a local level.

A sub-regional housing strategy and sub-regional spatial strategy are currently being developed. These will give further guidance on housing market renewal issues, including the distribution and affordability of new house building across the sub region.

The Regional Housing Strategy commits the region to the national decent homes target for 2010.

The three key priorities of the Regional Housing Strategy are:-

- Housing Market Renewal.
- Regeneration & Neighbourhood Renewal.
- Fair Access & Choice.

The establishment of the Regional Housing Board provides the opportunity to control the allocation of resources to projects that contribute to regional priorities. We have

worked with our sub-regional partners to produce transformational projects to benefit residents in South Yorkshire and have been successful in securing funding for an Eco-housing project in Rotherham.

Progressing Housing Market Renewal will be driven by the Housing Market Renewal Pathfinder. The Pathfinder will kick start development of new housing in these areas of deprivation, increasing choice, improving quality and regenerating the local economy.

On Regeneration and Renewal, the development of the ALMO will be a key driver. The extra investment from the successful ALMO bid will assist the Local Authority in reaching its decent homes targets. Progress towards neighbourhood management and the development of supported housing schemes will promote social inclusion and the sustainability of deprived neighbourhoods

Fair access to quality housing requires a partnership approach to ensure that all groups have the opportunity to access appropriate accommodation and the support needed to maintain independence. The continued development of the Supporting People programme and the development of specific strategies relating to vulnerable groups will help address this regional objective.

Community Strategy

The Community Strategy¹ plays a key role in setting the broad strategic direction of partner organisations. It is written by the Local Strategic Partnership (LSP), “Rotherham Partnership”, which oversees the work of the Strategic housing Partnership (SHP).

There are four priorities set out in the Community Strategy:-

- Increasing wealth and prosperity for all.
- Stimulating a culture of learning and development to ensure maximum benefit for local people and businesses.
- Improving health and social well being for all.
- Creating safe inclusive communities for everyone and ensuring that individuals and communities offer a better quality of life.

The Housing Strategy will help deliver on all these priorities. Extra investments through Housing Market Renewal Pathfinder² will not only boost the housing market but it will also stimulate economic activity, increasing wealth and prosperity for all.

The Decent Homes and Supporting People³ programmes will improve health and social well being by; addressing the link between poor housing standards and poor health and helping people to maintain their own homes. Finally, initiatives linked to the “Developing Neighbourhoods” theme within the Housing Strategy should create safe and more inclusive communities.

The Housing Corporation Programme delivers additional investment into Rotherham through an agreed development programme. Key projects are the delivery of extra care accommodation at Dalton House and assistance with a scheme for emergency move on accommodation. We will be better placed to secure Housing Corporation investment in the future following the production of more comprehensive regeneration masterplans that are currently being developed.

The Council's Corporate Plan

The Council's Corporate Plan 2003-2006, identifies priorities relating to economic, social and environmental issues. The Council's corporate priorities are to develop the Borough so that it becomes:-

- Investing in the economy.
- Investing in people.
- A place which cares.
- A place to live.
- A place for enjoyment.
- A place with active, involved communities.
- A place for everyone.
- A safe place
- A progressive, responsive, accessible and quality service provider.

To ensure that the Council meets its strategic objectives it has produced a Capital Planning framework, up to 2006/07, which will help meet these objectives. The Council's Housing Capital Programme is incorporated within the Corporate Capital Strategy.

The themes and priorities identified in the Housing Strategy are influenced by the above priorities. The extra investment in housing, improvements in the quality of all housing across tenures and the introduction of new systems of housing management will have an impact on economic development, community safety and quality of life.

Working in partnership with our Planning colleagues is also vital to the successful delivery of quality and sustainable housing. We have jointly developed our revised Affordable Housing Policy and are currently working together to develop plans for Housing Market Renewal, the Local Development Framework and the development of the Waverley site.

Neighbourhood Renewal Strategy

The Housing Strategy addresses the three strategic priorities set out in the Neighbourhood Renewal Strategy.

It improves the life chances of children and young people by committing the Council to the development of a Young Persons Housing Strategy. The Housing Strategy will consider ways in which young people can gain access to appropriate

accommodation. It will look at the accommodation and support needs of young parents, care leavers and young people who are estranged from their parents.

The Neighbourhood Renewal Strategy aims to bring all social housing into decent condition by 2010. This is one of the key themes of the Housing Strategy and will be a major area of investment throughout its life.

The role of Area Assemblies is an important one in engaging communities. Their emphasis has moved from consultation and involvement towards area based co-ordination of service improvements and regeneration priorities in line with the objectives of the Council. There has been extensive consultation on the Community Strategy resulting in the production of Area Plans that reflect the priorities of each of the Area Assembly areas. These form the framework for community planning.

The Regeneration Plan

This plan sets out the Council's regeneration priorities for the next five years. These are:-

- Improve and promote the image of Rotherham.
- Provide an excellent and sustainable environment for business.
- Provide sustainable neighbourhoods of quality, choice and aspiration.
- Provide an excellent environment for people to fulfil their potential.
- Achieve Rotherham town renaissance.

The Housing Strategy will tackle directly the priorities on neighbourhood development, the town centre and sustainable environments. It will also act as an economic driver, having a positive impact on business development, the image of Rotherham and increasing aspirations.

Local Housing Related Strategies

There are a number of housing related joint strategies, which sit under The Housing Strategy. These are strategies form part of the strategic framework of partner organisations, including social services, health and probation. These strategies focus particularly on the "Fair Access" theme of the Housing Strategy. They also address some of the key targets set out in the Community Strategy, Corporate Strategy and Regional Housing Strategy.

- **Extra Care Housing Strategy**

This sets out plans for the future development of Extra Care Housing and Sheltered Accommodation. The strategy aims to provide an integrated system of assessment, allocation and service delivery, which will address the housing and support needs of older people. A key objective is to enable older people to remain independent for as long as possible, reducing the need for hospital/residential care but still providing a

better quality of life. The strategy considers the aspirations of future generations and tries to ensure that the new structure of sheltered accommodation is future proof.

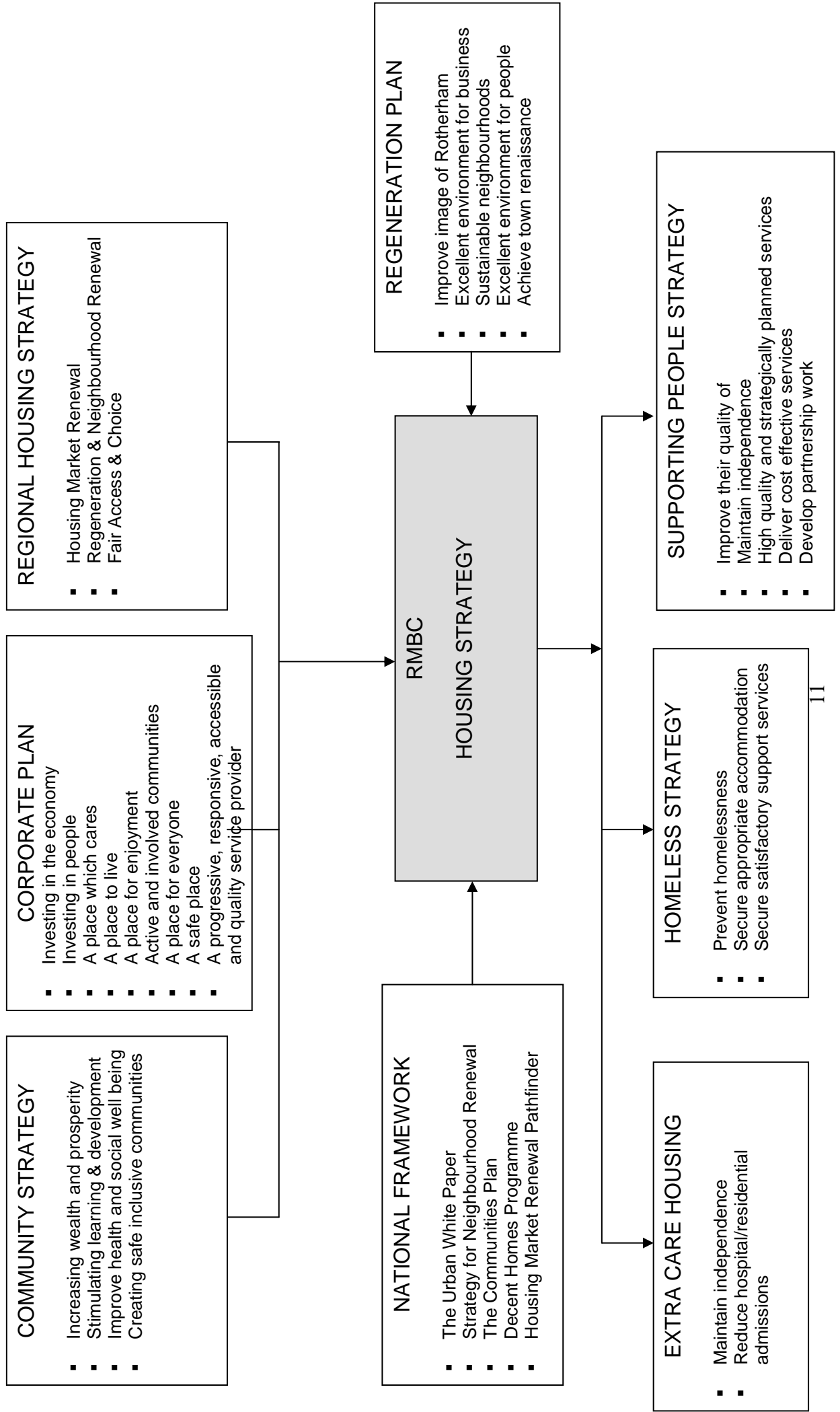
- **Homeless Strategy**

The Homeless Strategy was developed in consultation with supported housing providers, statutory organisations and the voluntary sector. It's main aims have been to reduce the need for bed & breakfast accommodation, provide an effective preventative service and address the needs of homeless people with multiple needs. In particular it has been successful in developing emergency accommodation for the single homeless, young parents and women fleeing domestic violence, with new schemes already in place to meet the needs of these client groups.

- **Supporting People **Shadow** Strategy**

The Supporting People **Shadow** Strategy was developed in September 2002 and is currently being reviewed. The strategy has been developed as a partnership between social services, housing, health and probation. It has led to the development of over 40 new supported housing schemes, most of which target hard-to-reach groups. The Supporting People Strategy has also set in place the commissioning and partnership working arrangements for supported housing, identified priority areas for future development and provided a more integrated approach to assessment and service delivery.

Figure 1 : National, Regional and Local Strategic Framework - Key Themes and Objectives.



4. MAIN CHALLENGES

Theme A Develop Neighbourhoods

Alongside improvements to the quality of social housing and the restructuring of the housing market, there is a need to address the root causes of deprivation in Rotherham. Rotherham ranks as the 63rd most deprived Local Authority area in the country based on the average of super output areas (SOA) scores. 19 of Rotherham's 166 SOA's are in the top 10% deprived in the country based on the National Index of Deprivation.

The Borough has low levels of educational attainment, low Gross Domestic Product, high levels of long-term illness and a falling and ageing population. These indicators of deprivation need to be tackled within a broader strategic framework.

In order to address these issues we have to work at a neighbourhood level to develop sustainable communities. The key elements of a sustainable neighbourhood area:-

- A flourishing local economy to provide jobs and wealth.
- Strong leadership to respond positively to change.
- Effective engagement and participation of local people, groups and businesses.
- A safe and healthy environment with well-designed public space.
- Sufficient size, scale, density and layout to support basic amenities.
- Good transport infrastructure.
- Buildings that can meet needs of the community.
- An appropriate mix of tenure and household type.
- Good quality local public services.
- A diverse and vibrant local culture, encouraging pride and cohesion.
- The right links with the wider regional, national and international community.

The challenge that we face is to develop communities with these characteristics. This can only be done by ensuring that investment supports neighbourhood sustainability. We must reduce crime and the fear of crime and we must tackle the inequalities between communities within the Borough. We must encourage and facilitate the development of local partnerships that can contribute to the sustainability of neighbourhoods. We must work alongside partner organisations to develop integrated transport, social care, education and health services on a neighbourhood level.

These measures would ensure that planning, investment and service delivery address inequalities between neighbourhoods.

Theme B Ensure Decent Homes

The Public Service Agreement on decent homes requires all local authorities to ensure that all social housing meets set standards of decency by 2010. This is a

major challenge for all local authorities but it is particularly challenging for Rotherham. Registered Social Landlords (RSL's) in Rotherham are confident that they will meet the decent homes standards by 2010 but for council stock the situation is less certain.

There were 23,400 council properties in April 2004, representing 22% of the total housing stock within the Borough. The number is expected to fall significantly each year as a result of Right to Buy, disposal and demolitions. There are 3,315 Housing Association properties in Rotherham. These are currently being surveyed to ensure a full analysis of the social housing stock is available.

Figure 2 - The Council's stock can be broken down as follows:- (revise figures to April 2004)

Age of Dwelling (as at 1st April 2004)					
	Pre 1945	1945 – 64	1965 – 74	Post 1974	Total
Traditional Houses and Bungalows					
1 – 2 Bed	1819	2206	1431	1642	7098
3+ Bed	5012	4235	883	1074	11204
Non - Traditional Houses and Bungalows					
	77	543	196	99	915
Flats and Maisonettes					
1-2 Storey	17	1087	2643	4	3751
3-5 Storey	1	333	1778	0	2112
6+ Storey	0	0	48	0	48
Total Dwellings	6926	8404	6979	2819	25128

Stock Condition surveys have recently been completed for both the Council and private sector. These show that 78% of council housing (18,750 homes) were non - decent at December 2003 and 65% of private sector housing (51,656 homes) were at risk of failing to meet the decent homes standard by 2010. It is estimated that £351 million of capital investment is required if all council properties are to reach the required standard before 2010. (For details of available resources section 7)

An independent stock condition survey was commissioned in 2000 and supplemented by a rolling survey of property types to support the Council's decent homes improvement programme.

A further independent sample survey was carried out in 2003 to comprehensively update information about the condition of the Borough's housing stock and to gain a clear picture of the level of decency and investment needs over the next 30 years. The survey was carried out following and complying with ODPM guidance, utilising a 10% sample of the stock.

This survey, undertaken by FPD Savills, has resulted in a fundamental reassessment of our programme with the stock condition in a much worse condition than previously estimated.

The main findings of this survey were:

- 30 year investment needs of £894million
- The Decent Homes database derived from the Stock Condition Survey identified 19,367 properties as non-decent, equating to 78% of the stock.
- The stock has suffered from a lack of sustained planned maintenance investment and there are a number of major components that have reached or are reaching the end of their useful life
- A significant programme of re roofing, new windows and doors will be required
- 28% failed on thermal comfort
- 3% failed under the fitness criteria
- 45% failed under the major repair criteria
- 24% failed under the modern homes criteria

We have carried out an analysis showing the projected number of properties that will fall below the Decent Homes Standard between now and 2010 if we fail to deliver the increased investment required

In the private sector, unfitness appears to be concentrated in pre-1919 terrace houses and in specific geographical areas such as around the Town Centre. Council wards with disproportionate numbers of unfit housing also tend to be areas of multiple deprivation and are the poorest performing areas when monitoring geographical distributions of ill health.

One consequence of the problems with stock condition is affordable warmth. Although significant work has been undertaken to address affordable warmth, Rotherham still has a high level of elderly deaths in winter months.

In order to address these challenges we must meet the Government's Decent Homes targets for both social and private sector housing. We must change the way that we manage and maintain the Council's housing stock and must generate a sufficient amount of investment to do this. We must improve the thermal comfort and energy efficiency levels across all tenures of housing and we must establish strong links between decent homes and other housing initiatives.

Theme C Renew the Housing Market

The Centre for Urban and Regional Studies (CURS) has assembled data on a range of indicators, identifying the current issues which affect Rotherham's Housing Market.

The Rotherham population is declining. There are increasing numbers of elderly, frail elderly and single households. Household sizes have gone down from an

average of 2.71 in 1981 to 2.38 in 2001 and within these households there are a high proportion of residents with significant health problems. The proportion of Black and Minority Ethnic households is growing, as are the number of refugee households.

In Rotherham, there is an oversupply of obsolete terraced housing in the private sector and an oversupply of social family housing. There is a shortage of affordable housing for specific client groups such as single people and young people. There is also a lack of aspirational private housing. This is evidenced in the Housing Needs Survey.

In June 2004 there were 3239 properties standing empty in Rotherham. Of these 2536 are within the private sector or owned by RSL's representing 3% of the housing stock. 1342 of these had been empty for over 6 months.

There is an ample supply of new housing sites for development across the Borough. A large proportion of these sites are brownfield sites and some will require significant remediation work prior to development. Under utilised public open space is creating poor first impressions of neighbourhoods.

Rotherham has significant areas of low demand housing, creating weak housing markets, which are vulnerable to abandonment and collapse. Over 34,000 dwellings have been identified as being at risk of market failure. House prices in these areas are failing to keep up with the average increasing value and are therefore rising slower than the national and regional average.

These dwellings experience associated problems such as abandonment, vandalism and anti social behaviour. Low demand areas include former coalfield townships to the south and west of Rotherham in addition to the housing market renewal intervention areas. This extends across much of central, western and eastern Rotherham and to the north including urban areas in the Dearne Valley adjacent to Barnsley and Doncaster. **14 wards of Rotherham are included in the intervention area.** There is however untapped demand for town centre living and for housing from Sheffield commuters.

The main reasons behind the problems with the housing market are:-

- Economic Changes - restructuring of the economy and labour market with a decrease in dependence on traditional industry.
- Demographic Changes - changes in population through economic migration, changes in birth and death rates and changes in household formation.
- Aspirational Changes - changes in people's aspirations as incomes and wealth increase in relation to property types, tenures and neighbourhoods.

These changes have had a significant impact on the housing market and require significant intervention.

The Housing Strategy will address the continuing problem of low demand, vacancy rates, housing quality and low house values.

By working in partnership with residents, private sector contractors and developers, housing associations stakeholders and housing stakeholders we now have a better understanding of what needs to be done.

Private sector grant assistance from the Local Authority amounts to £1.65 million. £1.6 million is currently targeted at the Eastwood Group Repair Scheme limiting our support elsewhere to £50,000 in 2004/05. This will continue into 2005/06 to enable the completion of the Eastwood scheme. We will be reviewing our strategy for private sector investment for 2006/07 onwards.

Due to the need for the Council to prioritise investment in its own stock because of the need to meet the decent homes target by 2010 it has had to identify alternative ways of stimulating the housing market in Rotherham.

Single Regeneration Budget (SRB), Neighbourhood Renewal, Neighbourhood Management and Objective 1 programmes are already being used to compliment housing interventions such as Decent Homes and private sector renewal area activity. This is helping to build safe, healthy, stable and self-sufficient communities and neighbourhoods and it is also stimulating the housing market.

The main vehicle for delivering on housing market renewal however will be the Housing Market Renewal Pathfinder. This will release over £17.5 million over the next two years to invest in Rotherham.

In order to address these challenges we must use these additional resources to reduce property vacancy rates across all tenures and increase demand for housing within the Borough. We must reduce the amount of social housing, replace obsolete stock with high quality, owner occupied housing and re-populate the town centre. We must also make neighbourhoods more attractive places to live.

Theme D Provide Fair Access and Choice

Figure 3 shows the key factors that influence this objective and it's strategic development. There has been a significant amount of progress during the last few years in meeting the housing needs of vulnerable people in Rotherham. However, there are still challenges.

There are a number of factors that have an impact on access to appropriate housing.

35% of households in Rotherham have an income of less than £10,000 per year and over 40% are in receipt of benefits. Three quarters of all households are unable to afford a weekly rent of £50 and over half of all owner-occupiers cannot afford to pay a mortgage of more than £400 per month. 46% of households cannot afford to move or buy another house (from Rotherham's Housing Needs Survey 2003).

More than a third of all households in Rotherham have one person with disability and 15.3% have two disabled household members. 58.4% of all disabled household members are over 60 years of age. More than half have care or support needs. 34% of households, which have someone with a disability, require further adaptations to the home.

Within the Holmes neighbourhood we have recently carried out a BME housing study to better understand specific housing issues within minority communities. This has indicated that more than 80% of the BME community identify their present home as too small. Properties have a higher incidence of damp and heating problems. These lead to health problems such as arthritis/rheumatism and asthma/bronchitis.

3% of all households living in the Borough are estimated to be in housing need. There is a lack of supply of social housing for single people or those with special needs. The growing elderly population is likely to have a significant impact on the housing market and there are high proportions of people with limiting long-term illnesses.

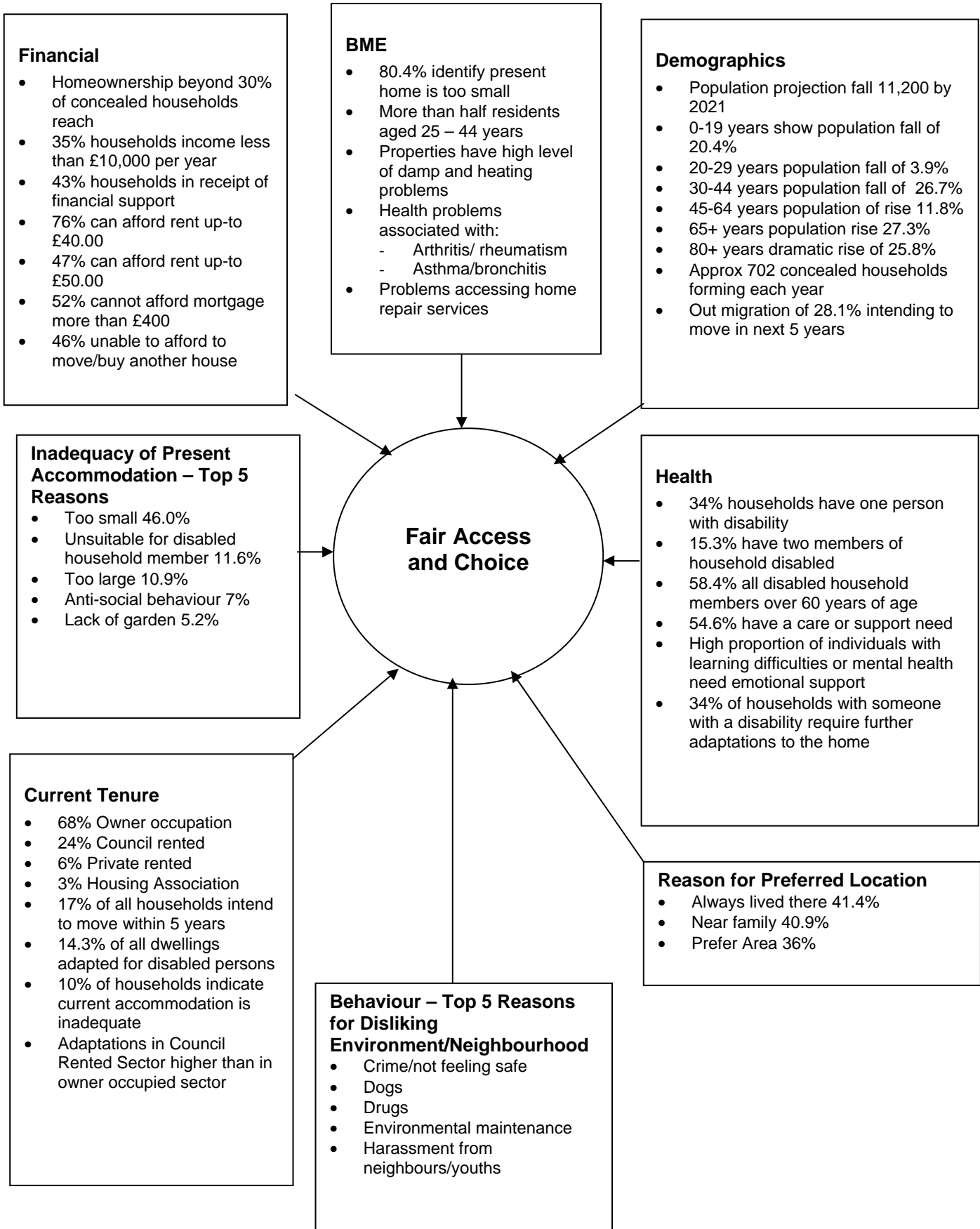
There is evidence that certain communities of interest are finding it more difficult to access housing. Young people and BME Groups are examples of where there are significant barriers in obtaining appropriate housing and in accessing the support required to maintain independence. We need to develop specific strategies or initiatives to enable communities of interests to access housing and/or support. The focus needs to be on:

- Homelessness.
- Young people.
- Older people.
- BME groups.
- Domestic violence.
- Combining supported housing and education issues.

The Supporting People programme has made substantial progress in meeting the support needs of vulnerable groups since it's inception in April 2003. Additional resources have been generated which target support at hard-to-reach client groups (source required). The challenge now is to ensure that these extra resources are being used effectively and that the Supporting People programme is addressing the strategic objectives of partner organisations.

In order to address these challenges we must adopt measures aimed at preventing homelessness. We must secure suitable quality housing for specific groups of people and we must also make sure that people are able to maintain themselves in independence for as long as possible,

Figure 3 : Fair Access and Choice - Key Factors



Conclusion

There are significant challenges facing the Council over the next three years. It is important that we adopt a strategic approach to tackling these. It is necessary for the Council to intervene because failure to do so would result in the following consequences.

- We will not be able to make the first step towards restructure of the market as agreed through the South Yorkshire Housing Market Renewal Fund.
- Residents of Rotherham would not have a choice of accommodation to meet their current and future housing aspirations and therefore be forced to remain in inadequate housing, which is detrimental to economic, educational and health outcomes.
- Weak housing markets will continue to stifle economic growth and have a negative effect on resident's quality of life.
- We will not be able to secure the most appropriate affordable housing through planning gain.
- We will be unable to support the Housing Corporation strategic investment priorities and as a result forego significant investment (figure needed) in the Borough.
- We will forego match funding opportunities available through regeneration funding streams and from partner organisations.
- There will be a steep rise in housing need, homelessness and social inclusion as a direct result of an insufficient supply of suitable homes.
- Leaving properties standing empty deprives the Authority of Council tax revenue.
- Population will continue to decline.
- The proportion of economically inactive households will continue to increase.
- Housing development will run separately to economic development activity.
- We will continue to have an oversupply of obsolete terraced housing in the private sector.
- We will continue to have an oversupply of social family.
- We will continue to have a lack of quality, well designed and innovative housing
- Supported housing provision will become unresponsive to changing needs and aspirations.
- Housing development will fall out of line with broader strategic objectives.

Before considering the ways in which the Council can address these issues, it is important to consider what has been achieved so far.

5. ACHIEVEMENTS SO FAR - WHAT WE HAVE DONE

Development of the Arms Length Management Organisation

In January 2002, the Council commissioned consultants to carry out an initial study on the prospects and options for the Council's rented housing. Following this piece of work a steering group of tenants and leaseholders, supported by an independent tenant advisor, was established to explore and make recommendations to the Council about the future of Council housing. The Option Appraisal identified that Rotherham is unable to ensure all its stock meets the Decent Homes Standard utilising its current resources alone. It concluded that:-

- **Stock Retention** with existing resources is not feasible in Rotherham. The results of the Stock Condition Survey suggest that there is a large investment gap. The Council would be unable to increase its resource base and would not meet the Decent Homes Standard.
- A successful bid for **ALMO** resources could provide additional capital resources to meet decency standards and ensure the Decent Homes standard will be met by 2010. Forming an ALMO will also provide a route to increase the empowerment of tenants and improve efficiency.
- **Partial stock transfer** could bring in investment to the transferred stock but would not resolve, and could worsen, the problems within the Council's Housing Revenue Account.
- **Whole stock transfer** could generate the full investment necessary but is not feasible due the negative market value of the stock. The tenanted market value of the housing stock has a negative value of £170 million.
- **The Private Finance Initiative (PFI)** will not, in its current form, provide a whole stock solution. The Option Appraisal has identified that tenants in Rotherham wish to see a whole stock solution.

The group recommended a whole stock option should be pursued and sees ALMO as the only viable option to meet their needs and aspirations.

The Housing Revenue Account is in a deteriorating position, with projected stock reductions of on average 1000 units per year through the Right to Buy. Our view is that because of this and the high investment levels required, a whole stock option appears to be the only way to deliver the capital investments and improvements necessary to achieve the Decent Homes Standard. In addition to the above the whole stock option allows the delivery of consistent service standards across the Borough, keeps administration and overhead charges to a minimum and ensures economies of scale in the purchase and delivery of services.

In May 2004 we were given permission to develop an Arms Length Management Organisation. This means that although the Council retains ownership of the housing stock, management of council housing will be transferred to a separate organisation controlled by tenants, council members and stakeholders. The ALMO will potentially have access to £233 million.

More detail can be found in the Housing Option Appraisal - Delivering Decent Homes and Building Sustainable Neighbourhoods - Proposal for Arms Length Management.

Consultation and Participation

In recognition of the importance of customer involvement and the need to deliver customer focussed services, we have strengthened the role of the customer in both day to day and strategic decision making.

There are a range of forums in place, which give tenants and residents the opportunity to put forward their views on operational and strategic issues:-

- Area Assemblies and the community planning process.
- Area Housing Panels.
- Private Landlord Forums.
- Housing Strategy Policy Panel.
- Council Housing Futures Group.
- Tenant panels for Rents, Estate Management, Repairs and Vacancies.

Area Plans for each Area Assembly Area have been produced and these will inform service prioritisation. Community Planning is developing across the Borough in a number of communities - in the last year Maltby has published it's Community Plan and this is forming the basis of discussions with service providers to consider how best to meet the identified priorities of the local community. Community Plans will be reviewed and updated due to changes in Ward boundaries.

As well as the panels customer involvement is further promoted by seminars and workshops, customer satisfaction surveys, regular newsletters and specific work with minority and hard to reach groups.

The framework for participation is shaped by the Tenant Compact, the Community Empowerment Strategy and the Consultation and Communication Strategy. These strategies set out the principles for customer involvement operational and strategic decision making.

The Housing Option Appraisal is a good example of the way that Council tenants have had a major influence over decisions of the Local Authority.

