

## ENVIRONMENT SCRUTINY PANEL

**Venue:** Council Chamber, Town Hall, Moorgate Street, Rotherham  
**Date:** Thursday, 29 July 2004  
**Time:** 9.30 a.m.

### A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Questions from members of the public and the press.
4. Declarations of Interest.
5. Waste Management Strategy (Presentation)

#### **FOR DECISION:-**

6. Co-option of Members for 2004/2005 (Pages 1 - 3)
7. Corporate Consultation Group  
- nomination of representative to the above Group.
8. Authorities Managing Power (AMP) - Energy Services Company (ESCo) (report herewith) (Pages 4 - 11)

#### **FOR INFORMATION:-**

9. Repairs and Maintenance Re-Inspection (report herewith) (Pages 12 - 17)
10. Anti-Social Behaviour Strategy (report herewith) (Pages 18 - 36)
11. Extra Care Housing Strategy (report herewith) (Pages 37 - 71)

### **FOR MONITORING:-**

12. Housing and Environmental Services Decisions meetings held on 19th July, 2004 (Pages 72 - 81)

### **MINUTES - FOR INFORMATION:-**

13. Minutes of the Members' Sustainable Development Group held on 19th July, 2004 (herewith) (Pages 82 - 84)
14. Minutes of Scrutiny Panel held on 1st July, 2004 (herewith) (Pages 85 - 94)
15. Minutes of Asylum Seekers Working Party held on 30th June, 2004 (herewith) (Pages 95 - 97)

### **EXCLUSION OF THE PRESS AND PUBLIC:-**

16. Update - Floods of November, 2002 (Pages 98 - 107)  
(Exempt under Paragraph 7 of the Act – relates to financial or business affairs of someone except the Council)

**Date of Next Meeting:-  
Thursday, 26 August 2004**

#### **Membership:-**

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

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL**

1. **Meeting:** Environment Scrutiny Panel
2. **Date:** 29 July 2004
3. **Title:** Co-option onto the Environment Scrutiny Panel for 2004/05
4. **Originating Officer:** Bronwen Moss, Scrutiny Adviser, ext. no. 2790
5. **Issue:**  
Representatives of external organisations are co-opted onto the Panel for one municipal year. The *Overview and Scrutiny Procedure Rules* allow the Panel to ..."appoint a number of people as non-voting co-optees".
6. **Summary:**  
The rationale for having non-voting co-optees is to inform scrutiny debate across the panel's full remit, whilst avoiding duplication. This report gives the Panel the opportunity to consider co-optee representation for the 2004/05 municipal year.
7. **Clearance/Consultation:**  
The Panel's Chairman supports the principle of co-option onto the Panel.
8. **Timing:**  
At the end of the 2003/04 municipal year, Performance and Overview Scrutiny Committee undertook a review of co-option onto scrutiny panels. It concluded that the present system of having both individual co-optees and those representing organisations/sectors should continue. It also recommended that co-option arrangements for each panel are ratified by the whole panel at its first meeting of the municipal year.  
  
This is the first opportunity for the Panel to discuss its co-opted membership for the 2004/05 municipal year.
9. **Background:**  
In 2003/04, the Environmental Scrutiny Panel had non-voting co-optees from the following organisations:

Housing Tenant Panel Representative	Mr Dennis Alderson
Housing Tenant Panel Representative	Mr Stuart Mayo
National Society for Clean Air	Mr Jack Carr
South Yorkshire Police	PC Steve Lavin
Rotherham Health Priority Trust	Mr Steve Hawkins
Rotherham Chamber	John Lewis

**10. Argument:**

The Council is committed to its core value of 'ensuring effective consultation and involvement' that 'properly informs Council policy and service improvements'. By involving representatives from a wide range of organisations with experience in the spheres of Housing, Environmental Issues and Health, the recommendations of the Scrutiny Panel will be better informed.

Attendance

Of the 2003/04 co-optees, attendance at meetings from June 03 to May 04 was as follows:

- Dennis Alderson attended 12 out of 12
- Stuart Mayo attended 5 out of 12
- Jack Carr attended 9 out of 12
- Steve Lavin attended 2 out of 12
- John Lewis did not attend any Scrutiny Panel meetings.
- Steve Hawkins attended 3 out of 12

Tenant Representation for 2004/05

Tenant Representatives are elected to serve on the Scrutiny Panel following a ballot organised through the Council's Tenant Involvement Unit and are elected for one or two year terms.

Stuart Mayo stood down from his position as tenant representative at the end of the 03/04 Municipal Year. In May 04, two representatives were elected to serve for the current Municipal Year:

- Dennis Alderson will serve for 2 years
- Danny Willoughby will serve for 1 year

**11. Risks and Uncertainties:**

It is impossible to devise a list of co-optee organisations that comprehensively covers all issues that may be covered by the Panel. However, it should be noted that the Panel has the option of co-opting additional specialists for any specific matter that it sees fit, as well as for scrutiny reviews.

**12. Finance:**

Any additional expenses arising from having co-optees on the Panel (e.g. additional travel or catering costs in connection with a review or off-site meeting) will be met from existing Democratic Services budgets.

**13. Sustainability:**

Involving external co-optees helps the Panel to find a balance between economic, social and environmental impacts when taking decisions on policies and activities.

**14. Wards affected:**

All

**15. References:**

Corporate Plan 2003-2006

**16. Presentation:**

The Council's commitment to being a 'listening council' is strengthened by its involvement of representatives of partner organisations and other community groups in Rotherham.

**17. Recommendations:**

**That:**

- (i) members endorse the nominations for tenant representation as detailed.**
- (ii) members agree which organisations they would like to co-opt a representative from, for the 2004/05 municipal year.**
- (iii) those organisations be asked to forward their nominations for the 2004/05 municipal year.**
- (iv) members agree which (if any) individuals they would like to co-opt onto the panel, for the 2004/05 municipal year.**
- (v) all new co-optees be provided with the information pack, as recommended in the co-option review and be invited to attend Panel meetings from 26 August 2004.**

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1. **Meeting** ENVIRONMENT SCRUTINY PANEL
2. **Date of Meeting** 29 July 2004
3. **Title** Authorities Managing Power (AMP)  
Energy Services Company (ESCo)
4. **Originating Officer** Paul Maplethorpe, Senior Home Energy Advisor, Ext 3426  
Brian Marsh, Housing Strategy Manager, Ext 3789
5. **Issue**  
Launch of the Energy Services Company (ESCo) formally the Authorities Managing Power (AMP) project.
6. **Summary**  
In 2000 Rotherham MBC was one of 12 local authorities to become a partner in the Northern Consortium of Housing Authorities project to develop an Energy Services Company (ESCo). The scheme is supported by the Energy Saving Trust under a HECAction grant. Due to a number of obstacles, including changes in the deregulation of energy suppliers, it has taken some time to achieve the goal of providing cheap energy to the tenants of Rotherham MBC. It can now be reported that the establishment of the Energy Services Company (ESCo) has been agreed.
7. **Clearance/Consultation**  
The Home Energy Team will deliver training and awareness raising sessions to staff. The scheme was approved by Cabinet Member for Housing & Environmental Services on 19 July 2004.
8. **Timing**
  - July to September 2004 - staff training in the ESCo.
  - September 2004 onward – responsibility for gas and electricity supplies to void properties transferred to Scottish Power prior to ESCo launch.
9. **Background**  
The aim of the scheme is to provide cheaper energy to Council tenants and contribute to the eradication of fuel poverty in Rotherham:
  - The Energy Services Company (ESCo) will be under written by Scottish Power until ESCo launch.
  - When a property becomes void its Gas and Electricity supply can be signed over to the ESCo and the Council will receive £15 if one fuel is switched and £35 (includes an additional £5 administration fee) if both fuels are switched. The scheme will be offered to all existing tenants 6 months after its introduction.
  - As profits are accrued, they will be fed into funding the installation of further energy saving measures to Council dwellings.
  - When a new tenant takes the property they will be informed that the ESCo is the provider of their heat and power. However they can if they wish return to their own preferred supplier, just as any occupier can do at present.

- The cost of the energy supplied will be equivalent to the rate charged for customers who pay by direct debit (always a lower rate than other payment methods) irrespective of the occupiers preferred payment option, e. cash or cheque.
10. **Argument**  
The Council is committed to both improving energy efficiency and tackling fuel poverty and has outlined its plans to do this within the Affordable Warmth Strategy. Taking a proactive role in energy provision via the implementation of the AMP scheme contributes to this by:
- Helping to reduce Fuel Poverty by providing cheaper energy supplies.
  - Monitoring of fuel use to identify changes helps tenants to avoid getting into debt.
  - Provision of monthly energy bulletins.
  - Contributing to the delivery of UK domestic energy reduction strategy by generating income to undertake further energy efficiency work.
11. **Risks and Uncertainties**  
The long-term sustainability of the project is dependent on sufficient customers signing up and staying with the AMP scheme as their energy supplier.
12. **Finance**  
All local authorities originally deciding to participate in the scheme made a financial commitment based on their stock size. Rotherham's contribution was £100,000. 20% of this was to cover set up and running costs for the ESCo, the remaining 80% of our stake would be refundable to the Council if we withdrew from the scheme in the future. This was funded from the Housing Capital Programme 50% in 2000/01 and 50% in 2001/02.
- For each fee of £15 received for fuel switching, a repayment of £5 is made back to the ESCo. This will continue until the ESCo establishes sufficient working capital to be self-sufficient. Thereafter, the Council will retain the full £15 and would also receive a share of any additional profit made.
13. **Sustainability**
- Rotherham will be one of the first Councils to benefit from the scheme but it is estimated that it will take 12 months for all 12 Councils to be up and running with the transfer of void properties to the ESCo.
  - Having established the service to void properties, the ESCo will commence advertising and offering the service to existing tenants 6-months from the introduction of the scheme.
  - The original plan, which identified a period of 3 to 5 years before a stable market is achieved, remains achievable. From that point the scheme may be opened up to other householders in Rotherham.
14. **Wards Affected**  
All
15. **References**  
Report to Cabinet Member for Housing and Environmental Services on 4 July 2000.  
Minute No.56 27/05/02  
Report outlining the proposed introduction of the scheme - Appendix 1.
16. **Presentation**  
The scheme will contribute to Rotherham's Affordable Warmth Strategy.
17. **Recommendations**

**THAT THE SCRUTINY PANEL RECEIVES THIS PROGRESS REPORT AND RECONFIRMS SUPPORT FOR THE INTRODUCTION OF THE SCHEME.**



## **Appendix A Proposed Introduction of an Energy Services Company (ESCo) for the Tenants of Rotherham MBC**

### **1. Introduction**

1.1 Rotherham MBC, along with other members of the Northern Consortium of Housing Authorities, was invited to participate in a scheme to provide gas and electricity to their tenants at a meeting to launch the idea in June 2000. Rotherham was one of 11 Local Authorities who agreed to participate in the scheme.

1.2 The other 10 Local Authorities are:

- Barrow
- Blyth Valley
- Calderdale/Pennine 2000 (live in July 2004)
- City of Durham (early stages)
- North Tyneside (early stages)
- Oldham/FCHO (live in July 2004)
- Richmondshire
- Wakefield
- Walsall
- West Lancashire

After a lengthy period of negotiation to find a Utilities partner the scheme can now be implemented.

### **2. What is an ESCo**

2.1 A company that delivers a fully inclusive energy product, meeting all of the customers energy related needs. To raise customer awareness, the ESCo will communicate with the customer on a regular basis providing both energy efficiency advice, simple monitoring and targeting information. The ESCo will supply energy as its base product but also offer equipment, efficiency measures, controls and finance.

### **3. Why Rotherham should have an ESCo**

3.1 There are several benefits to both consumers and the Authority:

- Contributes to Home Energy Conservation Act
- Contributes to Agenda 21
- Offers a duty of care to householders (access to fuel supplies)
- Helps tackle Fuel Poverty
- Reduces housing costs
- Combined Heat and Power and district heating support
- Improvement to void turn-around and reduced rent loss
- Economic regeneration and job creation
- Non-energy supplier

### **4. Advantages to occupants**

4.1 A key advantage is the benefits it can bring to our tenants:

- Lower average fuel cost
- Equitable energy supply with no fuel payment differentials. Tariffs to be equivalent to direct debit rate (currently the lowest rate available) regardless of an individual household's chosen payment method
- Immediately identified fuel supplier at the start of a tenancy
- Further opportunity to obtain energy efficiency products

## 5. Partners

5.1 Provision of the service in Rotherham would be a partnership between:

- Rotherham MBC
- Energy Services Company (ESCo)
- Northern Consortium of Housing Authorities (NCHA)
- Energy Saving Trust (EST)

## 6. Background

6.1 In July 1997, as part of the Energy Saving Trusts Energy Service Company Development Programme, KPMG Management consultants undertook a detailed research study looking at the potential for developing the ESCo concept for Local Authority housing in anticipation of energy markets being liberalised in 1998.

6.2 In December 1997 a report was received from NCHA outlining the deregulation of Gas in March 1998 and Electricity in July 1998. It also provided information on a working group formed by the NCHA to examine the possibility of forming an ESCo.

6.3 In 1998 an ESCo sub-group of NCHA members was formed based on their specific areas of expertise:

Legal	Wakefield
Information Technology	Leeds
Energy Procurement	Newcastle
Licensing	Hull
Customer services	Middlesborough
Marketing	Oldham
Finance	Leeds

6.4 During the following 6 months this group developed and presented to the board of NCHA a business plan for an ESCo. In April 1999, Mr R Parkin of Wakefield MDC (ESCo Utilities Group Chair) presented the ESCo Development Programme to the NCHA Board meeting.

6.5 In 1999 NCHA obtained funding under the Energy Saving Trust Energy Services Company Development Programme to assess the legal and financial viability of them forming an ESCo. In June 2000 Cllr. F. Wright (on behalf of the then Cabinet Member for Housing and Environmental Services, Cllr. J. Wright) and housing officers attended a presentation in Leeds to all NCHA members regarding proposals to establish an ESCo.

Allan Kelley, Head of Operations and Chief Finance Officer, NCHA recommended the formation of a Community Housing Association (CHA) to act as an ESCo.

6.6 Key points of the proposal were:

- CHA to be a company or society with a tax preference on a society
- CHA Board members to be drawn from NCHA
- CHA to form subsidiary operating company (limited by guarantee) Community Energy Services Company CESCO
- CHA to be grant funded in first year by NCHA members under housing powers
- CESCO to be part funded by CHA with the remaining funds coming from, Fuel purchaser, Partnerships and Loan resource
- CHA, as a society, would be unregistered with the Charities Commission as it would have Industrial and Provident status but would register with HM Inspectors of Taxes as a Charity
- Start up cost £3 Million
- Initial profit year 2 estimated at £5 Million
- Year 3 profit estimated at £9 Million

### **7. Rotherham's Decision to Participate**

7.1 Rotherham Council accepted the proposal and agreed to participate in the scheme at the Cabinet meeting on 4<sup>th</sup> July 2000. This decision was based on the following:

- Consultation with
  - T C Mumford, Head of Legal, Personnel and Industrial Relations
  - D J Pike, Head of Corporate Finance
  - Comments from District Audit April 2000
- Finance
  - £100,000 to be paid in two instalments of £50,000 in each of the financial years 2000/2001 and 2001/2002. Only £20k (to pay for administration) was at risk, as the rest could be reclaimed at any time.
  - This sum being based on the total number of housing stock held by the Council in 2000.
- Risks
  - Limited to £20,000
  - The remaining £80,000 of the Council's £100,000 contribution will be set-aside for making grants to residents of Rotherham for energy efficiency measures.

### **8. Progress Towards Establishment of the ESCo**

8.1 A series of progress meetings have been held since 2001 to develop the proposal, as it proved difficult to engage a Utilities partner to back the project and take it forward.

Eventually, Scottish Power agreed to support the scheme. In September 2003 it was agreed that an “Affinitive Deal” with Scottish Power be explored and in December 2003 it was agreed to implement the deal.

## **9. What does an “Affinitive Deal” mean to Rotherham**

9.1 It allows a Council to sign over void properties to one nominated fuel supplier and, for this, the Council receives a one-off payment. This payment will be £15 for each fuel switched and if both gas and electric are switched a further £5 administration fee will be paid, which means the Council would receive a payment of £35 per property if both fuels were switched.

### 9.2 Advantages

- The Council knows who the fuel supplier is
- The tenant is informed of a new supplier and has no problems transferring to new property
- Void turnaround times may be shortened as tenants will not wait for connections to utility supplies
- Eliminates problems of getting gas supplies to properties without a supply
- Lower fuel bills to tenants
- Information on tenants with poor payment histories will be available to the Council, which could indicate possible income problems which may also lead to rent arrears
- Previous debt can be tracked
- The Council receives income to offset the cost of its original investment of £100,000 to reinvest in other energy saving measures.

### 9.3 Disadvantages

- The utility could lose the customer after the 28 days as a new tenant could then opt for a different supplier. (There is no risk to the Council as the fee received will not be repaid.)
- There is a small increased workload for the Council as paperwork is required to track the changes from one tenant to another and one property to another.

## **10. Scottish Power’s Experience of Similar Schemes**

10.1 Scottish Power has a proven track record in this field and worked closely with Helpco (Heat Light and Power Company), a London based ESCo, established by a number of London Borough Councils.

10.2 Seven London Boroughs (28% of the Greater London social housing market) currently transfer their void properties to Scottish Power via Helpco. The incoming tenant then has the option to nominate the supplier of their choice, choose a direct contract with Scottish Power or opt to join Helpco.

## **11. Links to Other Initiatives**

11.1 Swinton Fitzwilliam Estate will become a Combined Heat and Power scheme this year, the first of several in the Borough over the next 3 years. In order to sell the electricity that these units will produce to the public, Rotherham MBC would have had to form an ESCo anyway.

11.2 Rotherham already has a strong track record of using Green Energy and under this deal the power provided by the shipper, Scottish Power, will be from hydro plants. Participation in the scheme also complements energy efficiency issues contained in the DETI Energy White Paper and the EU Directive on Energy.

## **12. The Next Steps**

12.1 Staff training is needed to introduce the scheme and will involve all staff involved in void management. Staff will receive ½ day training (provided free of charge) by Scottish Power, which is all that will be required. The proposal is to run two sessions in a training room or at appropriate local venues after discussions with Scottish Power.

12.2 Notification of the details to Scottish Power is both simple and straightforward, as it will require one "Transfer of Supply" form to be completed that will be sent by email. The introduction of the scheme in all participating authorities is to be provided for new tenancies only for the first 6 months, to ensure that all parties have the capacity to deal with the change and to allow the scheme and its procedures to become established. After this introductory period it can be made available to all other existing tenants.

We are now able to commence the scheme in Rotherham.

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1. **Meeting** ENVIRONMENT SCRUTINY PANEL

2. **Date of Meeting** 29 July 2004

3. **Title** **Repairs & Maintenance Re-inspection**

4. **Originating Officer** Simon Bunker  
Head of Housing Services  
Tel Ext 3402

5. **Issue**

To report on the findings of the Audit Commission following their re-inspection of the Repairs and Maintenance service in February 2004.

6. **Summary**

Following their re-inspection of the Repairs and Maintenance service in February 2004, the Audit Commission has produced a report, setting out their assessment of whether the service has improved since their original inspection in 2002 rated it as 'poor (no star) with promising prospects for improvement'. **Their new assessment rates the service as 'fair (one star) with promising prospects for improvement'**. The following report summarises the Audit Commission's findings and the response of Housing Services to the overall report, and the inspection experience.

7. **Clearance/Consultation**

The report's key findings have been shared with the management and staff of Housing Services, the Corporate Management Team, the Cabinet Member for Housing & Environmental Services on 19 July, and the Environment Scrutiny Panel on 1 July 2004.

8. **Timing**

Housing Services must report the Audit Commission's findings following publication, to Elected Members, tenants and staff, to enable immediate decisions to be taken about how best to respond to their advice and make further improvements to the service. A revised Service Improvement Plan (SIP) must be supplied to the Audit Commission by 31 July 2004. They will expect to see substantial progress on this when they return to carry out the ALMO indicative inspection on 20 September 2004.

9. **Background**

9.1 A Best Value review of Repairs and Maintenance Services was carried out in 2002, which was inspected by the Audit Commission that year. The Audit Commission was extremely critical of the service, and made seventeen major recommendations for service improvement. As a result, the service was rated as 'Poor – no stars' but with 'Promising prospects for improvement'. (A copy of the 2002 report's key recommendations is attached at Appendix 2 for information to compare with the current report at Appendix 1.)

9.2 A 'Service Improvement Plan' (SIP) was devised to address the Audit Commission's concerns. This document was successively reviewed and amended in the period from August 2002 up to immediately preceding the recent re-inspection in February 2004.

Housing Services was tasked with reporting progress on the SIP every quarter to the Cabinet Member and the Environment Scrutiny Committee.

- 9.3 This report summarises the findings of the Audit Commission which have now resulted in the Repairs and Maintenance Service being rated as 'Fair – one star', again with 'Promising prospects for improvement'. A copy of the report has been placed in the Members Room. Copies of the report are also available on request from the Executive Director's office.
- 9.4 Generally, Housing Services has every right to be satisfied with the outcomes of the inspection, and to see the result as a success. The report is complimentary of the **exceptional progress** that has been achieved since 2002, and recognises the service has achieved **step change** in most of the key areas previously identified as poor. This view was re-enforced in the Audit Commission's press release of 15 June where it states ***"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"***.
- 9.5 The Audit Commission has clearly acknowledged not only the scale of change and improvement which has taken place, but the particular strengths that have developed in specific areas, **eg voids control and standards ("the best I've ever seen" - Terry Spencer, Tenants' Inspector)**, performance management, customer involvement, partnership working and the strengths of the Decent Homes scheme (***"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). Staff have made a tremendous effort over the past eighteen months to recover the service. It is a tribute to their commitment and desire to erase the memory of the last inspection, that they have been so disappointed that a rating of two stars and excellent prospects was not achieved. However, it has been important for morale, to emphasis to them that they have done well, and this report can be regarded as a mark of their success.
- 9.6 It is absolutely necessary that the service acknowledges **there are still areas for improvement** (eg consistent use of PDRs, and better sickness management), and it is unfortunate that the timing of the report has meant some of the work now implemented was not completed at the time of inspection, although the inspectors were aware of progress (eg replacement of the bonus system which has now been operating since May 2004). However, **action has already been taken to overhaul the SIP and incorporate the Audit Commission's recommendations**. Task managers have been identified and work schedules put in place.
- 9.7 It should also be noted that some of the points made are not accepted (eg Rotherham Connect's ability to register vulnerable customers), and efforts were made in the period following inspection to demonstrate the correct position. A period of almost three months elapsed following the inspection, during which we were asked to supply further information to enable the Audit Commission to arrive at its conclusions, and we argued forcefully to amend and improve the inspector's perceptions. It is also true that this report is not a precise reflection of the improvements we were asked to make in 2002. The Audit Commission's approach to inspection has evolved in the intervening period, and additional issues have been raised in the 2004 report that were not considered in 2002, eg diversity, while the position on competition has become narrower.
- 9.8 The two most significant issues identified – diversity and procurement – are recognised as fundamental to our future strategy, and steps are being taken to ensure

we meet the requirements set out in this report. Diversity is a significant issue for the Council as a whole, and **the H&ES Programme Area is determined to play its part in assisting the Council to improve its overall approach to consulting with and involving B&ME communities, and other 'hard to reach' groups.** At this stage, we have made substantial progress on producing a Race and Housing Strategy, and established a Community Cohesion working group which is examining every aspect of service delivery and making recommendations to embed diversity awareness throughout.

9.9 The report has made quite clear that **unless we test the competitiveness of the responsive repairs service by exposing it to the market, we will be unlikely to achieve a rating of 'Good – two stars' and 'Excellent prospects for improvement'**. They also made clear during the inspection, that the previous strategy of market testing 25% of the service would not be considered as acceptable in this respect. **The strategy of creating an ALMO to deliver the investment required to achieve Decent Homes standards, and to support the Neighbourhood renewal agenda is therefore undermined if we fail to do this.** Using the timescales established for that previous strategy, and with help and support from EDS and RBT, we will therefore be market testing the responsive repairs service later this year (2004/05). More work needs to be done now to inform staff and members to explain the reasons for doing so, and to ensure their continued support.

9.10 The service must and will respond with a revised SIP to the Audit Commission by 31 July 2004, and we will make substantial progress on all the recommendations within the report by September 2004, when the Audit Commission return to carry out the indicative ALMO inspection.

**10. Argument**

The Audit Commission's inspection regime is designed to encourage and assist Local Authorities to seek Best Value in public services, and service users to expect service excellence. Reports identify strengths and weaknesses, and make clear recommendations for improvements which should be followed.

**11. Risks and Uncertainties**

There are no risks directly arising from this report

**12. Finance**

There are no financial issues directly arising from this report.

**13. Sustainability**

There are no sustainability issues directly arising from this report

**14. Wards Affected**

All

**15. References**

Repairs and Maintenance re-inspection Rotherham MBC' Inspection report May 2004

**16. Presentation**

See Appendix 1 – Audit Commission Report

**17. Recommendations**

**TO NOTE THE CONTENTS OF THIS REPORT**



**Repairs and Maintenance re-inspection –  
Inspection Report by the Audit Commission  
May 2004 – key points**

**1) Scoring The Service:**

1.1 The service was defined as fair because of the following positive features;

- Services are accessible via local offices and Rotherham Connect;
- Offices are user-friendly, well signed, equipped to assist disabled customers, and comprehensive information is provided;
- Use of partnerships eg Transform Sth Yorkshire and RBT;
- Well developed and managed Decent Homes scheme, with good work standards;
- Step change in performance in majority of KPIs, and introduction of (limited) appointments system);
- Customer satisfaction is measured across whole service;
- Voids turnround and standards;
- Accompanied viewing for prospective tenants;
- Improving level of 'right first time' repairs, and introduction of multi-skilling;
- Information on tenants repair responsibilities, and effective recharge and recovery procedure;
- Strong tenant and customer involvement in setting and monitoring service standards;
- Local budgets managed and monitored through Area Panels.

1.2 There are significant areas for improvement:

- Limited availability of translation service and hence its effectiveness is questionable;
- Rotherham.Connect database does not automatically recognise vulnerable tenants;
- No appointments after 6 pm or weekends;
- Diversity and equality issues not embedded either within the organisation or the tenants movement, and lack of effective work with B&ME and other hard to reach groups;
- Repairs budget management, particularly around Disrepair claims;
- Decoration allowance procedure requires greater clarity and consistency of application;
- High refusal rates for voids;
- Insufficient and/or unrepresentative number of tenants involved in panels and forums.

1.3 The service was defined as having promising prospects for improvement because:

- The SIP is focused on the Council's key themes, underpinned in the Programme Area Performance Plan (PAPP);
- Decent Homes has well developed plans, and progress is managed and monitored;
- Work with strategic partners to deliver objectives;
- Performance Management Framework;
- Commitment from Members and senior managers to drive forward improvements;
- Customer feedback and other data is used to improve/develop services;

1.4 The following are significant barriers to improvement:

- HRA balances though meeting targets are 'worryingly low';
- Stock condition survey has revealed far higher level of properties not meeting decency standards than was originally anticipated putting achievement of decency targets at risk;
- No systematic process for updating any database because of lack of system integration;
- No alternatives to ALMO strategy to meet investment gap should that not succeed;
- No strategic approach to Equality and diversity issues, or engagement with B&ME and hard to reach groups;
- Lack of progress or plans for future procurement and market testing the service;
- High sickness levels, and lack of strategic approach to management of the issue;
- Inconsistent application of PDR process, with no clear links between corporate priorities and individual targets;
- Replacement of the bonus scheme not implemented.

### **2) Recommendations:**

2.1 The Audit Commission have made a further seventeen recommendations for service improvements. These are:-

- Update the SIP to reflect the recommendations in their report, ensuring customer involvement, over the short, medium and long term, and to be with the Audit Commission by July 31<sup>st</sup> 2004;
- Improve Rotherham Connect to automatically register vulnerable tenants;
- Introduce evening and weekend appointments;
- Ensure staff, Members and tenants are trained in Equality and Diversity issues, with clear strategy for B&ME and hard to reach group involvement;
- Better budget management;
- Review gas procedures to further improve access times;
- Review the decoration allowance policy;
- Review voids allocations to reduce refusal rates;
- Review representation of tenants on forums and panels;
- Develop wider tenant participation to support Council's objectives;
- Review PDR process to ensure consistency;
- Review sickness levels;
- Implement new payment system for repairs staff;
- Review future procurement to ensure value for money by end of September 2004;
- Implement all recommendations highlighted in the Annual Audit and Improvement letter 2003/04;
- Report findings of this report to tenants, elected members and staff;
- Act to address all other weaknesses identified in the report.

**Appendix 2**     **Audit Commission Recommendations re Repairs & Maintenance Service 2002**

1	Produce comprehensive and accessible information for tenant for the repairs service in general and individual repair requests
2	Develop methods of gaining tenant feedback on the service and ensure this is used to effectively monitor and improve the service
3	Further develop tenant involvement with the service offering a range of activities such as focus groups and increased use of estate walkabouts
4	Complete repairs within the priority times, recording and monitoring this from the time of receiving the repair request
5	Minimise repair jobs not completed on the first visit through the improved diagnosis of repairs and the development of multi-skilled trades operatives and set up arrangements to monitor this
6	Examine the bonus system to ensure work is carried out effectively and offers value for money
7	Introduce robust systems to quality control the repairs service and use post inspection effectively to assess quality and value for money and customer satisfaction
8	Ensure that the procurement of all aspects of the repairs and maintenance service are subject to a rigorous, comprehensive and transparent process
9	Improve the performance on the voids aiming to meet the 30 day target by September 2002
10	Develop a policy on asbestos, set up an asbestos database and establish methods of properly informing tenants of managing asbestos in the home
11	Develop systems to assess the value for money offered through the new partnership arrangements
12	Develop a long-term strategy in the light of the findings from the Options Appraisal Study to address the repair of housing stock
13	Establish budgetary control mechanisms to effectively monitor spend against commitment targeted at reducing discrepancies, ensuring reliable commitment accounting and assessing value for money
14	Audit the performance information available from the various sections and develop with tenants a performance management framework across a range of activities
15	Take action to address all other weaknesses identified in this report present the report to the appropriate member bodies and tenant groups
16	More communication throughout the organisation is needed to firmly embed the principles of Best Value
17	Delays authorising jobs awaiting inspection or held because of budgetary constraints with inadequate information to tenants
18	Repair jobs not completed on time on first visit because of wrong specification of repair ... no assessment of how often this occurs
19	High ratio of responsive repairs to planned paid from revenue- 64% responsive and 36% planned in 2001/2002

**ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS**

1. **Meeting** ENVIRONMENT SCRUTINY PANEL

2. **Date of Meeting** 29 July 2004

3. **Title** Draft Anti Social Behaviour Strategy

4. **Originating Officer** Helen Nixon  
Anti Social Behaviour Manager  
Tel Ext 4362

5. **Issue**

In line with the action plan outlined in the report produced by the Environment Scrutiny Panel, April 2003 and the Safer Rotherham Partnership's request for an Anti Social Behaviour Strategy for Rotherham, a draft strategy has been produced and is currently going through the consultation process.

6. **Summary**

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

7. **Clearance/Consultation**

Housing Services and the Community Safety Section have been tasked with consulting with local authority tenant representatives, the Safer Rotherham Partnership Anti Social Behaviour Task Group, Council Officers, Housing Associations and other agencies of the Council, all of whom play an active role in combating anti social behaviour in Rotherham. The document has now been amended and approved by the Safer Rotherham Partnership.

8. **Timing**

This report is in line with the requests set out by the Chair of the Environment Scrutiny Panel on 20 May 2004 and following the agreement of the Safer Rotherham Partnership.

9. **Background**

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

10. **Argument**

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

11. **Risks and Uncertainties**

Failure to effectively tackle anti social behaviour can contribute to a spiral of decline on estates and in communities. Costs of managing such areas invariably rise as a result.

**12. Finance**

There are no direct financial implications arising from this report.

**13. Sustainability**

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

**14. Wards Affected**

All

**15. References**

Housing Related Anti Social Behaviour in Rotherham, Report of the Environmental Scrutiny Panel April 2003

**16. Presentation**

Draft Anti Social Behaviour Strategy

**17. Recommendations**

**THAT CHAIRMAN AND VICE-CHAIRMAN TAKE NOTE OF THE REPORT AND THE PROPOSALS FOR SUSTAINABLE ACTIONS ON TACKLING ANTI SOCIAL BEHAVIOUR IN ROTHERHAM**

## **DRAFT ANTI SOCIAL BEHAVIOUR STRATEGY**

### **INTRODUCTION**

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

### **AIMS**

- The strategy outlines the Safer Rotherham Partnership's strategic intent with regard to tackling anti-social behaviour in Rotherham.
- The strategy sets out how the Safer Rotherham Partnership in conjunction with all agencies will deliver anti-social behaviour services across the Borough of Rotherham.
- The strategy will link in with the Corporate Plan, Community Safety Strategy, Corporate Housing Strategy, the Sub Region Plan and the National Policing Plan to deter and act against anti-social behaviour with a view to ensuring all residents of Rotherham have a better quality of life.
- The SRP is committed to working in partnership with all agencies and communities to devise and develop strategies which minimise the causal factors of anti-social behaviour and thereby prevent its occurrence.

### **DEFINITION**

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

Rather than attempting to reach agreement on a single definition of anti-social behaviour, an alternative is the use of a classification system capable of incorporating a wide spectrum of behaviours. This links in with the work commissioned by the Safer Rotherham Partnership in 2002. The report based on a system which has been developed by researchers at Glasgow University found that anti-social behaviour could be separated into the following three distinct types of disputes:

**Neighbour Problems** – disputes arising between people living in adjoining or neighbouring properties, involving complaints about for example, litter, noise, harassment, untidy gardens and boundary disputes, out of control children, harassment, verbal abuse, damage to property and vehicles, repairing cars, dog fouling etc

**Neighbourhood problems** – complaints concerning more general problem within a neighbourhood such as graffiti, rubbish in public places, off road cycling, football disorder, fly tipping, under age drinking, young people causing a nuisance, intimidation, abandoned cars, aggressive begging, abusive and offensive language or behaviour in the town centre etc.

**Crime Problems** – house breaking burglary, criminal damage, street drinking, drug dealing and abuse, car crime, arson, racial harassment and other homophobic and hate crimes, public order and assault

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

## STRATEGIC ELEMENTS

There are four broad elements to the strategy:

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<b>Prevention</b>	To reduce anti-social behaviour by identifying the causes and putting in place positive, joined-up, long-term solutions to anti social behaviour problems by preventing incidents arising in the first instance or tackle them as soon as they arise.
<b>Enforcement</b>	Demonstrate a commitment to tackling anti-social behaviour borough wide to deliver a rapid, robust and effective response using current legislative powers, targeted towards the more serious incidents of anti-social behaviour, to give long-term solutions.
<b>Rehabilitation</b>	Work to develop services to change perpetrator's behaviour, following enforcement action, in order to prevent the re-occurrence of anti-social behaviour.  Included in this will be work along with other agencies and local communities in consideration of the impact to the community's well being when rehabilitating perpetrators of anti-social behaviour.
<b>Communication</b>	To develop effective communication with both the public in Rotherham and across partner agencies. This will include making up to date information on services within Rotherham available. Increasing public reassurance by ensuring that public perception matches the reality and by highlighting successful resolutions to problems where appropriate.  Carrying out consultation to ensure that anti-social behaviour issues are heard.

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## STRATEGIC OBJECTIVES

### 1. PREVENTION

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

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

- Closer working of the Anti Social Behaviour Unit and the Youth Offending Service through the employment of the Youth Liaison Officer.
- Improved provision for children and young people at risk of falling out of the education system
- Closer co-ordination across partner agencies of preventative work carried out in schools
- To ensure continuous multi-agency involvement in Safer Estates process
- Ensure that anti-social behaviour issues are included in the Local Authority's Preventative Strategy [children at risk of social exclusion] and Rotherham's Parenting Strategy.
- Children and young people's anti-social behaviour to become a key area of consideration for the Rotherham Children's Board.
- Link anti-social behaviour information systems with Rotherham's 'ISA' information exchange developments in the recognition that risk of or involvement in anti-social behaviour will likely be an indicator of a 'child in need'.
- Develop positive alternatives for young people including informal learning opportunities, street work to divert young people from anti social activities.
- Encourage greater tolerance and understanding between young people and adults (both members of the community and officers working in the community) for example through mediation.
- Development of preventative work linked to schools

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

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

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

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

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

- Environmental works in the form of alleygating, street lighting, street cleansing through the Streetpride Service
- Overt CCTV in high problem areas e.g. Small Retailers in Deprived Areas funding has allowed CCTV systems in shopping parades in Thrybergh.
- To ensure multi-agency planning in 'high problem areas' which address the needs of young people in an inclusive and joined up way and thereby reduce the risk of anti-social behaviour.
- To prevent off road motor vehicle nuisance in high problem areas, access and boundary works carried out at identified pinch points.
- To explore partnership opportunities with other Local Authorities and

relevant agencies, to develop an off-road facility within the Borough.

- The use of Secure by Design in projects for neighbourhood renewal and new build projects

#### **Objective 1.4 – To develop Mediation Services across all tenures**

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

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

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

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

- Extend the training of Housing Officers and Police in the use of ABCs.
- Create an effective monitoring service of those contracts issued.
- Consult with appropriate agencies when ABC's are being considered to ensure effective monitoring takes place and that services are made available/delivered which will aid in the compliance of the ABC.