The stock option consultation exercise took place over three phases in December 2002, May 2003 and December 2003. This included newsletter, roadshows, public meetings, free independent telephone helpline, study visits and a consultation 'information bus'.

Residents were asked which of the four options for the future management and maintenance of their homes they would like to see in Rotherham, their priorities for

future service delivery and how they would be interested in getting directly involved with developing the housing service in the future.

Tenants recommended that the Council actively pursue the Arms Length Management Option. This was subsequently accepted, by Council, as the preferred option for the future management of council housing in Rotherham.

In addition to effective participation with tenants we also have a track record of working with other stakeholders. The Rotherham Residential Landlords Association currently has 44 members and have been instrumental in developing the Private Landlord Accreditation Scheme.

Partnership Working

We have developed a Strategic Housing Partnership (SHP), which oversees the development and implementation of the Rotherham Housing Strategy. The SHP includes representation from statutory organisations, Registered Social Landlords, private sector developers, local landlords, tenants associations and voluntary organisations. The SHP is the housing spoke of the Local Strategic Partnership and it's remit is to:-

- Act as the main point of reference for partnership work on housing strategic development.
- Ensure that the Housing Strategy addresses the strategic objectives of partner organisations.
- Co-ordinate tasks groups to assist with the implementation of specific elements of the Housing Strategy.

The Local Authority has recently developed an Extra Care Housing Implementation Group, which oversees the development of sheltered accommodation and extra care housing for frail elderly. The group includes representation from Social Services, Health, Housing, Supporting People and RSL's.

There is a partnership that has been developed between private construction companies and the Council established in 2002 which has continued to successfully deliver Decent Homes in Rotherham. As a result of the partnership we have met our Best Value Performance Indicator target.

We have developed a range of partnerships in the energy efficiency field with the utilities and other private companies in the energy saving field. More detail can be found in the Energy Efficiency section.

Transform South Yorkshire is another example of sub regional partnership working. This is a partnership between the four South Yorkshire Authorities to deliver the Housing Market Renewal Pathfinder Programme.

(Need to insert diagram about links to LSP)

Housing Market Renewal Pathfinder (Need to strengthen this section throughout)

We are playing a pro-active role in the development of the South Yorkshire Housing Market Renewal Pathfinder, working alongside colleagues from neighbouring authorities. The Pathfinder has set aside £17.5 million for housing investment in Rotherham during the next two years. The focus is on private sector development in Rotherham's 5 Area Development Frameworks (ADFs). A significant proportion of the Pathfinder funding, for the first two years, has been set aside for the development of the town centre. (Say how much and show spend priorities) (Town centre development - what are we doing here and how will it benefit Rotherham as a whole)

The Centre for Urban and Regional Studies (CURS) at the University of Birmingham helped determine the boundary for the pathfinder by studying the housing market across South Yorkshire. CURS have determined that 73% of housing within Rotherham's pathfinder boundary is 'at risk'. What is also evident is that in some instances very small pockets of housing are suffering from low demand and these are often adjacent to significantly stronger housing markets.

In addition to the Pathfinder, a Private Sector Commissioning Bid has secured £2M across South and West Yorkshire to assist vulnerable householders to renovate their homes. (Is this Regional Housing Board - need to make more explicit where this is coming from and why - who are the beneficiaries and does it match with the decent homes agenda)

(What have we asked for from the Single Housing Pot)

(Need to say something about the role of SYHARP)

(Need a paragraph on

(Need a reference to the Regional Housing Board / Yorkshire Forward Pathfinder Plus funding for Brinsworth Alley Gating scheme)

Energy Efficiency

The South Yorkshire Energy Efficiency Advice Centre continues to attract external funding and support. This has resulted in our 'Save and Warm' scheme providing residents with the cheapest installation costs of cavity wall and loft insulation in the country.

Energy Efficiency is recognised as an important contributor to decent and affordable homes. The Council continues to prioritise this area of work. It has successfully improved domestic energy efficiency in all tenures and is on target to deliver the achieved 30% improvement in domestic energy efficiency since the introduction of the Home Conservation Act 1995. The Council's work on energy efficiency has been enhanced by:-

- Being part of the South Yorkshire Energy Efficiency Advice Centre, who offer free home advice, training, presentations, grants and discount schemes.
- Being awarded £80,000 from the Energy Saving Trust for a combined heat and power programme for one of its district housing schemes.
- Access energy efficiency funding such as the British Gas HELP scheme alongside partner organisations.
- Introducing the Affordable Warmth Strategy, which aims to eradicate fuel poverty in Rotherham by 2015.
- Introducing the Health through Warmth Programme in partnership with Age Concern.
- Launching a pilot freephone helpline with the Primary Care Trust.

Throughout the last two years we have targeted support towards older people and other vulnerable groups. This has enabled us to identify fuel poverty and energy inefficiency problems at an early stage and take remedial action either by identifying unclaimed benefit entitlement, assisting people to take advantage of discounted schemes or direct provision of energy saving measures.

Work with the PCT will ensure that front line staff in the health sector, who are visiting vulnerable households on a regular basis, are able to obtain advice and support for people. This will minimise the risk of poor energy efficiency and lack of adequate heating from contributing to illness and death.

We have made a significant contribution to reducing CO2 emissions through our Decent Homes Programme. This has generated additional income to enable further reinvestment in additional energy efficiency methods.

Developing Neighbourhoods

The Council's Corporate Plan prioritises making Rotherham a safe place. Our strategic housing objectives reflect this priority. Concern about anti-social behaviour has been increasing and has been highlighted by our tenants as a major issue. We have responded to these concerns by working with Registered Social Landlords and the private sector to combat anti-social behaviour across all tenures. We have now obtained 4 Anti-Social Behaviour Orders (ASBOs). We have set up 10 Community Safety Forums that participate in decisions on serious cases of anti-social behaviour. We have introduced introductory tenancies and are currently reviewing tenancy enforcement procedures. We have developed a Community Caretaker Scheme in the North and South of the Borough.

With the Safer Rotherham Partnership we are working with tenants and residents to "design out" opportunities for nuisance vandalism and crime. We have introduced secure by design principles for regeneration projects and decent homes work. We have made full use of our legislative powers to combat disorder and nuisance, caused by noise, music, dogs and abandoned vehicles. We are reviewing and developing the use of mediation services to help in neighbour disputes. Using CCTV, we are monitoring areas of high crime risk and we are continuing to develop

the Neighbourhood Warden scheme. We are also working with the “Keep Safe” initiative to install home security devices for vulnerable people.

The development of neighbourhoods is not just about community safety though. It is also about delivering services at a local level, developing local economies and ensuring that people are more involved in the way their services are structured.

We have introduced and expanded the Neighbourhood Wardens scheme and Streetpride. These initiatives monitor and maintain the street environment, tackling issues such as littering, graffiti and the removal of abandoned cars.

(Need to mention Home Office Initiative, NRF, potential for Objective 1 funding)
(Need some statistics to baseline the impact)

We have developed local lettings policies and made changes to our affordable housing policy to balance housing needs of the community with the business needs of developers. As a result we are seeing greater investment by developers and private landlords in previously declining areas. Examples of this can be seen in Eastwood Village and Brinsworth.

We are now starting to develop a neighbourhood management approach to the delivery of housing and environmental services. Pilot projects, which include the “Going Local” project in the Greasebrough and Kimberworth areas and the Neighbourhood Management Pathfinder at Eastwood and Springwell Gardens are the first steps towards a Borough wide approach to neighbourhood management.

(Need to list the benefits of Neighbourhood Management)

We are continuing to revise and re-prioritise our enforcement functions to provide a more integrated service to meet both local and national agendas. We have been focusing on neighbourhood enforcement and anti-social behaviour activities and will continue prioritise these issues across all housing sectors to ensure services are consistent and contain the right mix of information, education, advice and enforcement.

The impact of these initiatives have been:-

- A reduction in the turn around time of empty properties to below 23 working days.
- A reduction in the number of empty properties.
- The introduction of an anti social behaviour performance indicator as a means of measuring the quality of life in our neighbourhoods.
- An increase in levels of satisfaction with the Council as a landlord.
- A faster response to the removal of graffiti.

These impacts can be evidenced in the Housing and Environmental Services Programme Area Performance Plan.

Supporting People and Fair Access

There has been a significant expansion of supported housing provision in Rotherham during the last year. The Supporting People programme, working alongside Housing Services has developed 43 new supported living schemes, generating over £4 million of additional revenue. The new schemes target hard-to reach groups which include young people, ex-offenders, BME groups and people with learning disabilities

The Council has been successful in leveraging in nearly £3 million of capital to fund an Extra Care Housing scheme at Dalton House. This includes a £1.6 million Housing Corporation grant. The project will redevelop an existing sheltered scheme, delivering integrated support and care services to the frail elderly in well designed and properly adapted accommodation. The scheme represents an innovative approach to maintaining older people in independence and is due to be completed in September 2005.

New facilities for women who have suffered domestic abuse are also currently being developed thanks to an innovative partnership between voluntary sector organisations, the Housing Corporation and the Council. More emergency and move-on accommodation is being made available for Rotherham women, providing better quality accommodation and additional facilities for children. The scheme is being funded by a capital grant from the Housing Corporation of £890,000. This will build help build an emergency refuge and two move on properties. Completion for all properties is scheduled for February 2005. The projects will double the current capacity in Rotherham for victims of domestic abuse. The revenue costs for this scheme will be met from the Supporting People Programme.

Access to the private sector has been improved through the expansion of the ROBOND scheme, which makes available bonds and support for those vulnerable people accessing private rented accommodation.

The Council recognises the difficulties that certain communities of interest have in accessing appropriate housing. We are responding to this by developing strategies and initiatives that target specific client groups. We have in place a Homelessness Strategy and are developing a BME Housing Strategy. A key step in developing the BME Strategy was the holding of a full day conference, which ran a series of workshops on housing issues and looked at developing the draft strategy.

The implementation of the Homelessness Strategy has almost eliminated the Housing Departments dependence on the use of Bed and Breakfast for emergency accommodation and our local performance indicator target is zero dependence.

Summary of Other Initiatives

- A **Registered Social Landlord Charter** has been developed between neighbouring Local Authorities and RSLs, which sets standards for our RSL partners.
- **Construction Jobs** are being created by sub regional working co-operation on training and job creation. This includes the provision of 20 new apprenticeship placements per annum from the Direct Services Organisation.
- **Spatial Development** Research is being carried out across the sub-region to develop a picture of current and future settlement patterns.
- **Health Impact Assessments** have been designed to assist in assessing the impact of housing policies, projects and programmes on health.
- **Furnished accommodation** provided by the Council has been introduced which is “benefit eligible” with a range of 3 levels of furnishing for applicants to chose from. To date this has been successful and more furnished units are planned.
- **Objective 1, European Regional Development Fund and European Social Fund** are helping to stimulate economic growth.

6. FOCUSING ON DELIVERY - WHAT WE ARE GOING TO DO

We have conducted a significant amount of research and subsequent analysis to determine our priorities for future action. National, regional and local issues have further informed these, as have the views expressed by our partners. As a result of this we have been able to identify a range of priorities for action.

The key actions that we intend to take to ensure delivery of our strategic objectives are summarised below. The measures of achievement, resources, lead officers and monitoring arrangements are set out in the Action Plan which accompanies this strategy.

Theme A Develop Neighbourhoods

In order to achieve the objectives set out under this theme we will need to deliver housing investment, which supports neighbourhood regeneration. We have to develop & implement neighbourhood management, encourage local regeneration partnerships and tackle anti-social behaviour.

What has become clear from the consultation during the Option Appraisal process, is that whilst decent homes are important, other works which improve the environment and reduce the fear of crime are equally important.

As part of the £233million ALMO bid we will use some of this resource to address our tenants’ priorities. Community safety, environmental issues and additional works to homes above the decency standard, have been identified as major issues by our tenants. This will enable us to address issues that benefit our communities and not just our tenants.

The key objectives are to:-

- Ensure investment supports neighbourhood sustainability.
- Reduce crime and the fear of crime.
- Tackle the inequalities between neighbourhoods.
- Develop a community focused, multi-agency approach to neighbourhood management.

We will **ensure investment supports neighbourhood sustainability** by developing a local sustainability model, which will be used in area based master planning. This will help the Council identify neighbourhoods that are at risk of decline. We will continue the Area Based Regeneration Schemes, Eastwood Village Group Repair Scheme and small scale environmental improvements. All these initiatives are aimed at increasing the sustainability and liveability of specific neighbourhoods.

We will **reduce crime and the fear of crime** by establishing stronger links between the Safer Rotherham Partnership and the Strategic Housing Partnership. We will continue to adopt Secure by Design principles in all housing programmes. This means that we can reduce the opportunities for crime and anti social behaviour through housing and neighbourhood design. We will develop performance standards for tackling anti social behaviour.

We will **tackle the inequalities between neighbourhoods** by implementing the housing elements of the Community Cohesion Action Plan. We will identify and clear unwanted sites to be offered for sale for RSL or private development. This will lead to a mix of tenure within neighbourhoods where sustainability is an issue. We will continue to develop the Landlord Accreditation Scheme, the aim of which is to improve the quality of private rented accommodation. We recognise that the inequalities between neighbourhoods cannot be addressed without substantial investment, therefore we will target investment from the Housing Market Renewal Pathfinder into the most deprived communities of Rotherham.

Finally, the Neighbourhood Renewal Strategy will be used as one of the key driver for tackling inequalities between neighbourhoods and we are committed to implementing the housing elements of this strategy.

We will **develop a community focused, multi-agency approach to neighbourhood management**. Initially we will undertake a Best Value Review to agree the scope for Neighbourhood Management. We will develop a first contact approach to delivering services at Neighbourhood Offices and restructure Council Housing Services to include the lessons learned from the Going Local Pilot. We will produce seven Neighbourhood Compacts - agreements between the Council and the local community relating to service delivery and participation.

We will expand the Neighbourhood Warden Scheme across the Borough. Neighbourhood Wardens are a physical and visible presence on estates and provide a focal point for public queries about the neighbourhood.

Theme B Ensure Decent Homes

In order to achieve the objectives set out under this theme we need to generate substantial additional income. We need to develop plans that meet the long term objectives of decent homes and affordable warmth. We also need to meet our resident's aspirations and create strong partnerships.

The Council has used the findings from previous reviews, inspections and learning from others as the basis for driving improvements, to prioritise activities and target the use of resources. We have worked closely with the Housing Inspectorate to develop responses to areas of weakness in an atmosphere of genuine openness and honesty. We feel that this relationship has contributed significantly to our ability to use our time effectively to prioritise service improvements.

In light of the recent housing inspection, which resulted in a one star, promising prospects for improvement rating, we want to build on the comments and criticisms made by the Housing Inspectorate to achieve a two star rated service.

There is confidence in the ability of the organisation to deliver improvements to customers that will convince the Audit Commission that we have achieved two star status and have excellent prospects for progressing towards three star status.

The key objectives are to:-

- Achieve the Government's Decent Homes targets for both social and private sector housing.
- Establish a professional ALMO to deliver Decent Homes and other High Quality Services.
- Improve thermal comfort and energy efficiency levels across all tenures of housing.
- Ensure effective links between Decent Homes and Transform South Yorkshire.

We will **achieve the government's decent homes targets for both social and private sector housing**. We will develop and implement a programme of Decent Homes work for Council stock and ensure that RSL housing stock meets decency standards. We will demolish a proportion of private sector stock that is non-decent. We will complete the ongoing area based regeneration schemes.

We will open up the Council Housing Repairs service to external competition in order to ensure value for money.

We will **establish an Arms Length Management Organisation (ALMO) to deliver decent homes and better housing management**. We will carry out consultation with all stakeholders and subject to tenant approval will establish an ALMO Management Board. We will develop an improvement plan for the ALMO. We will ensure that the ALMO achieves a 2 star rating when next inspected and then draw

down additional funding for investment into the Council stock. Achievement of the 2 star rating is critical to the achievement of the Governments target of all Council homes meeting the decency standard by 2010.

We will **improve thermal comfort and energy efficiency levels across all tenures of housing** by completing the Housing Energy Saving Scheme as part of Decent Homes programme, this includes the installation and upgrade of efficient central heating systems. We will continue to maximise the benefits available via the Health through Warmth programme to provide energy efficiency improvements in the private sector. We will establish links with partner's organisations to secure funding for solar water heating and community energy. We will also introduce an Energy Saving Company to provide low cost gas and electricity to Local Authority tenants. We will continue to seek additional external funding opportunities in order to address health and thermal comfort objectives.

We will continue to promote "Save 'N' Warm" scheme which provides the cheapest means of obtaining cavity wall insulation to the private sector. We will convert more District Heating schemes to Combined Heat and Power, this will ensure the more effective use of communal heating systems.

We will **ensure effective links between Decent Homes and Transform South Yorkshire** by producing four Area Development Framework (ADF) master plans and investment strategies that demonstrate alignment between the two programmes. We will also produce a Local Authority Decent Homes investment programme up to 2010.

The levels of investment needed to reach the Decent Homes Standard in each community will also be assessed and ranked, enabling us to identify areas and properties with higher investment needs.

An Option appraisal process will ensure that any regeneration is taken forward on a strategic and planned basis with the full involvement of the community. It will ensure that all of the options for intervention are considered and that the investment decisions are part of a comprehensive plan for long -term sustainability.

The option appraisals will inform the ADF's and allow the Pathfinder to explore mechanisms to bring in grants to contribute the improvement of private sector dwellings and ensure long - term sustainability of cross - tenure estates.

Theme C Renew the Housing Market (Need to make more of the Pathfinder as this is a major project for Rotherham and South Yorkshire - what actually is it going to do and what impact will it have - give examples)

The Housing Market Renewal Pathfinder Programme will play a pivotal role in strengthening weak housing markets and can offer real choice and quality in residential areas currently dominated by poor quality housing.

Housing Market Renewal is set within a framework of national, regional and local policies that guide and inform its development. It will develop alongside wider regeneration activities and it will make a significant contribution towards economic growth and wellbeing of our communities.

There are several ways in which this can be done. Firstly it is important to link Housing Market Renewal with Decent Homes, neighbourhood renewal activity and economic development. It is important that it is aligned closely to planning and that partner agencies including housing associations, developers, contractors, financial organisations and neighbouring local authorities are involved at all levels.

The key objectives are to:-

- Improve the character and diversity of neighbourhoods.
- Improve the quality, design and efficiency of housing in the Borough.
- Create a new urban community in the Town Centre.
- Increase the range and diversity of accommodation.

We will **improve the character and diversity of neighbourhoods** in a number of ways. We will develop and implement the Empty Homes Strategy. One of the main aims of this strategy is to encourage property owners to bring vacant dwellings back into use. We will carry out sustainability assessments on all neighbourhoods in Rotherham. These assessments will identify areas at risk of housing market failure or economic decline. We will implement an Affordable Housing Policy, which will provide opportunities to access appropriate accommodation at a reasonable price.

We will prepare planning and development briefs as a basis for the redevelopment of specific areas. In addition we will help set general standards for new build across Rotherham and South Yorkshire. Finally, following consultation with local communities, we may remodel or demolish unsustainable stock.

We will **improve the quality, design and efficiency of housing in the Borough** by encouraging developers to raise development standards. We will promote sustainable building practice, innovation and off site manufacture. We will develop an Eco Housing Scheme at Henley Rise. This is a new development, which utilises the latest in design and energy efficiency technology.

We will **create a new urban community in the Town Centre** by completing our Aspirations Housing Study. This is a survey, which identifies the types of housing that would attract people to live in the town centre. We will also set up a Living Over the Shop” programme making use under used commercial properties. We will gain control of strategic sites for housing development by land acquisition and we will complete work in demonstration areas. Demonstration Areas pilot different types of housing to test demand. We will also establish the Town Centre as a delivery vehicle for economic regeneration.

We will **increase the range and diversity of accommodation** by developing

shared equity housing schemes, increasing the number of new build “high income” homes and improving our understanding of rural housing issues in Rotherham

Theme D Provide Fair Access and Choice

The approach we plan to adopt in addressing Fair Access and Choice will put significant emphasis on developing customer focused housing solutions. This goes much wider than homelessness or access to council accommodation. This approach addresses housing need in its widest context by regenerating and transforming of communities, installing aids and adaptations, building lifetime homes and promoting community safety and community cohesion. Our approach will also ensure that people receive the support they need to maintain their own home and remain independent.

The key objectives are to:-

- Prevention of Homelessness
- Securing suitable, quality housing
- Supporting individual needs
- Improving accessibility and choice for those with lower incomes

Prevention of Homelessness will be tackled by preventing crises before they develop by a combination of new initiatives and strategic development. We will develop overnight and interim accommodation for people who are at risk of sleeping rough. This type of accommodation will include additional support to prevent further incidents of homelessness. We will develop a “fast track” homeless assessment process and review the “out of hours” homeless service. We will also introduce Personal Housing Plans and aim to reduce the use of temporary accommodation. We will also develop and implement a Homelessness Prevention Strategy.

There are a number of hard-to-reach or vulnerable groups who are more at risk of becoming homeless. We will develop specific strategies to assist these groups. We will develop accommodation strategies for young people, ex-offenders and women fleeing domestic violence. (Need to say why we are doing what we propose to do)

We will **secure suitable, quality accommodation** for specific communities of interest using a number of measures. We will increase the amount of furnished accommodation and dispersed homeless units. We will introduce a Choice Based Lettings Scheme, which will provide a greater degree of choice to people who want to move into a council house.

We want to help people who own their home to access home improvement grants and adaptations. Home Improvement Agencies (HIAs) can assist with this so we will be carrying out a cost benefit analysis of HIAs with a view to developing one in Rotherham.

We do not want people to move home because they are ill or because they are less mobile. Building design is an important factor here so we will be developing a Lifetime Homes Strategy aimed at maintaining people in their own homes for as long as possible. To compliment this we will conduct a Special Needs Housing Survey to examine the housing needs of people with specific needs.

We will develop and deliver services **supporting individual needs** that are effective and provide value for money.

We will develop an Older People's Accommodation Strategy. This will incorporate the Extra Care Housing Strategy, the in-house review of sheltered accommodation and Supporting People service review recommendations. The main aims of the strategy will be - maintain independence, promote quality of life, reduce residential/hospital admissions and develop a structure of sheltered accommodation which will meet the aspirations of future generations. The strategy will include a single assessment and allocation process for Extra Care Housing and Sheltered Accommodation. We will develop three core and cluster Extra Care housing schemes over the next three years, providing more that 75 units.

We will be exploring alternative funding options for the future of our Sheltered Housing Stock. It may be necessary, through the use of Area Development Frameworks, as part of the Housing Market Renewal Pathfinder, to explore the potential use of PFI in relation to our sheltered housing and non-traditional housing stock.

We will develop a BME Housing Strategy aimed at improving the BME community's access to social and supported housing. We will consult with the BME community about making new developments culturally sensitive and inclusive. We will also increase the take-up of disabled adaptations by BME groups. We will expand our supported housing provision for women fleeing domestic violence by developing dispersed furnished accommodation for women from the BME community.

We will **improve accessibility and choice for those with lower incomes** by introducing equality impact assessments and the promotion of move in packs with other social housing providers.

We will improve the fast tracking of housing agreements with grant funded agencies providing temporary accommodation, explore the feasibility of a common housing register and evaluate the effectiveness of the Affordable Housing Policy.

7. HOW WE WILL RESOURCE THESE PRIORITIES

The Council recognises that the Housing Strategy needs to be ambitious to make a significant impact on the housing conditions and circumstances of the people of Rotherham. At the same time we recognise that for the strategy to be implemented the vision must be underpinned by sound financial planning.

Financial planning has been based on realistic and prudent assumptions about the availability of future resources, including an assessment of the Council's own resources. The Housing Strategy supports and informs the Council's Capital Strategy and the annual capital and revenue programmes.

Wherever possible we use capital and revenue funding as match funding in order to stretch resources. Also, priorities are aligned and resources combined with those of our partners to provide added value.

The Council also keeps abreast of external funding streams e.g. the Neighbourhood Management Pathfinder and Housing Market Renewal.

Capital Resources Directly Available to the Council

We have estimated our capital resources based on funds flowing from the Spending Review and allocations made for housing purposes from the Council's Single Capital Pot (SCP). The exact annual budget for each of the next two financial years has not yet been confirmed and is dependant on allocation of the SCP in line with the Council's capital strategy and national implementation of the changes to Local Authority capital allocations.

The Council's capital strategy lays out the key areas for Council investment. The priorities for housing investment are:-

- Maintenance and modernisation of the stock to meet the decent homes target
- Housing market restructuring.
- Renewal and improvements to public and private sector housing.
- Adaptation of public and private sector housing to meet the needs of elderly and disabled people.

Resources specifically targeted at regeneration and neighbourhood renewal for the next 3 years are:-

- £2,972,000 2004/5
- £4,850,000 2005/6
- £3,455,000 2006/7

These figures exclude the funding that will be made available through the Arms Length Management Organisation.

This is funded from a combination of basic credit approvals, major repairs allowance, capital receipts and grants.

In addition a further £100,000 is allocated from the Housing Revenue Account to our Area Housing Panels to enable tenants to directly contribute to the selection of small environmental improvements to their estates.

We also aim to maximise our use of human resources through the restructuring of Housing and Environmental services to improve service delivery and enforcement.

The profile of expenditure and financing of required expenditure on the housing stock is as follows:

	Year 1 2004.05	Year 2 2005.06	Year 3 2006.07	Year 4 2007.08	Year 5 2008.09	Year 6 2009.10	Year 7 2010.11	TOTAL
Average Stock	23,135	22,160	21,110	20,110	19,110	18,410	18,010	
	£m	£m	£m	£m	£m	£m	£m	£m
Enter BCM								
Expenditure:								
Overall	61.785	63.252	62.392	61.545	60.564	21.154	21.212	351.904
Decency	51.372	52.841	52.099	51.369	50.523	21.154	21.212	
Minimum Essential & Sustainability	10.413	10.411	10.293	10.176	10.041	0.000	0.000	

Expenditure

Bal B/F		42.451	71.321	0	0	0	0	
Decency Standard	51.372	52.841	52.099	51.369	50.523	21.154	21.212	300.570
Minimum Essential & Sustainability	-32.407	-19.474	81.614	10.176	10.041	0.000	0.000	49.949
TOTAL	18.965	33.367	133.713	61.545	60.564	21.154	21.212	350.519

Financed By

Major Repairs Allowance	12.226	11.805	11.664	11.376	11.121	10.846	10.550	79.589
Supported Borrowing	1.168	1.191	1.215	1.239	1.264	1.289	1.315	8.680
Capital Receipts (Right to Buy)	3.471	2.959	2.625	2.717	2.812	1.940	2.008	18.532
Other Receipts/Grants	2.100	0.900	0.400	0.400	0.400	0.400	0.400	5.000
Revenue Contributions (RCCO)	0	0.699	1.050	0.809	0.447	0.645	1.477	5.126
TOTAL	18.965	17.554	16.953	16.541	16.044	15.121	15.751	116.927
ALMO FUNDS REQUIRED	0	15.813	116.760	45.004	44.520	6.033	5.461	233.5921

Resources from outside the housing service are drawn from the following sources :-

- Neighbourhood Renewal Fund
 - 260,000 for Neighbourhood wardens in 2004/5.

- £71,000 for the Anti-social behaviour unit in 2004/5.
- Housing Market Renewal
 - £71 million investment in South Yorkshire over the next 2 years.
 - £17.5 million identified for a range of research, masterplanning and capital projects.
- Affordable units or capital receipts from planning gain.
- Housing Corporation funding to support identified housing need including some refurbishment of existing dwellings. (Need to show amounts and projects)

Reviewing the Housing Strategy

The commitments contained in this strategy are set out in the RMBC Housing Strategy Action Plan. The Action Plan explains how these commitments will be monitored and who is leading each project. It also show target dates for completion of the tasks.

The Housing Strategy will be reviewed on an annual basis by the Strategic Housing Partnership.

APPENDIX A - GLOSSARY OF TERMS

RMBC	Rotherham Metropolitan Borough Council
LSP	Local Strategic Partnership
SHP	Strategic Housing Partnership (Part of LSP)
ALMO	Arms Length Management Organisation
CURS	Centre for Urban and Regional Studies
ASBO	Anti-Social Behaviour Order

APPENDIX B - SUPPORTING DOCUMENTS

DOCUMENT TITLE

CONTACT OFFICER

RMBC Housing Strategy Action Plan
July 2004

Tom Bell

Private Sector House Condition Survey
July 2003

Rob Pearce
Principal Policy and Planning Officer
Housing Strategy

Private Sector Housing Assistance Policy
July 2003

Rob Pearce
Principal Policy and Planning Officer
Housing Strategy

Pathfinder Prospectus
December 2003

Tom Bell
Principal Officer
Housing Strategy

Rotherham Community Strategy 2002-2007
?