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

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

- Ensure RMBC Housing tenancy agreements have appropriate anti-social behaviour related conditions and that those conditions are conveyed to all tenants and make necessary changes with the new legislation expected by the Government in 2005/6
- Develop a Private Landlord Accreditation Scheme through RMBC Housing Services. Through the scheme landlords will be assured of support from the ASB Unit in the event of any problems arising and affecting the tenancy in relation to anti-social behaviour.
- To work alongside Registered Social Landlords in ensuring that reported anti-social behaviour is dealt with effectively, including the early identification of potential risks of anti-social behaviour and the prevention of escalation.
- RMBC will utilise legislation in relation to demoted tenancies where appropriate.
- Develop closer working with Registered Social Landlords across the Borough to tackle anti-social behaviour, using their tenancy agreements.
- Review and amend current the RMBC Housing Tenancy Agreement in relation to anti-social behaviour conditions
- Expansion of the ASB Unit to improve capacity to enforce tenancy agreements and take other appropriate enforcement actions across all tenure under the Anti Social Behaviour Act 2003.

## 2. Enforcement

**Objective 2.1 – To effectively monitor ABCs in force and make appropriate use of Anti Social behaviour Orders issued in the Borough.**

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

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

- Ensure that any breaches of ABCs are dealt with effectively through the ASB Case Conference procedure
- A needs assessment will be undertaken on any person as part of, or before, the ASBO process, including the need for a parenting order.
- Raise awareness within partner agencies of the procedures for tackling anti-social behaviour and ensure the cooperation of relevant agencies in the prevention and enforcement of measures taken.
- To encourage reporting of anti-social behaviour, witness support should be provided where identified as a need, eg call out service, temporary alarm systems.
- Development of the ASB Unit working practices to become specialists in tackling anti-social behaviour eg carrying out surveillance, acting as professional witnesses, devising/coordinating prevention measures.
- In all anti-social behaviour cases swift and appropriate action will be taken in line with the ASB Unit procedures.
- Extend the training of Housing Officers and Police in the use of ABCs.
- Create an effective monitoring service of ABCs issued.
- Create an effective mentoring service.

- Inform appropriate agencies when ABC's are issued to ensure effective monitoring takes place and that effective services are provided to ensure compliance with contracts.

### **Objective 2.2 – Utilise all enforcement measures where appropriate**

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

- Where necessary set up protocols/ policies for their use
- Ensure that enforcement measures are used as part of a multi agency approach to tackling anti-social behaviour
- The ASB Co-ordinator will keep abreast of current legislation and best practice to take on new enforcement measures
- The ASB Unit will develop closer links to existing groups tackling minority issues eg MAARI, LGBT Inter Agency Group, to ensure that anti social behaviour legislative powers are integrated into the measures available to tackle hate crime.
- Ensure as far as possible the protection of witnesses involved in an anti social behaviour investigation process. Including the provision of dispersed alarms, mobiles phones and 24hour call out facility to the ASB Unit and the Victim Support witness service.

### **Objective 2.3 – Utilise Criminal Sanctions where appropriate**

Where anti-social behaviour reported also falls under criminal legislation appropriate criminal sanctions will be applied for through the court process. Effective monitoring of ASBO's are required to ensure that where breaches occur they are dealt with.

- Where appropriate an ASBO will be applied for in conjunction with criminal

sanctions.

- Ensure breaches of ASBO's are dealt with appropriately and effectively
- Develop an effective monitoring system of ASBO's in force in Rotherham
- Maintain and further develop South Yorkshire Police work within the ASB Unit through the secondment of police officers to the unit.
- Further develop the structure of the ASB Unit to include other appropriate agencies.

### **Objective 2.4 – Work in line with the Anti Social Behaviour Act 2003**

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

The Safer Rotherham Partnership will implement all parts of the Act.

- Part 1 – Closure of premises where drugs are used unlawfully. SYP working with the Drug Strategy Team to champion
- Part 2 – new powers for social landlords to tackle anti social behaviour tenants. RMBC Housing Services to champion
- Part 3 – Parents: meeting responsibilities to their children and to their community. Children and Young Peoples Executive to champion
- Part 4 – Dispersal: Dealing with intimidating groups. SYP to champion
- Part 5 – Firearms: Introducing new prohibitions on air weapons and imitation firearms. SYP to champion
- Part 6 – Environment: Cleaner and safer communities. Environmental Services to champion
- Part 7 – Public Order and trespass new powers. SYP to champion
- Part 8 – High Hedges. EDS Tress and Woodlands Section to champion
- Part 9 – Miscellaneous powers. A number of different powers are listed under this part of the Act which will be championed by the relevant

agencies.

### 3. Rehabilitation

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

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

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

- Ensure a multi-agency, problem solving approach to tackling the causes of anti social behaviour in the long term in all cases where action has been taken to resolve a problem.
- To liaise with all relevant agencies who give support following eviction, e.g. Supporting People, with a view to preventing the problem occurring again.
- To work with appropriate agencies to give support on orders that are a result of criminal conviction relating to anti-social behaviour
- Integrate offenders into community learning opportunities.



## 4. Communication

### Objective 4.1 – Internal communication

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

- Ensure that appropriate agencies are fully integrated into the Housing led Safer Estates process across Rotherham and all agencies are attending the meeting (Housing Officers, Education Welfare, Social Services, Youth Services, Environmental Services, South Yorkshire Police and National Probation Service)
- Ensure that appropriate information exchange protocols are in place between partner agencies. In the case of children and young people these should link into both the children's ISA information exchange developments and the LCJB Criminal Justice IT system.
- A continuous awareness training programme in place for partner agencies including training for staff and Elected Members around tackling anti-social behaviour.
- A continuous process of advice and update for relevant partner agencies in respect of changes to legislation and development of anti-social behaviour services across the Borough
- Ensure that information relating to the anti social behaviour strategy is disseminated to all relevant front line staff in SYP, RMBC, RSLs and other relevant agencies
- Ensure effective information sharing in relation to anti social behaviour between partner agencies

#### **Objective 4.2 – External Communication**

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

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

It is important to tackle the public's fear of anti-social behaviour and its perception of the size and nature of the problem through positive messages and images about Rotherham.

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

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

- RMBC Housing services will publish all procedures and policies and make available to all customers to tackle anti-social behaviour by December 2004 in line with the anti social behaviour act 2003
- Continuous plan of awareness raising sessions carried out to relevant public groups in relation to tackling anti-social behaviour.
- All witnesses and complainants will be kept fully informed on action being taken to resolve their anti-social behaviour problems.
- That both anti-social behaviour and positive social behaviour services/work are highlighted at all relevant events, e.g. The Rotherham Show
- Leaflets/information is available for customers in relation to anti-social behaviour services available. These should be available in a range of languages, use plain English and be available on tape.
- Where reporting restrictions do not apply any ASBOs gained will be publicised.
- Positive messages in relation to the resolution of anti-social behaviour will be publicised.

- Ensure the development of more effective mechanisms for reporting anti-social behaviour, e.g. a telephone hotline and 'one stop shops'.

#### **Objective 4.3 – Consultation**

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

- We will consult fully in respect of anti social behaviour and encourage involvement in issues and developments. This will include consultation with partner agencies, Elected Members, minority groups and tenants and residents of Rotherham.
- Through the Children and Young Peoples Executive Group consultation with children and young people will be sought.
- Through local crime and disorder problem solving partnerships at Area Assembly level, anti-social behaviour issues raised by the public and partner agencies will be dealt with appropriately.

**DELIVERING THE OBJECTIVES**

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

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	The SARA problem solving method is
<b>Problem Solving</b>	<ul style="list-style-type: none"><li>• Scan</li><li>• Analyse</li><li>• Respond</li><li>• Assess</li></ul>
	This will be used through existing ASB reduction structures when anti-social behaviour problems are identified, for example the Anti Social Behaviour Task Group, Safer Estates Group South Yorkshire Police and the ASB Unit.

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

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**Locally  
Sensitive**

All agencies will work with customers:

- To identify causes and perpetrators of anti-social behaviour in their communities
  - To develop local solutions to problems of anti-social behaviour
  - To encourage local partnership working to deliver those solutions
- 

**Performance  
Excellence**

The Safer Rotherham Partnership will deliver performance excellence by:

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

#### **HOW THE SAFER ROTHERHAM PARTNERSHIP WILL MEET ITS AIMS AND OBJECTIVES**

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

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

#### **HOW WILL THE STRATEGY BE MONITORED AND REVIEWED?**

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

#### **WHEN WILL THE STRATEGY BE REVIEWED**

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

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

RM/HN

27<sup>th</sup> May 2004

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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1 Environment Scrutiny Panel

2 Meeting – 29<sup>th</sup> July 2004

3 **The Extra Care Housing Strategy**

4 **Originating Officers:**

David Abbott	Housing Manager
David Hamilton	Head of Adult Services
Dominic Blaydon	Strategic Housing Partnership Manager

5 **Issue**

This report summarises Rotherham's Extra Care Housing Strategy. It sets out the aims and objectives of the strategy, the key issues that need to be addressed and the future delivery of services.

6 **Summary**

The Extra Care Housing Strategy is a joint strategy between Social Services, Housing Services and the Primary Care Trust. It sets out the vision for the future delivery of high-support sheltered accommodation in Rotherham.

Extra Care housing is a new concept, bringing together care, support and housing services onto one site so that older people can remain independent for as long as possible.

7 **Clearance/Consultation**

The Extra Care Housing Strategy has been developed by a multi-agency implementation group. This group includes representation from Social Services, Housing Services, The Primary Care Trust and Registered Social Landlords. The strategy has been endorsed by the Strategic Housing Partnership, the housing spoke of the Rotherham Partnership.

The strategy runs alongside Housing Services review of local authority sheltered accommodation. It will deliver the high support tier of supported housing identified within this review.

The strategy also forms part of Social Services Modernisation Strategy, which sets out a vision for the development of older people's residential care over the next three years. The Extra Care Housing Strategy has been endorsed by the Head of Adult Services and the Executive Director of Social Services.

Extensive consultation has been carried out with a range of stakeholders to ascertain the need for Extra Care Housing in Rotherham. There have been a series of service user consultation exercises that have informed the strategy.

Survey of local authority sheltered accommodation tenants	Sept 02
Public consultation on Adult Services Modernisation Strategy	Jan 04 – April 04
Reports to the Supporting People Inclusive Forum	Sept 02 – April 03
Supporting People review of central area sheltered accommodation	April 03 – Sept 03
Housing Services Review of sheltered accommodation	April 04 – July 04

The outcome of the consultation process has provided clear evidence of the need to develop new methods of delivering supported housing to older people.

The strategy will be taken through the member scrutiny process for both Housing and Social Services. The proposed timetable for this is set out below;

Social & Community Support Scrutiny	16 <sup>th</sup> July
Cabinet Member Housing	19 <sup>th</sup> July
Environment Scrutiny	29 <sup>th</sup> July
Cabinet	4 <sup>th</sup> August

## 8 **Timing**

The Strategy is scheduled to coincide with the Department of Health's Extra Care Housing Fund approval process. This fund makes available capital grants for the development of Extra Care Housing. Rotherham is intending to submit grant applications this year for two core and cluster schemes, similar to that currently being developed at Dalton House.

The Strategy is also scheduled to run alongside changes to the local authority sheltered housing provision and the modernisation of older people's residential care.

## 9 **Background**

Extra Care Housing is a form of sheltered housing, which provides intensive levels of care and support to people who are finding it difficult to live independently. Residents will usually be frail and particularly vulnerable. They will usually be at risk of reception into residential or hospital care.

Such schemes aim to deliver a safe secure living environment to vulnerable older people who want a higher level of autonomy. The schemes combine on-site care and support, individual tenancies and high quality build design.

The delivery of Extra Care Housing requires good partnership working between Housing, Health and Social Services. Each of these needs to be involved in making sure that people are properly assessed and that their services are fully integrated.



The Extra Care Housing Strategy sets out the strategic direction for the development of Extra Care Housing in Rotherham within a proposed time frame of 2004-2007.

The main aims of the strategy are to;

- Identify the needs that will be met by the strategy
- Ensure that older people can maintain their independence and live in their own home for as long as possible
- Improve the quality of life of older people in Rotherham
- Explore viability of different models of provision
- Ensure that new developments meet the needs and aspirations of future generations
- Support the strategic objectives of partner organisations

There is a lot of national emphasis on the development of this type of supported housing provision. However, there are a number of different approaches to Extra Care Housing. It is important at the outset to look at what we want to deliver and which people we are targeting services at. There are a range of issues that the Extra Care Housing Strategy considers when looking at the preferred model of provision in Rotherham. These include;

- Changes in the demographics of the elderly population
- The current shape of sheltered housing in Rotherham
- How to meet the needs of both frail and more active older people
- How to ensure that we have a good combination of rented and owner occupied provision
- The aspirations of the current elderly community and of future generations.
- Whether ECH schemes should be exclusively available to older people.
- Ensuring access for the BME community
- How to ensure safety and security, without restricting autonomy
- How to ensure that ECH Schemes are integrated into the wider community

## 10 **Argument**

The Extra care Housing Strategy sets out the key issues, the broader strategic context and identifies different models of delivery. Strategic direction has been influenced by the following key issues;

### ***Who are we going to deliver services to?***

Extra Care Housing development will initially be targeted at the frail elderly. Currently there is no specialist supported housing provision for this client group and the restructuring of local authority residential care is reliant on Extra Care housing schemes being able to accommodate some people who are at risk of reception into residential or hospital care.

Once we have specialist provision for our frail elderly population, we will as part of our next phase of development, consider ways in which we can create mixed communities

### ***What model to adopt?***

We will initially be focusing on Core and Cluster schemes, with two bed bungalows as the main type of accommodation. This was the preferred model identified during the Adult Services Modernisation Strategy consultation process. The physical separation of accommodation from the Resource Centre will ensure that schemes move away from a residential care culture. This is particularly important because the focus on frail elderly can lead to a more institutionalised approach to support and care.

We recognise that the Village concept provides a better mix of needs and we have been impressed by the villages which are already in place. We would like to develop this type of scheme in the future.

### ***Private Sector Development***

It is important that we ensure that this strategy delivers a choice of tenure to older people. Housing Market Renewal should lead to greater levels of home ownership in Rotherham. The Extra Care Housing Strategy needs to respond to this and make provision for frail older people want to continue to own their own home. Redevelopment of local authority sheltered provision will provide affordable social rented provision. As part of our work on Housing Market Renewal Pathfinder we will assess the demand for Extra Care Housing schemes for home owners.

## **11 Risks and Uncertainties**

The mains risks are;

- Securing the necessary capital and revenue for scheme development
- Ensuring that the build design is fit for purpose
- Ensuring that the right mix of care and support is delivered on site
- That schemes will not achieve their objective of maintaining people in their own homes for longer
- That Extra Care will not link into other mainstream services effectively

The Extra Care Housing Strategy recommends the development of a Sheltered Housing Partnership. This will be co-ordinated by the Strategic Housing Partnership and will oversee the implementation of the ECH Strategy. The Partnership will include representation from Social Services, Housing Services, The Primary Care Trust, Supporting People, Registered Social Landlords and Property Developers. By monitoring progress, the Sheltered Housing Partnership should be able to minimise potential risks.

**12 Finance**

Capital funding has already been obtained for the Dalton House Extra Care Housing project. This includes a £1.6 million Housing Corporation grant, and land donations from Hallam Housing and the local authority.

Capital bids are planned this year for further Housing Corporation funding and to the Department of Health Extra Care Housing Fund. The revenue costs for the core and cluster schemes will initially be met by Social Services. However, in the longer term, revenue costs will be jointly met by Social Services and the Supporting People programme.

**13 Sustainability**

The Extra Care housing Strategy pays particular attention to the development of sustainable schemes. The strategy is committed to delivering capital programmes that meet the needs of future generations of older people. That is one of the reasons why the core and cluster schemes include a large proportion of 2-bed bungalow accommodation. Also, although the strategy is positive about the large village concept, it's long term sustainability is still to be demonstrated. The strategy is committed to carry out further work on the development of an Older persons Village to establish whether one would be sustainable in Rotherham.

**14 Wards Affected**

All wards

**15 References**

Extra Care Housing Strategy

**16 Presentation**

The Extra Care Housing Strategy presents exciting and innovative proposals on the development of a new concept in supported housing. If successful it will mean that older people can remain in their own homes for longer. It will reduce the number of people living in residential or hospital care and it will improve the quality of life of older people in Rotherham.

The Strategy will provide people with more housing choice as they grow old. It will help partner organisation achieve their strategic objectives and it will deliver integrated care, support and housing services.

17 **Recommendations**

It is proposed that the Extra Care Housing Strategy is approved.

# Extra Care Housing Strategy 2004 – 2007

Building A Better  
Quality of Life  
For the People of Rotherham



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**1.1. Executive Summary**

1.2. This strategy sets out the strategic direction for the development of Extra Care Housing in Rotherham within a proposed time frame of 2004-2007. It supports the strategic objectives of the Rotherham Metropolitan Borough Council and the Rotherham Primary Care Trust.

1.3. An Extra Care Housing Implementation Group has been established to oversee development of the strategy. Membership includes representation from the local authority and partner organisations, including Health, Housing, Social Services and Registered Social Landlords.

1.4. The main aims of the strategy are to;

- Clarify what Extra Care Housing is.
- Identify the needs that will be met by the strategy
- Ensure that older people can maintain their independence and live in their own home for as long as possible
- Improve the quality of life of older people in Rotherham
- Develop different models of provision which, provide greater choice, meet a variety of needs and offer a viable alternative to residential and nursing care.
- Develop community based housing and support services which enable people and their carers to remain within their own community for as long as is possible.
- Ensure that new developments meet the needs and aspirations of future generations

1.5. This strategy brings together work that has been carried out by the Council on restructuring local authority sheltered accommodation and modernising residential provision for older people.

1.6. We already have a lot of sheltered housing in Rotherham. We need to look at this and make sure that it is meeting the needs of our current elderly population. We also need to make sure that future developments meet the needs of the next generation of older people.

1.7. Whilst developing this strategy we have decided that we will;

- Focus on delivering services to the frail elderly
- Develop at least 75 units of Extra Care Housing during the lifetime of this strategy
- Start by developing small Core & Cluster schemes on current sheltered sites
- Measure the success of these schemes before doing anything else
- Set aside some accommodation for BME elders
- Set aside some accommodation for people leaving hospital or residential care
- Examine the possibility of developing owner occupied schemes
- Carry out research on the development of an Older People's village

## 2.1. Consultation Process

2.2. Extensive consultation has been carried out with a range of stakeholders to ascertain the need for Extra Care Housing in Rotherham. There have been a series of service user consultation exercises that have informed this strategy.

- Survey of local authority sheltered accommodation tenants September 2002
- Public consultation on Adult Services Modernisation Strategy Jan 04 – April 04
- Reports to the Supporting People Inclusive Forum Sept 02 – April 03
- Supporting People review of central area sheltered accommodation April 03 – Sept 03
- Housing Services Review of sheltered accommodation April 04 – July 04

2.3. The outcome of the consultation process has provided clear evidence of the need to develop new methods of delivering supported housing to older people.

2.4. As part of the development of a number of key strategies, service users and a range of stakeholders have been consulted on the development of supported housing. The consultation mechanisms used include:

- The development of Focus Groups.
- Public consultation events
- Questionnaires
- Newsletters
- Staff development forums
- Independent sector care forums
- Visits to Extra Care Housing developments with service users, focus group members and elected members.

2.5. The work on this strategy has been overseen by the Extra Care Housing (ECH) multi-agency steering group, which includes representation from Social Services, Housing Services, Supporting People, and Registered Social Landlords.

## 3.1. What is Extra Care Housing?

3.2. Extra Care Housing is a form of sheltered housing, which provides intensive levels of care and support to people who are finding it difficult to live independently. Residents will usually be frail and particularly vulnerable. They will usually be at risk of reception into residential or hospital care.

3.3. Such schemes aim to deliver a safe secure living environment to vulnerable older people who want a higher level of autonomy. The schemes combine on-site care and support, individual tenancies and high quality build design.

3.4. The delivery of Extra Care Housing requires good partnership working between Housing, Health and Social Services. Each of these needs to be involved in making sure that people are properly assessed and that their services are fully integrated.



**4.1. National Framework**

- 4.2. Social and health care policy has moved away from a problem based dependency culture, towards an enabling, promoting independence culture, where support and care is provided at home or close to home, as opposed to institutional or residential based care.
- 4.3. Recent Government policy including Better Government for Older People, the NHS Plan, and NSF for Older People emphasises the involvement of people in service developments and the elimination of age discrimination.
- 4.4. The Government's 'Strategic Framework for Housing for Older People' promotes the interdependence between housing, social care and health in delivering services for an increasingly ageing population.
- 4.5. There is also greater emphasis on Whole Systems Strategies, which place housing and support services for people within a broader based health and social care context. These strategies emphasize new and more focused interventions, jointly with partners. The emphasis from a housing and social care perspective will mean a shift away from a buildings focus to a people centered service. Some of this thinking is developed in the document "Building Capacity and
- 4.6. Partnership in Care: An Agreement Between the Statutory and the Independent Social Care, Health Care and Housing Sectors" (Department of Health, October 2001) and reflected in Rotherham's Supporting People Shadow Strategy. This agreement provides a framework for joint working which contributes to effective joint commissioning and service provision.
- 4.7. 'Citizenship and Services in Older Age: The Strategic Role of Very Sheltered Housing' (Housing 21, 2000) presents findings from a research study on Extra Care Housing within the framework of rethinking patterns of services for people. The report focuses on older people as citizens. The importance of partnership working, combined with an integrated approach to strategy and service development, which cross traditional agency and departmental lines is expounded. A service delivery model which places Extra Care Housing as an enabling service is proposed and developed.
- 4.8. Residential and some community based services have been mapped onto this framework. This indicates that Extra Care Housing fits into the enabling quadrant and promotes independence, in contrast to residential care which is seen as promoting dependency and some sheltered housing which may not offer sufficient support.
- 4.9. The report of the Royal Commission into Long Term Care (1999) was noted for its recommendations concerning the costs of those who found themselves cared for on a long term basis in nursing or residential care. However, the report findings were much wider than this. The supporting research from the Commission provided a range of examples of alternative patterns of care including Extra Care Housing and commended them as alternatives to existing provision.

- 4.10. A report from the Social Services Inspectorate – Improving Older People’s Services: An overview of performance in November 2003 states that national capacity should develop 6,900 more Extra Care Housing places by 2006. Current plans reported in the Delivery and Improvement Statement demonstrated that despite regional variations the required numbers of Extra Care Housing places should be achieved comfortably.
- 4.11. The outcome of inspections found that some councils had already invested significantly in Extra Care Housing. This contributed to reduced use of long term care. Councils recognised that substantial lead in times required a commitment to a planned approach. Some aspects of the Supporting People programme were, therefore, likely to deliver changed outcomes, although other aspects were already making an impact.

### **5.1. Key considerations in the development of Extra Care Housing**

- 5.2. Clearly there is a lot of national emphasis on the development of this type of supported housing provision. However, there are a number of different approaches to Extra Care Housing. It is important at the outset to look at what we want to deliver and which people we are targeting services at. There are a range of issues that need to be considered when looking at the preferred model of provision in Rotherham. These include;
- Changes in the demographics of the elderly population
  - The current shape of sheltered housing in Rotherham
  - How to meet the needs of both frail and more active older people
  - How to ensure that we have a good combination of rented and owner occupied provision
  - The aspirations of the current elderly community and of future generations.
  - Whether Extra Care Housing schemes should be exclusively available to older people.
  - Ensuring access for specific groups, in particular older people from the BME community
  - How to ensure safety and security, without restricting autonomy
  - How to ensure that Extra Care Housing Schemes are integrated into the wider community
  - The provision of communal facilities which enhance social contact and provide opportunities for the wider community to access specific services.

### **5.3. *Changes in the demographics of the elderly population***

- 5.4. The Modernisation Strategy for Adult Services has considered the demographic changes within the elderly population of Rotherham. A number of key issues have come to the fore. There is a growing population of people over 65 years. Currently 15% of the population is aged over 65 and this is set to rise by over 10% in the next 10 years. 10% of older people live alone and 9% have a long term illness.
- 5.5. The growing elderly population and the increase in numbers of people who have long term illnesses will put services under pressure if we do not respond now. There is a need to realign services so that they fit with these demographic changes.

5.6. ***How to meet the needs of both frail and more active older people  
The current shape of sheltered housing in Rotherham***

5.7. There is a large amount of sheltered accommodation in Rotherham, the majority of which is owned by the Council. The Supporting People programme, Social Services and Housing Services have all undergone reviews of their areas of responsibility and it is agreed across all partner organisations that the local authority requires substantial restructuring.

5.8. Local authority sheltered services will be redeveloped so that they deliver support, which is more responsive to need. Support services will not just be restricted to people in a sheltered scheme and there will be proper needs assessments carried out before services are delivered.

5.9. Extra Care Housing will constitute part of the overall provision of sheltered accommodation in Rotherham. We already have in place a comprehensive network of sheltered accommodation provision for people with low to medium needs and there are plans for modernising this provision.

5.10. ***Aspirations of the current elderly community and of future generations***

5.11. The demands and aspirations of people are changing rapidly. There is a greater degree of economic activity so a greater likelihood that people will be paying for support services in the future. This means that they will want high quality, flexible services and greater choice.

5.12. As owner occupation grows in the housing market there will be a greater reluctance to move into rented sheltered accommodation or residential care. This type of move can erode capital so there is likely to be a growing demand for sheltered housing for owner occupiers.

5.13. Moving home is a stressful experience for older people. When older people do decide to move there is often a strong preference to remain in the locality close to familiar transport, support and care networks. It is therefore important that the strategy ensures that Extra Care Housing is available to people within their local area.

5.14. Recent consumer research highlights the need for services that help people to maintain independence in their own homes. This was reflected locally in the outcome of the Best Value Review on Residential and Nursing Care. The local preference is to remain at home rather than enter residential care. Although it is important that people still retain a degree of choice, when deciding where they want to live, it is likely that, if Extra Care Housing is successful in delivering services to the frail elderly population, this will be the most popular choice of support/ care in the future.

5.15. ***Ensure that there is a combination of rented and owner occupied provision.  
Whether schemes should be exclusively available to older people.  
Accessibility for Black & Ethnic Minority Groups.***

5.16. Extra Care Housing provisions will have to reflect the changes currently underway in the housing market. The Housing Strategy is committed to increasing levels of owner occupation and the Housing Market Renewal Pathfinder is aiming to increase the amount of aspirational

housing in the borough. Extra Care Housing development should reflect this trend and include the provision of a mixture of tenures.

- 5.17. Currently the lack of supported accommodation for the frail elderly means that initial development will focus exclusively on this client group. However, future phases of development must ensure that accommodation strategies relating to older people are not discriminating against client groups with similar needs.
- 5.18. The Local Authority needs to consider issues relating to equal access to supported housing provision. We must ensure that there is an availability of racially and culturally appropriate services. Failure to address these issues could lead to a lack of supported accommodation for ethnic minority groups. This issue was highlighted in the Supporting People Shadow Strategy. Currently very few BME elders access sheltered accommodation. This may be partly the result of cultural differences but it is also likely that access is inhibited by the way the service is structured.
- 5.19. *Ensure safety and security, without restricting autonomy  
Ensure that Extra Care Housing Schemes are integrated into the wider community  
Provide communal facilities which enhance social contact and provide opportunities for the wider community to access specific services.***
- 5.20. One major reason for older people adopting to move into residential care is fear of crime and increased sense of vulnerability. The Extra Care Housing Strategy has to deliver accommodation which feels secure, in a community which feels safe. That is why all new developments will be built to "Secure by Design" standards.
- 5.21. To ensure that Extra Care Housing schemes are not perceived as being isolated from the local community we will be developing on-site communal facilities and local services which are open to the general public. This will, if properly managed, help create a mixed community atmosphere, ensure a presence on site during the day and reduce feelings of isolation for residents.

## **6.1. Local Strategic Context**

- 6.2. The Extra Care Housing Strategy must address the strategic objectives of partner organisations. There are a number of related strategies which have been used to inform the strategic direction of this form of supported housing.

## **6.3. *Modernisation Strategy for Adult Social Services***

- 6.4. This strategy sets out local authority plans for delivery of residential care for older people. Its main focus is to maintain independence and promote a community based approach to care services. A central tenet of this strategy is the support and maintenance of individuals in their own home. It is recognised within the strategy that the delivery of community based services provides value for money whilst enhancing the quality of life of the individual concerned.
- 6.5. The strategy sets out the need to replace the reliance on Local Authority residential care provision with a balance and range of services aimed at maintaining people's independence.

A core element of this strategy is the development of Extra care Housing as a complimentary service alongside a full range of community and residential based service provision.

- 6.6. The research and consultation process associated with this strategy identified demographic changes in the elderly population. It recognised that the prevalence of dementia is likely to increase in the Borough because there are a growing number of older people. The Modernisation Strategy also recognised that the range of service provision has tended towards traditional models of care, with an over reliance on residential care. It identified pressure on existing resources, a lack of community based options for people being discharged from hospital and a gap in services to BME groups. .
- 6.7. It recommends a programme of residential care restructuring, which supports the need to develop Extra Care Housing. During consultation on the Modernisation Strategy, stakeholders, service users and carers were asked about the proposed development of Extra Care Housing in Rotherham. The response was overwhelmingly in favour of the development of Extra Care Housing, with a specific preference for the Core & Cluster model.
- 6.8. *Supporting People Shadow Strategy***
- 6.9. The Supporting People Shadow Strategy highlighted the impact of the growth of the elderly population, in particular the growth in numbers of people over 85 years. The strategy strongly recommends immediate development of Extra Care supported housing schemes. Service reviews have also highlighted the need for sheltered accommodation services which deliver integrated care and support packages and needs assessments for people entering sheltered schemes.
- 6.10. A Supporting People supply mapping exercise and recent service reviews of sheltered accommodation identify a need for the delivery of supported living schemes to the Black and Minority Ethnic community. These proposals start to address the lack of availability of supported accommodation to the Black and Minority Ethnic community.
- 6.11. *Community Strategy***
- 6.12. There are two key themes within the Community Strategy which are relevant to Extra Care housing.
- Improving the health and social well being of all
  - Developing safe and inclusive communities
- 6.13. On improving health and social well being we will target support to older people so that they can maintain their independence and contribute to the social and economic life of the borough. The strategy will increase the type, range and flexibility of services. It will promote access to activities that will promote independent living and it will help create environments conducive to improved health.
- 6.14. On Safe and Inclusive Communities, the Extra Care Housing Strategy will promote community cohesion and improve the security, safety and quality of housing. It will help increase the number of people satisfied with their local area and it will increase the number

of people who participate in the local community. We will create environments where people feel safe to live.

**6.15. Rotherham Metropolitan Borough Council Strategic Action Plan - Targeting for Diversity**

6.16. This Social Services strategy examines social care services to Black and Minority Ethnic communities. It identifies a series of issues, which will need to be addressed by partner organisations if equal access to supported housing provision is to be achieved. These are;

- The availability of racially and culturally appropriate services
- Monitoring of take up by ethnic minorities
- Awareness of staff of the needs of the ethnic minority communities
- The representation of ethnic minorities in staff groups

These issues transfer to supported housing, and if not addressed can lead to:

- The lack of supported accommodation for ethnic minority groups
- Under-use of existing supported housing schemes by ethnic minorities
- Lack of awareness amongst providers of the needs of ethnic minority communities
- Poor representation of black staff employed within supported housing schemes
- Lack of supported accommodation schemes for refugees

6.17. The ECH Implementation Group has recommended that at least 8 units from the proposed schemes be set aside for Black and Minority Ethnic groups. This would begin to address the imbalance that exists in current sheltered housing provision.

**6.18. Corporate Plan**

6.19. 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;

- A place which cares
- A place to live
- A place for enjoyment
- A place with active and involved communities
- A place for everyone
- A safe place

- 6.20. The Council will achieve this by investing in the economy and investing in people.
- 6.21. 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.
- 6.22. The themes and priorities identified in the Extra Care Housing Strategy are influenced by the above priorities.

**6.23. *Forward Together***  
***The Integrated Community Care Plan and Health Improvement Plan***

- 6.24. This strategy sets out the main aims and objectives relating to reducing health and social care inequalities for the people of Rotherham. These include:
- The reduction of avoidable illness, disease and injury.
  - The promotion of good health in the community.
  - Enabling people to live as full and normal a life as possible.
  - To help people live independently.
- 6.25. This plan brings together the strategic objectives of social services and health. The most relevant objectives of the strategy are to enable people to live as full and normal a life as possible and to help people to live independently.
- 6.26. We will assist the Primary Care Trust and Social Services in achieving these objectives through the development of Extra Care Housing. One of our aims will be to reduce the number of unnecessary hospital admissions for older people. We will ensure that the dignity, privacy and individuality of older people are respected and we will deliver fully integrated care and support services. We will safeguard and promote older people's independence after illness by setting aside specific Extra Care Housing units for people being discharged from hospital. We will prevent unnecessary admissions and facilitate early discharge from hospital by providing on-site care, support and, when necessary, health care for people at risk of admission. We will also prevent inappropriate admissions to long term residential care and make sure that local services actively promote good mental health for older people. Finally we will ensure that Extra Care Housing delivers access to appropriate equipment and adaptations.

**6.27. *The RMBC Housing Strategy***

- 6.28. The Housing Strategy, currently being considered in draft form by the Council, is committed to will developing 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 to; 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. It specifically identifies the development of three core and

cluster Extra Care housing schemes to be developed over the next three years, providing more than 75 units of extra-sheltered housing.

**6.29. *Housing Market Renewal Pathfinder***

- 6.30. This government programme provides funding on a regional level to boost local housing markets and stimulate economic activity. In Rotherham the Pathfinder will release £17.5 million over the next two years.
- 6.31. 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 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 development of the town centre.
- 6.32. 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' of market failure. 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.
- 6.33. Extra Care Housing development has to take account of the work of the Housing Market Renewal Pathfinder. The move toward higher levels of home ownership has to be reflected in this strategy.

**7.1. *Key issues from local consumer research***

- 7.2. There are key issues from local consumer research which have been considered as part of this strategy. Service users want a greater degree of choice about how their housing and support services are delivered. They want greater access to responsive and flexible services. Service users want a safe environment, one which incorporates personal space, privacy and security.
- 7.3. Service users want help in developing and maintaining social activities and informal support networks. They want a better quality of life.
- 7.4. It is likely that future generations of older people will move into sheltered housing later in life, at a time when dependency levels are higher. Periods of chronic illness and high dependency will remain the same but will occur at an older age.

**8.1. *Key drivers for development***

- 8.2. The quality and the structure of Extra Care Housing development is often influenced by external strategic drivers. Where Extra Care Housing has been developed as part of a strategy to move people out of residential care, there is often an emphasis on delivering services to people with high levels of dependency. However, where Extra Care Housing has evolved from a desire to expand and improve the quality of sheltered housing, there is likely



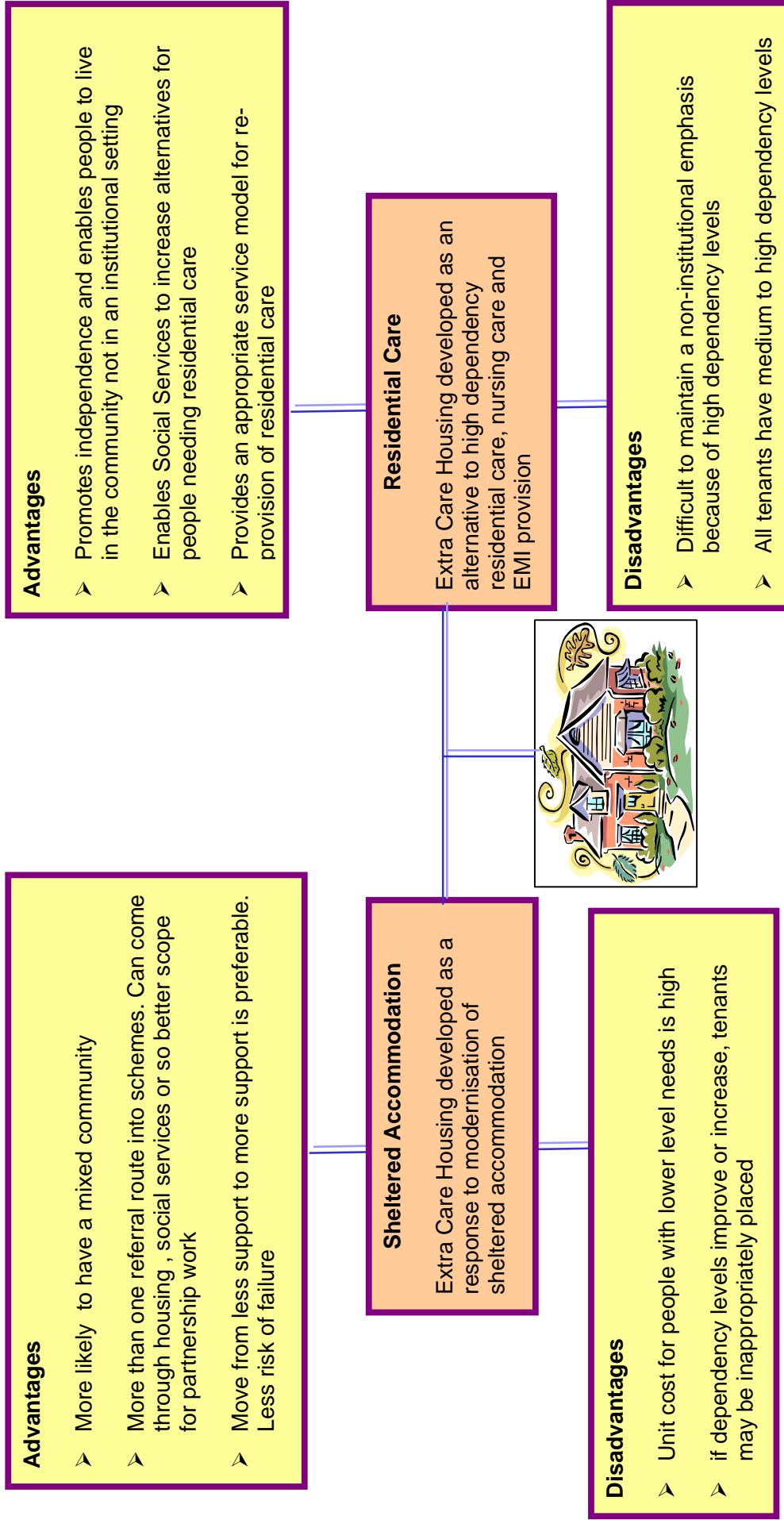
to be a more balanced community with only a proportion of people requiring levels of care commensurate with residential care.