Housing Spoke Manager

Rotherham's Regeneration Strategy
currently in draft – to be published
Spring/Summer 2004

Andrew Towlerton
Chief Executives Office

An Empty Homes Strategy for Rotherham
currently awaiting adoption by the Council

Rob Pearce
Principal Policy and Planning Officer
Housing Strategy

Formalise Approach to Affordable Housing
Provision on Qualifying Sites
December 2003

Tom Bell
Principal Officer
HousingStrategy

Rotherham Trends 2003 - produced by Dominic Stankiewicz, Neighbourhood Statistics Co-ordinator, RMBC

tel; 01709 822786

fax: 01709 822792

Supporting People Shadow Strategy Annual Plan 2003

Contact Dominic Blaydon Supporting People Manager

Tel: 01709 820028

Analysis of Data form the 2001 Census – produced by Neil Rainsforth, Research Analysis, RMBC

tel; 01709 822783

fax: 01709 822792

Homelessness Review and Homelessness Strategy 2003 – produced by Angela J Smith Housing Needs Manager, RMBC and Pennington FMCS Ltd

tel; 01709 823412

fax: 01709 823430

South Yorkshire Health Inequalities Atlas, Report of the Directors of Public Health in Barnsley, Doncaster, Rotherham and Sheffield, NHS, April 2002

Dr J Radford Director of Public Health

tel; 01709 302160

fax: 01709 302120

Housing Needs Study 2003 – produced by David Couttie Associates

Angela J Smith Housing Needs Manager, RMBC

tel; 01709 823412

fax: 01709 823430

Housing Market Renewal Strategy 2003 - produced by Sadeh Lok, commissioned by Transform South Yorkshire

Barriers to Black and Minority Ethnic Communities Accessing Housing Services 2003 – produced by Race Equality Council, commissioned by RMBC

Andrew Leigh, Operattions Manager, RMBC

tel; 01709 334340

fax: 01709 823430

ROTHERHAM BOROUGH COUNCIL

HOUSING STRATEGY ACTION PLAN

2004-2007

DRAFT

21/6/04

Develop Neighbourhoods							
Ensure investment supports neighbourhood sustainability							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
Action and Progress to April 2004	<ul style="list-style-type: none"> Expanded the Rawmarsh Neighbourhood Wardens Scheme Small scale environmental works completed through the capital programme Contributed to the writing of the NRS and the Rotherham Regeneration Plan 	<ul style="list-style-type: none"> Develop a local sustainability model and utilise in area based masterplanning 	2004/05	<ul style="list-style-type: none"> Toolkit available to aid future stock investment decisions 	<ul style="list-style-type: none"> Housing Capital Programme £3,000 Within own resources 	<ul style="list-style-type: none"> Principal Policy and Planning Officer (Public Sector) 	<ul style="list-style-type: none"> Best Value Improvement Plan
		<ul style="list-style-type: none"> Complete Decent Homes and environmental works to Area Based Regeneration Schemes 	2004/06	<ul style="list-style-type: none"> Environmental works complete 	<ul style="list-style-type: none"> Housing Capital Programme Birks Holt £1.6m White Bear £3.1m Wharnccliffe £1.5m 	<ul style="list-style-type: none"> Housing Regeneration Team 	<ul style="list-style-type: none"> Monthly capital programme meetings Area Steering Group Meetings
		<ul style="list-style-type: none"> Complete Eastwood Village Group Repair Scheme 	2005/06	<ul style="list-style-type: none"> Reduction in void properties BVPI 62 and 64 Demolition of unsustainable stock (20 units) Physical improvement to all participating dwellings 	<ul style="list-style-type: none"> Housing Capital Programme £3.2m Contributions from property owners 	<ul style="list-style-type: none"> Principal Regeneration Officer 	<ul style="list-style-type: none"> Monthly capital programme meetings Resident Steering Group
		<ul style="list-style-type: none"> Complete annual programme of small scale environmental works Expand Neighbourhood Warden Service to the North of the Borough 	<p>Annual Programme</p> <p>2004/06</p>	<ul style="list-style-type: none"> Environmental works complete Target areas where Community Plans have provision of neighbourhood wardens Community surveys to create a baseline figure 	<ul style="list-style-type: none"> Housing Capital Programme £200,000 p.a. Objective 1 (subject to match funding) Neighbourhood Renewal Fund SRB6 	<ul style="list-style-type: none"> Housing Strategy Manager Neighbourhood Warden Manager 	<ul style="list-style-type: none"> Monthly capital programme meetings Neighbourhood Warden Advisory Group Community Groups for each area

Develop Neighbourhoods							
Ensure investment supports neighbourhood sustainability							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
Action and Progress to April 2004		<ul style="list-style-type: none"> Introduction of a Junior Warden Scheme 	2004/06	<ul style="list-style-type: none"> and measure by annual surveys Reduction in Anti-social behaviour Environmental Improvements Scheme extended to all areas BVPs and LPs to measure improvement – 74, 126, 127, 128, 164 and HES1 HES2, HES3, HES4 HES69 Pilot 1 school at Rawmarsh and 1 school at Thrybergh May 2004 Commence expansion to other areas by September 2004 Learning re: environmental, livability and citizenship issues through a series of events Ratio of 50% participation per school for 7 to 11 age groups Improves awareness of waste recycling issues 	<ul style="list-style-type: none"> DART Key fund (the level of funding to be bid for has yet to be finalised) Fund raising and local bids to ABC Award (Police Award of up to £2,000 Community Fund - Key Fund up to £5,000 	<ul style="list-style-type: none"> Neighbourhood Warden Manager 	<ul style="list-style-type: none"> Performance Management Framework Neighbourhood Warden Advisory Group Individual monitoring of each event

Develop Neighbourhoods							
Reduce crime and the fear of crime							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<ul style="list-style-type: none"> Introduced Secure by Design principles in all housing programmes Contributed to the delivery of the 7 targets agreed in Rotherham Borough's Strategy to Reduce Crime and Disorder 2002-2005 Completed security improvements to Birks Holt Installed high security doors and windows on Decent Homes programmes 	<ul style="list-style-type: none"> Chair of Safer Rotherham Partnership to become a member of the Strategic Housing Partnership Complete security improvements to Whamcliffe Alley Gating to Duncan Street and Ellis Street, Brinsworth Complete security improvements to White Bear, Wath Complete security 	<p>2004/05</p> <p>2004/05</p> <p>2004/05</p> <p>2005/06</p> <p>2004/05</p>	<ul style="list-style-type: none"> Improved working with Safer Rotherham Partnership 169 properties target hardened Reduction in the incidence of burglary Increased confidence in the neighbourhood Reduction in the incidence of burglary Reduction in the incidence of anti social behaviour Increased confidence in the neighbourhood 195 properties target hardened Reduction in the incidence of burglary Increased confidence in the neighbourhood Erection of walls, railing and fencing to create defensible space Erection of fencing to 	<p>Staff resources</p> <ul style="list-style-type: none"> Housing Capital Programme £500,000 Housing Capital Programme £70,000 Housing Capital Programme £1.29m Housing Capital 	<ul style="list-style-type: none"> Strategic Housing Partnership Manager Housing Regeneration Team Housing Regeneration Team Housing Regeneration Team Housing Regeneration 	<ul style="list-style-type: none"> Strategic Housing Partnership Safer Rotherham Partnership Monthly capital programme meetings Resident Steering Group Safer Rotherham Partnership Monthly capital programme meetings Monthly capital programme meetings Safer Rotherham Partnership Monthly capital programme meetings Resident Steering Group Safer Rotherham Partnership Monthly capital programme meetings

Develop Neighbourhoods						
Reduce crime and the fear of crime						
Strategic Theme	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
Strategic Objective Action and Progress to April 2004	<p>improvements to Birks Holt, Maltby</p> <ul style="list-style-type: none"> Develop performance standards for tackling anti social behaviour 	2005/06	<ul style="list-style-type: none"> create defensible space Reduction in the reported incidences of anti social behaviour Increased % of successful enforcement actions Local Performance Indicator HES 3 met 	<p>Programme</p> <ul style="list-style-type: none"> Housing Revenue Account Neighbourhood Renewal Fund Housing General Fund 	<p>Team</p> <ul style="list-style-type: none"> Anti Social Behaviour Manager 	<ul style="list-style-type: none"> Resident Steering Group Safer Rotherham Partnership Safer Rotherham Partnership Performance Management Framework

Develop Neighbourhoods						
Tackle the inequalities between the most deprived communities and the rest of the borough						
Strategic Theme	Strategic Objective	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
<ul style="list-style-type: none"> Introduced the Private Sector Housing Assistance Policy Carried out area based housing regeneration initiatives Developed a Landlord Accreditation Scheme Carried out a survey of housing needs in BME communities Targeted Decent Homes Programmes in areas with the highest index of deprivation Cleared 124 unsustainable dwellings in both the public and private sector Submitted bid for neighbourhood management 	<ul style="list-style-type: none"> Develop and implement the housing elements of the Community Cohesion Action Plan Identify and clear unwanted sites to be offered for sale for RSL or private development 	<p>2004/07</p> <p>2004/07</p> <p>2004/05</p>	<ul style="list-style-type: none"> Community Cohesion Plan completed Action Plan approved Action Plan implemented New housing to meet both affordable and market needs Private / RSL development at Laughton Common by Dec 2006 Private / RSL development at Kiveton Park by Dec 2007 Dinnington site assembly for development by Dec 2005 Quality Bus Corridor and associated environmental improvements by March 2006 ADF Masterplanning for cleared sites at Canklow by March 2005 Pilot scheme introduced in neighbourhood management pilot area and Brinsworth (July 2004) 10 Landlords accredited by December 2004 Scheme extended to rest of Borough (January 2005) 	<ul style="list-style-type: none"> Community Cohesion Fund Housing Capital Programme Laughton Common £141,000 Kiveton Park £141,000 Dinnington £15,000 Dalton £420,000 Private Developers Housing General Fund Neighbourhood Management funding 	<ul style="list-style-type: none"> Head of Service – Neighbourhood Development Community Cohesion Officer Housing Regeneration Team Principal Policy and Planning Officer (Private Sector) 	<ul style="list-style-type: none"> SHP Monthly capital programme meetings Community Partnerships Private Landlord Forum % spot checks of accredited properties

Develop Neighbourhoods							
Tackle the inequalities between the most deprived communities and the rest of the borough							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
funding for Landlord Accreditation Scheme	2004	<ul style="list-style-type: none"> Target investment from HMRP into the most deprived communities Implement the Housing Elements of the Neighbourhood Renewal Strategy 	2004/07	<ul style="list-style-type: none"> 10 landlords completing training scheme by June 2005 Contributes to meeting BVP164 Masterplanning is completed to 4 ADF areas to inform investment decisions by April 2005 Reduction in non-decent stock in all tenures Contributes to meeting BVP1s 62, 64 and 184 Increased % of people satisfied with their local area as a place to live Increased % of people who participate in community and voluntary organisations Reduction in the number of wards in the top 20% deprived wards nationally 	<ul style="list-style-type: none"> Housing Market Renewal Fund Neighbourhood Renewal Fund 	<ul style="list-style-type: none"> Principal Strategy Officer Rotherham Partnership 	<ul style="list-style-type: none"> Transform South Yorkshire Board Rotherham Partnership Board

Develop Neighbourhoods							
Develop a community focused, multi-agency approach to neighbourhood management							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Introduced a Going Local Neighbourhood Management initiative Participated in Eastwood and Springwell Neighbourhood Management pilot Re-established an RSL Forum Established the Strategic Housing Partnership Produced a Community Empowerment Strategy and a Consultation / Communication Strategy 	<ul style="list-style-type: none"> Restructure Council Housing Management Services Undertake a Best Value Review to agree the scope of Neighbourhood Management Refine and develop area and community action plans Produce 7 Neighbourhood Compacts 	<p>2004/06</p> <p>2004/05</p> <p>2004/05</p> <p>2004/05</p>	<ul style="list-style-type: none"> Prepare and sign off job descriptions Successful recruitment to all posts Evaluate and incorporate lessons from the Going Local Pilot Introduce a first contact approach to service delivery Set up team and conduct review in line with Corporate guidelines Scope for neighbourhood management developed Service Improvement Plan developed Plans refined Infrastructure and delivery mechanisms in place Compacts in place 	<ul style="list-style-type: none"> Housing Revenue Account Housing Revenue Account Housing General Fund Housing Revenue Account Housing Revenue Account 	<ul style="list-style-type: none"> Head of Service - Neighbourhood Management Executive Director Housing and Environmental Services Head of Service – Neighbourhood Management Social Inclusion Manager 	<ul style="list-style-type: none"> Corporate Management Team Programme Area Management Team ALMO Board Programme Area Management Team Area Assemblies Area Assemblies ALMO Board

Ensure Decent Homes							
Achieve the Governments Decent Homes targets for both social and private sector housing							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Agreed ALMO as the most appropriate option for the future of Council housing stock Option Appraisal signed off by Government Office Stock Condition Survey completed identifying 78% non decent council stock Stock Condition Survey of private sector completed Landlord Forum increased to 44 members Met BVPI 184 target with a reduction in non-decency of 2,223 dwellings Demolition of private sector stock contributed 7% of BVPI 62 	<ul style="list-style-type: none"> Completion of refurbishment of private sector dwellings at Brinsworth Complete Whamcliffe Regeneration Complete White Bear Regeneration Market test the responsive repairs service in a strategic partnership arrangement Demolition of private sector stock 	<ul style="list-style-type: none"> 2004/05 2004/06 2004/06 2004/06 2004/06 2004/07 	<ul style="list-style-type: none"> All properties refurbished and occupied Contributes to BVPIs 62 and 64 Scheme completed contributing to BVPI 184 target Scheme completed contributing to BVPI 184 target Market testing strategy approved Packages of work identified Tender prepared and published Contributes to BVPI 62 (16% in 2004/05) 	<ul style="list-style-type: none"> Private sector investment Housing Capital Programme Housing Capital Programme Housing Revenue Account Housing Capital Programme 	<ul style="list-style-type: none"> Housing Regeneration Team Housing Regeneration Team Housing Regeneration Team Special Projects Manager Housing Regeneration Team 	<ul style="list-style-type: none"> Monthly Capital Programme meetings Monthly BVPI Cabinet reports Monthly Capital Programme meetings Area Steering Group meetings Monthly BVPI Cabinet reports Monthly Capital Programme meetings Area Steering Group meetings Monthly BVPI Cabinet reports Programme Area Management Team Audit Commission Monthly Capital Programme meetings Monthly BVPI Cabinet reports

Ensure Decent Homes							
Achieve the Governments Decent Homes targets for both social and private sector housing							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<p>total</p> <ul style="list-style-type: none"> Demolition of unsustainable public sector stock Refurbishment of private sector dwellings at Brinsworth contributing to BVPI 62 and 64 	<ul style="list-style-type: none"> RSLs meet decency in all stock Develop and implement programme of Decent Homes work for Council stock 	<p>2004/10</p> <p>2004/10</p>	<ul style="list-style-type: none"> 100% of RSL property meets decency standard Consultants appointed to advise and assist strategic development Aspirational standards identified Consultation Plan developed Supply chain needs identified Investment plan produced Strategy in place Advertised in OJEC 100% Customer Satisfaction Survey of Decent Homes work in Council stock Reduction in day to day repairs 	<ul style="list-style-type: none"> RSL investment Major Repairs Allowance ALMO funding 	<ul style="list-style-type: none"> RSLs Head of Service - Neighbourhood Management 	<ul style="list-style-type: none"> Housing Corporation HIP monitoring returns Decent Homes Partnership ALMO Board Full Council ODPM/GOYH

Ensure Decent Homes							
Establish an ALMO to deliver Decent Homes and other high quality services							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Carried out and completed Housing Option Appraisal Option Appraisal submitted and signed off by GOYH Bid made for a place on Round 4 of the ALMO Programme Multi Stakeholder Project Board established to oversee the development of the ALMO Best Value Review of Housing Management Service carried out and completed Produced a Service Improvement Plan and a Timetable for implementation of 	<ul style="list-style-type: none"> Carry out consultation with all stakeholders and conduct test of opinion of tenants Establish ALMO Management Board/s Submit Section 27 application Agree contract management agreement between Council and ALMO Develop service improvement plan TUPE of Staff to ALMO 	<ul style="list-style-type: none"> 2004/05 2004/05 2004/05 2004/05 2004/06 2004/06 	<ul style="list-style-type: none"> Consultation completed 100% survey of tenants Majority of tenants support ALMO Board in place Application submitted and approved Contract and management agreement in place Plan complete and approved Consultation with staff complete TUPE arrangements agreed 	<ul style="list-style-type: none"> Housing Revenue Account Housing Revenue Account Housing Revenue Account Housing Revenue Account Housing Revenue Account Housing Revenue Account 	<ul style="list-style-type: none"> Principal Policy and Planning Officer (Public Sector) Principal Policy and Planning Officer (Public Sector) Principal Policy and Planning Officer (Public Sector) Head of Service - Neighbourhood Management Principal Policy and Planning Officer (Public Sector) Transformation Team Human Resources Manager 	<ul style="list-style-type: none"> Project Board ALMO Board Council Housing Futures Group ODPM/GOYH SHF Project Board ALMO Board ODPM/GOYH SHF Project Board ALMO Board ODPM/GOYH SHF Project Board ALMO Board ODPM/GOYH SHF Cabinet Member Project Board Programme Area Management Team Project Board ALMO Board ODPM/GOYH Full Council

Ensure Decent Homes							
Establish an ALMO to deliver Decent Homes and other high quality services							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<p>Action and Progress to April 2004</p> <p>the ALMO</p> <ul style="list-style-type: none"> Significant improvement in housing LPSA indicators with three of the four meeting their target. 	<ul style="list-style-type: none"> Produce ALMO Delivery and Business Plans ALMO takes over management of housing stock ALMO inspection to achieve 2 star rating Draw down additional funding 	<p>2004/07</p> <p>2005/06</p> <p>2005/06</p> <p>2005/11</p>	<ul style="list-style-type: none"> Staff transferred to ALMO First year plan completed Plans reviewed annually ALMO goes live Inspection carried out 2 star rating achieved Funding accessed Spending in line with Business Plans 	<ul style="list-style-type: none"> Housing Revenue Account Housing Revenue Account Housing Revenue Account Housing Revenue Account ALMO funding 	<ul style="list-style-type: none"> Head of Service - Neighbourhood Management Principal Policy and Planning Officer (Public Sector) Head of Service - Neighbourhood Management Head of Service - Neighbourhood Management Head of Service - Neighbourhood Management 	<ul style="list-style-type: none"> Trade Unions Project Board ALMO Board ODPM/GOYH SHP ALMO Board ODPM/GOYH Full Council ALMO Board ODPM/GOYH Full Council Audit Commission ALMO Board ODPM/GOYH Full Council

Ensure Decent Homes							
Improve thermal comfort and energy efficiency levels across all tenures of housing							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Affordable Warmth Strategy introduced Average SAP rating increased to 64 in private sector and BVPI 63 target of 58 met Health Through Warmth programme introduced with Age Concern Council dwellings- 900 cavity wall insulated 800 lofts insulated Over 2500 Gas condensing boilers installed Warm Front / Private Sector - 733 Cavity wall insulated 500 lofts insulated 130 condensing boilers Save "N" Warm discount scheme - 200 cavity walls insulated 	<ul style="list-style-type: none"> To install 25 free cavity walls to private dwellings via Health Through Warmth programme Complete Housing Energy Saving Scheme as part of Decent Homes programme Establish links with Clear Skies and secure funding for solar water heating and EST for community energy and photo voltaic Introduction of Energy Saving Company 	<p>2004/05</p> <p>2004/05</p> <p>2004/05</p> <p>2004/05</p>	<ul style="list-style-type: none"> Completion of project BVPIs 63 and 184 targets met Successful grant applications 8 bungalows with solar water heating Montgomery Hall community centre energy from photo voltaic Lower average fuel cost Equitable energy supply with no fuel payment differentials Minimise void turnaround time contributing to LPI' 68 and 69I Income generated for reinvestment in other energy efficiency measures 	<ul style="list-style-type: none"> Energy Efficiency Commitment £15,000 Capital Programme £100,000 EEC £100,000 EST £8,000 Clear Skies Housing Revenue Account 	<ul style="list-style-type: none"> Senior Home Energy Advice Officer Domestic Heating Programmes Monitoring Officer Senior Home Energy Advice Officer Senior Home Energy Advice Officer 	<ul style="list-style-type: none"> Npower to monitor as sponsor organisation Monthly capital programme meetings Decent Homes Partnership Board EST Northern Consortium of Housing Authorities Scottish Power Monthly Capital Programme meetings

Ensure Decent Homes							
Improve thermal comfort and energy efficiency levels across all tenures of housing							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<p>60 lofts insulated</p> <p>5 heating upgrades</p> <ul style="list-style-type: none"> EST targets exceeded - HEES 2400 Presentations 14 Training 8 Home visits 50 Commenced pilot scheme conversion of a solid fuel district heating scheme to combined heat and power (CHP) 	<ul style="list-style-type: none"> Introduce awareness raising and freephone helpline for front line staff and monitor use. Warm Front team to achieve same or better annual take up figures Continue with SYEEAC team to promote "Save 'N' Warm" scheme through EST targets Meet EST targets Convert further District Heating schemes to Combined Heat 	<p>2004/06</p> <p>2004/07</p> <p>2004/07</p> <p>2004/07</p> <p>2004/07</p>	<ul style="list-style-type: none"> Pilot area - Dinnington area PCT introduced 2004 and extend across the Borough by 2006 Increase in take up of Warm Front and Save N Warm Schemes Improvement in average SAP rating Annual targets :- 490 cavity walls insulated 679 lofts insulated 94 condensing boilers installed Improvement in average SAP rating 260 cavity walls insulated 66 lofts insulated 4 condensing boilers installed Improve home energy awareness and average SAP rating Annual targets :- 1151 HEES 5 presentations 4 training events 3 schemes completed Improved SAP ratings Green electricity generated 	<ul style="list-style-type: none"> £1000 Government Grant Energy Efficiency Commitment utility match funding £150 for lofts and £75 for boilers Government funded £25m nationally Energy Efficiency Commitment £100 per dwelling £200 each boiler and £10 scheme levy £80,000 grant from EST 	<ul style="list-style-type: none"> Senior Home Energy Advice Officer Senior Home Energy Advice Officer Senior Home Energy Advice Officer Senior Home Energy Advice Officer Senior Home Energy Advice Officer 	<ul style="list-style-type: none"> Number of calls received Scheme take up monthly information monitored by Warm Front Team Monitor scheme take up at monthly meetings of SYEEAC Partners Monitor scheme take up at monthly meetings of SYEEAC Partners Npower to monitor as sponsor organisation Heat metering of individual properties

Ensure Decent Homes							
Improve thermal comfort and energy efficiency levels across all tenures of housing							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004	<ul style="list-style-type: none"> and Power Development of Eco Housing Scheme at Henley Rise 	2004/07	<ul style="list-style-type: none"> Scheme completion with all units achieving 113 SAP rating 	<ul style="list-style-type: none"> Single Housing Pot £640,000 	<ul style="list-style-type: none"> South Yorkshire Housing Association Senior Home Energy Advice Officer 	<ul style="list-style-type: none"> Progress reports to Regional Housing Board Strategic Housing Partnership

Ensure Decent Homes							
Ensure effective links between Decent Homes and Transform South Yorkshire							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
<ul style="list-style-type: none"> Awareness raising of the Transform Strategy and the Decent Homes Partnership Submission of Pathfinder Prospectus to ODPM Submission of ALMO bid to GOYH 	<ul style="list-style-type: none"> Produce 4 ADF master plans and Housing Investment Strategies for the two programmes 	2004/05	<ul style="list-style-type: none"> ADF master planning documentation completed enabling future investment strategies to be developed Submission of agreed Housing Investment Strategies Plans for activity beyond 2006 submitted to ODPM and funding approved Demolition of unsustainable stock Reduction in long term voids BVPI 184 targets met All social housing decent by 2010 	<ul style="list-style-type: none"> £ 650,000 HMRF Housing Revenue Account Major Repairs Allowance ALMO Funding Private Investment 	<ul style="list-style-type: none"> HMR Team Leader Head of Service - Neighbourhood Management 	<ul style="list-style-type: none"> Transform South Yorkshire SHP Decent Homes Board Rotherham Regeneration Board Housing Futures Group 	

Renew the Housing Market							
Improve the character and diversity of neighbourhoods							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Influenced new housing developments to meet local housing needs Conducted Housing Needs Survey Carried out a review of the Affordable Housing Policy Demolition of stock in Canklow Kiveton, Dinnington & Eastwood Village Compete Sustainability Model Urban Potential Study Completed Spatial Planning Study underway 	<ul style="list-style-type: none"> Develop and Implement the Empty Homes Strategy Carry out sustainability assessment to all neighbourhoods in Rotherham Implement Affordable Housing Policy through Local Planning Guidance Utilise Spatial planning & Urban Potential studies to inform master planning and development decision making Produce planning and development briefs Develop South Yorkshire Design Guide Remodel / Demolish Unsustainable 	<ul style="list-style-type: none"> 2004/05 2004/05 2004/07 2004/05 2005/06 2005/06 2005/11 	<ul style="list-style-type: none"> Strategy submitted to SHP and Approved Improved performance against BVPI 64 Neighbourhood profiles completed for all Rotherham communities All new housing developments come under new guidance Study reports completed and endorsement of findings sub regionally First 2 briefs completed Rotherham HMR Design Officer post filled Design Guide published First 2 projects commenced in 2005/6 	<ul style="list-style-type: none"> HIP & HMRF Corporate Neighbourhood Statistical team HMRF & HIP Forward Planning & HMR officers Contributions through Section 106 agreements RSL partners HMRF Planning Authority HMRF HMRF HMRF & ALMO funding 	<ul style="list-style-type: none"> Principle Policy and Planning Officer Housing Strategy Manager Head of Planning Head of Service - Neighbourhood Development Head of Forward Planning Team Leader HMR Team Leader HMR Team Leader HMR Team Leader HMR Head of 	<ul style="list-style-type: none"> Transform South Yorkshire Board SHP SHP Decent Homes Board Planning Board SHP Transform SY Transform SY Transform SY SHP SYHARP Transform SY Decent Homes

Strategic Theme	Renew the Housing Market					
Strategic Objective	Improve the character and diversity of neighbourhoods					
Action and Progress to April 2004	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Stock				Neighbourhood	Board Housing Futures •

Renew the Housing Market							
Improve the overall quality, design and efficiency of housing in the Borough							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004 <ul style="list-style-type: none"> Secured funding for Eco Housing Scheme A bid for Transform South Yorkshire resources has been made to complete design guide New affordable housing policy adopted under local supplementary planning guidance Responded to Waverley masterplanning consultation 	<ul style="list-style-type: none"> Develop a mechanism that offers developers support to raise development standards Promote sustainable building practice, innovation and off site manufacture Complete Eco Housing Scheme 	<p>2004/05</p> <p>2004/07</p> <p>2006/07</p>	<ul style="list-style-type: none"> First development to receive additional funding support Hold promotion event at SY Developers Forum Complete detailed development proposals for Eco housing scheme 2004 Opening launch event 2005 	<ul style="list-style-type: none"> HMRF HMRF Regional Housing Board Funding 	<ul style="list-style-type: none"> Team Leader HMR Head of Neighbourhood Development Team Leader HMR Director SYHA 	<ul style="list-style-type: none"> Transform South Yorkshire Board SHP SHP SYHARP

Strategic Theme						
Renew the Housing Market						
Strategic Objective						
Create a new urban community in the Town Centre						
Action and Progress to April 2004	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
<ul style="list-style-type: none"> • Consultation with Town Team to develop strategic thinking on population of town centre • Successful bid for Housing Market Renewal funding • Establishment of a town centre housing project team • Public consultation on Town Charter 	<ul style="list-style-type: none"> • Aspirations housing study • Feasibility work to housing demonstration area • Design coding to Westgate area of Town Centre • Town Centre master planning complete • Develop a living over the shop programme • Establish Town Centre delivery vehicle • Procurement of capital works in housing demonstration area • Gain control of strategic sites for 	<ul style="list-style-type: none"> • 2004/05 • 2004/05 • 2004/05 • 2004/05 • 2004/05 • 2004/05 • 2004/05 • 2004/08 	<ul style="list-style-type: none"> • Findings of report approved by ODPM • Technical reports and studies completed on all 4 sites • Engagement of consultants • Detailed planning submission submitted to the Planning Authority • Masterplan published by Town Team • First scheme completed • Complete delivery vehicle study 2004 • Delivery/joint venture agreement entered into 2005 • Selection of developer • First land assembly for redevelopment 2005/6 	<ul style="list-style-type: none"> • HMRF • HMRF • Private Sector • ODPM funding • Renaissance SY • HMRF & Private sector funding • HMRF • HMRF • HMRF • HMRF & Private Sector 	<ul style="list-style-type: none"> • Team Leader HMR • Team Leader HMR • Head of Forward Planning • Executive Director of EDS • Team Leader HMR • Team Leader HMR • Team Leader HMR • Team Leader HMR • Team Leader HMR 	<ul style="list-style-type: none"> • Transform South Yorkshire Board • Transform South Yorkshire Board • ODPM • Rotherham Town Team • Town Team • Town Team & Transform SY • Transform SY & Council Cabinet • Transform South Yorkshire Board • Town Team & Transform SY

Renew the Housing Market							
Create a new urban community in the Town Centre							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004	<ul style="list-style-type: none"> housing development by land acquisition Complete capital works to demonstration area 	2006/07	<ul style="list-style-type: none"> increase number of households living in the town centre by 40 	<ul style="list-style-type: none"> HMRP & Private Sector 	<ul style="list-style-type: none"> Team Leader HMR 	<ul style="list-style-type: none"> Transform South Yorkshire Board

Renew the Housing Market							
Increase the range and diversity of accommodation							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<ul style="list-style-type: none"> Developed a framework for Master Plans and Area Development Frameworks New affordable housing policy adopted under local supplementary planning guidance Completed a supported housing scheme for young parents and pregnant teenagers Rejuvenated former derelict private sector housing in Brinsworth 	<ul style="list-style-type: none"> Develop shared equity housing schemes Increase the number of new build 'high income' housing Improve understanding of rural housing issues in Rotherham 	<p>2004/5</p> <p>2004/10</p> <p>2005/6</p>	<ul style="list-style-type: none"> First 20 shared equity properties developed Incorporated into future development briefs Completion of Housing Demonstration area in Town Centre Inform sub-regional Housing Strategy Investment strategy developed 	<ul style="list-style-type: none"> Private Sector HIMRF Private sector HIMRF HIP Planning Authority HIMRF 	<ul style="list-style-type: none"> Team Leader - HMR Team Leader - HMR Head of Service – Neighbourhood Development 	<ul style="list-style-type: none"> SHP SHP SHP

Provide Fair Access and Choice						
Prevention of Homelessness						
Strategic Theme	Strategic Objective	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004					
	<ul style="list-style-type: none"> 100% achievement of homelessness decisions within statutory guidelines Service directory completed Service promotional material developed and distributed Homelessness prevention programme rolled out to schools Free-phone help-line in neighbourhood offices established and operational Mediation pilot underway Development of dispersed housing scheme with Action Housing and Hallam 	<ul style="list-style-type: none"> 2004/05 2004/05 2004/05 2004/05 2004/05 2004/05 2004/05 	<ul style="list-style-type: none"> Reduced use of bed and breakfast accommodation Reduction in level of homelessness presentation LPI 67 / BVPI183 / BVPI 202 / BVPI203 - all achieve upper quartile performance Joint protocols and risk management procedures Reduction in level of repeat homelessness applications Reduction in level of homelessness presentation 	<ul style="list-style-type: none"> Bed and Breakfast funding £8,000 Staffing resources Budget £1,000 ODPM Grant £31,000 Video Link set up and annual running costs £6,000 Staffing resources Staffing resources Budget £500 	<ul style="list-style-type: none"> Homelessness Team Leader Homelessness Team Leader Homelessness Team Leader Homelessness Team Leader Homelessness Team Leader Homelessness Team Leader 	<ul style="list-style-type: none"> Cabinet Report P1E forms CIPFA returns ODPM quarterly monitoring reports Cabinet Report P1E forms CIPFA returns ODPM quarterly monitoring reports Performance Management Framework Cabinet Report Supervision meetings - weekly Quarterly monitoring report P1E forms CIPFA returns ODPM quarterly monitoring reports Quarterly monitoring report Supervision meetings - weekly

Provide Fair Access and Choice							
Prevention of Homelessness							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	Housing Society under development	<ul style="list-style-type: none"> Evaluate mediation pilot 	2004/05	<ul style="list-style-type: none"> Reduction in level of homelessness presentation Numbers of homelessness prevented through mediation 	<ul style="list-style-type: none"> Contact with Sheffield Mediation Budget £1,000 	<ul style="list-style-type: none"> Homelessness Team Leader 	<ul style="list-style-type: none"> Quarterly monitoring report Supervision meetings – weekly Homelessness Strategy Group
	Increased level of 'in-house' homelessness dispersed housing units	<ul style="list-style-type: none"> Review of Out of Hours homelessness service 	2004/05	<ul style="list-style-type: none"> Reduction in out of hours homelessness referrals 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Homelessness Team Leader 	<ul style="list-style-type: none"> Quarterly monitoring report Homelessness Strategy Group
	Undertaken Rough Sleepers count - nil return	<ul style="list-style-type: none"> Improve partnership working and coordination with Rotherham Homelessness project in respect direct access provision 	2004/05	<ul style="list-style-type: none"> Successful implementation of direct access and day service provision 	<ul style="list-style-type: none"> Staffing support to Rotherham Homelessness Project 	<ul style="list-style-type: none"> Homelessness Team Leader 	<ul style="list-style-type: none"> Quarterly monitoring report on access to direct services
	Significant reduction in usage of bed and breakfast for families with children	<ul style="list-style-type: none"> Re-negotiate existing lease and increase provision with Women's Refuge 	2004/05	<ul style="list-style-type: none"> Lease extension 	<ul style="list-style-type: none"> Staffing resources Market rent payment 	<ul style="list-style-type: none"> Housing Needs Manager 	<ul style="list-style-type: none"> Cabinet Report
	Secured financial resources to re-develop Women's Refuge	<ul style="list-style-type: none"> Additional emergency homelessness units 	2004/05	<ul style="list-style-type: none"> 7 additional emergency units 	<ul style="list-style-type: none"> 7 units of accommodation £24,000 	<ul style="list-style-type: none"> Homelessness Team Leader 	<ul style="list-style-type: none"> Monthly LPSA reports
	Move on accommodation from Women's Refuge	<ul style="list-style-type: none"> Review strategies associated with homelessness to 	2005/06	<ul style="list-style-type: none"> Homelessness strategy and action plan updated to reflect changing local and 	<ul style="list-style-type: none"> Staffing resources Homelessness Strategy Group 	<ul style="list-style-type: none"> Homelessness Team Leader 	<ul style="list-style-type: none"> Quarterly monitoring report Homelessness

Provide Fair Access and Choice							
Prevention of Homelessness							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<p>Progress to April 2004</p> <ul style="list-style-type: none"> established Undertaken roadshows with stakeholders and service users Tenants focus group for homelessness issues established 	<ul style="list-style-type: none"> re-priorities objectives Reduce customer time-span in temporary accommodation 	2005/06	<ul style="list-style-type: none"> Reduction of nights in temporary accommodation 	<ul style="list-style-type: none"> Staffing resources Access to voids in borough 	<ul style="list-style-type: none"> Homelessness Team Leader 	<p>Strategy Group</p> <ul style="list-style-type: none"> Quarterly monitoring report P1E forms CIPFA return ODPM quarterly monitoring reports

Provide Fair Access and Choice						
Strategic Objective						
Action and Progress to April 2004						
Strategic Theme	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
<ul style="list-style-type: none"> Furnished Accommodation Strategy adopted Homelessness dispersed furnished units developed to market test suppliers Research and benchmarking undertaken Evaluation of undertaken of existing advocacy service provided by CAB Approval to terminate CAB contract Active role in Supporting People Programme through Core Strategy and Commissioning Groups Contribution to Supporting people 	<ul style="list-style-type: none"> Furnished accommodation scheme operational Increase Homelessness dispersed furnished units Choice based letting scheme introduced Complete ODPM Cross Service Supporting People review Cost benefit analysis of Home Improvement 	<p>2004/06</p> <p>2004/05</p> <p>2004/05</p> <p>2004/05</p> <p>2004/05</p>	<ul style="list-style-type: none"> 100 units available from May 2004 and a further 100 units by March 2006 BVPI and LPI performance management Increase from 20 to 32 units Reduction in use of bed and breakfast accommodation Scheme adopted and operational March 2005 Increase in level of nominations with RSL Reduction in void levels Reduction in tenancy terminations and property refusals Reduction in HES 5 local performance indicator Review complete by November 2004 Implementation of HIA to complement existing Agency Service 	<ul style="list-style-type: none"> LPSA pump priming £40,000 grant £200,000 unsupported credit approval LPSA pump priming £40,000 grant £200,000 unsupported credit approval HRA E:government grant Invest to Save Staffing resources HIA Grant £45,000 Capital 	<ul style="list-style-type: none"> Furnished Accommodation Team Leader Homelessness Team Leader Housing Needs Manager Housing Needs Manager Agency and Grants Team Leader 	<ul style="list-style-type: none"> Monthly BVPI's and LPI's Monthly LPSA reports Quarterly monitoring report Homelessness Strategy Group Monthly Supervision Cabinet Report Quarterly monitoring report Supporting People Review Service Improvement Action Plan Cabinet report Supporting People Contract -

Provide Fair Access and Choice							
Securing suitable, quality housing							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
Action and Progress to April 2004	<ul style="list-style-type: none"> reviews and priority setting for commissioning and de-commissioning of services Review of central Warden service and Young people's provision Re-provision of Action Housing and Hallam Housing Society - Elliott Court to provide additional units of dispersed housing for single homeless people 	Agency as an extension of the Agency Service		<ul style="list-style-type: none"> Properties repaired via external funding Increased performance on BVPI 62 	Programme from 2005/06		Review and QAF
		Develop and implement Lifetime Homes Strategy	2004/06	<ul style="list-style-type: none"> Principles embedded within decent homes programme Alignment with Affordable Housing policy 	<ul style="list-style-type: none"> Capital Programme 	<ul style="list-style-type: none"> Decent Homes Manager 	<ul style="list-style-type: none"> Cabinet report Decent Homes Programme and project monitoring group
		Conduct Special Needs Housing Survey	2004/05	<ul style="list-style-type: none"> Inform future development bids to increase provision of specialist accommodation 	<ul style="list-style-type: none"> Capital programme £50,000 	<ul style="list-style-type: none"> Housing Needs Manager 	<ul style="list-style-type: none"> Cabinet report HIP returns
		Single Assessment process for Extra Care Housing development introduced	2004/05	<ul style="list-style-type: none"> Assessed access to specialist accommodation 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Assessment Team Leader 	<ul style="list-style-type: none"> Quarterly monitoring report NSF quarterly action plan
		Implementation of Sheltered Housing Review	2004/05	<ul style="list-style-type: none"> Rationalisation of existing sheltered accommodation De-designation of sheltered units Identification of complexes suitable for Extra Care Housing Allocations based on needs assessment Redevelopment of unsustainable sites Reduction in HES 68 and 69 local performance indicators 	<ul style="list-style-type: none"> HRA Capital Programme L.A. land Housing Corporation Transform South Yorkshire £152,000 	<ul style="list-style-type: none"> Housing Manager Supporting People Manager Head of Service - Social Services 	<ul style="list-style-type: none"> Cabinet report Extra Care working group Older People's Housing Strategy Action Plan Void monitoring

Strategic Theme	Provide Fair Access and Choice					
Strategic Objective	Securing suitable, quality housing					
Action and Progress to April 2004	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<ul style="list-style-type: none"> Implementation of Outreach Information Services 	2005/06	<ul style="list-style-type: none"> Outreach services to community and voluntary agencies 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Housing Advice Team Leader 	<ul style="list-style-type: none"> Monthly Supervision Quarterly monitoring report ODPM quarterly monitoring reports
	<ul style="list-style-type: none"> Nomination agreements with private landlords 	2005/06	<ul style="list-style-type: none"> Nomination agreements developed in conjunction with private landlord accreditation scheme Improved access to rented accommodation 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Options Officer 	<ul style="list-style-type: none"> Monthly Supervision Quarterly monitoring report P-1E forms CIPFA return ODPM quarterly monitoring reports

Provide Fair Access and Choice							
Supporting individual needs							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Research and benchmarking undertaken for Older People's Housing Strategy Review of sheltered housing underway Completion of Extra Care Housing Scheme Video link established with local prisons Development and distribution of homelessness service literature and posters Housing Needs Survey completed BME study complete Older People's Planning Group established 	<ul style="list-style-type: none"> Adoption of Older Peoples Housing Strategy Independent Housing Advice Service introduced Adapted property database established Expansion of Video Link service 	<p>2004/05</p> <p>2004/05</p> <p>2004/05</p> <p>2004/05</p>	<ul style="list-style-type: none"> LPI's performance management Customer satisfaction surveys Operational by October 2004 Level of presentations to Housing Advisory service Reduction in level of evictions Reduction in level of repeat applications for re-housing Reduction in tenancy terminations and property refusals Increase in the level of Domestic Violence cases maintaining tenancies e-access to housing advice available Better use of adapted stock through effective matching of property to people Improved multi-agency working and referral arrangements Improved access to housing options for customers 	<ul style="list-style-type: none"> Staffing resources Strategy budget £1,000 Re-alignment of sheltered housing Set up costs contained within budget for Choice Based Lettings scheme Staffing resources Staffing resources Capital Programme £6,000 	<ul style="list-style-type: none"> Housing Needs Manager Housing Advice Team Leader Occupational Therapist Homelessness Team Leader 	<ul style="list-style-type: none"> Older People's Planning Group Strategy Action Plan Cabinet report Cabinet Report Quarterly monitoring report Monthly Supervision Quarterly monitoring report Cabinet Report Homelessness Quarterly monitoring report

Strategic Theme	Provide Fair Access and Choice					
Strategic Objective	Supporting individual needs					
Action and Progress to April 2004	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<ul style="list-style-type: none"> Development and implementation of BME Housing Strategy 	2004/05	<ul style="list-style-type: none"> Number of cases given advice and if appropriate, rehoused Culturally sensitive services developed to reflect needs of customers in the borough Consultation Conference Production of strategy Appointment of Equalities and Diversity Officer Introduction of positive action training scheme Improvement in BVP1 74 and 75 	<ul style="list-style-type: none"> Housing Investment Programme - £10,000 to develop HRA 	<ul style="list-style-type: none"> Equality and Diversity Officer 	<ul style="list-style-type: none"> Core Statistical return Cabinet Report Quarterly monitoring report
	<ul style="list-style-type: none"> Development and implementation of Housing elements of Community Cohesion Strategy 	2004/05	<ul style="list-style-type: none"> Anti-social behaviour strategy complete Service Level Agreements in place to provide multi-tenure service Reduction in crime levels and anti social behaviour Improved integration of multi cultural communities Implement victim support strategy 24 hour witness hotline Extend safer homes pilot to whole borough Introduce dispersed alarm scheme BVP1s and LPIs to measure improvement – 126, 127, 128, 174, 175 and HES3 	<ul style="list-style-type: none"> Single Capital Pot £25,000 Neighbourhood Renewal Fund £70,000 Housing General Fund £120,000 HRA 	<ul style="list-style-type: none"> Housing Manager 	<ul style="list-style-type: none"> Community Cohesion Action Plan Cabinet Report Quarterly monitoring report

Provide Fair Access and Choice							
Supporting individual needs							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
Action and Progress to April 2004		<ul style="list-style-type: none"> Identification and agreement of standards and specification with BME communities for new build housing that is culturally sensitive 	2004/05	<ul style="list-style-type: none"> Increased take up of service provision form BME communities 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Policy Officer 	<ul style="list-style-type: none"> Number of new dwellings built through planning gain Cabinet Report Annual report
		<ul style="list-style-type: none"> Cross service review of Community Based Services 	2004/05	<ul style="list-style-type: none"> Identification of services and effectiveness in enabling individuals to live independently in the community 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Housing Needs Manager 	<ul style="list-style-type: none"> Community Services Action Plan Cabinet report
		<ul style="list-style-type: none"> Evaluate disabled adaptation take up with BME communities 	2005/06	<ul style="list-style-type: none"> Level and type of adaptations undertaken each year by ethnic origin Increased take up of service provision form BME communities 	<ul style="list-style-type: none"> Staffing resources 	<ul style="list-style-type: none"> Agency and Grants Team Leader 	<ul style="list-style-type: none"> Cabinet report Equality and Diversity Action Plan
		<ul style="list-style-type: none"> Develop, agree and implement Homelessness Prevention Strategy 	2005/06	<ul style="list-style-type: none"> Reduction in homelessness presentations and duties accepted Continued reduction in rough sleeping levels 	<ul style="list-style-type: none"> Staffing resources Budget £1,000 	<ul style="list-style-type: none"> Homelessness Team Leader 	<ul style="list-style-type: none"> Monthly BVPI's and LPI's Homelessness Strategy Action Plan Cabinet report Core Statistical return Quarterly monitoring report
		<ul style="list-style-type: none"> Create following consultation with BME communities provision of 3 furnished 	2005/06	<ul style="list-style-type: none"> Increased take up of service provision from BME communities Increase in the level of Domestic Violence cases 	<ul style="list-style-type: none"> LPSA pump priming £40,000 grant £200,000 unsupported 	<ul style="list-style-type: none"> Furnished Accommodation Team Leader 	<ul style="list-style-type: none"> Monthly LPSA reports Quarterly monitoring report Homelessness

Strategic Theme	Provide Fair Access and Choice					
Strategic Objective	Supporting individual needs					
Action and Progress to April 2004	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	<ul style="list-style-type: none"> dispersed accommodation for households fleeing domestic violence Development of handiperson scheme to aid independent living 	2005/06	<ul style="list-style-type: none"> maintaining tenancies Reduction in falls in the home through prevention measures Reduction in delayed hospital discharges Increased level of minor adaptations Improved home security Improvement in stock condition 	<ul style="list-style-type: none"> credit approval HIA Grant £45,000 (for year 1 and annual bids thereafter) Capital Programme from 2005/06 	<ul style="list-style-type: none"> Agency and Grants Team Leader 	<ul style="list-style-type: none"> Strategy Group Monthly Supervision Cabinet report Supporting People Contract - Review and QAF NSF Falls Prevention Action Plan

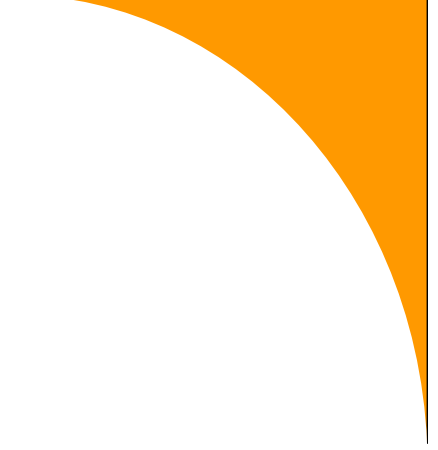
Provide Fair Access and Choice							
Improving accessibility and choice for those with lower incomes							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> Research and benchmarking exercise to be undertaken regarding equity release scheme ADP resources secured to develop Women's Refuge Move-on accommodation for Women's Refuge developed Service directory developed identifying services and housing provision Development of furnished dispersed housing as alternative to bed and breakfast use Development of RSL Liaison Group to improve accessibility to wider housing options 	<ul style="list-style-type: none"> Equality Impact Assessment on :- Local Lettings Policy Furnished Accommodation Scheme Choice Based Lettings Housing Advisory Service Promotion of Move In Packs with RSL's, statutory and non statutory agencies Improvements to Fast track housing agreements with grant funded agencies providing temporary accommodation for homeless individual / 	2004/05	<ul style="list-style-type: none"> BVPI's and LPI's performance management Customer satisfaction surveys Reduction in tenancy terminations and property refusals Increased take up of service provision form BME communities Reduction in repeat housing applications Level of lettings through Choice Based Letting Scheme Increased take up levels of Move in Packs Continued reduction in rough sleeping levels Reduction in usage of Bed and Breakfast 	<ul style="list-style-type: none"> Staffing resources LPSA pump priming £40,000 grant £200,000 unsupported credit approval Rush House £22,030 Robond £25,000 Women's Refuge £19,000 	<ul style="list-style-type: none"> Performance and Quality Officer (Diversity) Furnished Accommodation Team Leader Homelessness Team Leader 	<ul style="list-style-type: none"> Monthly BVPI's and LPI's Quarterly monitoring report Monthly LPSA reports Quarterly monitoring report Homelessness Strategy Group Monthly Supervision Quarterly monitoring report Homelessness Strategy Group

Provide Fair Access and Choice							
Improving accessibility and choice for those with lower incomes							
Strategic Theme	Strategic Objective	Key Step	Date	Measure of Achievement / Required Outcome	Resources	Responsible Officers	Monitoring Arrangements
	Action and Progress to April 2004						
	<ul style="list-style-type: none"> De-designated low demand sheltered housing to facilitate re-housing of younger and smaller households Local lettings policies introduced Private landlord access guide developed Increased funding for Robond to facilitate access to private rented accommodation Review of sheltered housing Implementation of moving in packs across tenures to aid sustainability of tenancies Furnished accommodation strategy produced 	<ul style="list-style-type: none"> households Explore feasibility of common housing register Evaluate effectiveness of Affordability Strategy Research and development of Disability Housing Strategy 	<p>2005/06</p> <p>2005/06</p> <p>2005/06</p>	<ul style="list-style-type: none"> Agreement with RSL's and Private Landlords on common access mechanisms for customers seeking housing Level of affordable homes developed and accessed through Councils waiting list per year Co-ordination of services to enable individuals to live independently in their homes and community 	<ul style="list-style-type: none"> Staffing resources Budget £1,000 Staffing resources Staffing resources Budget £1,000 	<ul style="list-style-type: none"> Housing Needs Manager Strategy Manager Assessment Team Leader 	<ul style="list-style-type: none"> Cabinet report Cabinet report Cabinet report

Rotherham Housing Strategy

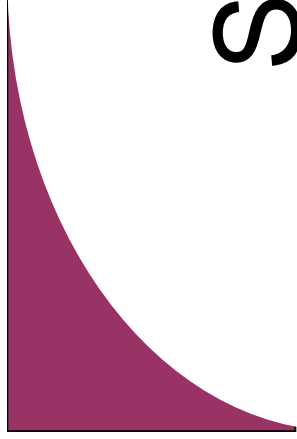
Brian Marsh
Housing Strategy Manager

1st July 2004



Strategy Requirements

- Fit for Purpose
 - Corporate Context and Wider Priorities
 - Partnership Working
 - Needs Analysis
 - Resources
 - Priorities for Action
 - Analysis of Options
 - Action Plan
 - Progress to Date
 - Presentation



Strategy Development

- Data collection and analysis
- Consultation with stakeholders
- Cross reference with other strategies e.g.
 - Community Strategy
 - Corporate Plan
 - Capital and Asset Management Strategy
 - Neighbourhood Renewal Strategy
 - Housing Market Renewal Strategy
 - ALMO Bid

Strategic Context

- National Framework
- Regional Strategic Framework
- Community Strategy



Main Challenges

- **Develop Neighbourhoods** – to create neighbourhoods where people want to live now and in the future
- **Ensure Decent Homes** – to ensure that all homes in the Borough are maintained to an acceptable standard
- **Renew the Housing Market** – to transform the housing market in Rotherham
- **Provide Fair Access & Choice** – to ensure that there is a choice of suitable housing and that it is accessible

Achievements

- Arms Length Management
- Consultation and Participation
- Partnership Working
- Housing Market Renewal Pathfinder
- Energy Efficiency
- Developing Neighbourhoods
- Supporting People

Develop Neighbourhoods

- Ensure investment supports neighbourhood sustainability
- Reduce crime and the fear of crime
- Tackle the inequalities between neighbourhoods
- Develop a community focused, multi agency approach to neighbourhood management

Ensure Decent Homes

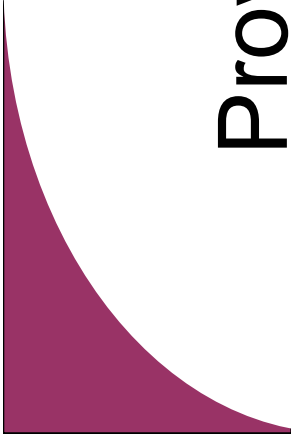
- Achieve the Decent Homes Standard for both social and private housing
- Establish an ALMO to deliver Decent Homes and other high quality services
- Improve thermal comfort and energy efficiency levels across all tenures of housing
- Ensure effective links between Decent Homes and Transform South Yorkshire

Renew the Housing Market

- Improve the character and diversity of neighbourhoods
- Improve the quality, design and efficiency of housing in the Borough
- Create a new urban community in the Town Centre
- Increase the range and diversity of accommodation

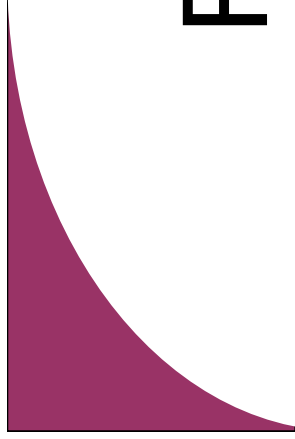
Provide Fair Access and Choice

- Prevention of homelessness
- Securing suitable, quality housing
- Supporting individual needs
- Improving accessibility and choice for those with lower incomes



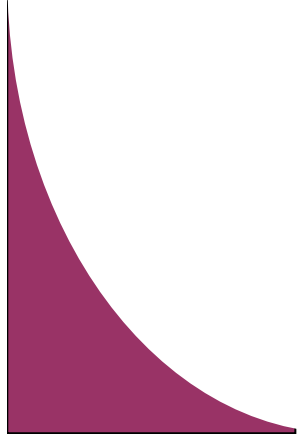
Focusing on Delivery

- Developing the Action Plan
 - Identifying tasks to contribute to each objective
 - Key steps
 - Timescales
 - Measures of achievement
 - Resources
 - Responsible Officers
 - Monitoring Arrangements



Resources

- Review of capital and revenue spending
- Sources of funding
- How decisions are taken on housing resources
- Links to the Council's Capital Strategy
- Estimates of expected future spending



Next Steps

- 1st July – Approval by Scrutiny Panel
- 7th July – Approval by Strategic Housing Partnership
- 19th July – Approval by Cabinet Member
- 4th August – Adoption by Cabinet



ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** ENVIRONMENT SCRUTINY PANEL
2. **Date of Meeting** 1 JULY 2004
3. **Title** PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME
4. **Originating Officer** Rob Pearce
Principal Policy and Planning Officer
Tel Ext 3437
5. **Issue**
To further consider the introduction of a Private Rented Sector Landlord Accreditation Scheme.
6. **Summary**
The scheme is intended to acknowledge, and actively promote good standards and management practice by landlords in the private rented sector and to promote better understanding between landlords and tenants.

The Accreditation Scheme will recognise and incentivise landlords who are committed to providing good quality, properly managed accommodation to rent.

The scheme to be introduced initially in two pilot areas covering Brinsworth and the neighbourhood management pathfinder – Eastwood and Springwell Gardens.

The accreditation scheme to be extended borough wide after a six-month pilot introduction period.
7. **Clearance/Consultation**
The development of the Accreditation Scheme has been assisted through reference to guidance published by the Office of the Deputy Prime Minister.

In addition we have made use of good practice examples from schemes already being operated by other local authorities.

The accreditation scheme is supported by the Rotherham and District Residential Landlords' Association.
8. **Timing**
It is intended to implement the pilot accreditation scheme in July 2004.
9. **Background**
The principal aim of the scheme is to encourage landlords throughout the district to maintain their properties in a safe and decent condition, in good repair with a good standard of management.

10. Argument

By introducing an Accreditation Scheme, the Council will be able to improve the quality of private rented houses throughout Rotherham. This is consistent with the Housing Strategy which aims to increase access to, and choice of, accommodation across all housing sectors and improve the character and diversity of neighbourhoods through housing market renewal.

It will also contribute to raising home energy efficiency standards that will support Rotherham's Affordable Warmth Strategy.

It supports the Community Strategy Scheme priority to create safe and inclusive communities.

The insistence on timely and regular gas and electricity safety checks is a key health and safety issue.

We will support the scheme through the introduction of a private landlord training programme. Where this encourages landlords to bring empty property back into use, it will support the achievement of our BVPI 64 target.

Accredited landlords will be confident that their property is of an acceptable standard and that they are providing good quality housing for their tenants.

Prospective tenants will be confident that a property that has been awarded accredited status will provide decent, safe and secure accommodation.

11. Risks and Uncertainties

Lack of interest from landlords who are not concerned with raising or maintaining standards. Housing may be particularly poor and, therefore, landlords are unwilling or unable to raise standards to achieve accreditation status. Certain areas may become more attractive to private landlords wishing to acquire properties there. The scheme will be managed in such a way as to minimise or mitigate these risks – we will actively promote and market the scheme to landlords and support and assist them to reach the required standards to achieve accredited status.

12. Finance

In recognition of the voluntary nature of the accreditation scheme and the likely cost to landlords of meeting the scheme standards, it is proposed that no charge should be made to those applying for accredited status.

The introduction and management of the accreditation scheme by the Council is expected to be achieved, in the pilot areas, through the use of existing staff resources.

However, an application for financial support has been submitted to the Neighbourhood Management Pathfinder.

If successful the additional funding would enable us to employ a dedicated officer on Scale SO1 to take forward the development of the scheme and to rigorously encourage landlords to participate in the Neighbourhood Management area.

The application is for £50K in the period 2004/06. A decision on the application is awaited.

13. Sustainability

The Accreditation Scheme aims to influence the management and condition of housing. Improved standards will help reduce tenancy turnover and contribute to improved neighbourhood sustainability. It is also expected to contribute positively to:

- improving the image of the Borough;
- reducing crime and strengthening community safety;
- creating a sustainable healthy environment;
- improving housing choices for those looking for accommodation;
- building partnerships to provide effective services;
- tackling social exclusion.

14. Wards Affected

Initially 6, 11 and 15 expanding to all when Borough wide.

15. References

Housing Quality and Choice. The Housing Green Paper - O.D.P.M.

Developing a Voluntary Accreditation Scheme for Private Landlords – A Good Practice Guide – O.D.P.M.

Rotherham M.B.C. - Housing Strategy 2004-2007

16. Presentation

None

17. Recommendations

TO NOTE THE DECISION OF THE MEETING OF THE CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES HELD ON THE 24 MAY 2004 THAT THE COUNCIL INTRODUCES A PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME.

THE SCHEME TO BE INTRODUCED INITIALLY FOR SIX MONTHS IN TWO PILOT AREAS COVERING BRINSWORTH AND THE NEIGHBOURHOOD MANAGEMENT PATHFINDER – EASTWOOD AND SPRINGWELL GARDENS.

THE ACCREDITATION SCHEME TO BE EXTENDED BOROUGH-WIDE AFTER EVALUATION OF THE SIX MONTH PILOT.

PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME

**ROTHERHAM'S NEW
ACCREDITATION SCHEME
FOR PRIVATELY RENTED HOUSING**

**Housing and Environmental Services,
Housing Strategy
Rotherham Metropolitan Borough Council,
Norfolk House,
Walker Place,
ROTHERHAM.
S65 1HX**



R. Pearce
(May 2004)

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

HOUSING AND ENVIRONMENTAL SERVICES

HOUSING STRATEGY – PRIVATE LANDLORD ACCREDITATION

THE PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME

**ROTHERHAM'S NEW ACCREDITATION SCHEME
FOR PRIVATELY RENTED HOUSING**

Introduction

Local Authorities are increasingly taking a strategic approach to meeting the housing needs of people in their area.

There is greater recognition for the important role of the private rented sector in providing housing accommodation for some people.

One aspect of this new approach is a desire to work with private sector landlords to improve the quality and standing of this important sector of the housing market.

One of a number of possible ways of doing this is for the Local Authority to introduce a private rented sector landlord accreditation scheme.

The Scheme

Rotherham Metropolitan Borough Council has developed a Landlord Accreditation Scheme to reward and recognise the many local landlords who are committed to providing **good quality, properly managed accommodation** within the Borough and encourage all landlords to meet the standards over time.

The proposed scheme has received support from the Rotherham and District Residential Landlords Association (RDRLA).

What is Landlord Accreditation?

It is a set of standards (or code) relating to the physical condition and management of privately rented accommodation. Landlords who join the scheme and meet the standards are given accredited status.

The accreditation scheme will be operated on a voluntary basis.

There is no compulsion for landlords to join but we hope that the benefits to be gained will encourage them to do so.

Requirements of the Scheme – The Landlord

The Landlord should have a good track record. We will need to be satisfied there is no history of harassment or illegal eviction of tenants and of non-compliance with enforcement action taken by the Council.

Where such a history exists we will work with the landlord to assist them to achieve the standard and monitor their future performance.

Requirements of the Scheme – The Property

We will need to have the opportunity to inspect all of the properties included in the application for accredited status to check for compliance with the scheme standards.

Strategic Context

The introduction of an accreditation scheme will assist us in meeting our housing strategy objectives.

The scheme will contribute to each one of our 4 key themes included in the strategy:-

- Developing neighbourhoods.
- Ensuring Decent Homes.
- Renewing the housing market.
- Providing fair access and choice.