8.3. Figure 1 provides a diagrammatic representation of the differences between these two approaches. It is possible that one model may be more suitable for development in one area than another. This will depend on demographic pressures and demands, availability of funding and the strategic priorities of partner organisations.

8.4. In Rotherham, the strategic direction of Extra Care Housing is being influenced by both residential and sheltered housing restructuring. Social Services is undergoing a radical restructuring of its residential provision for older people and one of the main objectives is to maintain people in their own homes. Housing services are reviewing local authority sheltered accommodation with a view to making it more relevant to today's elderly community. It is important that we are able to gain from the advantages that both approaches bring and avoid potential pitfalls.

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Figure 1 – Impact of different drivers on Extra Care Housing development



**9.1. Models of Extra Care Housing**

9.2. In developing this strategy, the Council has looked at different schemes already in existence across the country.

**9.3. Internal Schemes**

9.4. Internal schemes are single building schemes, which incorporate one/two bedroom flats and offer independent living with on-site care, support and catering services. These schemes usually target the frail elderly, because the build design delivers high levels of security and immediate access to care and support. However, these schemes can replicate some of the disadvantages of residential care. It is difficult to incorporate a mixture of tenures. Levels of independence are affected by the proximity of services and it is more difficult to avoid a residential care culture in this type of scheme.

**9.5. Core & Cluster**

9.6. Core & Cluster schemes are single site schemes, where the accommodation is separated from care service provision and catering. These schemes usually contain 25 – 40 one/two bedroom flats and a Resource Centre. The Resource Centre houses support and care staff, catering facilities and all communal areas. Some schemes have open access arrangements, delivering services to people outside the scheme. These schemes can be mixed, incorporating different tenures and levels of need. There are difficulties with build design, ensuring that people with mobility problems can maintain independence but these are resolvable if care is taken at the design stage.

9.7. The main disadvantage with the Core & Cluster model is that it tends to target frail elderly. The size of schemes and lack of economy of scale mean that the unit costs are higher so it is not cost effective to expand eligibility to low needs groups.

9.8. Local market analysis of tenants' preferences has been undertaken by Housing Officers to determine the way in which core and cluster developments should be developed in Rotherham. Currently Rotherham experiences high levels of voids in specific sheltered schemes. The schemes with highest void levels are those which have bed-sit accommodation. Vacancy factors in some schemes can be up to 41%

9.9. Based on the outcome of the market analysis undertaken with tenants, and in line with objectives set out by the Department of Health on Extra Care Housing for Older People (*An Introduction for Commissioners*) published in December 2003 it is considered that as part of the development of the core and cluster provision that the most viable option for the people of Rotherham is the development of core and cluster complexes with bungalows rather than a complex of flats. This is an innovative approach to Extra Care Housing development there are a number of benefits associated with this objective which are as follows. Most Core and Cluster schemes still use flats as the main type of accommodation. The advantages of using bungalow accommodation are that it is more likely to;

- Increase demand and therefore reduce the number of empty properties
- Meet the aspirations of future generations of older people

- Create an environment where independence is encouraged
- Mirror the lifestyle of new residents
- Reduce age discrimination in the housing market
- Provide accommodation that enables older people to use their own resources
- Provide a greater degree of choice

9.10. The use of bungalow accommodation on core and cluster schemes can present potential problems for people with mobility problems or for those who need intensive support. It is therefore essential that partner organisations such as Health and Social Services are able to influence the development of such schemes at the design stage. By adopting “Lifetime Homes” and “Secure by Design” standards, where possible, this type of provision can support people with higher levels of need.

9.11. The provision of individual bungalows can also be enhanced by the installation of technical solutions which help older people to feel safe and secure at home.

### **9.12. *The Village Concept***

9.13. A number of large older people’s villages have been developed, delivering up to 200 units of supported accommodation for people with a variety of needs. The great advantage with these schemes is that older people can remain in the same accommodation from the moment they require support services. As their needs increase, so does the support and care that is delivered, without the need to move to more appropriate accommodation. Also, the size of these schemes tends to reduce the unit cost of care and support.

9.14. However, although these schemes do allow for a mixture of need and tenure, they can reduce the mix of the local community by creating an exclusive older people’s communities. The long term impact of creating this type of community is not yet known.

9.15. The best known village developments are the Joseph Rowntree development on the outskirts of York and more recently the Extra Care Charitable Trust scheme in Warrington.

9.16. Hartrigg Oaks provides an environment where tenants can lead full and active lives, safe in the knowledge that care support is close at hand. The communal facilities, include a restaurant and coffee shop, art/crafts room, music room, library and spa pool.

9.17. The scheme caters for changing levels of dependency and delivers an environment, which is secure and safe. Tenants know where care will be provided and by whom, and how it will be funded. They are relieved of the responsibility of looking after the maintenance of their homes and gardens when they are no longer able to do so for themselves. There is an emphasis on security, including a CCTV system around the site. One feature designed to combat the characterisation of Hartrigg Oaks as a monogenerational ghetto is the provision of a nursery within the complex.

9.18. The Extracare Charitable Trust has arrived at a model that also places great emphasis upon lifestyle and opportunities for learning and growth in old age, alongside a flexible approach to care provision. Their roots are in the re-provision of NHS long-stay homes for people, providing them with substantial experience of higher end dependency. Their first Extracare scheme, Broadway Gardens in Wolverhampton, was the first element in the

Local Authority's total re-provision of its residential care homes with a very sheltered model. There is a strong emphasis on flexible care develop, recreational and educational facilities. The larger scale development at Stoke has also allowed Extracare Charitable Trust to respond to the challenge of rising levels of owner—occupation by providing a proportion of units for sale. Both rented and owner-occupied units are priced to be affordable to a broad cross-section of people, including those supported by the Benefit system.

### **10.1. Analysis**

10.2. The strategy has set out the key issues, which have to be considered when developing Extra Care Housing. It has set out the strategic context and identified different models of delivery. Strategic direction has been influenced by the following key issues;

### **10.3. *Who are we going to deliver services to?***

10.4. Our first phase of Extra Care housing development we will be targeting the frail elderly. Currently there is no specialist supported housing provision for this client group and the restructuring of local authority residential care is reliant on Extra Care housing schemes being able to accommodate some people who are at risk of reception into residential or hospital care.

10.5. There will continue to be a high level of supported housing provision for older people with low level support needs. Because of the high unit cost of Extra Care, it would not be cost effective to open such schemes out to people with low level needs, especially when there is alternative provision available.

10.6. Once we have specialist provision for our frail elderly population, we will as part of our next phase of development, consider ways in which we can create mixed communities

### **10.7. *What model to adopt?***

10.8. We will initially be focusing on Core and Cluster schemes, with two bed bungalows as the main type of accommodation. This was the preferred model identified as part of the Modernisation Strategy consultation process. The physical separation of accommodation from the Resource Centre will ensure that schemes move away from a residential care culture. This is particularly important because the focus on frail elderly can lead to an atmosphere of dependency.

10.9. The potential problems which can come with this separation will be overcome by introducing "secure by design" principles and "Lifetime Homes" standards where possible.

10.10. We do however recognise that the Village concept provides a better mix of needs and we have been impressed by the villages which are already in place. We would like to develop this type of scheme in the future.

**10.11. Private Sector Development**

10.12. It is important that we ensure that this strategy delivers a choice of tenure to older people. Housing Market Renewal should lead to greater levels of home ownership in Rotherham. The Extra Care Housing Strategy needs to respond to this and make provision for frail older people want to continue to own their own home. Redevelopment of local authority sheltered provision will provide affordable social rented provision. As part of our work on Housing Market Renewal Pathfinder we will assess the demand for Extra Care Housing schemes for home owners.

**10.13. Partnership Approach**

10.14. The Council has identified two local authority sheltered sites, which represent opportunities for the development of Extra Care Housing. These sites have been selected in conjunction with Rotherham PCT, Housing Associations, Housing Services, Supporting People and Social Services. Letters of support for these developments were submitted by all partner organisations at the time of the last Extra Care Housing Fund application.

10.15. All partners have made some investment in terms of capital, revenue or development time so are more likely to maintain a long-term commitment.

**11.1. Development Programme 2004 - 2007**

11.2. This development programme sets out the programme of implementation of the Extra Care Housing for Rotherham over the next 3 years.

**11.3. Development of Core and Cluster schemes**

11.4. We will reconfigure three local authority sheltered housing schemes so that they deliver Extra Care Housing to frail older people. The schemes will be based on a Core and Cluster model. Each scheme will service one of the new Social Services localities.

11.5. The schemes will mainly consist of 2-bed bungalows, but there will be flats available within the Resource Centres for people who require intensive support. Each scheme will have a Resource Centre, which will incorporate catering facilities, communal areas and specialist services. The schemes will have 24 hour support and care services available on site.

11.6. The schemes will target people who are at risk of reception into residential or hospital care. A proportion of the flats will be set aside for people who have just been discharged from hospital or who are particularly vulnerable. We will work closely with the Health Service to establish appropriate services for this group.

11.7. We will also set aside a proportion of the accommodation for BME elders. We will ensure that all care and support services are culturally sensitive and we will consult with BME community groups whilst designing and building schemes.

**11.8. Private sector Development**

11.9. We will promote the development of at least one private sector Core and Cluster Extra Care scheme by assessing demand for this type of provision. The development of private schemes, which deliver supported living services to owner occupiers, will not only provide greater choice but also support the objectives of the Housing Market Renewal Pathfinder. The Pathfinder's main aims are to increase levels of home ownership in Rotherham, increase house values and to use housing development as an economic driver. This type of Extra Care Housing development will help achieve these objectives.

11.10. If there is a demand for this type of provision, we will ensure that at least one private sector, owner occupied scheme is developed within the life time of this strategy, using the Housing Market Renewal Pathfinder to stimulate development.

**11.11. Development of Older People's Village**

11.12. Whilst developing this strategy we have seen some good examples of how this concept can be put into practice. However, the long term viability of these schemes has not yet been proven. It is unclear whether the concept will transfer to Rotherham or whether such developments will assist partner organisations in achieving their strategic objectives.

11.13. We will carry out market research into the viability of a larger Older People's Village and we will consider their broader strategic impact of such a scheme. We will also liaise with neighbouring Councils to explore the possibility of developing an Older People's Village, which services the sub-region. If we identify a clear need for this type of provision and potential partnership arrangements with neighbouring Councils, we will review the Extra Care Housing Strategy and include specific recommendations on this type of development. For now though, we have no plans to develop an Older People's Village within the lifetime of this strategy.

**11.14. Sheltered Housing Strategic Partnership**

11.15. We will set up a Sheltered Housing Strategic Partnership. This will be a multi-agency group that oversees the development of Extra Care Housing and the restructuring of local authority sheltered housing. This group will act as a task group for the Strategic Housing Partnership, the housing spoke of the Local Strategic Partnership. The group will ensure that partner organisations are involved in strategic development, implementation and building design. It will ensure that services are fully integrated. Meetings will be coordinated and chaired by the Local Strategic Partnership.

**11.16. Setting up assessment and allocation structures**

11.17. Housing and Social Services will develop a specialist team responsible for allocation of local authority sheltered housing (including Extra Care) and needs assessments. This team will be linked directly to the care and support services on site. It will develop a needs assessment and allocation framework. This will ensure that, people are being placed appropriately, demand is managed and void levels are kept to a minimum.

- 11.18. The team will co-ordinate and carry out all assessments for those living in or intending to move into a scheme. It will be responsible for void management and allocation. The team will be jointly managed by Social Services and Housing and will report to the Sheltered Housing Strategic Partnership.

**11.19. *Project Management***

- 11.20. The development of Extra Care Housing and the restructuring of sheltered accommodation in Rotherham are going to be major tasks during the next two years. We will be recruiting a dedicated project manager with responsibility for implementing the Extra Care Housing Strategy. This post will be jointly funded between Social services, Housing Services and the Supporting People programme. The project manager will ensure effective partnership work and oversee implementation of the strategy. The post will be located in the Supporting People team and jointly managed between Supporting People and Housing Services.

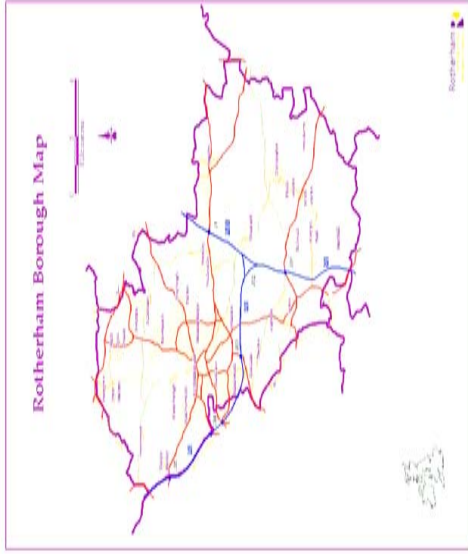
**12.1. HOW WILL WE RESOURCE THESE PRIORITIES?**

- 12.2. The Council recognises that the Extra Care Housing Strategy needs to be ambitious to make a significant impact on the housing conditions and circumstances of the older 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.
- 12.3. 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 Extra Care Housing Strategy supports and informs the Council's Capital Strategy and the annual capital and revenue programmes.
- 12.4. Housing Corporation Grant has already been allocated for the development of one of the Core and Cluster schemes. This grant is accompanied with a land and grant contribution from Housing Services and a revenue contribution from Social Services. Subject to approval of the grant contribution from Housing Services, the funding for this first scheme is already secured.
- 12.5. The Housing Corporation has stated that they will only invest in developments where people need support that is consistent with the local Supporting People Strategy. The range and criteria for these funding arrangements can be found in the Housing Corporations Strategy for Housing Older People in England (HC April 2003). The Supporting People Shadow Strategy does identify a need for Extra Care Housing in Rotherham so it should be possible to access further Housing Corporation grants.
- 12.6. The Department of Health, Extra Care Housing Fund provides additional resources totaling £87 million over the next two years (£29 million in 2004/05 and £58 million in 2005/06). The Department of Health has advised that proposals from interested parties should include the provision of Extra Care Housing through the remodeling of existing sheltered housing schemes, projects that involve a broad range of partners and those that include investment from private funding. Projects will be evaluated and the findings used to stimulate further development and inform future investment in this area of service development.



- 12.7. The Council is intending to submit a bid to the Department of Health, Extra Care Housing Fund for capital funding for two more Core and Cluster schemes. These bids are due for submission in September 2004. If successful, this will ensure that the three Core and Cluster schemes are in place well within the lifetime of this strategy.
- 12.8. The main contributors to the revenue costs of Extra Care Housing will be Social Services and the Supporting People programme. We are aware that generating revenue from the Supporting People programme is currently problematic. The Supporting People grant is likely to contract over the next two years and the contract arrangements within the Supporting People programme are such that there is a delay in generating resources from the service review programme.
- 12.9. This problem with Supporting People revenue costs has inhibited the development of Extra Care Housing in many local authorities. In order to overcome this we are committed to using resources from the Adult Services Modernisation Strategy to kick start development. We will phase in Supporting People revenue support over the next 5 years.
- 12.10. Social Services and Housing Services have agreed to joint fund a project manager post from mainstream funding for 18 months.
- 12.11. The Adult Services Modernisation Strategy will generate additional investment into the development of Extra Care Housing. Extra Care Housing is one of the priorities for development under this strategy, which considers the future of Social Services residential provision.
- 12.12.** We will investigate the potential for pooling budgets with the Health Service as part of a Section 31 partnership agreement (The Health Act 1999) have been developed to give NHS bodies and Local Authorities flexibility to work together. This can include joining up existing services or developing new and co-ordinated services to meet future needs. These partnership arrangements allow each partner to make a contribution to the budget whilst retaining statutory responsibility for their own services, thus, allowing them to delegate functions to other partners. The aims and outcome for the partnership would be required to set out in an agreement and the level of contribution made by each partner agreed before the budget is approved. The development of Extra Care Housing provision is most likely to involve a number of partners providing social care, health care and housing related support services on a flexible basis, so it is important budgets are pooled where possible.

Appendix 1a  
**ROTHERHAM METROPOLITAN BOROUGH COUNCIL**  
**SOCIAL SERVICES PROGRAMME AREA**  
**Overall Summary of the Rotherham Borough**



Population in the P.C.T Area

Areas	65+	75+	85+	Total
Wentworth	6,783	6,214	1,355	14,352
Rotherham	4,359	4,874	1,233	10,466
Rother Valley	6,259	5,362	1,109	12,730
<b>Total</b>	<b>17,401</b>	<b>16,450</b>	<b>3,697</b>	<b>37,548</b>

Older Peoples Properties

Local Authority

Organisation	Wentworth	Rotherham	Rother Valley
R.M.B.C. Housing (Warden/Sheltered)	3044	2395	2231

Independent Sector

Organisation	Wentworth	Rotherham	Rother Valley
Anchor	90	52	1
Habinteg		10	
Hallam	110	25	
Housing 21	64		55
Johnnie Johnson	64	109	90
New Leaf		87	
Sanctuary Housing	6		
S.Y.H.A.	71	5	16
Other			
<b>Total</b>	<b>405</b>	<b>288</b>	<b>206</b>

Independent Sector Homes in the P.C.T Area

Areas	Total No. of Beds
Wentworth	
Rotherham	
Rother Valley	
<b>Total</b>	

Elderly People Living Alone in the P.C.T Area

Areas	65+	Living Alone	Long Term Limiting Illness
Wentworth	14,352	5,554	9,106
Rotherham	10,456	4,541	6,455
Rother Valley	12,730	4,140	6,273
<b>Total</b>	<b>37,538</b>	<b>14,235</b>	<b>21,834</b>

Luncheon Clubs

Area	Independent	Local Authority
Wentworth	11	3
Rotherham	17	4
Rother Valley	6	8
<b>Total</b>	<b>34</b>	<b>15</b>

\*4 clubs are still in development at present.

Millennium Day Centre  
 Serving All P.C.T. Areas

Total No. of Places Available Per Week	
<b>Total</b>	<b>280</b>

Local Authority Homes in the P.C.T. Area

Areas	Total No. of Beds	No. of Day Care Places Per Week
Wentworth	106	182
Rotherham	96	96
Rother Valley	90	125
<b>Total</b>	<b>282</b>	<b>403</b>

Estimated Numbers of  
 Older People  
 with Mental Health Problems

Areas	65+
Wentworth	300
Rotherham	262
Rother Valley	319
<b>Total</b>	<b>881</b>

Age Concern Day Centres in the P.C.T. Area

Areas	Total No. of Places Available
Wentworth	
Rotherham	
Rother Valley	
<b>Total</b>	

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL  
SOCIAL SERVICES PROGRAMME AREA**

Wentworth Area – Bramley, Brampton, Dalton, Rawmarsh East/West, Swinton, Rawmarsh, Thorpe Hesley, Wath



**Population in the P.C.T. Area**

65+	6,783
75+	6,214
85+	1,355
<b>Total</b>	<b>14,352</b>

**Older Peoples Properties**

**Local Authority**

<b>Organisation</b>	<b>Wentworth</b>
R.M.B.C. Housing (Warden/ Sheltered)	3044

**Independent Sector**

<b>Organisation</b>	<b>Wentworth</b>
Anchor	90
Hallam	110
Housing 21	64
Johnnie Johnson	64
Sanctuary Housing	6
Other	71
<b>Total</b>	<b>405</b>

**Luncheon Clubs**

Independent Local Authority	3
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**Elderly People Living Alone in the P.C.T. Area**

Areas	65+	Living Alone	Long Term Limiting Illness
Bramley	2,45	81	1,217
Brampton	1,12	57	842
Dalton	1,96	82	1,194
Rawmarsh East	1,23	55	1,774
Rawmarsh West	1,82	74	1,136
Swinton	1,92	68	1,114
Thorpe Hesley	1,80	60	834
Wath	2,02	74	995
<b>Total</b>	<b>14,35</b>	<b>5,55</b>	<b>9106</b>

**Minority Ethnic Communities**

No significant data is available for this P.C.T. area.

**Estimated Numbers of Older People with Mental Health Problems**

65+	300
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\*approximate 2% of population 65+.

**Local Authority Homes in the P.C.T. Area**

Local Authority Homes	Total No. of Beds	No. of Day Care Places Per Week
Charnwood	31	56
Churchfields	36	28
Listerdale	39	98
<b>Total</b>	<b>106</b>	<b>182</b>

**Independent Sector Homes in the P.C.T. Area**

Independent Sector Providers	Total No. of Beds
Abbeydale	20
Abbeyhill	60
Alexandra	47
Broadacres Clinic	60
Byron Lodge	60
Cambion House	38
Cliffside House	35
Emvayale House	14
Hillview	3
Sandygate	54
Swinton Lodge	63
Meadow View	48
Wentworth Hall	23
West Melton Lodge	32
<b>Total</b>	<b>557</b>

**Independent Sector Providers Bordering the P.C.T. Area**

Local Authority Homes	Total No. of Beds	No. of Day Care Places Per Week
<b>Bolton-on-Dearne</b>	Bolton Hall, Dearne Valley	
<b>Mexborough</b>	Flower Park, Highgrove Manor, Highgrove, Manvers Lodge, Manvers View, Roman Court, Swallow Wood	
<b>Wombwell</b>	Confers, Parklands, Parkside, Valley Park	

**Age Concern Day Centres in the P.C.T. Area**

Age Concern Day Centre	Days Available
Heather Court	Friday
Oaklea Retreat, West Melton	Wednesday and Thursday
Ryecroft Methodist	Monday and Thursday
St. Johns Court	Tuesday
Swinton	Tuesday and Friday
Willow Court, Wath	Wednesday
<b>Total Number of Places in this P.C.T. Area</b>	<b>135</b>

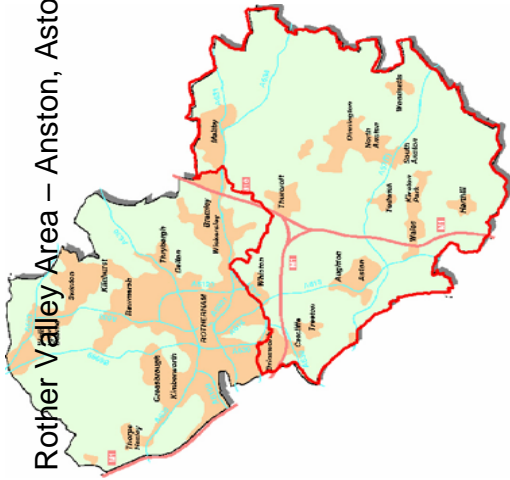
**Services Providers in the P.C.T. Area**

Service Provider	Service
B.N.A	Home care and night visiting service

**Service Providers Throughout the P.C.T. Area**

Borough Wide Service Providers	Service
Age Concern	Community meals service
Age Concern Handy Person Scheme	
All Pakistani Women's Association	Asian information group
Archway	Volunteer visiting/befriending service
Crossroads	Day sitting service
Health Service and Local Authority	Community rehabilitation teams
Health Service and Local Authority	E.M.I. day care service
Local Authority	Domiliary care
Local Authority	Day and night sitting services
Local Authority	Day and respite care for ethnic minorit
Local Authority	Meals on Wheels
Local Authority	Sitting services for people with demen
Local Authority	Library services – support/information
R.G.H. Trust	Bathing service
Various	Technology – includes IT2Eat and exit the role of Rothercare
Voluntary	Yemeni advocacy project – advice/infc
Yorkshire Trust	Carers Forum

Appendix 1c  
ROTHERHAM METROPOLITAN BOROUGH COUNCIL  
SOCIAL SERVICES PROGRAMME AREA



Rother Valley Area – Anston, Aston, Brinsworth, Kiveton Park, Maltby, St. John's, Thurncroft

Age Concern Day Centres in the P.C.T. Area

Age Concern Day Centre	Days Available	Plac Availc
Anston Parish Hall	Monday and Friday	1:
Catcliffe Memorial Hall	Friday	1:
Central Methodist, Aston	Tuesday	1:
Edward Dunn	Tuesday, Wednesday, Friday	2:
Festival Hall	Thursday	1:
<b>Total Number of Places in this P.C.T. Area</b>		<b>142</b>

Services Providers in the P.C.T. Area

Service Provider	Service
B.N.A	Home care and night visiting service

Service Providers Throughout the Borough

Borough Wide Service Providers	Service
Age Concern	Community meals service
Age Concern	Handy Person Scheme
All Pakistani Women's Association	Asian information group
Archway	Volunteer visiting/befriending service
Crossroads	Day sitting service
Health Service and Local Authority	Community rehabilitation teams
Health Service and Local Authority	EMI day care service
Local Authority	Domiciliary care
Local Authority	Day and night sitting services
Local Authority	Day and respite care for ethnic minorities
Local Authority	Meals on Wheels
Local Authority	Sitting services for people with dementia
Local Authority	Library services – support/information
R.G.H. Trust	Bathing service
Various	Technology – includes IT? Eat and extending the role of Rothercare
Voluntary	Yemeni advocacy project – advice/information
Yorkshire Trust	Carers Forum

Population in the P.C.T. Area

65+	6,259
75+	5,362
85+	1,109
<b>Total</b>	<b>12,730</b>

Older Peoples Properties

Local Authority	Rotherham
R.M.B.C. Housing (Warden/Sheltered)	2231

Independent Sector

Organisation	Rotherham
Anchor	1
Housing 21	55
Johnnie Johnson	90
SYHA	44
Other	16
<b>Total</b>	<b>206</b>

Luncheon Clubs

Independent	8
Local Authority	

Elderly People Living Alone in the P.C.T. Area

Areas	65+	Living Alone	Long Term Limiting Illness
Anston	1,76	430	676
Aston	1,74	632	1,050
Brinsworth	1,67	513	808
Kiveton Park	1,74	533	782
Maltby	2,36	794	1,216
St. Johns	1,31	600	809
Thurncroft	2,06	638	932
<b>Total</b>	<b>12,74</b>	<b>4,140</b>	<b>6,273</b>

Minority Ethnic Communities

No significant data is available for this P.C.T. area.

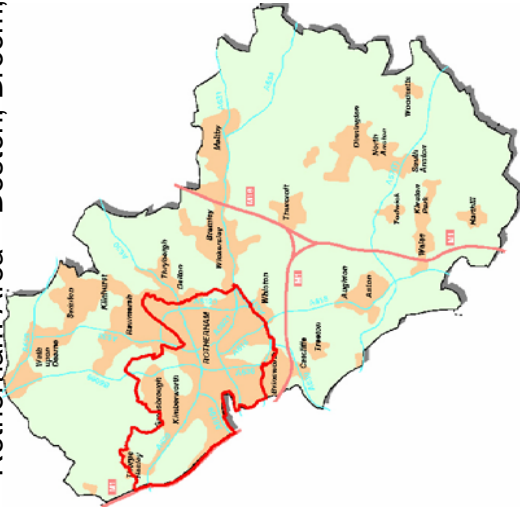
Estimated Numbers of Older People with Mental Health Problems

65+	319
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\*approximate 2% of population 65+.

Appendix 1d  
ROTHERHAM METROPOLITAN BOROUGH COUNCIL  
SOCIAL SERVICES PROGRAMME AREA

Rotherham Area – Boston, Broom, Central, Greasbrough, Herringthorpe, Kimberworth, Park (Clifton Area)



Population in the P.C.T. Area

65+	4,359
75+	4,874
85+	1,233
<b>Total</b>	<b>10,456</b>

Estimated Numbers of Older People with Mental Health Problems

65+	262
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\*approximate 2% of population 65+.

Older Peoples Properties

Local Authority Organisation	Rotherham
R.M.B.C. Housing (Warden/Sheltered)	2395

Organisation	Rotherham
Anchor	52
Habinteg	10
Hallam	25
Johnnie Johnson	109
New Leaf	87
Other	5
<b>Total</b>	<b>288</b>

Elderly People Living Alone in the P.C.T. Area

Areas	65+	Living Alone	Long Term Limiting Illness
Boston	1,698	666	1,033
Broom	1,974	623	788
Central	1,252	546	778
Greasbrough	1,716	876	1,040
Herringthorpe	1,208	800	1,192
Kimberworth	1,341	550	764
Park (Clifton)	1,254	480	860
<b>Total</b>	<b>10,451</b>	<b>4,541</b>	<b>6,455</b>

Minority Ethnic Communities

Approximately 1,987 people from this section of the population live in the Central, Park and Boston wards. Overall, whilst the population of Rotherham residents over years is 19.79% only 4.1% are over 60 years within ethnic minority groups. The majority live within the above wards.

Age Concern Day Care Centre in the P.C.T. Area

Age Concern Day Centre	Days Available	Places Available
St. Ann's Road	Every day	12 Mon – Fri and 10 Sat/Sun
St. Thomas' Hall	Wednesday and Thursday	15
<b>Total Number of Places in This P.C.T. Area</b>		<b>110</b>

Services Provided in P.C.T. area

Service Provider	Service
Asian Information Group	Men's group at Unity Centre providing advice/informatic
Asian Information Group	Men's group at Ferham/ Masborough providing advice/information
Careforce	Home care service
Rotherham Ethnic Elders Group	Ethnic minority day care and respite

Services provided throughout the Borough

Borough Wide Service Providers	Service
Age Concern	Community meals service
Age Concern	Handy Person Scheme
All Pakistani Women's Association	Asian information group
Archway	Volunteer visiting/befriending service
Crossroads	Day sitting service
Health Service and Local Authority	Community rehabilitation teams
Health Service and Local Authority	EMI day care service
Local Authority	Domiciliary care
Local Authority	Day and night sitting services
Local Authority	Day and respite care for ethnic minorities
Local Authority	Meals on Wheels
Local Authority	Sitting services for people with dementia
Local Authority	Library services – support/information
R.G.H. Trust	Bathing service
Various	Technology – includes IT2Eat and extending the role of Rothercare
Voluntary	Yemeni advocacy project – advice/information
Yorkshire Trust	Carers Forum

**Appendix 2**

1. **Adult Services Modernisation Strategy**
2. **“Regulation for Supported Housing and Care Homes”, Department of Health (August 2002)**
3. **Better Government for Older People (1999)**
4. **“The NHS Plan”, Department of Health (July 2000)**
5. **“The National Service Framework for Older People”, Department of Health (March 2001)**
6. **“Quality and Choice for Older People’s Housing – A Strategic Framework”, Department of Health and DETR (January 2001)**
7. **“Building Capacity and Partnership in Care: An Agreement Between the Statutory and the Independent Social Care, Health Care and Housing Sectors”, Department of Health (October 2001)**
8. **“Supporting People Shadow Strategy Annual Plan”, Rotherham Supporting People Team, Rotherham Metropolitan Borough Council Social Services (2003)**
9. **“Citizenship and Services in Older Age: The Strategic Role of Very Sheltered Housing”, Housing 21 (2000)**
10. **“With Respect to Old Age HMSO”, Royal Commission into Long Term Care (1999)**
11. **“Rotherham’s Community Strategy 2002-2007”, Rotherham Partnership (2002)**
12. **“Strategy for Older People”, Rotherham Metropolitan Borough Council, Social Services Programme Area (September 2001)**
13. **“Corporate Plan”, Rotherham Metropolitan Borough Council, Chief Executives Office (2001)**
14. **“Forward Together - The Integrated Community Care Plan and Health Improvement Programme for Rotherham 1999-2003”, Rotherham Metropolitan Borough Council and Rotherham Health Authority (1999)**
15. **“Extra Care Housing for Older People: An Introduction for Commissioners”, Department of Health (February 2003)**

16. **“Access and Systems Capacity Grant to Social Services Authorities”, Press Release from the Department of Health (2 July 2003)**
17. **“Strategy for Housing Older People in England”, The Housing Corporation (April 2003)**
18. **“Extra care housing for older people – an introduction for commissioners” (December 2003)**



## APPENDIX 3

## DESCRIPTION OF CURRENT PROJECTS

### Project 1 – Dalton House

This is currently a Local Authority sheltered housing scheme. Dalton House sheltered complex is situated off Wickersley Road in the Central locality. It is positioned amongst extensive landscaped gardens in a highly desirable part of the town. The site is situated within easy access to shops, GP surgery, hairdressers and bus routes.

The accommodation is unpopular because there is no longer a requirement for bedsits and small flats. There is no demand for the accommodation from the waiting list and at the moment 11 of the 26 units are vacant. This represents a vacancy rate of 42%.

Adjacent to Dalton House there is a Housing Association sheltered scheme managed by Hallam Housing which is due for demolition.

The Local Authority wishes to develop both sites as a single Extra Care Housing development. This would provide approximately 30 ECH units with an integrated resource centre.

Rotherham Housing Department has carried out a feasibility study on Dalton House as part of their review of Local Authority sheltered accommodation. They have concluded that the scheme is not viable in its current state. There is an over supply of Local Authority sheltered accommodation and the need to develop services for people with higher care and support needs, whilst maintaining their independence. The review considered the remodelling of the current provision but concluded that new build would deliver Best Value.

Subsequently, the Housing Department have set aside the site as capital contribution towards the ECH strategy. This led to the development of a working party, which has been considering alternative uses for this site.

The working party have recommended that the Hallam and Local Authority site should be developed as an ECH scheme which will deliver 25 two bedroom bungalows and an additional 5 one bedroom flats situated over a resource centre. The 5 one bedroom flats will be targeted at people with a high level of care and support needs. All units will be fully adapted in line with Life Long Homes objectives and will incorporate a sophisticated community alarm system.

The resource centre will incorporate:

- Restaurant/Coffee Bar.
- Activity areas including computer suite and library.
- Treatment room for visiting health care professionals
- Office accommodation for carers/admin staff/site manager



A detailed plan for the development of this site is attached as Appendix 2

Support staff will be based at the resource centre and will provide dedicated support to tenants on the site in accordance with their needs together with delivering support to the wider community. Details of staffing arrangements can be found in Appendix 3.

### **Project 2 – Queensacre**

Queensacre is an existing sheltered scheme located within an established residential area approximately 500 yards from the centre of Swinton and within easy access of local shops, sports hall, school, health centre, library and local bus routes. Swinton is situated in the North of the Rotherham Borough.

The site is situated within the South Yorkshire Market Renewal Pathfinder Area.

The Local Authority wishes to develop this site as a single Extra Care Housing development. This would provide approximately 21 ECH units with an attached resource centre.

Rotherham Housing Department have carried out a feasibility study on Queensacre as part of their review of Local Authority sheltered accommodation. They have concluded that the scheme should be set aside as capital contribution towards the ECH strategy.

The working party has recommended that the site should be developed as an ECH scheme, which will deliver 16 two-bedroom bungalows and an additional 5 one-bedroom flats situated over a resource centre. The 5 one bedroom flats will be targeted at people with a high level of care and support needs. All units will be fully adapted in line with Life Long Homes objectives and will incorporate a sophisticated community alarm system.

The resource centre will incorporate:

- Restaurant/Coffee Bar.
- Activity areas including computer suite and library.
- Treatment room for visiting health care professionals
- Office accommodation for carers/admin staff/site manager

A detailed plan for the development of this site is attached as Appendix 5

Support staff will be based at the resource centre and will provide dedicated support to tenants on the site in accordance with their needs.

11C CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES -  
19/07/04

**CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES  
MONDAY, 19TH JULY, 2004**

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

An apology was received from Councillor Atkin.

**16. ASSOCIATION FOR PUBLIC SERVICE EXCELLENCE - ANNUAL SEMINAR**

Resolved:- That Councillor Ellis, Cabinet Member for Housing and Environmental Services and Councillor N. Hamilton, Senior Adviser, Housing and Environmental Services, be authorised to attend the APSE Annual Seminar to be held from 7<sup>th</sup> to 10<sup>th</sup> September, 2004 at The Guildhall, Plymouth.

**17. REPAIRS AND MAINTENANCE RE-INSPECTION**

The Head of Housing Services submitted a report on the findings of the Audit Commission following their re-inspection of the Repairs and Maintenance Service in February, 2004.

The new assessment rates the Service as 'fair (one star) with promising prospects for improvement'. The Commission's report was complimentary of the exceptional progress achieved since 2002 and recognised step change had been made in most the key areas previously identified as poor. This was re-enforced in the Audit Commission's press release of 15<sup>th</sup> June.

The Commission had clearly acknowledged not only the scale of change and improvement which had taken place but the particular strengths that had developed in specific areas e.g. voids control and standards, performance management, customer involvement, partnership working and the strengths of the Decent Homes scheme. Staff had made a tremendous effort over the past 18 months to recover the Service.