It also links to National, Regional and Sub-Regional Priorities and Targets, e.g. the Government's objective to secure a larger better quality, better managed private rented sector with the introduction of accreditation schemes a key measure to achieve this.

For more detailed information reference should be made to the Council's Housing Strategy.

In addition, the Accreditation Scheme will make a positive contribution to the renewal of the housing market in Rotherham and the South Yorkshire sub-region.

The strategic aim of Transform South Yorkshire – the Housing Market Renewal Pathfinder is:-

“to build and support sustainable communities and successful neighbourhoods where the quality and choice of housing underpins a buoyant economy and improved quality of life.”

The Accreditation Scheme will provide a mechanism to strengthen weak housing markets to offer real choice and better quality accommodation in the private rented sector in areas dominated by poor quality and uninspiring housing.

Aims of the Scheme

The principle aim of the scheme is to encourage landlords throughout the district to maintain their properties in a safe and decent condition, in good repair with a good standard of management.

Other aims include:-

- To reduce the numbers of empty, unused properties in Rotherham.
- To reduce crime and opportunities for crime.
- To limit anti-social behaviour.
- To improve the image of the Borough.

How the Aims will be Achieved

We will achieve the aims of the scheme by:-

- Encouraging and supporting landlords in the provision of good quality rented accommodation.
- Recognising landlords whose properties meet the accreditation standard.
- Enabling tenants to make an informed choice when choosing rented accommodation.
- Working with landlords to improve the general standard of private rented accommodation within the Borough.
- Working in partnership with other agencies and local companies.
- Publicity to raise the profile of the scheme and encourage participation by landlords.

Benefits of the Scheme – Landlords

- Landlords who obtain accreditation will gain the right to display the accredited landlord scheme logo in the property.
- Landlords will be awarded a certificate of membership to confirm the dwelling meets the scheme standards and this may also be displayed in the property.
- Landlords who obtain accreditation will also gain the right to use the scheme logo on correspondence as a hallmark to indicate good practice.
- Tenants will be encouraged to seek accommodation from accredited landlords.
- Landlords can expect to gain a market edge over other landlords who are not members of the accreditation scheme.

- Services and support provided by the Council and the landlord accreditation team, for example the opportunity to advertise vacant houses in the Council's property shop and advice to meet the standards.
- Landlords can be assured of support through the Council's Anti-Social Behaviour Unit in the event of any problems arising and affecting the tenancy.

It is also anticipated that 'Accredited Status' will bring landlords the following general but important benefits:-

- An advantage over other providers in attracting new tenants.
- A better image with potential lenders.
- A lower turnover of tenants producing savings on re-letting and loss of income from voids.
- A decrease in abuse of properties.
- A reduction in insurance premiums.
- Access to other discount schemes in the future.

Benefits of the Scheme – Tenants

- Tenants will be able to make an informed choice about the property they choose to rent.
- They can identify property that have met relevant standards.
- Landlords will have agreed to follow a charter, which includes the provision of a written tenancy agreement, and regular checks of the gas and electrical supply.

Services and Support Networks

- A code of standards to be followed by accredited landlords.
- Advice and information on tenancy issues.
- Membership certificates indicating accredited status.
- Opportunity to advertise accredited property vacancies in the Council's Property Shop.

Membership Code of Standards

The standards are associated with compliance with:-

- Gas Safety.

- Electrical Safety – fixed installation and portable appliance testing.
- Fire Safety.
- Furniture Safety – if let furnished.
- Fitness and suitability for habitation – with aspirations to meet the decent homes standard.
- Repair.
- Management.
- Commitment to improved energy efficiency.

Where does the Scheme Operate?

Initially the scheme will be operated in two Pilot Areas – Brinsworth and the Eastwood/Springwell Gardens Neighbourhood Management Pathfinder Area.

The Pilot will be operated for a period of six months, it's impact analysed and any lessons learned will be fed into the extension of the scheme across the Borough.

Who is eligible

All landlords of single let houses and houses in multiple occupation are eligible to apply for accreditation. Accredited status will be given to landlords whose properties and management meets the standards set down in the scheme.

Application and Acceptance

Participation by owners in the scheme will be by application on a form supplied by the Council.

The form will be property specific.

If properties and the landlord meet the necessary standards, then accreditation will be awarded. Accreditation is typically for three years. At the end of the first and second year, the landlord will need to certify that the property still meets those standards and will also have to supply the Council with copies of gas and electrical safety certificates and any other relevant documentation. Self-certification of properties will be supplemented by spot checks on a percentage of properties each year.

Should the property not comply, the opportunity will be given to rectify any failures within three months. Should the timescale not be met the application will fail and accreditation at a future date will require a fresh application.

Should a complaint be received about an accredited property, there will be an automatic re-inspection. At the end of the three year period, the landlord will need to make a new application.

It is important that standards are maintained and the Council has the right to revoke accreditation at any time.

Summary

It is anticipated that owners of accredited properties will place themselves in a more advantageous position within the private rented housing market by having:-

- The opportunity to advertise vacant properties through the Council's Property Shop.
- Inclusion on a list of accredited properties kept by the Council.
- Be recommended by word of mouth from one group of tenants to the next.
- Be secure in the knowledge that they have taken all reasonable steps to secure and safeguard the health, safety and welfare of tenants, and
- Reduce the possibility of legal enforcement action by the Council.

NB. Disclaimer

Individuals/tenants must always satisfy themselves about the standard of their accommodation. Rotherham Metropolitan Borough Council neither guarantees or warrants its condition and accepts no liability if the tenant finds the accommodation wanting notwithstanding that the property may be accredited.

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL
WORKING WITH
LANDLORDS AND TENANTS IN
ROTHERHAM
TO IMPROVE STANDARDS
IN RENTED ACCOMMODATION**

PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME

CODE OF PRACTICE

**Housing and Environmental Services,
Housing Strategy
Rotherham Metropolitan Borough Council,
Norfolk House,
Walker Place,
ROTHERHAM.
S65 1HX**



ROTHERHAM METROPOLITAN BOROUGH COUNCIL

HOUSING AND ENVIRONMENTAL SERVICES

HOUSING STRATEGY – PRIVATE LANDLORD ACCREDITATION

THE PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME

**PROMOTING GOOD STANDARDS IN THE PRIVATE RENTED SECTOR
A GOOD LANDLORD CODE OF PRACTICE**

What is the code of practice?

This Code has been produced as a model of good practice for owners of private rented accommodation within Rotherham. It has been developed by Rotherham Metropolitan Borough Council for the benefit of all concerned with private rented sector housing.

The code requires landlords to comply with minimum standards laid down in Housing Law. In a few respects it also requires the landlord to go a little beyond those standards.

Landlords who comply with the code will be able to show that their properties are well managed, free from unacceptable risks to health and safety and in reasonable repair.

Why should a landlord comply with the code?

Firstly and most importantly it will help the landlord comply with his/her legal obligations. Secondly landlords who comply with the code will distance themselves from incompetent or unscrupulous landlords thereby benefiting from an enhanced reputation.

Landlords who meet the requirements of this Code of Practice can expect to be well placed to receive approval under any new licensing scheme that is developed in the future.

If you wish to discuss any aspect of this Code please contact Rob Pearce, Housing Services, Housing Strategy Section, on Rotherham 01709 823437.

If you are interested in obtaining approval under the scheme please complete the form at the back of this leaflet.

Code of Practice

1.0 **Before the Tenancy**

Landlords shall ensure that:

- property details are described accurately;
- the terms of the tenancy are fair and prospective tenants are allowed a reasonable time (not less than 24 hours) to consider the suitability of the accommodation and terms of the tenancy;
- clear information is provided as to whether tenant or landlord is responsible for the payment of water/gas/electricity and council tax bills;
- clear statements are issued to prospective tenants with regard to rent and service charges due.

2.0 **During the Tenancy**

2.1 **Right to privacy and self-determination**

Landlords shall ensure that:-

- tenants have access to the property and their room(s) at all times;
- tenants receive their own mail directly without interference;
- tenants are able to receive visitors in their own home (subject to an acceptable standard of behaviour – as required by the tenancy agreement);
- tenants do not have to receive visits from the owner or owners agents without 24 hours written notice – except in emergencies;
- tenant's privacy is respected.

2.2 **Right to be Consulted and Informed**

Landlords shall ensure that:-

- where legally required to do so, they will provide tenants with a form of receipt for payment of rent e.g. a rent book, and supply a full rent breakdown;
- each tenant is provided with a tenancy/licence agreement that comprehensively but simply explains the rules and organisational details of the property. The contents of any agreement will include information on:-
 1. the services which are provided as part of the accommodation and charge made for each service;
 2. the names and addresses of all parties with an interest in the property i.e. owners, managers, agents, caretakers etc.;
 3. what house rules (if any) exist;
- that on taking up the tenancy the tenant is provided with information on:-
 1. what to do in case of fire;
 2. arrangements for laundry, heating, meals, telephones etc. as applicable – more likely to be applicable in houses in multiple occupation.

2.3 **Right to Enjoy Safe, Well Maintained Repaired Housing**

Landlords shall ensure that:-

- the property/dwelling unit has all basic amenities available internally, is free from unacceptable risks to health and safety and is in reasonable repair;
- that any house in multiple occupation (HMO) is brought to the attention of the Council or any registered/licensed under any Registration/Licensing Scheme which may come into force;
- an 'out of hours' telephone number is available in the case of emergency repairs;
- in single family units the electrical installation and fixed electrical appliances are checked for safety every ten years by a competent and approved contractor (NICEIC or ECA or other contractors approved by the Local Authority are accepted in this respect). A periodic inspection report as required by BS 7671 to be kept available for inspection at all times;

- in multiple occupation or other shared properties the electrical installation and fixed electrical appliances are checked for safety every five years by a competent and approved contractor (NICEIC or ECA or other contractors approved by the Local Authority are accepted in this respect); a periodic inspection report as required by BS 7671 to be kept available for inspection at all times;
- in multiple occupation or other shared properties any portable electrical appliances provided by the landlord are tested for safety annually and between tenancies;
- **all gas appliances and flues are checked by a CORGI registered engineer for safety every 12 months; and a copy of the gas safety report is given to all tenants;**
- furnished property/dwelling units conform to the Furniture and Furnishing (Fire) (Safety) Regulations 1988;
- all properties/dwelling units are provided with a minimal level of energy efficiency measures, to include:-
 1. tank and pipe lagging;
 2. roof void insulation to Building Regulation Standard;
- all relevant public liability insurance is in place for the dwelling.

Landlords should also consider the following matters:-

- where the dwelling is in single household occupation, basic fire safety measures which may include interlinked mains powered smoke alarms with circulation areas of the dwelling;
- security measures are provided in accordance with the recommendations of the area Crime Prevention Officer and which do not conflict with legally required fire safety requirements.

2.4 Right to be Represented

Landlords shall agree:-

- to work with and co-operate with all agencies providing a service for tenants in respect of any complaint or grievance.

2.4 **Right to Afford to Stay in Property**

Landlords shall:-

- accept a deposit of no more than six weeks rent which will be returnable providing that the tenants obligations have been met within 28 working days of such obligations being complied with;
- where accommodation benefit recipients, ensure a pre-tenancy determination has been requested.

3.0 **At the End of a Tenancy**

Landlords shall ensure that:

- they have followed the correct legal procedures to end a tenancy;
- where disputes arise between owners and tenants, a reasonable and prompt response is adopted in order to effect a satisfactory resolution to the problem;
- when properties are vacated **immediately** steps are taken to leave the premises, yards and gardens etc. in a safe, secure and hygienic condition.

4.0 **Equal Opportunities**

Landlords shall ensure that

- in the provision and letting of housing or associated services no person or group of persons applying will be treated less favourably than any other person or group of persons

**Private Rented Sector
Landlord Accreditation Scheme**

I would like to be considered for approval under any new scheme. Please send me an application form when the scheme commences.

Your name:

Your address:
.....
.....
.....

Your telephone number:

Your e-mail address:

Your comments/suggestions on how landlord accreditation should operate

If you require further general advice about the Council's proposals for a Landlord Accreditation Scheme please contact:-

Rob Pearce,
Principal Policy and Planning Officer – Housing Strategy
Housing Services,
Norfolk House,
Walker Place,
ROTHERHAM.

Tel: 01709 (82)3437
Fax: 01709 (82)3430
E-Mail: rob.pearce@rotherham.gov.uk

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

HOUSING AND ENVIRONMENTAL SERVICES

HOUSING STRATEGY – PRIVATE LANDLORD ACCREDITATION

THE LANDLORD ACCREDITATION SCHEME - STANDARDS

In order to achieve accreditation landlords properties are expected to adhere to the following standards.

Accreditation itself has been divided into two individual grades: **Grade II** and **Grade I**. The standards expected for Grade II, are mainly compliance with statutory requirements. For Grade I accreditation you must meet the standards for Grade II compliance and go that little bit further.

Standards Expected for Accreditation at Grade II

- **Property Management**

Gas Safety

The Gas Safety (Installation and Use) Regulations 1998 came into force on 3rd October, 1998 and apply to all rented property containing gas appliances. The main requirements are listed in a leaflet 'Gas appliances – get them checked keep them safe', which can be obtained direct from the Health and Safety Executive (Telephone: 01787 881165) or from Housing Services, Norfolk House, Walker Place, Rotherham, or any Housing Neighbourhood Office.

You will need to provide a certificate from a CORGI* registered person as proof that all of your permanent gas appliances have been checked for safety at least once a year.

The law now requires you to provide a copy of the gas safety certificate to your tenant.

Electrical Safety

The electrical wiring circuits, switches and sockets in your house must be in a safe condition, good working order, and adequate for the needs of your tenants.

We recommend that you provide a report from an N.I.C.E.I.C.* contractor detailing electrical safety and obtain an electrical safety certificate. However, for the first three years of accreditation you will be permitted to sign a self-certificate confirming that the electrical installations in your properties are safe and comply with IEE regulations and Yorkshire Electric requirements. If a specific electrical fault is identified at any time you may be required to provide a full certificate confirming electrical safety.

On installations over 10 years old we will request an N.I.C.E.I.C.* approved contractors inspection certificate within the first three years of joining the scheme.

Repair

Your property must be kept in a reasonable state of repair. The Council's accreditation staff may request repairs at any time to ensure that the property complies with relevant legislation.

Please refer to the recommended standards for repair and maintenance.

Furniture Safety

The furniture you provide will need to comply with the Furniture and Furnishings (Fire Safety) Regulations 1988 (as amended).

A self-certificate will need to be signed confirming that to the best of your knowledge, the Furniture complies with these regulations.

All new furniture purchased must be provided with the necessary documentation to prove fire safety. For further information on these regulations contact the Council's Trading Standards department on 01709 823151

Fire Protection

The extent of work required for fire protection will depend on the size and layout of the property and the number of the occupants.

All properties will be required to have at least one battery operated smoke detector on every floor.

For 'Houses in Multiple Occupation' (HMOs), additional fire protection measures may be required. (A house in multiple occupation is a house which is lived in by people who do not live together as a family e.g. bedsits and flats).

The accreditation team will advise what facilities are required during the initial inspection of the property.

Common Parts

We expect you to maintain the common parts of your properties in good condition and you should make adequate arrangements for the storage of refuse at the premises.

Safety and Security

Your property needs to be safe and secure and must include the provision of an acceptable method for receiving mail.

- **Management of Your Tenancies**

Landlord Details

You will have to provide details of your name, address and telephone number to all new and existing tenants.

Inspection

If you need to inspect your property (e.g. as part of your planned maintenance programme), you need to give at least 24 hours written notice of your intention to

your tenants. In cases of emergency, every attempt must be made to give tenants prior warning of your inspection.

Rent Accounts

You will need to supply a rent book to all of your tenants. A receipt will need to be given for payment made, this can be in the form of a 'payment received' signature in the rent book.

You must ensure that your tenants have a clear rental agreement which includes the rent level, provision for the rent to be reviewed and the agreed frequency of the rent payments.

You will need to let your tenants know promptly of any arrears or credit on their account, in written detail.

Neighbours

Anti-Social Behaviour is an issue of growing concern. We expect you to require your tenants to behave in a responsible way towards their neighbours.

Deposits

At the end of any tenancy you are expected to promptly return any deposit paid by your tenants or, where there are grounds to do so, provide written reasons for withholding the money.

You may prefer to keep all moneys relating to property management and rent in a separate account. This can be particularly useful in cases of rent arrears.

Insurance

You should have adequate insurance cover for your property. We would advise you to keep records of all relevant policies held. Details of discounts and policies can be obtained from relevant companies participating in the scheme.

We would advise you to encourage your tenants to take out contents insurance, where appropriate.

Standards Expected for Grade I Accreditation

In order to achieve Grade I accreditation full compliance with the standards outlined in Grade II must be achieved. In addition the following good practice measures must be implemented:-

Inventory

You will need to provide tenants with an agreed inventory of furniture and other items included in the tenancy and details about the decorative state of the property. You will need to agree an inventory with any new tenants.

Rent Accounts

You must keep clear and informative rent accounts in respect of all your tenants, showing details including dates of rent due, rent paid and the balance (as in Grade II). In addition all accounts must be independent of any other business.

Cyclical Maintenance

Cyclical, planned maintenance schedules are invaluable to help you keep properties in good repair and to prevent minor disrepair escalating into major problems. You must have written details of your planned cyclical maintenance and evidence to show that whatever is planned is adequate and suitable.

Insurance

You must have adequate insurance cover for your property and keep records of all policies held. Details of discounts and policies can be obtained from relevant companies participating in the scheme.

Repair and Maintenance

To achieve Grade I accreditation we will be looking to see a high standard of repair in the properties.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1. **Meeting:** **Environment Scrutiny Panel**
2. **Date:** 1st July 2004
3. **Title:** Members Visit to the Asylum Seekers Team
4. **Originating Officer:** Bronwen Moss, Scrutiny Adviser, extn 2790
bronwen.moss@rotherham.gov.uk
5. **Issue:**
To inform the Environment Scrutiny Panel on the visit undertaken by panel members to the Asylum Seekers Team.
6. **Summary:**
The Chair, Cllr Fred Wright, Cllr David Hall, Cllr Paddy Burke and Cllr Aubrey Senior visited the Asylum Seekers Team based at Holywell Place, Rotherham. The format for the visit included meeting the team, a short presentation from Andrew Crowley on the dispersal process, discussion regarding the role of Social Services within the team and a visit to a property used to accommodate asylum seekers at Middle Lane.
7. **Clearance/ Consultation:**
This is brought to the panel at the request of the Chair, Cllr Fred Wright as at the date of the visit. The report is also supported by the incoming Chair, Cllr Alan Atkin.
8. **Timing:**
The visit took place on 21 May 2004.
9. **Background:**
A request for a visit to the team was raised at the Environment Scrutiny Panel on 18 March 2004 – minute 129. Members were interested to have a greater understanding of the services offered to Asylum Seekers in Rotherham.
Members met the asylum team and had the opportunity to ask questions about the service provided. Members were particularly interested in the re-housing service offered to asylum seekers once they have had their case approved by the Home Office. Members were also interested to see the make up of the team – for instance the inclusion of two social workers seconded from Social Services whose role within the team is very broad and diverse. Examples of the issues dealt with were:
 - Screening and welcoming clients
 - Immigration issues
 - Legal issues
 - Health and educational needs
 - Promoting integration into local communityMembers received a presentation on the dispersal process of asylum seekers. They were told about the Induction Centres in Portsmouth, Barnsley and Leeds where Asylum Seekers stay for 7 days to receive health screening and advice before being

allocated accommodation by one of the local authorities or agencies who take part in the scheme. Participating organisations are signed up to a Contract with the Home Office for 5 years. RMBC commenced their contract in 2000 and house approximately 250 asylum seekers.

The group were taken to see a property on Middle Lane that is used as temporary accommodation. Members were able to see the standard of accommodation and the facilities provided for Asylum Seekers.

The accommodation consisted of a bed-sit with a sleeping area and small kitchen. The basic utensils for cooking are provided, as is a bed and new bedding, a wardrobe and table and chairs. A radio is provided so that Asylum Seekers have the opportunity to listen to programmes and music in English. This helps to break down language barriers and provides contact with the wider environment outside of Rotherham.

10. Argument:

The visit enabled members to understand the issues, problems and concerns of Asylum Seekers in Rotherham.

11. Risks and Uncertainties:

The visit will enable members to achieve a greater understanding of the processes to receive Asylum Seekers into the local community.

12. Finance:

There are no financial implications arising out of this report.

13. Sustainability:

In line with the Corporate Plan and Community Strategy, RMBC strive to provide 'quality of life' through the services that we provide. This approach will impact on current refugees and the future generations of these families.

14. Wards Affected:

15. References:

None

16. Presentation:

The programme will provide the basis for effective scrutiny covering the Housing and Environmental Services Programme Areas throughout the Municipal Year.

17. Recommendations:

That Members:

- a) Note the report for information;
- b) That further visits are arranged for members of the Environment Scrutiny Panel during the 04/05 Municipal year.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** ENVIRONMENT SCRUTINY PANEL
2. **Date of Meeting** 1 July 2004
3. **Title** Quarter 4 Report, 2003/4
4. **Originating Officer** John Mansergh
Performance and Development Officer
Tel Ext 2220

5. Issue

The report details the Housing and Environmental Services Programme Area performance set against relevant performance indicators at the end of the financial year, 2003/4.

6. Summary

At the end of the year, 77% of the indicators have achieved or exceeded the year end target. Action is in place to ensure that we learn from our experiences with the other indicators, so that we achieve further progress next year. This is a substantial improvement from the previous year where 50% of our indicators met the outturn targets. These results signify a “sea change” in performance management and customer focus within the programme area as 43 (84%) of our KPI’s have improved over the last twelve months.

When compared to the All England figures published in December 2003, we have 87.5% of our indicators in the top and upper middle quartiles. This compares to 57.5% of our indicators in the higher quartiles in 2002/3. Since the end of 2003/4, 3 indicators have moved up 2 quartile places, 4 have moved up one and 9 have remained static. During 2003/4 none of our indicators dropped a quartile place.

In addition, following a request from Environmental Scrutiny Panel we now report performance in relation to CPA indicators. 75% of the CPA indicators achieved the year-end targets. We have already identified the need to take action to improve CPA and LPSA indicators so that we improve our performance on corporate priorities “**a safe place, a place to live and to be a progressive, responsive, accessible and quality service provider**”.

Our customer care results have also improved throughout the year, which has been recognised by two different inspections during 2003/4. The Regular Performance Assessment on waste management commented “an increase in satisfaction with refuse collection” and the Housing Inspectorate said that we have an excellent contact centre and customer friendly offices. They also noted that we have strong tenant and customer involvement in setting and monitoring service standards. We have plans in place to deliver further improvements in satisfaction in 2004/5 by operating an out of hours appointments service for repairs, developing additional mechanisms for participation and embedding equality and diversity. We are reshaping our services to provide a customer focus and modern means of access and placing their aspiration at the heart of all decision making processes.

7. Clearance/Consultation

The report will be discussed with Service Managers and Performance Indicator Managers and will be presented to the Audit Commission for the Waste Management Inspection on 26 July 2004 and the Indicative ALMO Inspection on 20 September 2004.

8. Timing

Information will be presented to Cabinet Member on a quarterly basis.

9. Background

The programme area's comprehensive Performance Management Framework has enabled a regular update on where we are and the actions needed to rectify poor performance. This report follows previous reports on last year's performance presented to Cabinet Member on 29 September 2003, 1 December 2003 and 15 March 2004.

10. Argument

Our KPI suite for 2004/5 has been altered to reflect a better balance between customer focus and performance. Local Government is at its best when we are in touch with our customers and we firmly believe that we will achieve our goals by using this approach to performance management.

Our approach to performance management has been to focus on people rather than systems. Excellent staff bring performance management processes alive and they remain a critical component of a successful Housing and Environmental Services. The new Performance and Development process has been re-designed to reflect this and deliver better outcomes for our customers.

11. Risks and Uncertainties

Failure to provide top quality customer focused services will mean that we will not be meeting customer aspirations. The impact of not achieving this will be damaging to our aims of delivering the best customer focused services available. These risks are being managed through a whole range of measures such as our Performance Management Framework, service business plans, financial management and service improvement plans.

12. Finance

There is an administration cost to producing the reports.

13. Sustainability

A rigorous performance management culture within Housing & Environmental Services will increase our capacity to deliver our mission of 'building sustainable neighbourhoods'.

14. Wards Affected

All

15. References

www.audit-commission.gov.uk

www.housemark.co.uk

16. Presentation

The 2003/4 Quarter 4 Performance Report is attached.

17. Recommendations

THAT CABINET MEMBER IS ASKED TO NOTE THE REPORT AND THE PROGRESS MADE.

Housing & Environmental Services

Quarter 4
(January to March 04)
Performance Report
2003/4

Contents

	Page No.
Qtr 3 - Performance League Table	3
Executive Summary	4
Priority 1 – Delivering a clear achievable housing strategy	6
<ul style="list-style-type: none"> 6 KPI's - 5 indicators (83%) are achieving the control targets set for the second quarter. 	
Priority 2 – Achieving Decent Homes targets	9
<ul style="list-style-type: none"> 3 KPI's – All indicators (100%) are achieving the control targets set for the second quarter. 	
Priority 3 – Step change in Household Waste Recycled/ Composted	11
<ul style="list-style-type: none"> 9 KPI's – 8 indicators (89%) are achieving the control targets set for the second quarter. 	
Priority 4 – Develop a comprehensive Enforcement function	16
<ul style="list-style-type: none"> 6 KPI's – All indicators (100%) are achieving the control targets set for the second quarter. 	
Priority 5 – Improving our performance as landlord	19
<ul style="list-style-type: none"> 6 KPI's – 5 indicators (83%) are achieving the control targets set for the second quarter. 	
Priority 6 – Improving Void turnaround times	22
<ul style="list-style-type: none"> 5 KPI's – 2 indicators (40%) are achieving the control targets set for the second quarter. 	
Priority 7 – Driving up performance of repairs and maintenance	24
<ul style="list-style-type: none"> 10 KPI's – 7 indicators (70%) are achieving the control targets set for the second quarter. 	
Customer Services	28

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

Performance League Table 2003/4

PI Ref.	PI Manager	2003/04 Target	March Actual	% - Difference
HES 11	Simon Bell	12%	27.70%	131%
HES 4	Mark Ford	6	11.72	95%
HES 2	Mark Ford	2.4	4.24	77%
HES 88	Adrian Gabriel	53	25	53%
BV 82b	Adrian Gabriel	2.80%	4.20%	50%
BV 64	Brian Marsh	65	92	42%
HES 5	Dave Abbott	80%	97.50%	22%
BV 90a	Adrian Gabriel	75%	91%	21%
HES 68	Dave Abbott	29	22.84	21%
HES 6b	Chris Wade	225	183	19%
BV 184	Dave Middleton	16.06%	19.05%	19%
HES 6a	Chris Wade	350	291	17%
HES 1	Mark Ford	90%	100%	11%
HES 16	Mark Ford	90%	100.00%	11%
BV 87	Adrian Gabriel	£28.89	£25.83	11%
HES 13a	Dave Abbott	1.75%	1.55%	11%
HES 18	Janice Manning	90%	100%	11%
HES 19	Craig Fisher	70%	77.00%	10%
BV 90c	Adrian Gabriel	74%	81%	9%
HES 3b	Dave Abbott	90%	98.33%	9%
HES 3a	Dave Abbott	90%	97.21%	8%
HES D8	Dave Middleton	9,793	9,435	4%
BV 82a	Adrian Gabriel	10.20%	10.60%	4%
HES 67	Angela Smith	97%	100%	3%
HES 66b	Dave Abbott	1.80%	1.75%	3%
BV 82d	Adrian Gabriel	87.00%	85.20%	2%
BV 84	Adrian Gabriel	489	478	2%
HES 17	Bob Crosby	97%	98.50%	2%
HES 73	Gary Whitaker	15	14.85	1%
BV 62	Brian Marsh	3.20%	3.21%	0%
HES 7	Paul Ruston	98%	98.11%	0%
BV 63	Brian Marsh	58	58	0%
BV 82c	Adrian Gabriel	0.00%	0%	0%
BV 91	Adrian Gabriel	96.40%	96.40%	0%
HES 3c	Dave Abbott	100%	100%	0%
HES 10	Gary Whitaker	96%	96.00%	0%
HES 9	Dave Middleton	49%	49.00%	0%
BV 164	Dave Abbott	Yes	Yes	0%
BV 166a	Bob Crosby	100%	100%	0%
BV 166b	Bob Crosby	100%	100%	0%

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

HES 12	Dave Middleton	100%	100.00%	0%
BV 66a	Dave Abbott	98.20%	97.72%	-0.49%
HES 72	Gary Whitaker	96%	94.10%	-2%
BV 90b	Adrian Gabriel	73%	71%	-3%
BV 86	Adrian Gabriel	£44.83	£46.57	-4%
HES 8	Gary Whitaker	80%	75.83%	-5%
BV 74	Dave Abbott	80%	75.5%	-5.63%
BV 75	Dave Abbott	66%	61.7%	-6.52%
HES 14	Dave Abbott	21	23.15	-10%
BV 185	Gary Whitaker	75%	66.21%	-12%
HES 69	Dave Abbott	1.30%	1.58%	-22%
HES 13b	Dave Abbott	0.45%	0.60%	-33%
BV 183	Angela Smith	0.43	0.67	-56%

Executive Summary

Overview

At the end of the year, 77% of Housing and Environmental Services Key Performance Indicators have achieved the year end target. This is a substantial improvement from the previous year where 50% of our indicators met the outturn targets. Action is in place to ensure that we learn from our experiences with the other indicators, so that we achieve further progress next year. These results signify a “sea change” in performance management within the programme area as 43 (84%) of our KPI’s have improved since the start of the year.

When compared to the All England figures published in December 2003, we have 87.5% of our indicators in the top and upper quartiles. This compares to 57.5% of our indicators in the higher quartiles in 2002/3. Since the end of 2003/4, 3 indicators have moved up 2 quartile places, 4 have moved up one and 9 have remained the same. During 2003/4 none of our indicators dropped a quartile place.

For Housing Services, 3 indicators are now in the top quartile and 5 are in the upper quartile. The indicators in the top quartile relate to direct access accommodation for homeless families and Decent Homes. In addition, our LPSA target for empty property relet times has seen a massive improvement and we are now the 4th best performer in the country compared to ALMO authorities. This is a significant improvement from the previous year where 50% indicators have moved up at least one quartile place.

For Environmental Health, 4 indicators are in the top quartile, 2 are in the upper middle quartile, 1 is in the lower middle quartile and 1 indicator is in the bottom quartile. The indicator currently in the bottom quartile relates to the cost of waste collection. This has increased as we have placed extra investment into our

recycling commitments and in particular, the roll out of the Blue Box Scheme. There is a direct correlation between the investment (BV86) and our best ever recycling results (BV 82a & b are now in the top quartile). We are well on course for achieving our 2005/6 LPSA target for recycling and composting. This reflects the best ever achievement within our Waste Management Service. This is an improvement from the previous year where 3 of our waste indicators have moved up 2 quartile places.

The following report focuses on KPI's and how they have contributed to the achievement of the Programme Area's seven key priorities for 2003/04.

In addition, following a request from Environmental Scrutiny Panel we now report performance in relation to Comprehensive Performance Assessment indicators (CPA). The CPA indicators are highlighted within the report. 75% of the CPA indicators achieved the year-end targets.

Target not Achieved

The 12 (23%) indicators, which were unable to achieve the stretching year end target, are highlighted (in red) within the Performance League Table (Page 3).

Significant Improvements

The 41 (77%) indicators, which achieved the year-end target, are highlighted (in green) within the Performance League Table (Page 3). Our "best" news stories for the year relate to empty property relet times, recycling, bin collections, consumer protection visits, non-urgent repairs and homelessness decisions.

Actions for Improvement.

The following actions have been taken by the Programme Area to achieve improvements for 2004/5:-

- We will be renewing our efforts on LPSA and CPA indicators during 2004/5. Despite a successful outturn on these indicators in 2003/4, an improvement in performance levels should increase our capacity to deliver on the corporate priorities "a place to live, a safe place and a progressive, responsive, accessible and quality service provider". This will have a significant impact on improving customer satisfaction and subsequently, the Council's CPA score.
- A manager's away day on the 11 May 2004 reviewed the year end performance and customer results. This session will focus on raising performance levels on the indicators that did not achieve their year-end target and achieving top quartile for all indicators by April 2005 (Programme Area Performance Plan 2004/07 aim) and on the "softer indicators" that we have for customer care standards, satisfaction and participation.

- A review of Performance Development Reviews has taken place and a revised corporate procedure introduced. This will make appraisals more performance focused, customer orientated and establish a more effective “golden thread”. This will clarify the links between the impact of individual performance has on the team plans, service plans, programme area plan, corporate plan and community strategy.
- A Learning directory has been established so that we can effectively evidence the learning activity we undertake that has delivered real outcomes for our customers.
- The annual audit of all KPI's has been completed in order to ensure that they are correctly managed, reported and recorded using the appropriate criteria. These will be assisted by a corporate audit of a basket of our indicators.

Priority 1 – Delivering a clear achievable housing strategy, which enables the restructuring of housing markets to meet current and future need

➤ **Supporting Corporate Priorities**

- ***A Place to Live***
- ***A Place for Everyone***
- ***A Place which Cares***
- ***To be a Progressive, Responsive, Accessible and Quality Service Provider***

BV 62 ✓	The proportion of unfit private sector dwellings made fit or demolished as a result of action by the local authority <i>(Brian Marsh)</i>				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	3.62%	3.2%	8.4% 4.5%	1.98% (Q3) 1.44% (Q2) 0.59% (Q1)	3.21%
Quartile Position – All England Upper Middle Quartile					

BV 64 ✓	The number of private sector vacant dwellings that are returned into occupation or demolished during 2003/04 as a direct result of action by the local authority <i>(Brian Marsh)</i>				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	65	65	N/A	58 (Q3) 43 (Q2) 11 (Q1)	92
No Quartile Comparison Available					

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

BV164 ✓	Does the authority follow the Racial Equality's code of practice in rented housing and follow good practice standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment? (Dave Abbott)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	Full	Full	Full	Full (Q3) Full (Q2) Full (Q1)	Full
Quartile Position – All England Top Quartile					

BV183 ✗	The average length of stay in: a) bed and breakfast accommodation and; b) hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (Angela Smith)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	a) 1 Week	0.43	0 1	0.82 (Q3) 0.93 (Q2) 0 (Q1)	0.67
b) 0	0	0.8 1	0 (Q3) 0 (Q2) 0 (Q1)	0	
Quartile Position - All England Upper Middle Quartile					

HES 67 ✓	Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days (Angela Smith)				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	75%	97%	N/A	100% (Q3) 100% (Q2) 100 % (Q1)	100%
Quartile Position – All England ALMOs Top Quartile					

HES 5	% of new tenancies that last more than 12 months (Dave Abbott)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

✓	NEW	80%	N/A	93.3% (Q3) 93.1 % (Q2) 89.32% (Q1)	97.5%
No Quartile Comparison Available					

BV 62 Performance – Unfit private dwellings made fit/demolished

- The year end target has been achieved despite the late start of the group repair scheme at Eastwood. Increased activity and initiatives in other areas were introduced to manage the impact of this shortfall.
- This involved working with private landlords in Dinnington to refurbish properties and accelerating demolition at Kiveton Park originally planned for 2004/5. Completion of other demolition schemes and the continued refurbishment of properties at Brinsworth have all remained on target.
- This indicator remains in the upper quartile of All England authorities and the Housing Market Renewal Pathfinder will have a positive impact on performance from 2005/6.

BV 64 Performance – Private vacant dwellings occupied/demolished

- Current performance exceeded our expectations and has delivered our best ever performance. Like BV62 this indicator has been affected by the reduction in our demolition programmes in 2003/04.
- Proactive work with individual property owners and private developers has proved particularly successful towards the success of the indicator. Additional success has been achieved by accelerating demolition at Kiveton Park originally planned for 2004/5.
- The Housing Market Renewal Pathfinder (Transform South Yorkshire) will have a positive impact on performance from 2005/6.

BV 164 Performance – Following the Racial Equality's code of practice

- We have achieved full compliance for the second year running. This has been independently validated by District Audit during 2003/4.
- Sadeh Lok Housing Society have been commissioned to produce a Draft BME Housing strategy, which will be the basis for consultation at the BME conference on 24 May 2004.
- The definition of this indicator is likely to change later in the year and nationally the scope on "diversity" will continue to increase. Further developments for the new-year will focus on community cohesion, work force diversity BVPIs and improvements towards the target of Level 2 for the Local Government Equality Standard.

BV 183 Performance – The average length of stay in B & B accommodation

- This figure for the KPI is cumulative, and performance is below target due to B&B use in 2002/03 impacting on current performance. Action has been taken throughout the year to remove the impact of the historic use of B&B accommodation, despite this, the indicator retains top quartile performance.
- B&B use in 2003/04 has reduced through the increased number of alternative options available including the implementation of furnished property scheme, the increased level of interim accommodation and the implementation of the Homelessness Strategy. This will improve performance in the future.

HES 67 Performance – Homelessness applications – decision in 33 days

- We have achieved the legislative target (33 days) and procedures were put in place to ensure that all homelessness decisions were made within our own internal target of 20 days. This makes us “best in class” and leaders in the field.
- High levels of performance are reflecting improvements made to the investigation process and the performance management culture within the unit. This is best illustrated by a 33% improvement on last year, supporting our continuous improvement culture.

HES 5 Performance – % of new tenancies that last more than 12 months

- Performance has improved every quarter since the start of the year and has beaten the year-end target considerably. The indicator reflects sustainability and was introduced as a new Local Performance Indicator at the start of the year. Performance has improved by 10% since the start of the year, and we revised our target midway through the year to ensure it was sufficiently challenging.
- Increased emphasis on the quality of our lettings process and the ‘finish’ on the homes themselves, and reporting and monitoring arrangements have contributed to the success of the indicator.
- The roll out of the improvements made and evaluated on the “Going Local” pilot, should increase the sustainability of our neighbourhoods and communities as we change our focus from housing management to neighbourhood management.

Priority 2 – Achieving Decent Homes Targets and the selection of the most appropriate stock option.

- **Supporting Corporate Priorities**
 - ***A Place to Live***

BV63	Energy Efficiency – the average SAP rating of local authority owned dwellings <i>(Brian Marsh)</i>
	Comprehensive Performance Assessment Indicator

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

✓	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	57	58	56 62	58 (Q3) 58 (Q2) 57 (Q1)	58
	Quartile position: All England Upper Middle Quartile				

BV184 ✓	a) The proportion of LA homes which were non-decent at 1 April, 2003				
	b) The percentage change in proportion of non-decent homes between 1 April 2003 and 1 April 2004 (<i>Dave Middleton</i>)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	a) 51.26%	47.07%	42% 25%	47.07% (Q3) 47.07% (Q2) 47.07% (Q1)	47.07%
b) 12.94%	16.06%	13% 19%	12.19% (Q3) 8.82% (Q2) 3.98% (Q1)	19.05%	
Quartile position: All England Top Quartile					

HES D8 ✓	Number of non-decent council houses (<i>Dave Middleton</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	11,668	9,793	N/A	10, 250 (Q3) 10, 638 (Q2) 11, 196 (Q1)	9,435
	Quartile position: All England Top Quartile				

BV 63 Performance – Energy Efficiency SAP rating

- Performance has been improved due to a range of measures including the Decent Homes – Home Energy Saving Scheme (HESS), partnering arrangements with utilities companies to provide additional cavity wall and loft insulation and the commencement of the conversion of district heating schemes to gas fired combined heat and power systems.
- This indicator has improved by one quartile place from last year, reflecting the extra investment that has been made. The Affordable Warmth Strategy and planned investment over the next ten years will continue to improve the SAP rating.

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

- We have exceeded the year end target by 323 properties, which places us in the top quartile for All England authorities. This reflects well on the growing strength of our Decent Homes Partnership.

- Decent Homes work has been completed in Canklow and is currently underway in Henley, Masbrough, Whiston, Aston and Herringthorpe (Longfellow Drive).
- Despite top performance this year, the numbers requiring to be brought up to the decency standard have been revised upwards as a result of the FPD Saville Report following the Stock Condition Survey published in April 2004. This has clarified that 78% of our stock does not currently meet the decency standard.

Priority 3 – Ensuring a step change in the percentage of household waste we recycle and/or compost by 31/03/06

- **Supporting Corporate Priorities**
 - ***A Place to Live***
 - ***To be a Progressive, Responsive, Accessible and Quality Service Provider***

BV82a ✓	Percentage of the total tonnage of household waste arisings which have been recycled (<i>Adrian Gabriel</i>)				
	Local Public Service Agreement Target				
	Comprehensive Performance Assessment Indicator				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
6.2%	10.2%	7% 10%	9.8% (Q3) 9.0% (Q2) 8.7% (Q1)	10.7%	
Quartile position: All England Top Quartile					

BV82b ✓	Percentage of the total tonnage of household waste arisings which have been composted (<i>Adrian Gabriel</i>)				
	Local Public Service Agreement Target				
	Comprehensive Performance Assessment Indicator				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
1.8%	2.8%	0.3% 3.7%	5.1% (Q3) 5.9% (Q2) 5.8% (Q1)	4.2%	
Quartile position: All England Top Quartile					

BV82c	Percentage of the total tonnage of household waste arising which has been used to recover heat, power and other energy sources (<i>Adrian Gabriel</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

	0%	0%	N/A 54%	N/A	N/A
No Quartile Comparison Available					

BV82d ✓	Percentage of the total tonnage of household waste arisings which has been landfilled (<i>Adrian Gabriel</i>)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	92%	87%	N/A 90%	85.1% (Q3) 85.1% (Q2) 85.5% (Q1)	85.1%
Quartile position: All England Upper Middle Quartile					

BV84 ✓	Number of kilograms of household waste collected per head (<i>Adrian Gabriel</i>)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	486	500	449 514	484 (Q3) 514 (Q2) 519 (Q1)	475
Quartile position: All England Lower Middle Quartile					

BV86 ✗	Cost of waste collection per household (<i>Adrian Gabriel</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Quarter 1)	2003/04 Year end
	£39.99	£44.83	£29.47 £36.03	£46.51 (Q3) £44.39 (Q2) £44.56 (Q1)	£46.57
	Quartile position: All England Bottom Quartile				

BV87	Cost of waste disposal per tonne for municipal waste (<i>Adrian Gabriel</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

✓	£27.94	£28.89	N/A £42.80	£24.87 (Q3) £23.84 (Q2) £26.37 (Q1)	£25.97
Quartile position: All England Top Quartile					

HES 88 ✓	Number of collections missed per 100,000 collections of household waste (<i>Adrian Gabriel</i>)				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	138	53	N/A	29 (Q3) 29 (Q2) 34 (Q1)	25
Quartile position: All England Top Quartile					

BV90a ✓	Satisfaction with waste collection (<i>Adrian Gabriel</i>)				
	Comprehensive Performance Assessment Indicator				
	2000/01 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	82%	75%	n/a	n/a	91%
No Quartile Comparison Available					

BV90b ✗	Satisfaction with waste recycling (<i>Adrian Gabriel</i>)				
	Comprehensive Performance Assessment Indicator				
	2000/01 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	53%	73%	n/a	n/a	71%
No Quartile Comparison Available					

BV90c ✓	Satisfaction with waste disposal (<i>Adrian Gabriel</i>)				
	Comprehensive Performance Assessment Indicator				
	2000/01 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	69%	74%	n/a	n/a	81%
No Quartile Comparison Available					

BV91 ✓	Percentage of the population served by a kerbside collection of recyclables (<i>Adrian Gabriel</i>)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	94.4%	96.4%	90% 99%	96.4% (Q3) 96.4% (Q2) 94.4% (Q1)	96.4%
Quartile position: All England Upper Middle Quartile					

BV 82a Performance – % of waste recycled

- Performance has improved since the last quarter and we have exceeded the year-end target, placing us in the top quartile for All England.
- Performance has increased by 71% from 2002/03 and has moved up 2 quartile places when compared to All England authorities.
- Recycling performance at the Household Waste Recycling Centres (HWRC) was particularly strong in the last quarter and in combination with the lower than forecast residual waste (54% less than estimate) from the HWRCs; this has been the major contributory factor to the achievement of the year-end target.
- The Blue Box Kerbside Recycling Scheme has continued to outperform our forecasts and we are confident that we will meet our LPSA targets for 2004/5 and 2005/6 when this is rolled out to more districts in the Borough. Our achievements have been noted by the Regular Performance Assessment (RPA) “Environment” inspection report, which said that we are “applying the waste hierarchy” with successful “increased activities to meet recycling targets”.

BV 82b Performance – % of waste composted

- We have beaten the year end target and achieved the best composting figures ever. The Recycling Action Plan is delivering key outcomes that has seen a 134% improvement from last year.
- This indicator has moved up 2 quartile places from last year and is now in the top quartile for All England authorities.
- The indicator is a part of the LPSA suite so efforts will be renewed before the growing season to maximise the segregation of green waste at HWRC and the expansion of the new kerbside green waste service.

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

- There are currently no energy from waste incineration facilities in Rotherham. This will be explored in the Municipal Waste Management Strategy for future years.

BV 82d Performance – % of waste landfilled

- We have exceeded the year end target and made a 7% improvement on last years figure. This has been achieved due to outstanding recycling and composting performance.
- Like BV82a & b, this indicator has moved up 2 quartile places and is now in the upper quartile for All England authorities.
- The Waste and Emissions Trading Bill will set targets for the reduction of biodegradable waste being sent to landfill between 2005 and 2020. A

successful LPSA return on recycling and composting will see a reduction in landfill.

BV 84 Performance – Kg's of waste per head

- Performance improvements were sustained throughout the year, and the year end target has been surpassed. The achievement of this year's outturn is due in part, to waste arisings at the H.W.R.C being less than predicted.
- Despite improvements in recycling and landfill waste, this indicator continues to remain in the lower middle quartile.
- On a cautionary note, domestic waste arisings continue to rise in line with national trends and the challenge is to change this trend and get people to minimise waste as a matter of course.

BV 86 Performance – Cost of waste collection per household

- Performance levels have reduced due to an increase in investment towards the cost of collecting kerbside recyclables.
- Our investment plans have focused on the initial infrastructure required to meet our LPSA targets and the national waste minimisation agenda. This commitment unfortunately means that for the time being we currently remain bottom quartile.
- The performance levels on this indicator have contributed to the Audit Commission recommendation in the RPA that suggested that "there is sufficient evidence of improvement in service quality to recommend a Waste Management Inspection in 2004".

BV 87 Performance – Cost of waste disposal per tonne

- Performance levels remained on target and bettered our year-end target with an improvement of nearly 8% on last year's outturn. The indicator has positively remained in the top quartile.
- The lower than forecast waste arisings as well as the increased recycling and composting levels that we have achieved have had the effect of transferring costs to waste collection from waste disposal.

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

- Year-end performance is significantly better than the target, placing us in the top quartile for All England. The implementation of the blue box scheme has not adversely impacted on performance and the RPA inspection commented an "increase in customer satisfaction with refuse collection".

- Close monitoring and management of this performance indicator has led to the best performance levels we have seen in recent years with an 82% improvement on 2002/03 outturn.
- Performance will continue to be closely monitored in the next year, to ensure that levels are improved as more recycling initiatives are implemented. We have “stretched” our targets for the next three years to account for this year’s outstanding performance.

BV 90 Performance – Satisfaction with waste collection, recycling, disposal

- Since the acknowledgement from the RPA that customer satisfaction with refuse collection has improved there has been further evidence that customer satisfaction is on the up.
- Satisfaction with the waste collection, recycling and disposal services has improved from the 2000/01 General Survey. The results suggest that the improvements made to service delivery (specifically indicators BV 82a, 82b, 86, and 87) have had a major impact on improvements in customer satisfaction.
- The roll out of Phase 2 of the Blue Box Scheme should see further improvements in 2004/5 where 96% of the borough will be provided with the opportunity to take part.

BV 91 Performance – % served by kerbside collection of recyclables

- The year-end target was achieved and we have improved our performance by 2% since last year. The indicator has positively remained within the upper quartile for All England authorities.
- The kerbside waste paper collection service was extended to town center and rural locations throughout the year. This expansion of the service was in line with our action plan and delivered our year-end target. This is particularly encouraging as we expand the blue box scheme to other areas of the borough in 2004/5.

Priority 4 – Develop a comprehensive Enforcement Function

- Supporting Corporate Priorities
 - *A Safe Place*

HES 18 ✓	The percentage of food inspections that should have been carried out that were carried out for High Risk Premises (<i>Jan Manning</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	100%	90%	N/A	98% (Q3) 96% (Q2) 82% (Q1)	99.8%
No Quartile Comparison Available					

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

HES 19 ✓	The percentage of consumer protection visits that should have been made that were carried out for High Risk Premises (Craig Fisher)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	62%	70%	N/A	61.7% (Q3) 43% (Q2) 11% (Q1)	77%
No Quartile Comparison Available					

HES 1 ✓	% of visits to collect syringes and needles discarded in public places undertaken within the target time (Mark Ford)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	90%	N/A	100% (Q3) 100% (Q2) 100% (Q1)	100%
No Quartile Comparison Available					

HES 2 ✓	Number of prosecutions for dog fouling per 10,000 population (Mark Ford)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Quarter 1)	2003/04 Year end
	NEW	2.4	N/A	2.72 (Q3) 1.36 (Q2) 0.46 (Q1)	4.24
No Quartile Comparison Available					

HES 4 ✓	Number of prosecutions for littering per 10,000 population (Mark Ford)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	6	N/A	9.36 (Q3) 6 (Q2) 1.47 (Q1)	11.72
No Quartile Comparison Available					

HES 16 ✓	% compliance visits carried out in comparison with the industrial process emission control programme (Mark Ford)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	90%	N/A	68.75% (Q3) 26% (Q2) 12.95% (Q1)	100%
No Quartile Comparison Available					

HES 18 Performance – % of food inspections (categories A-C) – high risk

- Current performance is significantly better than the year-end target.
- A robust procedure of prioritising “high risk” premises is paying dividends with this indicator and we have been placed in the top quartile for the last 2 years compared to 2000/01 data.

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

- We have beaten the annual target and have produced a 24% increase in performance compared to last year.
- Performance on this critical public health and safety indicator has been made possible due to increases our capacity (overtime) to deliver against our service plan priorities. There is currently a shortage of skilled labour but our recruitment drives should see dividends in 2004/5.

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

- High performance levels have been sustained all year and the target has been achieved. This indicator was introduced as a Local Performance Indicator in 2003/4 following consultation with our customers and has improved by 10% since April 2003.
- 299 deposits of drug litter have been cleared within the 4-hour target time, representing continued excellent enforcement activity during 2003/4.

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

- The year-end target has been exceeded and a revised target was introduced last quarter to establish a “new goal” and avoid complacency. The new target was also beaten and represents the best performance levels we have seen.
- The targets have now been revised for 2004/5 to ensure that we continue to provide excellent service delivery in this area. This is a customer driven indicator and has had a positive impact on the corporate priority “a safe place”.

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

- Continuous performance levels continued throughout the year at rate beyond our original prediction. We installed a new SMART target last quarter and we were able to marginally beat this stretching figure.

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

- 293 notices were issued during 2003/4 and excellent performance was down to a number of factors including; an increased number of fly tipping incidents and the success of the Streetpride initiative (fly tipping removal teams) and litter removal teams. We have been able to manage this nuisance problem more efficiently this year by targeting our patrol activity around “hot spot” littering areas of the Borough.

HES 16 Performance – Industrial process emission control programme

- The year-end target was beaten and we have actually delivered more than the full programme for 2003/4.
- Performance levels have consistently improved and in doing so, went beyond the Government expectations for compliance visits.

Priority 5 – Improving our performance as a landlord

- **Supporting Corporate Priorities**
 - ***To be a Progressive, Responsive, Accessible and Quality Service Provider***

BV66a x	Local authority rent collection and arrears: proportion on rent collection (<i>Dave Abbott</i>)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	98.08%	98.2%	97.11% 98.3%	97.74% (Q3) 96.11 % (Q2) 93.54% (Q1)	97.72%
Quartile position: All England Upper Middle Quartile					

HES 66b ✓	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll (<i>Dave Abbott</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	1.72%	1.8%	N/A	2.09% (Q3) 2.36% (Q2) 2.17% (Q1)	1.75%

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

No Quartile Comparison Available

HES 3 (a/b/c) ✓	% of anti-social behaviour complaints: a) acknowledged within 2 days b) interviewed within 5 days c) that have suffered severe harassment interviewed same day <i>(Dave Abbott)</i>				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	a) 90% b) 90% c) 100%	N/A	93/97/100 (Q3) 93/97/100 (Q2) 92/96/100 (Q1)	99.21% 98.33% 100%
	No Quartile Comparison Available				

HES 11 ✓	% cost of tenant rechargeable repairs which has been recouped <i>(Simon Bell)</i>				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	12%	N/A	34.85% (Q3) 26.65% (Q2) 52% (Q1)	27.7%
	No Quartile Comparison Available				

BV 74 ✗	% satisfaction with landlord services <i>(Dave Abbott)</i>				
	2002/03 Actual	2003/04 Target	All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	73%	80%	83%	N/A	75.5%
	Quartile position: All England Lower Middle Quartile				

BV 75 ✗	% satisfaction with decision making opportunities <i>(Dave Abbott)</i>				
	2002/03 Actual	2003/04 Target	All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	60%	66%	66%	N/A	61.7%
	Quartile position: All England Upper Middle Quartile				

BV 66a Performance – Rent Collected
--

- Performance fell short of reaching the year end target by 0.37% but has remained in the upper quartile for All England authorities.
- Improvements in our void management performance and a rise in Right to Buy sales adversely affects the indicator. In real terms, performance has not deteriorated, but we are well aware that improvements are required. We have renewed our performance management efforts (further action plans for all

areas, audits for poor performers) to ensure that we apply continuous improvement during 2004/5.

- To improve performance further, we have piloted a central rent recovery service, where arrears are collected by officers specialising in rent recovery best practice and whose priorities are more clearly focused. This decision was another lesson drawn from the evaluation of “Going Local” and the need for rent collection to be “best in class” by April 2006.

HES 66b Performance – Rent Arrears of current tenants

- Performance has exceeded the year-end target but performance management activity, particularly dealing with individual poor performance, will be given a greater emphasis throughout the service next year. This will be addressed through stretching individual targets managed through the new PDR arrangements.
- The central rents pilot has been introduced to improve performance and improve our rent-related neighbourhood management activity in local areas. The indicator’s action plan for 2004/5 contains further key changes, including an out of hour’s arrears recovery service.

HES 3a,b,c Performance – Anti social behaviour cases / target time

- Performance has significantly improved on the outturn target. The indicator was introduced at the start of the year following a decision taken by the Estate Management Policy Panel as a means of measuring improvements in the quality of life within our neighbourhoods.
- All victims involved in harassment cases were interviewed within the same day they reported the problem. 100% performance was sustained throughout the year and demonstrates Housing Services’ commitment in dealing with community safety issues identified as a priority amongst residents of the borough.
- The focus next year will be to improve response times in addition to introducing a qualitative measure of assessing customer satisfaction with the way we handle anti-social behaviour complaints.

HES 11 Performance – % of tenant rechargeable repairs recouped

- Performance levels were sustained and exceeded the year-end target.
- £46k cash was collected during the year out of a possible £167k of the invoices raised. A debt collection contractor has been employed to help us improve performance in 2004/5.

BV 74 Performance – % satisfaction with landlord services

BV 75 Performance – % satisfaction with decision making opportunities

- Our satisfaction results have marginally improved on both satisfaction BVPIs. For BVPI 74 we have remained in the lower middle quartile for All England authorities and upper middle quartile for metropolitan authorities. For BVPI 75 we have remained in the upper quartile for All England and top quartile for metropolitan authorities.
- The stretching all England top quartile aspiring targets (80% BVPI 74, 66% BVPI 75) were not achieved and an in-depth analysis of the data is currently in progress to establish further action. An action plan will be developed to ensure the scores improve and reach our top quartile target by 2005. A monthly survey will be undertaken during 2004/5 to track these improvements. An annual survey using the “STATUS” methodology will be undertaken so that we can produce up-to-date BVPI information to the ODPM; this brings us in line with the majority of top performing landlords in the country.
- The results have identified a number of positives and have reinforced our vision of, and the need for developing neighbourhood management. We anticipate that the shift in emphasis from housing to neighbourhood management following restructure of the service in 2004 will have a positive impact on both these indicators. The key to this will be customers' perception that services and staff are local and easily accessible, and that decisions will similarly be made locally and subject to customer involvement and consultation.

Priority 6 – Improving Void turnaround times and optimising income

- **Supporting Corporate Priorities**
 - ***A Safe Place***
 - ***A Place to live***
 - ***To be a Progressive, Responsive, Accessible and Quality Service Provider***

HES 68 ✓	Average relet times for local authority dwellings let in the financial year (<i>Dave Abbott</i>)				
	Local Public Service Agreement Target				
	Comprehensive Performance Assessment Indicator				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
49.06 Days	29 Days	N/A	22.72 (Q3) 24 (Q2) 28.15 (Q1)	22.84 Days	
Quartile Position: All England ALMOs Top Quartile					

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

HES 69 x	Percentage of rent lost through local authority dwellings becoming vacant (<i>Dave Abbott</i>)				
	Local Public Service Agreement Target				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	1.4%	1.3%	N/A	1.62% (Q3) 1.68 % (Q2) 1.71% (Q1)	1.58%
No Quartile Comparison Available					

HES 13 (a / b) ✓/x	% of council stock which is void, split by:				
	a) Total number				
	b) Voids which fall under HES 68 criteria (<i>Dave Abbott</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
NEW	a) 1.75% b) 0.45%	N/A	1.44/0.43 (Q3) 1.65/0.43(Q2) 1.81/0.55 (Q1)	1.55/0.60	
No Quartile Comparison Available					

HES 14 x	Average void time (from Termination to Start Date) (<i>Dave Abbott</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	21 days	N/A	26 (Q3) 28.82 (Q2) 26.62 (Q1)	23.15 Days
	No Quartile Comparison Available				

HES 68 Performance – Average Void Relet Time

- We have surpassed the year-end target by a considerable margin and this has been achieved through sound performance management - from top level scrutiny at cabinet and PAMT, to development sessions between housing officer and manager.
- The LPSA target for 2004/5 (20 days) is now within reach and improvements in the quality of our properties have led to faster relet times, a 54% improvement on last year and placing us as the 4th best in the country in comparison to All England ALMOs.
- We have introduced the “Houseproud” lettable standard and will develop a Choice-Based Lettings Scheme in 2004 to offer more quality and choice to our customers. Effective monitoring and management of our performance will continue to further improve performance.
- The recently approved Furnished Tenancy Scheme is expected to increase the attractiveness of renting from the Council, and draw interest from groups of customers who have not previously considered Council housing as an option.

HES 69 Performance – Rent loss through voids

- The indicator fell short of the year end target and an action plan is currently being developed to address the reasons to ensure that we deliver our LPSA targets.
- The amount of voids has significantly reduced and the impact of Transform South Yorkshire will ensure that neighbourhoods have the right balance in terms of supply, demand, type and tenure. This will have a major impact on our mission of “Building Sustainable Neighbourhoods” and achieving the corporate priorities “a place to live”, “a place for everyone” and “a safe place.”
- An action plan is in place for every potential long term empty property to ensure that we apply the sustainability methodology linking short term performance issues into longer term neighbourhood renewal.

HES 13 Performance – % of stock which is Void (Total / HES 68)

- Performance on (a) significantly achieved the target figure but (b) was marginally outside target.
- Performance has improved in the last quarter and is expected to improve further in 2004/05 due to a number of strategic factors including success in attracting Housing Corporation finance to redevelop the site of Dalton House, developing Extra Care sheltered housing, the development of choice based lettings and furnished tenancies, the development of our Sustainability Model, and the impact of Transform South Yorkshire.

HES 14 Performance – Void Time from Termination to Start Date

- Performance has improved but not at the levels we anticipated when setting the year-end target. A revision of how this indicator is measured, confirmed with the Audit Commission, has resulted in substantial improvements which now reflect those in BVPI68.
- In addition to the improvements detailed in the other void indicators, a “Houseproud Standard” satisfaction survey has been introduced to measure customer care within the void process. This will have a positive impact on the indicator in the next financial year.