There were still areas for improvement and it was unfortunate that the timing of the report had meant some of the work now implemented had not been completed at the time of the inspection. However, action had been taken to overhaul the Service Improvement Plan and incorporate the Commission's recommendations.

It should also be noted that some of the points were not accepted and efforts had been made in the period following the inspection to demonstrate the correct position. The report was also not a true reflection of the improvements the Service had been asked to make in 2002 and issues raised in the 2004 report that were not considered in 2002. Diversity and procurement were 2 significant issues identified as

fundamental to the Service's future strategy and steps were being taken to ensure the requirements were met.

Resolved;- That the report be noted.

## **18. HOUSING STRATEGY 2004-2007**

The Head of Housing Services submitted the Authority's draft Housing Strategy which had to be submitted to the Government Office for Yorkshire and the Humber and met the "Fit for Purpose" criteria.

The Strategy had been developed in partnership with customers and stakeholders and had been presented to the Environment Scrutiny Panel on 1<sup>st</sup> July, 2004.

All Local Authorities that had a strategic housing responsibility must produce a Housing Strategy that was "Fit for Purpose" which met the Government's defined standard by demonstrating that it met the needs of Rotherham whilst at the same time addressing regional and national priorities. There were 3 national regional and local document which formed the background to shaping the Housing Strategy as follows:-

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

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

Resolved:- (1) That the Housing Strategy document be approved for submission to GOYH, subject to final amendment by the Cabinet Member and Final Officer Drafting.

(2) That copies of the Strategy be circulated to all Members, the Strategic Housing Partnership, all Programme Areas, all managers with Housing and Environmental Services, the Housing Strategy Policy Panel and other stakeholders and interested parties.

(3) That the final version of the Housing Strategy be placed on the Council's internet and intranet sites.

(4) That the Cabinet Member for Housing and Environmental Services be supplied with an update on items on the Housing Action Strategy Plan via the Quarterly Performance Report.

## **19. ENERGY SERVICES COMPANY (ESCO)**

The Head of Housing Services submitted a report on the proposed launch of the Energy Services Company (ESCo) formally the Authorities Managing Power (AMP) project.

In 2000 Rotherham had been selected as 1 of the 12 authorities to become a partner in the Northern Consortium of Housing Authorities' project to develop an ESCo which was supported by the Energy Saving Trust under a HECAction grant. It had taken some time to achieve the goal for a variety of reasons including changes in the deregulation of energy suppliers.

The aim of the scheme was to provide cheaper energy to Council tenants and contribute to the eradication of fuel poverty in Rotherham. ESCo would be underwritten by Scottish Power until ESCo launch. When a property became void its gas and electricity supply could be signed over to the ESCo and the Council would receive £15 is 1 fuel was switched and £35 (includes an additional £5 administration fee) if both fuels were switched. The scheme would be offered to all existing tenants 6 months after its introduction. As profits were accrued they would be fed into funding the installation of further energy saving measures to Council dwellings. When a new tenant took the property they would be informed that the ESCo was the provider of their heat and power. However, they could, if they wished, return to their own preferred supplier, just as any occupier could do at present.

The cost of the energy supplied would be equivalent to the rate charged for customers who paid by direct debit (always a lower rate than other payment methods) irrespective of the occupiers preferred payment option.

Resolved:- (1) That support for the introduction of the scheme be re-confirmed.

(2) That a suitable press release be arranged.

(3) That the report be referred to the Environment Scrutiny Panel.

## **20. ANTI-SOCIAL BEHAVIOUR ACT 2003**

The Head of Housing Services submitted a report outlining new powers for tackling anti-social behaviour under the Anti-Social Behaviour Act 2003.

The Anti-Social Behaviour Act provided new tools that impacted on communities. It was important that tenants and residents had a clear understanding of how the authority would deal with the incidence of anti-social behaviour and the service they would receive. Under Section 12 of the Act, all Social Landlords had a duty to publish policies and procedures by 31<sup>st</sup> December, 2004, and, in respect of policy issues, consultation must take place.

Details of the Act were submitted as an appendix to the report.

Resolved:- That the use of all the new powers provided by Part 2 of the anti-Social Behaviour Act 2003 be approved.

## **21. CONSULTATION ON NON-TRADITIONAL HOUSING**

The Head of Housing Services submitted a proposed consultation procedure for addressing the sustainability of the Council's non-traditional housing stock.

Currently there was no written consultation procedure to assist in addressing the sustainability of non-traditional housing communities. Consultation was carried out to establish individual and community needs and aspirations, allowing housing officers to consult with stakeholders to work towards the most appropriate course of action for any particular community.

The consultation process will assist with the overall long term improvement of the quality of housing stock. A long term implication would see the removal of some existing short life accommodation and present the opportunity for replacement with new energy efficient accommodation to meet current needs.

Resolved:- That the consultation procedure when addressing the sustainability of the non-traditional housing stock be approved.

## **22. THE FUTURE OF THE 'TARRAN' PROPERTIES AT MALTBY**

The Head of Housing Services submitted a report on the findings of the community consultation that had been conducted with the residents of the Tarran properties on Braithwell Road, Chadwick Drive and Newland Avenue, Maltby.

Of the 86 Tarran properties, 72 remained in Council ownership. They had been designated as defective dwellings under Section 528 of the Housing Act 1985. It has been estimated that it would cost in the region of £47,650 per property to bring it up to the Decent Homes standard.

Tenants and residents were informed of 2 options for addressing the investment needs of the Tarran properties. Firstly, the option to refurbish the properties and the associated costs and secondly that the Council must consider the option of redeveloping the site. Tenants and residents have been advised that the Council may market the site to a developer with a registered social landlord partner and that a provision for affordable housing would form part of the planning brief if this was the most appropriate course of action.

One-to-one consultation had been carried out via a social survey

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questionnaire after guidance was sought from Ward Members, Maltby Housing Office, the Tarran Action Group and local residents.

Although some tenants accepted that refurbishment costs were reasonable to remove the asbestos roofing and bring the properties up to a decent home standard, over 94% (73 properties) wanted to see the properties refurbished whatever the cost. If refurbished, tenants had been informed that the works would cause major disruption and they would have to move out of their home for work to take place. Due to this 6 households stated they would be unable to endure 2 moves to allow such works and would not wish to return to the estate. 3 respondents had no preference between being a tenant or an owner occupier.

Resolved:- (1) That the report be received.

(2) That demolition and redevelopment of the site be approved as being the only cost effective way forward.

(3) That re-housing priority be granted to residents of the Tarran properties, either temporarily or permanently, to areas of their choice.

(4) That the commencement of negotiations regarding the repurchase of owner-occupier properties be approved on the estate.

(5) That local residents be involved in the selection of a Developer.

**23. TENANTS' INSURANCE SCHEME - PROGRESS REPORT**

The Head of Housing Services submitted a report setting out the current position in relation to the Tenants' Home Content Insurance Scheme.

The Scheme started in July, 2002, with the appointment of AON as the broker and Norwich Union as the scheme underwriter. It was now reaching its second anniversary with 1,299 tenants (6%) currently holding home contents insurance policies with the Council. Its benefits were actively publicised by way of advertising on the rent card, repairs slip, in Open House and by mail shots. Negotiations were ongoing with Rotherham Connect to have them telephone canvass potential customers and it was intended to ascertain with AON if it could be opened up to include tenants who had exercised the Right to Buy.

The Scheme was financially independent of the Housing Service with income exceeding expenditure. It offered an affordable high quality service that was customer focussed. This was reflected in excellent customer satisfaction levels and the fact that no formal complaints had been received relating to this part of the Service.

The contract with AON was due to expire in July, 2005. The broker had already given an assurance that premiums would remain the same up to the renewal date meaning tenants had had fixed premiums for the 3 year

duration of the current Scheme. In April, 2005, the Scheme would be evaluated with a report submitted with suggestions as to its future.

Resolved:- That the report be received and the current position be noted.

#### **24. VOID PROPERTY MONITORING**

The Head of Housing Services submitted an updated on void property re-let performance and associated issues for the period 3<sup>rd</sup> May to 2<sup>nd</sup> July, 2004.

The number of voids as at 2<sup>nd</sup> July, 2004, had decreased by 103 from the start of the period of 281. The majority of voids, 209, were voids currently excluded from HES68 and included properties such as those awaiting renovation and disposal. The number of voids that met the criteria to be included within HES68 had decreased to 72 during the said period.

Overall performance against the Indicator was 23.85 days during the period, an improvement of 0.59 days from the previous month.

The performance on allocating open access properties had continued with 30 such properties being let in the period. The overall performance if all open access properties were removed from the Indicator would be 23.28 days.

Performance on HES14 (average time taken to let a void from when 1 tenancy terminated until the next 1 started), which excluded all those properties that were excluded from HES68, had been 19.96 days.

There had been 301 terminations of which 153 met the criteria to be included in HES68, and 382 lettings. The cumulative figures for the year were 443 terminations and 508 lettings. In addition there had been 26 new tenancies created by mutual exchanges since April, 2004. The number of available to let properties at the start of the period was 23.

The amount of rent income lost on voids up to 2<sup>nd</sup> July, 2004, had improved from 1.52% to 1.33%. This level of performance continued to place the Authority in the upper quartile for Metropolitan Authorities.

The sustainability of tenancies (HES5) measured the percentage of terminating tenancies in the year that had lasted longer than 12 months. This was on the basis that tenancies which lasted longer than 12 months could be considered successful and that it was less likely that subsequent terminations would be due to failure to maintain tenancies on the tenant's part or provide appropriate management support on that of Housing Services. Performance during the 12 months up to 30<sup>th</sup> June, 2004, was 95.17% which was a continuous improvement. The figure did not include tenancies terminating within 12 months due to transfers, mutual exchanges and deaths. If they were included the figure would be 88.63%.

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Resolved:- That the report be received.

**25. HOUSING AND ENVIRONMENTAL SERVICES GENERAL FUND  
REVENUE OUTTURN 2003/2004**

The Finance and Accountancy Manager submitted the General Fund Revenue outturn position for the financial year ending 31<sup>st</sup> March, 2004 commending on specific issues.

A carry forward of £165,000 was requested in respect of the Waste Strategy Service to purchase wheeled bins for green waste collections.

Members asked a range of questions and responses were made.

Resolved:- (1) That the 2003/04 General Fund Outturn position be noted.

(2) That the request for a carry forward of £165,000 be approved.

**26. HOUSING REVENUE ACCOUNT OUTTURN POSITION 2003/2004**

The Finance and Accountancy Manager submitted the Housing Revenue Account Revenue outturn position for the financial year 2003/2004 which showed a surplus of £0.543m and commented on specific issues.

Members asked a range of questions and responses were made.

Resolved:- That the report be received.

**27. EXTRA CARE HOUSING STRATEGY**

The Strategic Housing Partnership Manager submitted a report on Rotherham's Extra Care Housing Strategy which set out the aims and objectives of the Strategy, the key issues that needed to be addressed and the future delivery of services.

The Extra Care Housing Strategy was a joint strategy between Social Services, Housing Services and the Primary Care Trust. It set out the vision for the future delivery of high support sheltered accommodation in Rotherham. It was a new concept, bringing together care, support and housing services onto 1 site so that older people could remain independent for as long as possible. It provided intensive levels of care and support to those who were finding it difficult to live independently.

It aim was to deliver a safe and secure living environment to vulnerable older people who wanted a higher level of autonomy. It combined on-site care and support, individual tenancies and high quality build design.

It would be initially targeted at the frail elderly where there was currently no specialist supported housing provision.



It had been developed by a multi-agency implementation group including representation from Social Services, Housing Services, the Primary Care Trust and Registered Social Landlords. It had been endorsed by the Strategic Housing Partnership.

Resolved;- That the Extra Care Housing Strategy be approved.

**28. 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 1 of Schedule 12A to the Local Government Act 1972.

**29. WASTE COLLECTION DIRECT SERVICES ORGANISATION AND HOUSING SERVICES DIRECT SERVICES ORGANISATION OUTTURN 2003/04**

The Finance and Accountancy Manager submitted a report detailing the outturn position in respect of the two Direct Services Organisations within the HES Programme Area, the Waste Collection DSO and Housing Services DSO for the financial year ending 31<sup>st</sup> March, 2004 and commented on specific issues.

Resolved:- (1) That the stated outturn reports be received.

(2) That the declared Housing Services DSO surplus for 2003/2004 be distributed in proportion to turnover.

(Exempt under Paragraph 8 of the Act - contains details of expenditure being incurred by the Authority)

**30. HOUSING INVESTMENT PROGRAMME MONITORING REPORT 2004/2005**

The Finance and Accountancy Manager submitted a progress report on the Housing Investment Programme for 2004/2005 which also outlined proposals for additional schemes.

Resolved:- (1) That the Housing Investment Programme Monitoring report be received.

(2) That approval, in principle, be given to the schemes outlined in the report submitted and that detailed reports on the proposals be submitted to the Cabinet Member as and when appropriate.

(Exempt under Paragraph 8 of the Act – report contains information on expenditure proposed to be incurred by the Local Authority)

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**31. TENDER REPORT - REPLACEMENT OF UNDERGROUND HEATING MAINS AT VALE ROAD, THRYBERGH AND MANSFIELD ROAD, ASTON**

Consideration was given to a tender report for the replacement of underground heating mains at Vale Road, Thrybergh and Mansfield Road, Aston.

Resolved:- That the tender submitted by Vital Energi Ltd., in the sum of £978,708.00 be accepted.

(Exempt under Paragraphs 8 & 9 of the Act – reports contains information relating to the provision of work/supply of goods or services and the negotiation terms)

**32. NEGOTIATED TENDER - WATH HOUSING REGENERATION PHASE 5**

Consideration was given to tender report for Phase 5 of the Wath Housing Regeneration Scheme.

Resolved:- That the negotiated tender figure of £1,673,008.10 dated 7<sup>th</sup> May, 2004 from Bramall Construction for the Wath Housing Regeneration Scheme be accepted.

(Exempt under Paragraphs 8 & 9 of the Act - report contains information relating to the supply of goods or services/negotiation of terms)

**33. PETITION - USE OF COMMUNAL FACILITIES**

Further to a petition raised by non-residents, consideration was given to a report by the Aston Neighbourhood Manager as to whether or not non-residents should pay a charge to use the communal facilities at Manor Lodge Warden Centre, Brinsworth.

The report set out be background and to four possible options to resolve the matter.

Resolved:- That non-residents be allowed to use the communal facilities at Manor Lodge, free of charge, and that this policy apply to all Warden Centres across the Borough.

(Exempt under Paragraphs 3, 4 & 8 of the Act – accommodation provided by the Authority/Services provided by the Authority/provision of services)

**34. PETITION - ANTI-SOCIAL BEHAVIOUR - KIMBERWORTH PARK**

The Democratic Services Manager reported receipt of a petition containing 105 signatures relating to anti-social behaviour problems at boarded up houses on Nearcroft Road and Barberbalk Road , Kimberworth Park.

Resolved:- That the Head of Environmental Health Services investigate the matters raised and submit a report thereon in 1 month's time.

(Exempt under Paragraphs 3 & 8 of the Act – accommodation provided by the Council/supply of services)

**Minutes of the 14<sup>th</sup> Members Sustainable Development Action Group  
Held on Monday 19<sup>th</sup> July 2004, in Committee Room 3, Town Hall**

**Present:** Councillor Ken Wyatt (Chair)  
Councillor Frank Hodgkiss  
Councillor Terry Sharman  
Sarah Tyler Policy Officer (Environment & Sustainability)  
Sheena Hobson (minutes)

**1. Apologies**

Councillor Reg Littleboy, Councillor Barry Kaye, David Wilde, David Rhodes

**2. Minutes of the Previous Meeting & Matters Arising**

The minutes of the previous meeting held on 21<sup>st</sup> May 2004 was read. There were no matters arising.

**3. RMBC Environment & Sustainable Development Strategy reviews**

Sarah explained that there was going to be a review of the environment strategy. Also the Audit and options paper that will develop the new sustainable development strategy has also commenced. Members will be kept updated on the progress of these.

Cllr Wyatt said that he had met with the Waste Inspection team and they had expressed an interest in the Policy Review. Rotherham had measured well, however, the lack of recording the full extent of internal waste was highlighted as a cause for concern. Sarah explained that there was a central baseline for waste currently being prepared, but it needs to be flagged up again and resources are needed. New environmental targets need to be supported and put into service plans to enable delivery.

**4. Carbon Trust Project with RMBC**

Sarah explained that Karl Battersby from Economic Development Service was heading the team for the project with the Carbon Trust. It is an independent company funded by the Government that is aiming to help public sector organisations and businesses to lower carbon emissions through improving their energy efficiency and implementing low carbon technologies. Councillor Wyatt suggested looking at a few buildings which would also support Nick Towers energy plan. This project will be a regular update item to this group.

Councillor Sharman asked how the Council could impose an emissions policy with transport companies as they have no statutory power over them. It was agreed to put this on a future agenda for a more in-depth discussion. Ken wheat to be asked if he would do a presentation.

**5. Sustainable development in the NHS**

Councillor Wyatt gave out various facts and figures regarding Sustainable development in the NHS service. Following correspondence from the PCT and Rotherham District General Hospital, Lee Adams is wanting to set up a meeting of partners in order to push the “five a day” strategy, amongst others and drive the health agenda.

**6. Update from Regional Sustainable Development Commission**

Sarah gave out an information sheet regarding the Regional Sustainable Development Commission. The regional Transport study has been launched by the YHA, Yorkshire Forward and GOYH and looks at proposing major changes to the bus and rail system.

The Regional Strategy for Woodlands – a document has been produced and is out for consultation.

It was agreed that this item be put on a future agenda. SY Forest to be invited to a future meeting to provide an update on their targets/ work.

The Sustainability and health inequalities scrutiny –is another project YHA are looking to pursue (looking at 10 organisations and how they use sustainability and inequalities in their decision making)

Sarah also said that there is a Conference on the 23<sup>rd</sup> September 2004 about sustainability and community cohesion and equalities and it was an opportunity for RMBC staff or Members to get involved. She would pass the information on to the Environmental Scrutiny Panel.

**7. Update Report for information**

In David Wildes absence, Sarah handed out copies of the Local Action 21 progress Report. Although Wath Community Partnership had been successful in their bid to the Yorkshire Renewable Energy Network (YREN) for feasibility study funding regarding the Montgomery Hall refurbishment, there was still a shortfall of £1,300. Cllr Wyatt mentioned that he would look into this.

**8. Future Agenda Items**

Public Transport Emissions /SY transport plan update  
Regional Strategy for Woodlands /SY Forest

**9. Any other Business**

Councillor Wyatt explained that he had received a letter from Furniture Plus inviting him to attend a meeting about restoration on Wednesday 28<sup>th</sup> July 2004. Unfortunately due to a prior engagement he is unable to attend, he asked if anyone in the group could attend.