Priority 7 – Driving up the performance of the repairs and maintenance service

- **Supporting Corporate Priorities**
 - ***To be a Progressive, Responsive, Accessible and Quality Service Provider***

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

HES 72 x	The percentage of urgent repairs completed within Government time limits (<i>Gary Whitaker</i>)				
	Local Public Sector Agreement Target				
	Comprehensive Performance Assessment Indicator				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
82.3%	96%	N/A	92.23% (Q3) 92.16% (Q2) 91.93% (Q1)	94.1%	
Quartile position: All England ALMOs Lower Middle Quartile					

HES 73 ✓	The average time taken to complete non-urgent responsive repairs (<i>Gary Whitaker</i>)				
	Comprehensive Performance Assessment Indicator				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	29.66 Days	15 Days	N/A	15.7 (Q3) 17.86 (Q2) 17.58 (Q1)	14.85 Days
Quartile position: All England ALMOs Lower Middle Quartile					

BV185 x	Percentage of responsive (but not emergency) repairs during 2003/04, for which the authority both made and kept an appointment (<i>Gary Whitaker</i>)				
	Comprehensive Performance Assessment Indicator				
	Local Public Sector Agreement Target				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	10.21%	75%	53 73	64.33% (Q3) 61.3% (Q2) 49.07% (Q1)	66.21%
Quartile position: All England Upper Middle Quartile					

HES 6	The average time taken to provide an adaptation after receipt of the Community Occupational Therapists assessment for: a) Public Sector dwellings b) Private Sector dwellings (<i>Chris Wade</i>)				
--------------	--	--	--	--	--

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

✓	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	a) 350 days b) 225 days	N/A	267/192 (Q3) 266/196 (Q2) 304/194 (Q1)	291/183
	No Quartile Comparison Available				

HES 7 ✓	% of Council properties which have been gas serviced this year (<i>Paul Ruston</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	98%	N/A	91.8% (Q3) 68.91% (Q2) 40% (Q1)	98.11%
No Quartile Comparison Available					

HES 8 ✗	% of repairs completed on the first visit (<i>Gary Whitaker</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	80%	N/A	78.5% (Q3) 78.21% (Q2) 73% (Q1)	75.83%
No Quartile Comparison Available					

HES 9 ✓	Ratio of budget spent on Programmed Repairs (<i>Dave Middleton</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	49%	N/A	46.94% (Q3) 47% (Q2) 43.99% (Q1)	49%
No Quartile Comparison Available					

HES 10 ✓	% of repairs completed in 20 working days (<i>Gary Whitaker</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	96%	N/A	94.99% (Q3) 95.06% (Q2) 95.46% (Q1)	96%
No Quartile Comparison Available					

HES 12 ✓	Performance of spend on Capital Programmes (<i>Dave Middleton</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	100%	N/A	67.34% (Q3) 45.62% (Q2) 10.61% (Q1)	100%

	No Quartile Comparison Available
--	---

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

- Performance levels have continuously improved throughout the year but we have missed the year-end target by 1.9%. This substantiates previous reports where we commented that consistently high monthly performance levels will bring us close to the year-end target.
- This indicator is an important measure of customer focus and has improved dramatically in the second half following a slow start to the year, with a 14% improvement on last years figures. We have gone from bottom quartile to lower middle quartile when compared to All England ALMOs.
- The challenge for 2004/05 is to achieve top quartile performance and we are confident of meeting this. During the last 4 months we have consistently achieved top quartile performance and the improvements that will arise from our “business process re-engineering” activity will help us to our target of becoming “best in class by 2006”.

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

- We have surpassed our year-end target, registering 14.85 days as our best ever performance and a 50% improvement on 2002/03. We have risen from bottom quartile to lower middle quartile when compared to All England ALMOs.
- This achievement is supported by the Performance Management Framework. We place great emphasis on dealing with poor performance, improving communications, and internal competition so that staff who deliver our frontline services understand service standards and customer expectations.
- We expect a further improvement in 2004/05 as we have sustained performance below 9 days for the last 4 months.

BV 185 Performance – Repairs by Appointment
--

- The performance target was not achieved due to a slow start to the year but a major turn around in performance has seen a 548% improvement on last year’s outturn! Our customers are now seeing the benefits of these improvements and satisfaction with the appointment system is high.
- Current trends indicate that our top quartile stretching targets for the next two years of the LPSA programme will be achieved due to an increase in appointment slots and out of hours/weekend appointments. We are doing this by listening to the aspirations of our customers who want greater flexibility and choice. Our internal scrutiny arrangements and business process re-engineering outcomes will ensure we continuously improve.

- In comparison with All England authorities, we have risen from lower middle quartile to upper middle quartile. For metropolitan authorities we have risen into top quartile.

HES 6 Performance – Time taken to process adaptations

- Cumulative performance continuously improved throughout the last three quarters of the year after a slow start. The year-end target has been met.
- We have introduced streamlined procedures to prevent the long processing times, which have had an adverse effect on these indicators during 2004/5. This will lead to faster timescales in 2004/05 which should be reflected in our customer satisfaction scores.
- There is no meaningful comparable data for this indicator but we have initiated action with an East Midlands group of local authorities to establish a benchmarking group and adaptations KPI suite.

HES 7 Performance – % of properties gas serviced

- Despite the asbestos problems identified in the last report, we have met the year-end target.
- Our gas procedures, working practices and servicing records achieved national recognition from Corgi Certification Ltd (CCL) this year; we are only the 4th local authority in the country to receive this certificate.
- We have improved our access procedures following recommendations by the Housing Inspectorate. This should mean that we are able to gain access or take legal action much earlier to gain access to carry out the full (100%) gas servicing programme.

HES 8 Performance – % of repairs completed on first visit

- The outturn figure fell short of the year-end target.
- Our “right first time” commitment is an important measure of customer care and cost effectiveness so we will be renewing efforts next year to improve performance. We will be capitalising on the business process re-engineering investment undertaken during 2003/4, which should improve all repairs and maintenance indicators and customer satisfaction in 2004/5.
- The development of a multi-skilled workforce, together with the ending of the bonus system are major steps to achieving the ‘right first time’ approach to repairs completion.

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

- Performance levels have met the year-end target. This provides great confidence in our ability to plan and deliver programmes of work identified within the Annual Maintenance Plan. In common with most local authorities, this has been a weakness in the past, but performance is at the best levels yet.

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

- We are the leading Local Authority in the region for this indicator and have initiated and established a 60/40 benchmarking club to establish best practice from the club members. We aim to establish our definition as a recognised national standard as there are countless variances to the definition of this indicator across the country.

HES 10 Performance – % of repairs completed within 20 working days

- Performance has improved since the last quarter and we have met the year-end target.
- Improvements are the same as HES 72, 73 and BVPI 185.

HES 12 Performance – Spend on Capital Programme

- We have been able to spend 100% of our capital programme for the first time. Our investment planning, financial management and timely work programmes have contributed to a 100% outturn.

General Programme Area Performance

Customer Services

- **Supporting Corporate Priorities**
 - ***To be a Progressive, Responsive, Accessible and Quality Service Provider***

HES 17 	The percentage of Environmental Services' service requests responded to in 5 working days (<i>Bob Crosby</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	97.7%	97%	N/A	97.8% (Q3) 98.5% (Q2) 98.3% (Q1)	100%
No Quartile Comparison Available					

HES 17 Performance – Requests responded to in 5 working days

- Performance achieved the year-end target and improved from last year.

Summary of complaints

A detailed complaint report is collated every quarter and presented to Cabinet and Scrutiny. The report evaluates the programme area's performance on complaints, compares our survey results to previous years and illustrates how we learn from the complaints and use the learning as a service improvement tool.

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

This report summarises the key points of our performance with complaints, with an additional focus on Councillor surgeries and Rotherham Connect enquiries.

Between 1 January 2004 and 31 March 2004, 77 formal complaints were received. This compares to 58 in the previous quarter. 2 Ombudsman complaints were received during the period, compared to 3 in the previous quarter. During this quarter the programme area received 30 compliments, 90% of these down to the quality of service our customers received.

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

Service Area	Actions or conduct of staff	Quality of service provision	Cost of service	Delay in providing service	Absence of service	Lack of information and/or publicity	Others	TOTAL	Percentage of complaints
Housing Needs	1	3	0	0	0	0	0	4	5
BRU – Technical	2	3	0	1	1	0	0	7	9
Agency and Grants	0	1	0	0	0	0	0	1	1
Policy and Planning	0	0	0	0	0	0	0	0	0
Housing Management	4	12	1	7	3	0	7	34	44
Environmental Services	1	1	0	1	0	1	6	10	13
Waste Management	1	1	0	0	0	0	0	2	3
H & C Standards	2	0	0	0	0	0	0	2	3
Housing DSO	2	7	0	3	1	0	0	13	17
Regeneration	0	4	0	0	0	0	0	4	5
Legal	0	0	0	0	0	0	0	0	0
Rent	0	0	0	0	0	0	0	0	0
ASB	0	0	0	0	0	0	0	0	0
TOTAL	13	32	1	12	5	1	13	77	
Percentage	17	42	1	16	6	1	17		

Over the last year between 1 April 2003 to 31 March 2004 , 301 formal complaints were received. This compares to 247 in the previous year 2002/3. 20 Ombudsman complaints were received over the year compared to 21 in the previous year. Throughout the year the programme area received a total of 94 compliments of which 78 were about the quality of service.

Complaint procedure performance targets
--

Complaints to be acknowledged within 5 working days.

For the period, 100% of complaints were acknowledged within this timescale.

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

Last quarter we put measures in place to sustain continuous improvements in performance. 97% of complaints were resolved within the target time, compared to 90% in the last quarter and 66% in the second quarter. This improvement in performance is related to tighter monitoring controls and a focus on poor performing areas within the programme area.

There were 2 complaints not resolved during the quarter. The reasons behind this are:

- Ref. BW/147 - A complaint was investigated but required specialist advice from a number of sources. The complaint was potentially very serious as it involved a personal injury claim against the Council. The customer was satisfied with the outcome of the investigation and has not proceeded to the next stage of the complaints procedure.
- Ref. HA/2/15 – A delay caused by Streetpride but the customer was satisfactory informed on two occasions about the progress of the investigation.

During the last year 2003/4 100% of the complaints were acknowledged within the 5 working day timescale of which 78% were solved and received a full reply within the target response time, this compares to 64% in 2002/03.

BV 5a - Complaints to the Ombudsman classified as maladministration

There have been none in the last quarter or during the year 2003/4.

BV5b - The number of complaints classified as local settlement

There has been one in the period, the same position as the previous quarter. The settlement package was £75 compensation with a formal apology due to poor communications regarding the Council's plans for regenerating an area.

There have been a total of six local settlements for the year 2003/4 resulting in compensation payments amounting to £883.75.

Customer Satisfaction Survey on Complaint Handling

The 2003/4 annual survey results are very useful and we have been able to put measures in place as a direct result of listening to our customers. It is particularly encouraging that most customers access the complaints system by advice from

members of staff (29%) or by leaflets (20%) in reception areas. Of those that expressed an opinion only 58% found it easy to complain with the right service and 78% of our customers would use the service again.

Other headline comments were:

- 67% satisfied with the time taken to acknowledge the complaint.
- 53% satisfied with being kept informed during the complaint.
- 53% satisfied with the time taken to complete the investigation.
- 58% satisfied with the way the complaint was investigated.

These results will be discussed at the next Corporate Complaints Meeting and an action plan will be developed to improve the results. The survey will be conducted on a quarterly basis to track improvements in the service. Although, it appears that the results are affected by those complainants who are unsuccessful the survey has provided several areas where our customers would like to see improvements. These are:

- Better publicity of the complaints procedure.
- Face-to-Face meetings.
- Improved staff knowledge of the system.

As a result of listening to our customers all staff within our programme area are currently receiving refresher training in customer care skills, diversity, People and Service 1st and complaints. Our reception areas and Website have been updated with leaflets and all stage 2 complaints are given mandatory face-to-face interviews. We expect to see that this investment pays dividends in terms of our customer care results.

Councillor Surgeries

For the reporting period, 97% of surgeries were resolved within the target time of 5, 10 or 20 days, depending on the type of enquiry. This compares to 94% for the previous quarter.

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

Service Area	Actions or conduct of staff	Quality of service provision	Request for service	Request for information	Cost of service	Delay in providing service	Others	TOTAL	Percentage of surgeries
Housing Needs	0	0	4	3	0	0	1	8	4

4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

BRU – Technical	0	3	9	3	0	1	0	16	8
Agency & Grants	0	0	2	2	0	0	0	4	2
Housing Management	0	4	112	16	1	11	0	144	72
Environmental Services	0	0	15	2	0	0	0	17	9
Waste Management	1	0	6	0	0	0	0	7	4
H & C Standards	0	0	0	0	0	0	0	0	0
Housing Strategy	0	0	0	0	0	0	0	0	0
Regeneration	0	0	0	0	0	0	0	0	0
ASB	0	0	3	0	0	0	0	3	2
TOTAL	1	7	151	26	1	12	1	199	
Percentage	1	4	76	13	1	6	1		

The best performers this quarter were Town Centre Housing, Aston Housing and Building and Renovations Unit. 3% (5 surgeries) were not resolved within target time because the surgeries were not assigned to the programme area, but this was due to a technical delay from the corporate centre identified through our robust monitoring system that we have in place for surgeries. In reality, 100% of our surgeries were resolved within the timescale, which represents a significant shift in performance on Councillor surgeries.

During the year between 1 April 2003 to 31 March 2004 1001 surgeries were received of which 92% were resolved within the target time period.

Rotherham Connect Enquiries

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

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

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

For the period, 64 enquiries were received and 100% of these were responded to within 10 days, compared to 78 (97%) enquiries received in the last quarter. This suggests that our customers are now using the website. We use the most common connect enquiries to up-date the “frequently asked questions” page on the website.

Between 1 April 2003 and 31 March 2004, 285 enquiries were dealt with by the programme area of which 99% were responded to within the target time period.

CH LPI 6 – Waiting Times for people with and without appointments

- For the period, 98.1% of people are seen within 10 minutes with or without an appointment. This compares to 99.7% last year and remains over and above the Council's target of 95%.

CH LPI 8 – Replies to Letters from the public within 10 working days

- A target of 100% has been set for the Council when replying to letters from the public within 10 working days. We have achieved over 99% this year compared to 98% at the same stage last year.

**1CCABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES -
24/05/04**

**CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
24TH MAY, 2004**

Present:- Councillor Ellis (in the Chair); Councillors Councillor, Hamilton, Jack and Kaye.

Apologies were received from Councillors F. Wright.

269. THE LANES - SOUTH YORKSHIRE POLICE ACCOMMODATION

Further to Minute No. 193 of 2nd February, 2004, the Head of Housing Services submitted a progress report on negotiations with South Yorkshire Police regarding their request for accommodation.

The Police had identified sufficient revenue funding and would be responsible for the rent and all other outgoings including business rates, utility rates and property insurance. Housing Services would retain responsibility for repairs and maintenance. The Police had also confirmed that they would provide an intruder alarm at the property and sufficient security measures to meet their needs from their own resources.

Resolved:- That the proposal to rent The Lanes, East Dene, to South Yorkshire Police at the current standard rent be approved.

270. PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME

The Head of Housing Services submitted proposals for the introduction of a Private Rented Sector Landlord Accreditation Scheme.

The Scheme was intended to acknowledge and actively promote good standards and management practice by landlords in the private rented sector and to promote better understanding between landlords and tenants. It would recognise and incentivise landlords who were committed to providing good quality, properly managed accommodation to rent.

It was proposed to introduce it initially in 2 pilot areas covering Brinsworth and the Eastwood and Springwell Gardens Neighbourhood Management Pathfinder. It was intended to extend it Borough-wide following the 6 month pilot period.

The following points were highlighted:-

- It was to be a property based Accreditation Scheme i.e. some landlords may meet the management requirements but not the fully property requirements
- The Scheme would contribute to developing neighbourhoods, ensuring Decent Homes, renewing the housing market and providing fair access and choice

- Landlords could lose their accreditation should their standards fall
- Accreditation would be reviewed on a 3 yearly basis.

The Executive Director pointed out that the paper set out a model scheme from the Office of the Deputy Prime Minister. There were many ways in which it could be developed during the pilot process with benefits to become the Rotherham standard. At the moment a charge could not be imposed as the benefits to the private landlord were quite modest.

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

- As part of the Service's criteria bonds would be crucial. If a landlord was accredited it would be emphasised that they must clearly explain to the tenant and publicise their criteria of circumstances where the tenant may have to forfeit their bond
- It was suggested that the Service could offer landlords an Independent Review Panel in light of the above.
- 3 years was too long between review of accreditation

Resolved:- (1) That the introduction of a Private Rented Sector Landlord Accreditation Scheme be approved.

(2) That the Scheme be introduced initially for 6 months in 2 pilot areas covering Brinsworth and the Neighbourhood Management Pathfinder – Eastwood and Springwell Gardens.

(3) That the Accreditation Scheme be extended Borough-wide after evaluation of the 6 months pilot.

(4) That landlords' accreditation be reviewed on an annual basis.

271. EXCLUSION OF THE PRESS AND PUBLIC

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

272. CENTRAL STATION HOUSE, MANVERS

The Head of Housing Services submitted a report highlighting the situation with regard to the above property.

The current tenants of Central Station House had been approached by Housing Services with regard to being rehoused due to a major road improvement and business development scheme being carried out which would affect the tenants. The property was in need of major refurbishment

**3CCABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES -
24/05/04**

The tenants were elderly who had a large extended family that lived in the area.

Resolved:- (1) That the tenants be rehoused to a three bedroomed house in Wath upon Dearne and receive Home Loss and Disturbance Allowance payments.

(2) That the property be demolished during any redevelopment of the site.

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

273. FUTURE OF NOS. 48-52 DONCASTER ROAD, DALTON

The Head of Housing Services submitted a report considering the future of Nos. 48-52 Doncaster Road, Dalton, which were the last remaining properties on the estate.

Ward Members had met with officers on a regular basis and were aware of the current position regarding the properties and the development proposals contained within the report. The owner of the property had been informed of the proposals both verbally and in writing.

Mrs. Farmer, Head of General Law Group, advised on the options particularly taking into consideration the tenant's human rights. Any contravention of the Human Rights Act would have to consider whether or not the Cabinet Member was of the view that the proposed scheme and its benefits to the community as a whole outweighed the owner's rights.

Resolved:- That in considering:-

- (1) the 3 alternatives outlined in the report
- (2) that the environmental scheme will achieve an enhanced and improved appearance to one of Rotherham's main gateways and provide an environmental area for local residents and
- (3) having taken into account Article 1 to the first Protocol and Article 8 of the convention on Human Rights Act, it is considered that there is a need to improve and sustain this area as a whole for the benefit of all residents:-
 - (a) That the Council, in pursuance of its powers relating to the Town and Country Planning Act 1990 Section 226(1) Paragraph (A) agree the "Rotherham Borough Council" Doncaster Road Dalton Environmental Improvement Scheme CPO 2004 for the acquisition of No. 48 Doncaster Road, Dalton, required for the purpose of an environmental improvement scheme as shown on the plan submitted.

- (b) That the Head of Legal and Democratic Services be authorised to affix the Council's Common Seal to the Order, map and duplicate copies thereof. That the Order be now submitted to the Secretary of State for confirmation.
- (c) That in parallel permission be given to the Head of Housing Services to pursue the possibility of assisting the owners of No. 48 Doncaster Road to purchase alternative accommodation or consider a land/property exchange taking into account legal advice and powers contained in the "Regulatory Reform Housing Assistance Order".

(Exempt under Paragraph 7 and 9 of the Act – expenditure to be incurred/negotiation of terms)

274. TENDER REPORT - DECENT HOMES SCHEME AT MIDDLE EASTWOOD

The Project Manager, Economic and Development Services, submitted a report seeking authority to accept a negotiated target cost tender for the work involved in the properties of the Decent Homes Schemes at Middle Eastwood.

The work was programmed for a start on site on 5th July, 2004, with a completion date of 8th November, 2004.

Resolved:- (1) That the target price tender of £863,056.77, submitted by Wates Construction Ltd., on 24th May, 2004, for Middle Eastwood, based on their Stage 1 tender for the Decent Homes Scheme Partnering Agreement, be accepted and a start be made subject to the conditions of contract being accepted.

(2) That, in order to prevent any possible delays, it was not necessary to submit tender reports for the roll out of the Decent Homes Scheme provided that the contractors were working satisfactorily. Should any reports be received of dissatisfaction, a report be submitted to the Cabinet Member for Housing and Environmental Services

(3) That in view of (2) above, a progress report be submitted on a six monthly basis.

(Exempt under Paragraph 8 of the Act – amount of expenditure to be incurred by the Authority)

**CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
7TH JUNE, 2004**

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

275. WATH REGENERATION SCHEME - DISPOSAL OF LAND OFF DENMAN ROAD

The Head of Housing Services submitted a report proposing to dispose of land off Denman Road, Wath upon Dearne, following demolition of 10 blocks of 3 storey flats incorporating a planning brief as a guideline for redevelopment.

It was felt that an integrated and sustainable development which benefited the wider community would be created by the following planning requirements:-

- That the site be suitable for between 78 and 130 residential properties catering for a wide range of occupiers within an innovative and imaginatively designed layout.
- The overall design will comply with the principles of 'Secured by Design' and 'Planning out Crime'.
- A high standard of landscape design will be incorporated into the overall design.
- An area of the development land will be earmarked for affordable housing.
- Access will be provided for those people with a disability and good footpath and cycle links to Wath Town Centre will be incorporated into the estate design increasing the site's sustainability credentials.
- A toddler's play area, appropriately equipped and fenced to keep dogs out.

Full consultation had taken place with Ward Councillors, Property Services and the community through public meetings and a monthly steering group.

Resolved:- That the disposal of land off Denman Road, Wath upon Dearne, be approved.

276. EASTWOOD VILLAGE - ACQUISITION OF PROPERTY

The Head of Housing Services submitted a report setting out a proposal to acquire No. 11 Eldon Road, Eastwood, from a private landlord in exchange for No. 33 Eldon Road, Eastwood, to enable the demolition of a block of 8 terraced houses.

Environmental designs were to be agreed by the community and work undertaken in the 2004/05 financial year.

Consultation had taken place with Legal Services who felt it to be the best way forward.

No objections had been received from Ward Councillors.

Resolved:- That the proposal to exchange No. 33 Eldon Road, Eastwood (a Rotherham Council miscellaneous property) for No. 11 Eldon Road, Eastwood (a property owned by a private landlord in the Eastwood Village) be approved.

277. HOUSING INVESTMENT PROGRAMME OUTTURN POSITION 2003/04

The Finance and Accountancy Manager submitted a report setting out the year-end position in respect of the 2003/04 Housing Investment Programme (HIP).

In June, 2003, a HIP had been approved of £30,412M. This had been revised during the year in light of the projected level of resources available. As at 31st March, 2004, a total of £29.6M had been spent compared with a projected spend of £30.4M representing 97.3% of the original approved Programme and 103% of the revised Programme as agreed by the Cabinet Member to bring forward planned spending from 2004/05.

It was noted that during 2003/04 a total of 1,507 properties had been sold under Right to Buy.

Resolved:- That the report be received.

278. EXCLUSION OF THE PRESS AND PUBLIC

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

279. HOUSING INVESTMENT PROGRAMME - 2004/05

The Finance and Accountancy Manager submitted a report detailing the proposed Housing Investment Programme (HIP) for 2004/05.

Schemes totalling £28.7M were proposed supported by £27.9M resources leaving the Programme overcommitted by £0.8M (2.9%) which was within acceptable limits to ensure full use of the resources available. Potential additional resources had been identified which could be used to support a range of additional schemes.

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

(2) That the schemes outlined in Appendix 2 of the report submitted be approved.

(3) That approval be given to develop the schemes listed in Section 4.1 of Appendix 1 of the report submitted.

(4) That the Head of Housing Services submit a report to a future meeting on the Eco-Homes bid.

(Exempt under Paragraph 8 of the Act – supply of services)

280. HOUSING AND ENVIRONMENTAL SERVICES COMPLAINTS PANEL HELD ON 12TH MAY, 2004

It was noted that a meeting of a Complaints Panel had been held on 12th May, 2004, comprising of Councillors Littleboy (in the Chair), Barron and Furnell. The Panel heard a complaint received from Mr. H. regarding his request that his first offer of accommodation be withdrawn as an official offer as, in his opinion, it had not met his requirements.

The Panel had not upheld the complaint and had noted that the complainant had been made a further offer of accommodation prior to the meeting taking place.

Resolved:- That the Panel's findings be noted.

(Exempt under Paragraphs 4 and 7 of the Act - service provided by the Authority/affairs of a particular person)

281. THREE STAR GAS SERVICE PLAN TO COUNCIL PROPERTIES

The Head of Housing Services submit a report proposing to extend the current 3 star gas servicing scheme for Council properties to properties that had been sold under the Right to Buy scheme.

The scheme was similar to that of British Gas whereby owner-occupiers would pay a fixed annual sum to the Housing DSO in return for which the DSO would carry out an annual service in addition to any necessary repairs. The proposal was designed to continue the Authority's duty of care in relation to gas safety and reduction in pollution.

Resolved:- (1) That the extension of Housing Services' 3 star gas servicing plan to tenants who had exercised their Right to Buy be approved.

(2) That a progress report be submitted after 6 months.

(Exempt under Paragraphs 8 and 9 of the Act – supply of services/negotiation of terms)

282. EXTENSION OF TIME - HOME REPAIR ASSISTANCE GRANT

The Head of Housing Services submitted receipt of a request for an extension of time to complete Home Repair Assistance grants.

Two Home Repair Assistance grants had been approved in September, 2002, to carry out repair work to the property. There had been difficulties encountered in completing the work.

The regeneration work being carried out as part of the Eastwood Village Scheme was due to be completed by the end of July when a further inspection of the property would be carried out.

Resolved:- That an extension of time be granted until 31st March, 2005, but it be made clear to the owner that there would be no further extensions.

(Exempt under Paragraphs 4, 5 and 8 of the Act – contains name and address of individual requesting financial assistance)

(Councillor Jack declared a personal interest in the above item)

283. CONTRACT FOR FIXED WIRE TESTING OF DOMESTIC PROPERTIES

The Head of Housing Services submitted a report seeking authority to accept a tender for the fixed wire testing of domestic properties.

Resolved:- That the tender submitted by Tilen Electrical Limited, in the sum of £101,556.00, be accepted.

(Exempt under Paragraphs 8 and 9 of the Act – expenditure proposed to be incurred by the Authority)

284. TENDER REPORT FOR ELECTRICAL UPGRADING OF COUNCIL PROPERTIES

The Head of Housing Services submitted a report seeking authority to accept a tender for the electrical upgrading of Council properties.

Resolved:- That the tender submitted by Williams Electrical Ltd., in the sum of £132,000.00, be accepted.

(Exempt under Paragraphs 8 and 9 of the Act – expenditure proposed to be incurred by the Authority)

285. FUNDING OF DISCRETIONARY DISABLED FACILITIES GRANT

The Head of Housing Services submitted a report regarding the funding of discretionary Disabled Facilities Grants.

Under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 assistance could be provided if the persons assessed needs required expenditure in excess of the mandatory limit but was made without the benefit of the 60% Specified Capital Grant contribution associated with mandatory approvals. It was proposed that repayment conditions be attached to discretionary approvals requesting repayment if a relevant disposal was made within a 5 year period. The simultaneous withdrawal of the power to create a local land charge meant that an individual charge on the property would be required to enforce such a condition.

It was noted that public sector adaptations would be unaffected.

The repayment condition would only relate to a small percentage of the overall work carried out (construction costs in excess of £25,000) and would, therefore, be met satisfactorily on the disposal of the property. In addition the individual circumstances of each person making a disposal would be considered under Section 21(5) of the Policy.

Resolved:- (1) That approval be given to the funding of discretionary private sector adaptations from the identified budget.

(2) That the Private Sector Housing Assistance Policy be amended to include repayment conditions for discretionary Disabled Facilities Grants.

(3) That 5 year repayment conditions be imposed on discretionary Disabled Facilities Grants approvals.

(Exempt under Paragraphs 4, 5 and 8 of the Act – requests for financial assistance)

286. PUBLIC AND PRIVATE SECTOR APPLICATIONS EXCEEDING DELEGATED POWERS

The Head of Housing Services submitted 7 Disabled Facilities Grants (private sector) and 3 Disabled Facilities adaptations (public sector) for consideration.

1. Private Sector Applications

Resolved:- (a) That application Nos. 17856, 17390, 17738, 17858, 17814 and 17740 be approved in the sum of £157,810.266:-

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

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

(b) That with regard to application No. 17814 further investigation take place into nomination rights should the property become vacant.

(c) That application No. 17853 be deferred for further medical information.

2. Public Sector Applications

Resolved:- That application Nos. 17871, 17859 and 18297 be approved in the sum of £84,642.01:-

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

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

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

**Meeting of the Members Sustainable Development Action Group
Friday 21st May 2004, 9:00am, Committee Room 1, Town Hall**

Present: Councillor Ken Wyatt (Chair)
Councillor Barry Kaye
Councillor Reg Littleboy
Councillor Terry Sharman
Councillor Fred Wright
Councillor Frank Hodgkiss

With Officers:

Sarah Tyler
David Wilde

With guest speaker Sian Fergusun, YHA

1. Apologies

David Rhodes

2. Minutes of the Previous Meeting and Matters Arising

The minutes of the previous meeting held on Friday 19th March 2004 were read.

With regard to the minutes for the Environmental Scrutiny Panel, Sarah said that she had spoken with Bronwen Moss and that it was still ongoing.

The Members Seminar on the Strategic Environmental Assessment had taken place on the 24th March 2004 and feedback had been good.