**10. Date and time of Next Meeting**

The next meeting will take place on Monday 6<sup>th</sup> September 2004, 10.30am at the Town Hall

**ENVIRONMENT SCRUTINY PANEL  
THURSDAY, 1ST JULY, 2004**

Present:- Councillor Atkin (in the Chair); Councillors Clarke, Hall, Hodgkiss, Jackson, McNeely, Nightingale and P. A. Russell.

Apologies for absence:- An apology was received from Councillor Vines.

**1. CONFIRMATION OF CHAIRMAN FOR THE 2004/05 MUNICIPAL YEAR**

Councillor Atkin was confirmed as Chairman for the 2004/05 Municipal Year as appointed at Minute No. A6 of 25<sup>th</sup> June, 2004.

**2. CONFIRMATION OF VICE-CHAIRMAN FOR THE 2004/05 MUNICIPAL YEAR**

Councillor Hall was confirmed as Vice-Chairman for the 2004/05 Municipal Year as appointed at Minute No. A6 of 25<sup>th</sup> June, 2004.

**3. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS.**

There were no members of the press and public present at the meeting.

**4. DECLARATIONS OF INTEREST.**

There were no declarations of interest made at the meeting.

**5. WORK PROGRAMME AND FORWARD PLAN**

The Scrutiny Adviser submitted a report detailing the Scrutiny Panel's achievement during the 2003/004 Municipal Year and suggested areas for inclusion in the work programme for 2004/05. A presentation was also given on the role, remit and terms of reference of the Scrutiny Panel.

Resolved:- (1) That the report be received.

(2) That the achievements of the Panel, as set out in Appendix 1 of the report submitted, be noted and the Panel's submission to the Scrutiny Annual report be agreed.

(3) That the principle of quarterly performance monitoring meetings with other scheduled Scrutiny meetings being arranged around a particular focus or theme be supported.

(4) That the Scrutiny Panel's terms of reference, as set out in Appendix 2 of the report submitted, be noted.

(5) That the following areas be endorsed for future scrutiny:-

***The role of the Wardens and Caretakers\*******Recycling and Waste Minimisation\****

Homelessness Strategy

BME Housing Strategy

***Food Inspection\****

Laboratory Services

Partnership Arrangements with Housing Associations

Introductory Tenancies

***\*agreed for specific review for 2004/05***

(6) That the following areas be considered at themed Meetings:-

***Enforcement\*******ALMO Improvement Plan\*******Restructuring of Housing Services\****

Burial and Cremation Services

Progression of Decent Homes

Repairs and Maintenance Improvement Plan

Review into Neighbourhood Management

Extra Care Housing (jointly with Social and Community Support Scrutiny Panel)

***\*agreed for specific meetings for 2004/05*****6. REPAIRS AND MAINTENANCE RE-INSPECTION - AUDIT COMMISSION 2004**

The Head of Housing Services gave a presentation on the Audit Commission's re-inspection of the Repairs and Maintenance Service.

The Inspectors had found that tenants in Rotherham had seen a marked improvement in their housing repairs service over the past 18 months and, although the Council still faced significant challenges, the trend in improvement should continue. Their findings were as follows:-

**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

**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
- Voids turnround and standards

#### To Improve

- Availability/effectiveness of translation service
- Rotherham Connect database/vulnerable tenants
- Appointments after 6.00 p.m./weekends
- Diversity and 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 Programme Area Performance Plan
- Decent Homes
- Work with strategic partners
- Commitment from Members and senior managers
- Customer feedback used to improve services

##### To Improve

- Housing Revenue Account 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 personal development review process
- Bonus replacement

##### Recommendations

- Rotherham Connect – vulnerable tenants
- Evening/weekend appointments
- Diversity strategy and awareness
- Better budget management
- Review – gas procedures, decoration allowance policy, voids refusal rates, tenant representation, personal development review process, sickness levels
- Develop TP to support wider Council objectives
- Implement new pay system
- Procurement to ensure value for money

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”.

Next Steps

- Inform stakeholders
- Respond to Audit Commission – 31<sup>st</sup> July
- Continue implementation of Service Improvement Plan and ALMO Excellence Plan before and after ALMO Indicative Inspection – 20<sup>th</sup> September
- Prepare service to be ‘fit for purpose’ by 1<sup>st</sup> April, 2005.

A copy of the full report would be circulated to all Members with a formal report submitted to the next meeting of this Scrutiny Panel.

Current customer satisfaction results were approximately 92%. A customer survey was carried out by BT on a monthly basis as well as tenants contacted in writing asking them to respond by post regarding their customer satisfaction level. The Audit Commission had singled out the Service’s “Learning from Customers Forum” and the video diaries provided for tenants to record their experiences during the first 3 months of their tenancy.

Resolved:- That the report be received with a further report being submitted to the next meeting.

**7. REPRESENTATION ON OUTSIDE BODIES/PANELS**

Resolved:- That the Cabinet Member of Housing and Environmental Services be advised of the following nominations to outside bodies/panels:-

Health, Welfare and Safety Panel	Councillor Hall Substitute – Councillor Nightingale
Member Training Panel	Councillor Hodgkiss
Yorkshire and Humberside Society for Clean Air	Councillors Atkin, Jackson and Hodgkiss
Recycling Group	Councillor Atkin
Social Concerns Committee Churches together in Rotherham	Councillor Jackson
Yorkshire and Humberside Pollution	Councillors Hall and Jackson

Advisory Council

Women's Refuge

Councillor P. Russell

Members Sustainable Development Group Councillor Atkin

South Yorkshire Trading Standards Sub-Group Councillor Burke

Decent Homes Partnership

Councillors Hall and Nightingale

Rotherham Health and Local Authority Partnership Board

Councillor Atkin

## 8. MISCELLANEOUS PROPERTIES (RE. DECENT HOMES)

In accordance with Minute No. 138 of 15<sup>th</sup> April, 2004, the Head of Housing Services submitted a report on miscellaneous and acquired housing stock.

The Authority had approximately 300 miscellaneous and acquired properties most of which presented significant management issues when they became void. They were individual properties that had been bought by the Council (not Rotherham Metropolitan Borough Council) and were not situated on purpose built Council estates. The properties were mainly terraced (pre-World War 1) or older semi-detached houses and their age and/or construction meant they were usually in low demand. They tended to require substantial refurbishment work to reach the Decent Homes standard.

The Council did not have a written policy on the disposal of miscellaneous and acquired properties. The Head of Housing Services had been delegated powers to determine, as appropriate, the sale of such properties. In practice, the Service had pursued an approach whereby any acquired or miscellaneous property that became void was reviewed in terms of a cost benefit analysis and whether it could be easily re-let. With the onset of Decent Homes and the commitment to promoting sustainability, the properties were not regarded as a significant asset in either value or as a contribution to Neighbourhood Renewal. Housing Managers currently requested that such properties were disposed of based on the cost of bringing the property up to a lettable standard and the demand for the type of property. They were disposed of or sold for the market value of the property to the general public by the Valuation Team.

It was noted that a clear methodology would be developed and incorporated into the Housing Services procedures. A report was to be submitted to the Cabinet Member of Housing and Environmental Services regarding consultation of tenants in non-traditional properties.

Resolved:- (1) That the report be noted.

(2) That the report regarding consultation of tenants in non-traditional properties be amended in light of this report and submitted to the August meeting of this Scrutiny Panel.

## 9. HOUSING STRATEGY

The Housing Strategy Manager reported that the Authority had to produce a Housing Strategy for submission to Government Office for Yorkshire and the Humber that met the ODPM's "Fit for Purpose" criteria. The final document had to be submitted in August, 2004.

The "Fit for Purpose" meant that it must reach the Government's defined standard in relation to 10 specified criteria i.e.:-

- Corporate context and wider priorities
- Partnership working
- Needs analysis
- Resources
- Priorities for action
- Analysis for options
- Action plan
- Progress to date
- Presentation

A powerpoint presentation was then given on the draft Strategy a copy of which was included in the agenda papers.

The main challenges facing the Authority were:-

- Develop Neighbourhoods
  - Ensure investment supports neighbourhood sustainability
  - Reduce crime and the fear of crime
  - Tackle the inequalities between neighbourhoods
  - Develop a community focussed, 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.

There was an action plan with the Strategy that would be submitted to the Scrutiny Panel on a regular basis to keep Members informed.

Resolved:- That the submission of the draft Housing Strategy to GOYH be supported subject to final amendment by the Cabinet Member for Housing and Environmental Services.

#### **10. PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME**

The Principal Policy and Planning Officer submitted a report on the proposed introduction of a Private Rented Sector Landlord Accreditation Scheme.

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

It would give tenants the comfort of knowing that the accommodation they were renting, or intended to rent, would meet the basic minimum standards as well assuring the landlords that their property met the standard. It also gave the Authority similar confidence. If a landlord had a large portfolio of properties, he/she could ask for accreditation on certain properties and assistance would be given to bring the remainder up to standard.

It was proposed to be a voluntary scheme at the present time so it would have to be promoted to landlords and tenants with incentives for the former to join. Accredited properties would be promoted through the Council. Support from the Anti-Social Behaviour Team would be offered to tenants.

The Scheme was supported by the Rotherham and District Residential Landlords' Association. It would be introduced initially in 2 pilot areas covering Brinsworth and the Neighbourhood Management Pathfinder, Eastwood and Springwell Gardens. Funding would be sought from the Pathfinder for the appointment of a dedicated officer.

Discussion had already been held with landlords regarding joining of the scheme. Approaches had been made by landlords who had properties within the pilot areas as well as a discussion with one landlord who had a background in marketing who offered advice and guidance.

Resolved:- (1) That the decision of the Cabinet Member for Housing and Environmental Services (Minute 270 of 24<sup>th</sup> May, 2004 refers) to introduce a Private Rented Sector Landlord Accreditation Scheme be supported.

(2) That a progress report be submitted at the end of the 6 months pilot.

#### **11. ASYLUM SEEKERS TEAM VISIT HELD ON 21ST MAY, 2004**

The Scrutiny Officer submitted a report on the recent visit undertaken to the Asylum Seekers Team.

The visit held on 21<sup>st</sup> May, 2004, attended by Councillors Burke, Hall, Senior and F. Wright was as a result of a request made at the March meeting of the Scrutiny Panel (Minute No. 129 refers). Members had been particularly interested in the re-housing service offered to asylum seekers once their case had been approved by the Home Office. A presentation had been given by the Team on the dispersal process of asylum seekers and informed about the Induction Centres. A property was visited that was used as temporary accommodation where Members were able to see for themselves the standards of accommodation and facilities provided for asylum seekers.

The visit had enabled Members to achieve a greater understanding of the issues, problems and concerns of asylum seekers in Rotherham.

Resolved;- (1) That the report be noted.

(2) That further visits be arranged for the Scrutiny Panel during the 2004/05 Municipal Year.

#### **12. QUARTER 4 PERFORMANCE MONITORING**

The Performance and Development Officer submitted the Programme Area's performance report for the year end 2003/04.

At the end of the year 77% of the Indicators had been achieved or had exceeded the year end target. This was a substantial improvement from the previous year where 50% of Indicators had met the outturn targets. The results signified a "sea change" in performance management and customer focus within the Programme Area.

The results would have a significant and positive impact on the Council's Comprehensive Performance Assessment (CPA) score. 87.5% of the Indicators were either in the top or middle quartile compared to 57.5% in 2002/03 representing a substantial improvement at the national level. More importantly was the improvement in the customer care results particular in relation to satisfaction levels, complaints, Councillor Surgery enquiries and Rotherham Connect enquiries. A react service had been developed for those customers that were not satisfied with the service they received.

In order to further improve the Service had renewed its efforts on Local Public Service Agreement targets and the Comprehensive Performance Assessment Indicators. The aims were for all Key Performance Indicators to achieve top quartile performance in 2004/05 and "best in class" performance for 2005/06.

Discussion ensued on the document and the Indicators achieved. The Chairman referred to the very pleasing achievements in relation to food inspections and other enforcement activities. The Executive Director of Housing and Environmental Services reported that a presentation had been prepared for submission to the Scrutiny Panel on the performance management framework.

The Local Public Service Agreement was a range of targets, both nationally and local, and specific targets to reduce the gap in terms of some of the deprivation indicators between the communities within Rotherham and nationally. Currently Rotherham had a mixed performance. Extra resources had been deployed into those areas to look at the impact and the reasons why some of the targets were not being achieved. In one case the indicator set was extremely stretching and if it was hit the Authority would be top of the league nationally.

Resolved:- (1) That the report be received.

(2) That the Scrutiny Panel receive a presentation on the local performance management framework when the 004/05 first quarter results were reported.

**13. HOUSING AND ENVIRONMENTAL SERVICES DECISIONS MEETINGS HELD ON 24TH MAY AND 7 TH JUNE, 2004**

The Panel noted the decisions made under delegated powers by the Cabinet Member for Housing and Environmental Services held on 24<sup>th</sup> May and 7<sup>th</sup> June, 2004.

**14. MINUTES OF MEMBERS SUSTAINABLE DEVELOPMENT GROUP HELD ON 21ST MAY, 2004**

The Panel noted the minutes of the meeting of the Sustainable Development Action Group held on 21<sup>st</sup> May, 2004.

**15. MINUTES OF ENVIRONMENT SCRUTINY PANEL HELD ON 20TH MAY, 2004**

The minutes of the meeting of the Panel held on 20<sup>th</sup> May, 2004, were noted.

With reference to Minute No. 146(3), it was reported that arrangements were in hand to hold a joint meeting of the Democratic Resources and

Environment Scrutiny Panels.

**16. MINUTES OF PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE HELD ON 7TH AND 21ST MAY AND 4TH JUNE, 2004**

The Panel noted the minutes of the meeting of the Performance and Scrutiny Overview Committee held on 7<sup>th</sup> and 21<sup>st</sup> May and 4<sup>th</sup> June, 2004.

**17. 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 item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraphs 7 of Part I of Schedule 12A to the Local Government Act 1972 (financial affairs of someone other than the Council).

**18. UPDATE - FLOODS OF NOVEMBER, 2002**

Resolved:- That this item be deferred to the next meeting.



**THE ASYLUM SEEKERS WORKING PARTY  
30 JUNE 2004**

Present:- Councillor Terry Sharman (in the Chair); Councillors Ellis, Boyes and Robinson

**B6 MINUTES OF MEETING HELD ON 12TH MAY, 2004 (ATTACHED).**

Agreed:- That the minutes of the Working Party held on 12<sup>th</sup> May, 2004, be approved as a true record.

**B7 UPDATE ON THE ASYLUM SEEKER PROGRAMME BUDGET (ATTACHED)**

Andrew Crowley submitted an update on the Asylum Seeker Programme budget highlighting changes since March, 2004.

It was noted that the post of Social Worker and Support for Children and Families and Unaccompanied Minors had been advertised.

Agreed:- (1) That the report be noted.

(2) That no additional expenditure be agreed until a budget could be identified.

(3) That a representative of the Finance and Accountancy Section, Housing and Environmental Services, be invited to future meetings.

(4) That the Executive Director of Social Services be invited to the next meeting of this Working Group to discuss the post of Social Worker and Support for Children and Families and Unaccompanied Minors.

(5) That Andrew Crowley draw up and submit to this Working Group a spending plan for the Contingency Fund.

(6) That the Executive Director of Education, Culture and Leisure Services submit a report to a future meeting on the work undertaken with asylum seekers by the Adult and Community Education Section.

**B8 ADVICE SERVICES FOR ASYLUM SEEKERS AND REFUGEES (ATTACHED)**

Andrew Crowley submitted a report on advice services available for asylum seekers and refugees in Rotherham whose circumstances were unique and, therefore, required a more specialist service. They fell into 3 groups:-

Asylum Seekers

Their most urgent need was legal representation. Rotherham had one firm of solicitors that had the franchise to provide legal advice with a

second one soon to join. Legal advice was also available from a number of specialist immigration and refugee organisations which were regionally based in Leeds.

They also needed advice on the provision of support and accommodation from their accommodation provider. If there were difficulties they were expected to raise the matter with their accommodation provider who would liaise with the relevant department within NASS.

If they were in need of advice about their claim for asylum, it was only available from advice agencies regulated by the Office of the Immigration Services Commission.

#### Refugee Status

Refugees had unique needs and required advice from agencies that were fully conversant with their circumstances. The only agency providing that service was the Northern Refugee Centre.

#### Failed Applicants

Legal representation was required for those who had the option of a judicial review. For those who did not have that recourse, the Citizens Advice Bureau was available.

It was noted that the multi-agency planning group were developing a comprehensive signposting system for asylum seekers and refugees. It was acknowledged that there was a need for a specialist service for new refugees.

Agreed:- (1) That the report be noted.

(2) That in recognition of the gaps in service, work with any agency that offered support be encouraged.

### **B9 POST 2005 NASS CONTRACT**

Andrew Crowley stated that a report was to be submitted to the Cabinet and Council seeking in principle approval to enter into formal discussion with the Government Office for the post 2005 contract.

Discussion ensued on level 2 (partially delegated). This involved the regional consortia managing housing contracts with local authorities, Registered Social Landlords and private providers and would be responsible for accommodation allocations.

Agreed:- (1) That the report and the intention to submit a report to Cabinet and Council in August, 2004, seeking in principle agreement to enter into formal discussion with Government Officer with regard to the post 2005 contract be noted.

(2) That a letter supporting level 2 be prepared for the Deputy Leader

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with copies to the Home Office and the 3 local MPs.

**B10 REFUGEE WEEK 2004**

Andrew Crowley reported that a DVD had been produced which emphasised that Rotherham had always welcomed people and disputed the myths about asylum seekers and what they actually received when they came to the town. It also included the story of an asylum seeker. All Housing Offices had been supplied with a copy during Refugee Week.

**B11 WELCOME CENTRE - WORK UNDERTAKEN DURING SEPTEMBER, 2003 TO JULY, 2004 (ATTACHED).**

Roger Higginbottom submitted a report on the work undertaken at the Welcome Centre during September, 2003 to July, 2004.

During 2003/04 27 students had been placed at the Centre ranging in age from Y5 to Y11 with a range of abilities and educational experience. 20 students had been integrated into mainstream schools.

The Centre had been very effective and positive with all activities focused on its core purpose i.e. giving students a positive first experience of the English educational system and developing their literacy and numeracy skills.

Discussion ensued on current Government policy which may potentially impact on future pupil numbers. Contact would be made with the private accommodation providers in an attempt to gain an indication of projected numbers.

Agreed:- That the report be noted.

**B12 ANY OTHER BUSINESS**

- (1) Andrew Crowley was to attend a preview of the television programme that had been filmed in the area.
- (2) Applicants could now apply in country and receive NASS support.
- (3) An invitation was extended to the Working Party to visit the Asylum Team.

**B13 DATE OF NEXT MEETING**

Agreed:- That the meeting scheduled to be held on 4<sup>th</sup> August, 2004, be cancelled with the next meeting being held on 29<sup>th</sup> September.

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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