3. Guest Speaker: Sian Ferguson, Yorkshire & Humber Assembly

Sian gave a presentation on Advancing Together, the regional Sustainable Development Framework and the Sustainable Development Commission. The purpose is a shared vision, with six objectives to provide focus and a framework that will inform, integrate and direct our strategies and action. The RSDF aims to provide a programme of training workshops, Evaluation of sustainability appraisals, integrating strategic environmental assessments and a regional conference. It is hoped that the Sustainability Commission will assist the YHA in creating a more sustainable region through the RSDF. This will be done under four main themes:

- Integrating sustainability with regional strategies
- Facilitating links between local strategies and regional strategies to help the regional sustainability aims to be implemented
- Energy and Climate change
- Improving health

The Strategic Environmental Assessment aims to provide a high level of protection for the environment and to contribute to the integration of environmental considerations into the preparation and adoption of plans with a view to promoting sustainable development.

4. UK Sustainable Development Strategy Consultation Paper

Sarah explained that the UK Sustainable Development Strategy was up for Consultation with the view to moving more into the implementation phase (a more robust strategy) The new strategy will outline key actions and priorities up to 2020. RMBC will be doing a consultation

response. The papers have been circulated for information. Any comments to Sarah by 5th July 2004.

5. Update on Local Action 21 project progress – David Wilde

David gave an update on the Local Agenda 21 project progress: -

- Acorns TARA was awarded a further £25,000 from WREN towards play area improvement
- Planning of school grounds development commenced with the staff at the new Thornhill School
- Final report on consultation was presented to Rawmarsh and Parkgate Youth Development Group on the facilities Young people would like in Rawmarsh as part of the Rosehill Park hall basement into youth space
- RMBC Sustainability Appraisal applied to Swinton Horsefair Park project, with positive results
- Wath Community Partnership progressing feasibility of renewable energy installations at Montgomery Hall
- Wildflower meadow sowing at Kilnhurst Primary and Brinsworth Manor Schools
- Contact established and initial planning commenced with the All Woman's Association regarding the development of allotment plots at Eldon Road, Eastwood with young people.
- Successful RMBC Environmental / Sustainable Development education group meeting
- Our Place, Our Future projects planned and commenced at Kilnhurst Primary and St Thomas'
- Rotherham LA21 Officer selected as Groundwork 'Regional Champion' for Groundwork UK and DFID project on the global aspects of sustainable development
- LA21 presentation to RVS Area Assembly.

Continuing support would also be give to the following:

Community Partnerships as they form environmental sub-groups.

Promotional leaflet for Community Partnerships to be produced and education leaflet update Rotherham Environment Forum contribution to current review of UK Sustainable Development Strategy

Pursue "biodiversity" project at Austen Park, Aston

David explained that he would carry on supporting the projects but will no longer be based at the Council and will be working full time from the Groundwork offices. Cllr Wyatt wanted confirmation that David will still be focussing the majority of his work in Rotherham and will raise this at the next Groundwork Trust meeting. ***Councillor Wright to pursue.***

EMAS - Ken explained that he had brought EMAS to the attention of the Chief Executive and that he had given his support wholeheartedly. It was agreed that a letter from Mike Cuff would give additional support to the application for a grant from the Carbon Trust.

7. Future Agenda Items

Health, Equalities and Indicators (PCT officer)

APWA – Councillor Ali to convene a meeting with ethnic minority groups in the community to discuss the agenda (link to LA21 work with APWA)

Carbon Trust project

Transport issues /Govt strategy post July 2004

8. Any Other Business

None

9. Date and time of Next Meeting

To be arranged

**ENVIRONMENT SCRUTINY PANEL
20TH MAY, 2004**

Present:- Councillor F. Wright (in the Chair); Councillors Atkin, Burke, Furnell, Hall, Heaps, Hodgkiss, Jackson, Nightingale and Rashid, Mr. D. Alderson (Housing Tenant Panel representative), Mr. J. Carr (Yorkshire and Humber Society for Clean Air) and Inspector S. Lavin (South Yorkshire Police).

An apology for absence was received from Councillor Senior.

144. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS.

There were no members of the public present.

145. DECLARATIONS OF INTEREST.

There were no declarations of interest made at the meeting.

146. HOUSING RELATED ANTI-SOCIAL BEHAVIOUR IN ROTHERHAM

Helen Nixon, Anti-Social Behaviour Manager, submitted a progress report against the 15 point action plan produced in relation to housing related anti-social behaviour.

The Anti-Social Behaviour Unit had now moved into office accommodation at Eastwood Depot. There had been many changes within the Unit including:-

- The team consisted of Manager, seconded Police Officer, 4 Anti-Social Behaviour Officers and 2 admin assistants
- Work across all tenure and outside of normal office working hours
- Close work with Registered Social Landlords
- Work on Landlord Accreditation Scheme

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

- The Unit was currently working on approximately 30 cases
- There were 6 Anti-Social Behaviour Orders (ASBOs) in Rotherham
- Funding had been secured for a Youth Liaison Officer (starting in June, 2004)
- Work was currently being undertaken on behalf of Northern Counties Housing Association for a fixed fee on a case by case basis
- The Unit was currently working on a 50/50 basis with the public/private sectors
- The Private Rented Sector Landlord Accreditation Scheme was to be submitted to the Cabinet Member for Housing and Environmental Services on 24th May

Mrs. Nixon reported that if cases were serious enough they were referred to the Anti-Social Behaviour Case Panel; it did not matter which area of Rotherham they lived. The target in relation to ASBOs was laid down by the Safer Rotherham Partnership and would be reviewed by the Anti-Social Behaviour Task Group. There were approximately 150 Acceptable Behaviour Contracts (ABCs) in Rotherham which had to be monitored very carefully. If the person breached their ABC it would be referred to the Case Panel for consideration of an ASBO together with other alternatives dependent upon their age. Once a youth had signed an ABC, the newly appointed Youth Liaison Worker would take the case on board and look at remedies to get the youth away from the criminal system.

Inspector Lavin stated that the Police had recently gained a new power which meant that they could apply for an ASBO when a person appeared at Court. There was a national success rate of 90+% for ABCs.

Resolved:- (1) That the proposals for sustainable actions on tackling anti-social behaviour in Rotherham be noted.

(2) That the Private Rented Sector Landlord Accreditation Scheme report be submitted to the next meeting of this Scrutiny Panel.

(3) That a joint meeting be held of the Democratic Resources and Environment Scrutiny Panels on this issue.

147. DRAFT ANTI-SOCIAL BEHAVIOUR STRATEGY

Helen Nixon, Anti-Social Behaviour Manager, submitted the draft Anti-Social Behaviour Strategy which was currently out for consultation.

There were 4 elements to the Strategy:-

Prevention

- To reduce the number of children involved in anti-social behaviour
- Visible uniformed presence in the Borough
- Co-ordinate and improve physical measures
- Increase the number of Acceptable Behaviour Contracts throughout the Borough
- Tenancy Agreements
- To develop a mediation service across all tenures

Enforcement

- Tenancy Agreements with appropriate enforcement measures in relation to anti-social behaviour
- Effective monitoring of Acceptable Behaviour Contracts
- Utilise all enforcement measures
- Utilise criminal sanctions where appropriate
- Working in line with the Anti-Social Behaviour Act 2003

Rehabilitation

- Ensure rehabilitation forms an integral part of all anti-social behaviour case work which will guarantee that a multi-agency approach will continue following legal action taken against perpetrators

Communication

- Internal communications
- External communications
- Consultation

The definition of anti-social behaviour was quite difficult due to issues of tolerance and different perceptions of what was anti-social and what was not. A system developed by Glasgow University separated it into three distinct types of disputes:-

Neighbour Problems – disputes arising between people living in, adjoining or neighbouring properties.

Neighbourhood Problems – complaints concerning more general problems with a neighbourhood such as graffiti.

Crime Problems – House breaking burglary, criminal damage etc.

The Government was also working on a national Tenancy Agreement and it was hoped that next year there would be guidelines/clauses for a standard Tenancy Agreement which all local authorities would have to adopt.

It was a Borough-wide, all housing tenure Strategy that had been written by a multi-agency approach that all the services in Rotherham were involved in tackling.

Resolved:- That the draft Anti-Social Behaviour Strategy be noted.

148. HOUSING DISREPAIR CLAIMS

The Head of Housing Services submitted a 6 months progress report in relation to housing disrepair claims following implementation of a proactive management approach.

In recent years Rotherham had experienced a dramatic increase in the number of disrepair claims being submitted on behalf of its tenants by solicitors, some of whom operated from outside the Borough and sub-region. The Service had decided to take on additional specialist legal assistance in support of a more assertive approach to the solicitors involved whom it was suspected were submitting spurious claims. It had also been made clear, by way of publicity material, that tenants should submit repairs issues direct to Council staff and that spurious cases that

4D

were submitted would be contested with the utmost vigour.

During the last 6 months the number of cases had fallen from 267 to 211 despite 62 new claims having been received. 118 claims had been settled comprising of 34 where payment had been required, 74 cases where no payment had been required and 10 cases where the Authority was to receive costs. Of the 34 cases where payment was required, £114,928.45 had been paid to 25 cases. Costs remained to be paid on the remaining 9.

Resolved:- That the beneficial impact that a dedicated legal resource was having on numbers and outcomes of disrepair claims be noted.

149. 2004 SCRUTINY PANEL FORWARD PLAN

Bronwen Moss, Scrutiny Adviser, submitted a report highlighting the Scrutiny Panel's achievements over the current Municipal Year and suggesting areas for inclusion in the work programme for 2004/05.

During 2003/04 reviews had been completed on housing related anti-social behaviour and air pollution. Discussion ensued on the suggested quarterly performance monitoring meetings with the remaining meetings being based around a particular focus or theme. It was felt that, whilst monitoring should take place, there should come a time, if everything was running satisfactorily, when it should be increased to 6 monthly etc. and not every quarter.

Resolved:- (1) That the achievements of the Panel, as set out in Appendix 1, be noted and included in the Panel's submission to the Scrutiny Annual Report.

(2) That the areas set out in Appendix 2 for future scrutiny be endorsed together with Introductory Tenancies.

(3) That a position statement be submitted to the Panel on the Laboratory Service.

(4) That the proposed subjects for detailed scrutiny reviews, as set out in Appendix 2, be noted and that further discussion take place in the new Municipal Year to agree which will be taken forward for review.

150. HOUSING AND ENVIRONMENTAL SERVICES DECISIONS MEETINGS HELD ON 19TH AND 28TH APRIL AND 10TH MAY, 2004

The Panel noted the decisions made under delegated powers by the Cabinet Member for Housing and Environmental Services held on 19th and 28th April and 10th May, 2004.

151. MINUTES OF THE SCRUTINY PANEL HELD ON 15TH APRIL, 2004.

The minutes of the meeting of the Panel held on 15th April, 2004, were noted.

It was noted that arrangements had been made for the visit to the Asylum Team on Friday, 21st May, 2004.

152. MINUTES OF THE PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE HELD ON 12TH AND 26TH MARCH, 16TH AND 23RD APRIL, 2004

The minutes of the Performance and Scrutiny Overview Committee held on 12th and 26th March, 16th and 23rd April, 2004, were noted.

153. MINUTES OF THE ASYLUM SEEKERS WORKING PARTY HELD ON 31ST MARCH, 2004

The Panel noted the minutes of the Asylum Seekers Working Party held on 31st March, 2004, attended by Councillors Sharman (in the Chair), Boyes, Ellis and Robinson.

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
FRIDAY, 7TH MAY, 2004**

Present:- Councillor Stonebridge (in the Chair); Councillors Clarke, Doyle, G. A. Russell, Whelbourn, F. Wright and S. Wright.

Also in attendance was Councillor Lakin for Minute No. 197.

Apologies for absence:- An apology was received from Councillor St. John.

196. NEIGHBOURHOOD RENEWAL STRATEGY

The Committee considered a report and presentation by Alison Penn, Strategic Programmes Manager, together with Minute No. 111 of the meeting of the Regeneration Scrutiny Panel held on 2nd april, 2004, relating to the above.

The presentation covered:-

- National Neighbourhood Renewal Strategy: Vision
- National Goal
- National Floor Targets:
 - Employment Rates
 - Education
 - Health
 - Crime
 - Social Housing
- Rotherham Neighbourhood Renewal Strategy
- Identifying inequality in Rotherham
- Indicators used
- Driving the integration of Neighbourhood Renewal into service delivery
- Twin track approach:-
 - tackling immediate problems in neighbourhoods
 - addressing underlying problems in neighbourhoods
- Prioritising causes of deprivation:-
 - improving the life chances of children and people
 - enabling everyone to achieve basic skills level
 - improving the economic position of the unemployed and low earners

It was emphasised that the Strategy was not intended to be a separate strategy, rather it was meant to influence other plans and strategies of the Council and all other partners.

An explanation was given of the measures used to set targets and how the index of multiple deprivations had been used to select target areas.

Discussion and a question and answer session ensued and the following issues were covered:-

- differing factors in areas of the Borough
- increasing benefit take up
- need for regular monitoring and updates
- Improvement Plan
- identification methods for areas of deprivation
- clusters of multiple deprivation and 'hotspots'
- dialogue and information sharing
- targeting resources to reduce inequalities
- need to improve access to facilities and ascertain why facilities are not being accessed
- responsibility for monitoring the Strategy
- need for a policy framework built into Strategy
- information flows and joint working
- need for commitment and ensure neighbourhood renewal is built into service plans
- need to identify if more money is being committed to target areas
- level of public spend in target areas
- timescale and results.

Resolved:- (1) That the Cabinet be advised that, as far as this Committee is concerned:-

(a) the Neighbourhood Renewal Strategy be agreed and its intention be fully supported;

- (b) an All Member Seminar should be held on this matter;
 - (c) the Strategy be put into the context of the existing policy framework around neighbourhood renewal;
 - (d) there should be area allocation coding across the authority;
 - (e) the Performance and Scrutiny Overview Committee should be responsible for monitoring the implementation of the Strategy and receive quarterly updates;
 - (f) Neighbourhood Renewal Fund monies should not support mainstream funding but be targeted accordingly.
- (2) That Cabinet be requested to identify clearly a Member with responsibility for Neighbourhood Renewal issues.
- (3) That Cabinet be requested to endorse the Implementation Plan on completion.

197. COMMUNITY LEADERSHIP REVIEW

The Principal Officer, Scrutiny Services, introduced briefly the submitted report updating Members on the progress of the "Community Leadership Role of the Local Councillor" review which incorporated in initial comments from the Corporate Management Team. Those comments, which had been supportive, had been noted by the Democratic and Resources Scrutiny Panel at its meeting on 4th May, 2004. The report was to be considered by Cabinet at its meeting on 19th May, 2004.

The Chairman welcomed Councillor Lakin, Chair of the review group, who presented briefly the submitted summary and financial implications. Councillor Lakin indicated that the two responses from Elected Members had been supportive and reiterated that the Corporate Management Team had been largely supportive.

In commending the report to the Committee, Councilor Lakin referred to some of the aims as being:-

- raising the profile of the Councillor
- Member development
- assisting Members to be more effective in the community.

Discussion and a question and answer session ensued and the following issues were covered:-

- briefing for Members attending meetings
- need to push for Member development and establish a 'Champion' for the Review
- level of Member support
- views of the Corporate Management Team
- Councillors website
- range and provision of IT equipment

Resolved:- (1) That the report be welcomed and Councillor Lakin and the Review Group be thanked for their efforts.

(2) That Councillor Lakin be established as the Review 'Champion'.

(3) That the Chairman pursue with the Chief Executive the comments from Corporate Management Team as now discussed.

(4) That the reference to the provision of equipment in paragraph 8.2.1.1 should be amended to reflect IT equipment that fulfils Members' needs.

(5) That Councillor Lakin present this report to the Members' Training and Development Panel and the Chief Executive be requested to attend such presentation.

198. STAGED PROGRAMME FOR LOCAL STRATEGIC PARTNERSHIP REVIEW

Cath Saltis, Principal Officer Scrutiny Services, reported on the proposed two stage approach to the Local Strategic Partnership review.

The first phase was to obtain baseline information regarding terms of reference, workings etc. and the second phase related to the performance monitoring of the Local Strategic Partnership.

Work was ongoing and consideration was being given to the outcomes of the Local Strategic Partnership.

It was noted that Lee Adams, Assistant Chief Executive, was leading on partnerships.

Resolved:- That the two stage approach to the Local Strategic Partnership review be noted and agreed.

199. MINUTES OF THE MEETING HELD ON 23RD APRIL, 2004

Resolved:- That the minutes of the meeting held on 23rd April, 2004, be

approved as a correct record for signature by the Chairman.

200. MATTERS ARISING

(A) ROTHERHAM REACHOUT: RESULTS OF THE SEVENTH SURVEY

Concerns were expressed regarding the demographic breakdown of the Panel and whether or not it was representative of the community.

Resolved:- That this matter be pursued.

(B) RESPONSE TO THE CONSULTATION ON POST OFFICE CLOSURES

It was noted that no reply had yet been received with regard to the Council's response.

201. REVENUE BUDGET MONITORING REPORT 2003/2004

The Committee considered the submitted budget monitoring report for the period 1st April, 2003 to 31st March, 2004, detailing the projected revenue outturn for 2003/04 along with the actions being taken, or proposed to be taken, to deal with the projected over or underspends. The information had been noted by the Cabinet and Corporate Management Team.

The report showed a project overspend of £277,000 on the General Fund as compared with a projected overspend of £442,000 as at 29th February, 2004.

The report also showed a nil variation on the Housing Revenue Account as compared with a projected overspend of £12,000 as at 29th February, 2004.

Resolved:- That the information be noted.

202. WORK IN PROGRESS

(a) Environment Scrutiny Panel

Councillor F. Wright reported that one more meeting was required to complete the review of flytipping.

(b) Social and Community Support Scrutiny Panel

Councillor G. A. Russell reported consideration of issues relating to debt payments, extra care housing and transportation.

(c) Democratic and Resources Scrutiny Panel

Councillor Whelbourn reported that work had started on the review of co-option and that stage 2 of the review of Parish Councils would commence after the election.

203. CALL-IN ISSUES

There were no formal call-in requests.

(The Chairman authorised consideration of the following items to keep Members informed.)

204. REVIEW OF THE CONSTITUTION

The Chairman reported that Cabinet was having a session next week to consider the Constitution.

Resolved:- That efforts be made to facilitate a joint discussion with Cabinet on the Constitution at the next meeting of this Committee.

205. INVEST TO SAVE BIDS

Concern was expressed that Invest to Save bids had been approved at Corporate Management Team without Elected Member input.

Resolved:- That the Chairman pursue this issue.

206. IDEA TRAINING SESSIONS

The Chairman reported that taster sessions for Scrutiny Chairs were being arranged for September, 2004.

Resolved:- That a request to book two places be processed through the Members Training and Development Panel.

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
21ST MAY, 2004**

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

Also in attendance were Councillors Jackson (for item 207) and Ellis, G. Smith and Wardle (for item 209).

Apologies for absence:- Apologies were received from Councillors Hussain and License and from Councillor Stone with regard to item 209.

207. FINAL REPORT OF THE DIRECT PAYMENTS REVIEW GROUP

The Committee considered the above report as introduced, presented and commended by Councillor Jackson, Chair of the Review Group. The report had been endorsed by the Social and Community Support Scrutiny Panel at its meeting on 2nd April, 2004 and again on 7th May, 2004 following consideration of the comments from Corporate Management Team and the Social Services Management Team. Councillor Jackson thanked everyone who had participated in the Review.

The report outlined the background to the review, composition of the Review Group, terms of reference and set out the findings and recommendations of the Review Group.

A question and answer session ensued and the following issues were covered:-

- Direct payments being used to purchase care services and not taken into account as part of benefits payments.
- Whether the service recipient could revert to services provided by Social Services should they be unable to arrange suitable care services through direct payments.
- Whether there was the sufficient capacity in the care market to ensure that direct payments recipients could employ suitable people.
- Commissioning arrangements for the service.
- Application process and clarification that only people with an assessed community care need could receive direct payments.
- Relationship with benefits take up.
- Need for more awareness for members of the public
- Training for Councillors.

Resolved:- (1) That, as far as this Committee is concerned, the report and its recommendations be endorsed and forwarded to Cabinet accordingly.

(2) That a report be submitted to the Social and Community Support

Scrutiny Panel in three months outlining progress on the issues raised.

208. THE CENTRE FOR PUBLIC SCRUTINY 2ND ANNUAL CONFERENCE - 23RD JUNE, 2004 - LONDON

Resolved:- That arrangements be made to facilitate the booking of six places at the above and expressions of interest in attending be forwarded to Cath Saltis.

209. REVIEW OF THE CONSTITUTION

Tim Mumford, Head of Legal and Democratic Services, gave a presentation on the key elements of the above.

The presentation covered:-

- Requirements of the Local Government Act 2000:-
 - Creation of Executive.
 - Allocation of Functions.
 - Overview and Scrutiny Committees.
 - Standards Committee.
- Broad divisions of functions:-
 - Those not to be responsibility of Executive.
 - Local choice.
 - Shared between Council and Executive.
 - Those which must be responsibility of Executive.
- Functions not responsibility of Executive.
- Full Council responsibilities.
- Executive (Cabinet) responsibilities.
- Overview and Scrutiny responsibilities.
- Accountable decision making.
- Purpose of the Constitution.
- What sort of Council? Priorities:-
 - Community Leadership.
 - Service quality.
 - Strong accountability.

- Public involvement.
- Member inclusiveness.
- Role of Council Meeting.
- Cabinet:- Issues.
- Overview and Scrutiny:- Issues.
- Area Assemblies:- Issues.
- Partnership Working.

A question and answer session ensued and the following issues were covered:-

- Transparency not evident in decision making.
- Style of Council Meeting.
- Need to improve the Forward Plan.
- Need for scrutiny review of Forward Plan and Key Decisions.
- Key decision parameters.
- Need for policy framework.
- Service quality.
- Officer decision making.
- Need for the question session at Cabinet to be structured.
- Reporting pathways, both ways, between Cabinet and Scrutiny.
- Need for advanced planning to facilitate scrutinising issues in advance.
- Scrutiny champions.
- Need for clear response times on referred scrutiny reviews.
- Need for costings in scrutiny review reports to facilitate clear decisions and follow up reports from Cabinet.
- Need for clear protocols when issues are referred to Corporate Management Team for costings.
- Need to clarify position of Scrutiny regarding taking on referrals from the Executive.
- Lack of links between Scrutiny and Area Assemblies.
- Need to review thoroughly the direction of Area Assemblies in terms of Neighbourhood Management.
- Need to have reference in Constitution to partnership working both internal and external.
- Need for reference to the governance arrangements for publicly funded organisations.
- Need to reflect the existence of the Audit Committee.
- Need to reduce the size of the Constitution.
- Timescales.

Tim Mumford indicated that a tidy up of the Constitution, addressing out of date issues and updating the scheme of delegation, could be achieved for the Annual Council Meeting in June, 2004. Reviewing the Constitution in

terms of changes in direction needed more thought and work would continue over the coming months. Cabinet and Corporate Management Team were to have a session regarding the vision for Rotherham.

The aim was to have a revised Constitution, regarding different ways of working, ready for the Annual Council Meeting in 2005.

The Chairman, in concluding, thanked everyone for their contributions. He referred generally to the need for deadlines and highlighted from the discussion the need for further consideration of issues including.

- Consultation.
- Timetable.
- Reduction in the volume of the Constitution.
- Partnership working.
- Protocols for relationship between Scrutiny and the Cabinet.
- Public engagement.

210. MINUTES

Resolved:- That the minutes of the meeting held on 7th May, 2004 be approved as a correct record for signature by the Chairman.

211. MATTERS ARISING

A. RESPONSE TO THE CONSULTATION ON POST OFFICE CLOSURES

The Chairman reported that a negative reply had been received with regard to the Council's response to the consultation on post office closures.

B. INVEST TO SAVE BIDS

The Chairman reported that, along with Cath Saltis, he had met the Chief Executive to discuss the above. It was noted that proposals were not finalised and would be submitted to Cabinet and Scrutiny for approval.

C. IDeA TRAINING SESSIONS

The Chairman reported that the Members' Training and Development Panel had supported the request to book two places for the scrutiny sessions. The Panel had also approved two places for attendance at the "Leader" sessions.

212. WORK IN PROGRESS

Cath Saltis reported that she had met Executive Directors with a view to identifying any big issues coming up in their respective Programme Areas

that could be considered for scrutiny work.

The possibility of looking at how other Authorities used their Council Meetings was highlighted as potential scrutiny work.

213. CALL-IN ISSUES

There were no formal call in requests.

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
FRIDAY, 4TH JUNE, 2004**

Present:- Councillor Stonebridge (in the Chair); Councillors Clarke, St. John, License, G. A. Russell, Sangster, Whelbourn and F. Wright.

Also in attendance was Councillor Pickering for item 214.

Apologies for absence were received from Councillors Doyle, Hussain and S. Wright.

214. REVIEW OF CO-OPTION ONTO SCRUTINY PANELS

The Committee considered the above report as introduced, presented and commended by Councillor Pickering, Chair of the Review Group.

The report outlined the background to the review, composition of the Review Group, terms of reference and set out the findings and recommendations of the Review Group.

A question and answer session ensued and the following issues were covered:-

- Importance of training and information pack.
- Voting rights.
- Wider representation from outside bodies.
- Possibility of a pool of co-optees.
- Quorum criteria.
- Budgetary issues.
- Annual review of co-option.
- Trades Union representation on reviews.

Resolved:- (1) That, as far as this Committee is concerned, the report and its recommendations be endorsed.

(2) That the report be forwarded to the Corporate Management Team to identify the cost/benefits of implementing the proposals and that Corporate Management Team report back to this Committee in early July, 2004 with comments.

(3) That the report be forwarded to Cabinet to determine what actions it wishes to take in light of the recommendations.

(4) That the review of the Constitution should take into account statutory consultees and quorum implications.

(5) That a report be submitted to this Committee in six months outlining progress on the issues raised.

(6) That everyone associated with the Review be thanked for their efforts

215. DRAFT PERFORMANCE PLAN 2004/5

Rob Houghton, Performance Review Officer, introduced and presented briefly the submitted report and draft Performance Plan 2004/5.

It was noted that this was the Council's fifth Performance Plan and followed a similar format to the 2003/4 Plan subject to amendments, now highlighted, that had been agreed by Corporate Management Team at its meeting on 26th April, 2004.

Consultation had also taken place with programme areas and District Audit on the layout and narrative of the document. Further representations would be made to the Cabinet and Council before the Plan's statutory completion date.

It was noted that the Council was statutorily obliged to produce the document by 30th June, 2004.

Discussion and a question and answer session ensued and the following issues were covered:-

- Performance information/statistics.
- Consultation.
- Methods of production and distribution.
- Need to utilise electronic copies and the intranet as much as possible and reduce the number of hard copies.
- Need for a good executive summary.
- Need to focus on what benefits residents of Rotherham receive from the Performance Plan.

Resolved:- That the draft Performance Plan be accepted as a working document.

and hard work.

216. UPDATE ON POLICY REVIEW

Dawn Roberts, Policy Co-ordinator, updated the Committee on the Policy review work undertaken. The following issues were highlighted:-

- Initial part of the review would be completed next month.
- The audit of policy was continuing.
- Work was continuing on refining the policy toolkit.
- Ensuring the role of scrutiny with regard to policy development and policy review.
- Initial review of key policies and strategies produced by the Council had identified approximately 20 which were being assessed against criteria.
- The work would help to inform Scrutiny's forward plan
- Need to do this work as part of the preparations for C.P.A.

- Need for a framework to ensure quality standards in policy and strategy development/review
- A report was to be submitted to Corporate Management Team and Members outlining the outcome of the initial audit of policy and next steps, including the role of Scrutiny in taking forward policy reviews in 2004/05.

Resolved:- That the information be noted.

217. MINUTES

Resolved:- That the minutes of the meeting held on 21st May, 2004 be approved as a correct record.

218. MATTERS ARISING - REVIEW OF THE CONSTITUTION

With regard to Minute 209 (Review of the Constitution) it was:-

Resolved:- That a Working Group be established to look at:-

- (a) How other Authorities use their Council meetings.
- (b) Developing Scrutiny/Cabinet protocols.
- (c) Developing other scrutiny protocols to 'streamline' the Constitution.

219. LOCAL STRATEGIC PARTNERSHIP (L.S.P.) UPDATE

The Chairman introduced Daniel Swaine, Scrutiny Adviser, who gave a powerpoint presentation on the above.

The presentation covered:-

- Scrutiny's role in relation to the Local Strategic Partnership.
- The Rotherham Partnership.
- What does the Partnership do?
- Rotherham Partnership and the Six Spokes Partnerships:-
 - The Safer Rotherham Partnership.
 - Health and Social Well Being Partnership.
 - Community Development and Involvement Partnership.
 - Local Economic Development Partnership.
 - Lifelong Learning Partnership.
 - Strategic Housing Partnership.
- Does Scrutiny have a role?
- The Role of Scrutiny.

Discussion and a question and answer session ensued and the following issues were covered:-

- Need for Scrutiny Panels to receive updates from respective spokes.

- The role of scrutiny in monitoring the delivery of community strategy.
- Would L.S.P. performance be part of the Council's C.P.A. rating.
- Need to improve communication within the Council regarding L.S.P. activity.
- Two phase review of L.S.P.:-
 - (a) Raising awareness/profile of L.S.P. and relationship with the Council.
 - (b) Reviews of activities of the spokes and overall performance of the L.S.P.
- Responsibility for reviewing the L.S.P.

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

(2) That further work be carried out regarding scrutiny's role with regard to the L.S.P. and a further report be submitted accordingly.

220. WORK IN PROGRESS

- (a) Social and Community Support

Councillor G. A. Russell indicated current discussions on:-

Homelessness Programme.
Children and Families Action Plan.
Transport Plan Best Value Review.

- (b) Councillor Sangster reported that good progress was being made by the Working Group scrutinising the Health Service and that there had also been two meetings of the Patient Public Involvement Forum.
- (c) Councillor Stonebridge reported that the Council had been invited, by the Centre for Public Scrutiny, to produce a best practice report on scrutiny for presentation to the L.G.A. Conference in July, 2004. Streetpride had been suggested as an appropriate topic.

221. CALL IN ISSUES

There were no formal call in requests.

222. VOTE OF THANKS

The Chairman thanked Members and Officers for their effort and support over the last year.

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted