

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

**Venue: Town Hall, Moorgate
Street, Rotherham.**

Date: Monday, 28 June 2004

Time: 9.30 a.m.

A G E N D A

1. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
2. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
3. Quarter 4 Performance Monitoring 2003/04 (Pages 1 - 38)
4. Representation on Outside Bodies (Pages 39 - 40)
- report of Democratic Services Manager
5. Petition - St. Edmunds Avenue, Thurcroft (Pages 41 - 42)
- report of Head of Housing Services.
6. Consumer Direct (Pages 43 - 44)
- report of Head of Environmental Health
7. Declaration of Air Quality Management Area (Pages 45 - 46)
- report of Head of Environmental Health
8. Anti-Social Behaviour Act 2003 (Pages 47 - 50)
- report of Head of Environmental Health
9. East Herringthorpe Burglary Reduction Project (Pages 51 - 54)
- report of Head of Housing Services
10. "Going Local" Housing and Repairs Pilot Update (Pages 55 - 66)
- report of Head of Housing Services
11. Waste Management Strategy
- report to follow
12. Waste Management Service Improvement Plan

- report to follow

13. Exclusion of the press and public
The following items are likely to be considered in the absence of the press and public as being exempt under those paragraphs indicated below of Part I of Schedule 12A to the Local Government Act 1972:-
14. Decent Homes - Wath Regeneration - Progress Report (Pages 67 - 76)
(Exempt under Paragraphs 8 and 9 of the Act – expenditure to be incurred/contractual information)
15. Petitions
 - (a) Charges for the use of Sheltered Accommodation facilities by Guests.
 - (b) Drainage Problems, Swallownest
 - (c) Anti-Social Behaviour, Kimberworth Park(Exempt under Paragraphs 3, 4 and 8 of the Act – accommodation provided by the Council/services provided by the Council/supply of services)
16. Recruitment of Consultants to assist with the establishment of the ALMO (Pages 77 - 168)
(Exempt under Paragraphs 8 and 9 of the Act – accommodation provided by the Council/supply of services/negotiation of terms)

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

2. **Date of Meeting** 28 June 2004

3. **Title** Quarter 4 Performance Report, 2003/4

4. **Originating Officer** John Mansergh
Performance and Development Officer
Tel Ext 2220

5. **Issue**

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

6. **Summary**

We have delivered the best results we have ever achieved for our customers. At the end of the year, 77% of the indicators have achieved or exceeded the year end target. This is a substantial improvement from the previous year where 50% of our indicators met the outturn targets. These results signify a “sea change” in performance management and customer focus within the programme area.

We are now performing better nationally than we have ever done before. We have 87.5% of our indicators in the top and upper middle quartiles, when compared to All England figures. This compares to 57.5% of our indicators in the higher quartiles in 2002/3. Since the end of 2003/4, 3 indicators have moved up 2 quartile places, 4 have moved up one and 9 have remained static. During 2003/4 none of our indicators dropped a quartile place. The shift in performance through the quartile positions represents significant “step change” at the national level and sub-regional level.

Our customer care results have also improved throughout the year, which has been recognised by two different inspections during 2003/4. The Regular Performance Assessment on waste management commented “an increase in satisfaction with refuse collection” and the Housing Inspectorate said that we have an excellent contact centre and customer friendly offices. They also noted that we have strong tenant and customer involvement in setting and monitoring service standards.

These outstanding results have been achieved through a range of innovative performance management tools. We have a customer focused KPI suite and a revised Performance Management Framework providing us with opportunities to identify trends so that we can deal with poor performance and initiate recovery action early. This is possible due to robust action planning, monthly control targets, “real time” data collection and analysis, performance clinics and two way communication channels. Good performance is celebrated at management of change away days and performance and development reviews.

7. **Clearance/Consultation**

The report has been discussed with Service Managers and Performance Indicator Managers and will be presented to the Audit Commission for the Waste Management Inspection on 5 July 2004 and the Indicative ALMO Inspection on 20 September 2004.

8. **Timing**

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

9. **Background**

This report follows previous quarterly reports on last year's performance presented to Cabinet Member on 29 September 2003, 1 December 2003 and 15 March 2004.

10. **Argument**

Local Government is at its best when we are in touch with our customers and we firmly believe that we will achieve our goals by using this approach to performance management. We want to continually improve so that our customers receive top quality services and value for money.

We are now aiming for top quartile in all key performance indicators by March 2005 and "best in class" by March 2006. To do this, action is in place to ensure that we learn from our experiences with the indicators that did not achieve their stretching targets. We have already identified the need to take action to improve CPA and LPSA indicators so that we improve our performance on corporate priorities "**a safe place, a place to live and to be a progressive, responsive, accessible and quality service provider**".

We have plans in place to deliver further improvements in satisfaction and performance during 2004/5, Our new Programme Area Performance Plan (2004/7), ALMO Excellence Plan, Waste Management and Repairs and Maintenance Service Improvement Plans provide us with the actions needed to achieve our aims and objectives. We are reshaping our services to provide a customer focus and modern means of access and placing customer aspiration at the heart of all decision making processes.

11. **Risks and Uncertainties**

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

12. **Finance**

There is an administration cost to producing the reports.

13. **Sustainability**

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

14. **Wards Affected**

All

15. **References**

www.audit-commission.gov.uk

www.housemark.co.uk

16. **Presentation**

The 2003/4 Quarter 4 Performance Report is attached.

17. **Recommendations**

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

Housing & Environmental Services

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

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

PI Ref.	PI Manager	2003/04 Target	March Actual	% - Difference
HES 11	Simon Bell	12%	27.70%	131%
HES 4	Mark Ford	6	11.72	95%
HES 2	Mark Ford	2.4	4.24	77%
HES 88	Adrian Gabriel	53	25	53%
BV 82b	Adrian Gabriel	2.80%	4.20%	50%
BV 64	Brian Marsh	65	92	42%
HES 5	Dave Abbott	80%	97.50%	22%
BV 90a	Adrian Gabriel	75%	91%	21%
HES 68	Dave Abbott	29	22.84	21%
HES 6b	Chris Wade	225	183	19%
BV 184	Dave Middleton	16.06%	19.05%	19%
HES 6a	Chris Wade	350	291	17%
HES 1	Mark Ford	90%	100%	11%
HES 16	Mark Ford	90%	100.00%	11%
HES 13a	Dave Abbott	1.75%	1.55%	11%
HES 18	Janice Manning	90%	100%	11%
HES 19	Craig Fisher	70%	77.00%	10%
BV 90c	Adrian Gabriel	74%	81%	9%
HES 3b	Dave Abbott	90%	98.33%	9%
BV 86	Adrian Gabriel	£44.83	£41.01	8.52%
HES 3a	Dave Abbott	90%	97.21%	8%
HES D8	Dave Middleton	9,793	9,435	4%
BV 82a	Adrian Gabriel	10.20%	10.60%	4%
HES 67	Angela Smith	97%	100%	3%
HES 66b	Dave Abbott	1.80%	1.75%	3%
BV 82d	Adrian Gabriel	87.00%	85.20%	2%
BV 84	Adrian Gabriel	489	478	2%
HES 17	Bob Crosby	97%	98.50%	2%
HES 73	Gary Whitaker	15	14.85	1%
BV 62	Brian Marsh	3.20%	3.21%	0%
HES 7	Paul Ruston	98%	98.11%	0%
BV 63	Brian Marsh	58	58	0%
BV 82c	Adrian Gabriel	0.00%	0%	0%
BV 91	Adrian Gabriel	96.40%	96.40%	0%
HES 3c	Dave Abbott	100%	100%	0%
HES 10	Gary Whitaker	96%	96.00%	0%
HES 9	Dave Middleton	49%	49.00%	0%
BV 164	Dave Abbott	Yes	Yes	0%
BV 166a	Bob Crosby	100%	100%	0%
BV 166b	Bob Crosby	100%	100%	0%
HES 12	Dave Middleton	100%	100.00%	0%
BV 66a	Dave Abbott	98.20%	97.72%	-0.49%
BV 87	Adrian Gabriel	£28.89	£29.50	-2%
BV 90b	Adrian Gabriel	73%	71%	-3%

HES 72	Gary Whitaker	96%	93.11%	-3%
HES 8	Gary Whitaker	80%	75.83%	-5%
BV 74	Dave Abbott	80%	75.5%	-5.63%
BV 75	Dave Abbott	66%	61.7%	-6.52%
HES 14	Dave Abbott	21	23.15	-10%
BV 185	Gary Whitaker	75%	66.21%	-12%
HES 69	Dave Abbott	1.30%	1.58%	-22%
HES 13b	Dave Abbott	0.45%	0.60%	-33%
BV 183	Angela Smith	0.43	0.67	-56%

Executive Summary

Overview

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

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

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

When compared to All England ALMOs, 6 out of 9 indicators are in the higher quartiles, 3 are in the lower middle quartiles. No indicators are currently in the bottom quartile. This compares to 4 indicators in the higher quartiles last year and 3 in the bottom quartile. These repairs indicators (urgent repairs, non-urgent repairs and repairs by appointment) have all gone up a quartile place this year. Only one indicator (decent homes) to fell a quartile place but this is to be expected as the ALMOs in the club (mostly rounds 1 and 2 of the ALMO programme) have already drawn down the additional funding and are expected to finish their decent homes programmes in 2005/6. The report also identifies

comparison with housing providers in the Yorkshire and Humberside Performance Improvement Club, which we are members. This group consists of ALMOs, housing associations and Councils.

For Environmental Health, 4 indicators are in the top quartile, 2 are in the upper middle quartile, 1 is in the lower middle quartile and 1 indicator is in the bottom quartile. The indicator currently in the bottom quartile relates to the cost of waste collection. This has increased as we have placed extra investment into our recycling commitments and in particular, the roll out of the Blue Box Scheme. There is a direct correlation between the investment (BV86) and our best ever recycling results (BV 82a & b are now in the top quartile). We are well on course for achieving our 2005/6 LPSA target for recycling and composting. This reflects the best ever achievement within our Waste Management Service. This is an improvement from the previous year where 3 of our waste indicators have moved up 2 quartile places.

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

Target not Achieved

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

Significant Improvements

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

Actions for Improvement

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

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

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

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

➤ **Supporting Corporate Priorities**

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

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

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

BV164	Does the authority follow the Racial Equality's code of practice in rented housing and follow good practice standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment? <i>(Dave Abbott)</i>
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4th Quarter Performance Monitoring Report – 2003/04
Housing & Environmental Services

✓	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	Full	Full	Full	Full (Q3) Full (Q2) Full (Q1)	Full
Quartile Position – All England Top Quartile					

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

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

HES 5 ✓	% of new tenancies that last more than 12 months (<i>Dave Abbott</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	80%	N/A	93.3% (Q3) 93.1 % (Q2) 89.32% (Q1)	97.5%
	No Quartile Comparison Available				

BV 62 Performance – Unfit private dwellings made fit/demolished

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

BV 64 Performance – Private vacant dwellings occupied/demolished

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

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

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

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

- This KPI is a cumulative indicator capturing B&B activity from the previous year(s). Performance is below target due to B&B usage in 2002/03 impacting on current performance. Action has been taken throughout the year to remove the impact of the historic use of B&B accommodation, despite this, the indicator retains top quartile performance.
- In the Yorkshire and Humberside Performance Improvement Club, we are in the top quartile and are "best in club".
- Actual B&B use in 2003/04 has reduced through the increased number of alternative options available including the implementation of furnished property scheme, the increased level of interim accommodation and the

implementation of the Homelessness Strategy. This will improve performance in the future.

HES 67 Performance – Homelessness applications – decision in 33 days

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

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

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

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

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

BV63 ✓	Energy Efficiency – the average SAP rating of local authority owned dwellings (<i>Brian Marsh</i>)				
	Comprehensive Performance Assessment Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	57	58	56 62	58 (Q3) 58 (Q2) 57 (Q1)	58
Quartile position: All England Upper Middle Quartile					

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

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

BV 63 Performance – Energy Efficiency SAP rating

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

planned investment over the next ten years will continue to steadily improve the SAP rating.

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

- We have exceeded the year end target by 323 properties, which places us in the top quartile for All England authorities. This reflects well on the growing strength of our Decent Homes Partnership.
- Decent Homes work has been completed in Canklow and is currently underway in Henley, Masbrough, Whiston, Aston and Herringthorpe (Longfellow Drive).
- Despite top performance this year, the numbers requiring to be brought up to the decency standard have been revised upwards as a result of the FPD Saville Report, following the Stock Condition Survey published in April 2004. This has clarified that 78% of our stock does not currently meet the decency standard.

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

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

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

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

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BV82c	Percentage of the total tonnage of household waste arising which has been used to recover heat, power and other energy sources <i>(Adrian Gabriel)</i>				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	0%	0%	N/A 54%	N/A	N/A
	No Quartile Comparison Available				

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

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

BV86 ✓	Cost of waste collection per household <i>(Adrian Gabriel)</i>				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Quarter 1)	2003/04 Year end
	£39.99	£44.83	£29.47 £36.03	£46.51 (Q3) £44.39 (Q2) £44.56 (Q1)	£41.01
	Quartile position: All England Bottom Quartile				

BV87 ✗	Cost of waste disposal per tonne for municipal waste <i>(Adrian Gabriel)</i>				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	£27.94	£28.89	N/A £42.80	£24.87 (Q3) £23.84 (Q2) £26.37 (Q1)	£29.50
	Quartile position: All England Top Quartile				

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

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

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

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

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

BV 82a Performance – % of waste recycled

- Performance has improved since the last quarter and we have exceeded the year-end target, placing us in the top quartile for All England.
- Performance has increased by 71% from 2002/03 and has moved up 2 quartile places when compared to All England authorities.

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

BV 82b Performance – % of waste composted

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

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

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

BV 82d Performance – % of waste landfilled

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

BV 84 Performance – Kg's of waste per head

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

BV 86 Performance – Cost of waste collection per household

- Performance levels achieved the year-end target.
- Increased costs reflect additional investment in infrastructure to support the collection of kerbside recyclables.
- Our investment plans have focused on the initial infrastructure required to meet our LPSA targets and the national waste minimisation agenda. This commitment unfortunately means that for the time being we currently remain bottom quartile, when compared to the best available benchmarking information.

BV 87 Performance – Cost of waste disposal per tonne

- Performance levels were slightly behind our year-end target. The indicator has positively remained in the top quartile and we have stretching targets in place next year to improve furthermore.
- The lower than forecast waste arisings as well as the increased recycling and composting levels that we have achieved have had the effect of transferring costs from waste disposal to waste collection.

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

- Year-end performance is significantly better than the target, placing us in the top quartile for All England. The implementation of the blue box scheme has not adversely impacted on performance and the RPA inspection commented an "increase in customer satisfaction with refuse collection".
- Close monitoring and management of this performance indicator has led to the best performance levels we have seen in recent years with an 82% improvement on 2002/03 outturn.
- Performance will continue to be closely monitored in the next year, to ensure that levels are improved as more recycling initiatives are implemented. We have "stretched" our targets for the next three years to account for this year's outstanding performance.

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

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

BV 91 Performance – % served by kerbside collection of recyclables

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

Priority 4 – Develop a comprehensive Enforcement Function

- Supporting Corporate Priorities
 - *A Safe Place*

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

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

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

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

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

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

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

- Current performance is significantly better than the year-end target.
- A robust procedure of prioritising “high risk” premises is paying dividends with this indicator and we have been placed in the top quartile for the last 2 years compared to 2000/1 data.

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

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

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

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

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

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

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

- Continuous performance levels continued throughout the year at a rate beyond our original prediction. We installed a new SMART target last quarter and we were able to marginally beat this stretching figure.
- 293 notices were issued during 2003/4 and excellent performance was down to a number of factors including; an increased number of fly tipping incidents and the success of the Streetpride initiative (fly tipping removal teams) and litter removal teams. We have been able to manage this nuisance problem more efficiently this year by targeting our patrol activity around “hot spot” littering areas of the Borough.

HES 16 Performance – Industrial process emission control programme

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

Priority 5 – Improving our performance as a landlord

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

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

HES 66b ✓	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll (<i>Dave Abbott</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	1.72%	1.8%	N/A	2.09% (Q3) 2.36% (Q2) 2.17% (Q1)	1.75%
No Quartile Comparison Available					

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

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

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

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

BV 66a Performance – Rent Collected

- Performance fell short of reaching the year end target by 0.37% but has remained in the upper quartile for All England authorities.
- Improvements in our void management performance and a rise in Right to Buy sales adversely affects the indicator. In real terms, performance has not deteriorated, but we are well aware that improvements are required. We have renewed our performance management efforts (further action plans for all areas, audits for poor performers) to ensure that we apply continuous improvement during 2004/5.
- To improve performance further, we have piloted a central rent recovery service, where arrears are collected by officers specialising in rent recovery best practice and whose priorities are more clearly focused. This decision was another lesson drawn from the evaluation of “Going Local” and the need for rent collection to be “best in class” by April 2006.

HES 66b Performance – Rent Arrears of current tenants

- Performance has exceeded the year-end target but performance management activity, particularly dealing with individual poor performance, will be given a greater emphasis throughout the service next year. This will be addressed through stretching individual targets managed through the new PDR arrangements.
- In the Yorkshire and Humberside Performance Improvement Club, we are “best in club” for this indicator and upper middle quartile for rent written off as a % of the rent roll.

- The central rents pilot has been introduced to improve performance and improve our rent-related neighbourhood management activity in local areas. The indicator's action plan for 2004/5 contains further key changes, including an out of hour's arrears recovery service.

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

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

HES 11 Performance – % of tenant rechargeable repairs recouped

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

BV 74 Performance – % satisfaction with landlord services
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BV 75 Performance – % satisfaction with decision making opportunities
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- Our satisfaction results have marginally improved on both satisfaction BVPIs. For BVPI 74 we have remained in the lower middle quartile for All England authorities and upper middle quartile for metropolitan authorities. For BVPI 75 we have remained in the upper middle quartile for All England and top quartile for metropolitan authorities.
- The stretching All England top quartile aspiring targets (80% BVPI 74, 66% BVPI 75) were not achieved and an in-depth analysis of the data is currently in progress to establish further action. An action plan will be developed to ensure the scores improve and reach our top quartile target by 2005. A monthly survey will be undertaken during 2004/5 to track these improvements. An annual survey using the "STATUS" methodology will be undertaken so that we can produce up-to-date BVPI information to the ODPM; this brings us in line with the majority of top performing landlords in the country.
- The results have identified a number of positives and have reinforced our vision of, and the need for developing, neighbourhood management. We

anticipate that the shift in emphasis from housing to neighbourhood management following the restructure of the service in 2004 will have a positive impact on both these indicators. The key to this will be implementing new ways of working based on customer feedback and improving action in relation to hard to reach groups.

Priority 6 – Improving Void turnaround times and optimising income

➤ Supporting Corporate Priorities

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

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

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

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

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

HES 68 Performance – Average Void Relet Time

- We have surpassed the year-end target by a considerable margin and this has been achieved through sound performance management - from top level scrutiny at cabinet and PAMT, to development sessions between housing officer and manager.
- The LPSA target for 2004/5 (20 days) is now within reach and improvements in the quality of our properties have led to faster relet times, a 54% improvement on last year and placing us as the 3rd best in the country in comparison to All England ALMOs.
- We have introduced the “Houseproud” lettable standard and will develop a Choice-Based Lettings Scheme in 2004 to offer more quality and choice to our customers. Effective monitoring and management of our performance will continue to further improve performance.
- The recently approved Furnished Tenancy Scheme is expected to increase the attractiveness of renting from the Council, and draw interest from groups of customers who have not previously considered Council housing as an option.

HES 69 Performance – Rent loss through voids

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

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

- Performance on (a) significantly achieved the target figure but (b) was marginally outside target.
- Performance has improved in the last quarter and is expected to improve further in 2004/05 due to a number of strategic factors including success in

attracting Housing Corporation finance to redevelop the site of Dalton House, developing Extra Care sheltered housing, the development of choice based lettings and furnished tenancies, the development of our Sustainability Model, and the impact of Transform South Yorkshire.

HES 14 Performance – Void Time from Termination to Start Date

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

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

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

HES 72 x	The percentage of urgent repairs completed within Government time limits (<i>Gary Whitaker</i>)				
	Local Public Sector Agreement Target				
	Comprehensive Performance Assessment Indicator				
	Mission Possible Performance Indicator				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	82.3%	96%	N/A	92.23% (Q3) 92.16% (Q2) 91.93% (Q1)	93.11%
Quartile position: All England ALMOs Lower Middle Quartile					

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

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

HES 6 ✓	The average time taken to provide an adaptation after receipt of the Community Occupational Therapists assessment for: a) Public Sector dwellings b) Private Sector dwellings (<i>Chris Wade</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	a) 350 days b) 225 days	N/A	267/192 (Q3) 266/196 (Q2) 304/194 (Q1)	291/183
No Quartile Comparison Available					

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

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

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

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

HES 12 ✓	Performance of spend on Capital Programmes (<i>Dave Middleton</i>)				
	2002/03 Actual	2003/04 Target	Mets/All Eng Top 25% 2002/03	Past Performance	2003/04 Year end
	NEW	100%	N/A	67.34% (Q3) 45.62% (Q2) 10.61% (Q1)	100%
No Quartile Comparison Available					

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

- Performance levels have continuously improved throughout the year but we have missed the year-end target by 2.9%. This substantiates previous reports where we commented that consistently high monthly performance levels will bring us close to the year-end target.
- This indicator is an important measure of customer focus and has improved dramatically in the second half following a slow start to the year, with a 13% improvement on last years figures. We have gone from bottom quartile to lower middle quartile when compared to All England ALMOs. In the Yorkshire and Humberside Performance Improvement Club, we are in the upper middle quartile.
- The challenge for 2004/05 is to achieve top quartile performance and we are confident of meeting this. During the last 4 months we have consistently achieved top quartile performance and the improvements that will arise from our “business process re-engineering” activity will help us to our target of becoming “best in class by 2006”.

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

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

BV 185 Performance – Repairs by Appointment

- The stretching target was not achieved but a major turn around in performance in the last two quarters of the year has seen a big improvement on last year's outturn! Our customers are now seeing the benefits of these improvements.
- Current trends indicate that our top quartile stretching targets for the next two years of the LPSA programme will be achieved due to an increase in appointment slots and out of hours/weekend appointments. We are doing this by listening to feedback from our customers who want greater flexibility and choice. Our internal scrutiny arrangements and business process re-engineering outcomes will ensure we continuously improve.
- In comparison with All England authorities, we have risen from lower middle quartile to upper middle quartile. For metropolitan authorities we have risen into top quartile.

HES 6 Performance – Time taken to process adaptations

- Cumulative performance continuously improved throughout the last three quarters of the year after a slow start. The year-end target has been met.
- We have introduced streamlined procedures to prevent the long processing times, which have had an adverse effect on these indicators during 2003/4. This will lead to faster timescales in 2004/05 which should be reflected in our customer satisfaction scores.
- There is no meaningful comparable data for this indicator but we have initiated action with an East Midlands group of local authorities to establish a benchmarking group and adaptations KPI suite.

HES 7 Performance – % of properties gas serviced

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

HES 8 Performance – % of repairs completed on first visit

- The outturn figure fell short of the year-end target.
- Our "right first time" commitment is an important measure of customer care and cost effectiveness so we will be renewing efforts next year to improve performance. We will be capitalising on the business process re-engineering investment undertaken during 2003/4, which should improve all repairs and maintenance indicators and customer satisfaction in 2004/5.

- The development of a multi-skilled workforce, together with the ending of the bonus system are major steps to achieving the 'right first time' approach to repairs completion.

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

- Performance levels have met the year-end target. This provides great confidence in our ability to plan and deliver programmes of work identified within the Annual Maintenance Plan. In common with most local authorities, this has been a weakness in the past, but performance is at the best levels yet.
- We are the leading Local Authority in the region for this indicator and have initiated and established a 60/40 benchmarking club to establish best practice from the club members. We aim to establish our definition as a recognised national standard as there are numerous variances to the definition of this indicator across the country.

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

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


HES 12 Performance – Spend on Capital Programme

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

General Programme Area Performance

Customer Services

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

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

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

Summary of complaints

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

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

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

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

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

Over the last year between 1 April 2003 to 31 March 2004, 301 formal complaints were received. This compares to 247 in the previous year 2002/3. 20

Ombudsman complaints were received over the year compared to 21 in the previous year. Throughout the year the programme area received a total of 94 compliments of which 78 were about the quality of service.

Complaint procedure performance targets

Complaints to be acknowledged within 5 working days.

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

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

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

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

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

During the last year 2003/4 100% of the complaints were acknowledged within the 5 working day timescale of which 78% were solved and received a full reply within the target response time, this compares to 64% in 2002/03. We have put extra monitoring control measures in place during 2003/4 so that we deliver the best possible complaints procedure for our customers. This has been held up as good practice by the Corporate Performance and Quality Team.

BV 5a - Complaints to the Ombudsman classified as maladministration

There have been none in the last quarter or during the year 2003/4. This complies with the Council target of '0' for 2003/4 (BVPI 5a).

xBV5b - The number of complaints classified as local settlement

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

There have been a total of six local settlements for the year 2003/4 resulting in compensation payments amounting to £883.75. This indicator has not been retained by the Council as a Local Performance Indicator.

Customer Satisfaction Survey on Complaint Handling

The 2003/4 annual survey results are very useful and we have been able to put measures in place as a direct result of listening to our customers. It is particularly encouraging that most customers access the complaints system by advice from members of staff (29%) or by leaflets (20%) in reception areas. 78% of our customers (74 respondents) that took part in the survey would use the service again.

Other headline comments were:

- 67% satisfied with the time taken to acknowledge the complaint.
- 53% satisfied with being kept informed during the complaint.
- 53% satisfied with the time taken to complete the investigation.
- 58% satisfied with the way the complaint was investigated – beating the Council target of 40% (BVPI 4).

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

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

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

Councillor Surgeries

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

The table below shows the number of Councillor Surgeries received during the quarter by service and subject area. Housing and Environmental Services receives the most surgeries within the Council and our results over the last two years show that we are delivering a high quality service for members.

Service Area	Actions or conduct of staff	Quality of service provision	Request for service	Request for information	Cost of service	Delay in providing service	Others	TOTAL	Percentage of surgeries
Housing Needs	0	0	4	3	0	0	1	8	4
BRU – Technical	0	3	9	3	0	1	0	16	8
Agency & Grants	0	0	2	2	0	0	0	4	2
Housing Management	0	4	112	16	1	11	0	144	72
Environmental Services	0	0	15	2	0	0	0	17	9
Waste Management	1	0	6	0	0	0	0	7	4
H & C Standards	0	0	0	0	0	0	0	0	0
Housing Strategy	0	0	0	0	0	0	0	0	0
Regeneration	0	0	0	0	0	0	0	0	0
ASB	0	0	3	0	0	0	0	3	2
TOTAL	1	7	151	26	1	12	1	199	
Percentage	1	4	76	13	1	6	1		

The Housing Management service area receives the majority of Councillors Surgeries (72%). These are evenly spread throughout the housing offices except for Town Centre housing which received 31%. Overall, most surgeries received were; repair requests (26%), information about rehousing (24%) and reports of anti-social behaviour (17%).

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

During the year between, 1001 surgeries were received of which 92% were resolved within the target time period. This compares to a response rate of 86% in 2002/3 and 53% in 2001/2. We have put extra monitoring control measures in

place during the last two years so that we deliver a higher quality service for members.

Rotherham Connect Enquiries

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

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

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

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

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

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

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

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

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

**REPRESENTATION OF THE COUNCIL ON OTHER BODIES
2004/05**

- | | | |
|-----|--|---|
| 1. | Yorkshire and Humberside
National Society for Clean Air | Four reps. From Scrutiny
Councillor Wyatt |
| 2. | Orgreave Opencast Development and
Land Reclamation Liaison Meeting | Councillor F. Wright |
| 3. | Recycling Group | Councillor Ellis
Sub – Councillor Hamilton
1 rep. from Scrutiny |
| 4. | Regional Environment Protection
Advisory Committee | Councillor Hamilton |
| 5. | Rotherham Pub and Club Watch
Doormen/Women Registration and
Discipline Committee | Councillor Senior
(Chair of Licensing Board) |
| 6. | Rotherham Rent Bond Guarantee Scheme | Councillor Ellis
Sub- Councillor F. Wright |
| 7. | RUSH House | Councillor F. Wright |
| 8. | Safety Kleen Liaison | Councillor Davies |
| 9. | Social Concerns Committee
Churches together in Rotherham | 1 rep. from Scrutiny |
| 10. | South Yorkshire Environment Group | Councillor Hamilton |
| 11. | South Yorkshire Housing Association | Councillor Kaye |
| 12. | South Yorkshire Trading Standards
Executive Committee | Councillors Ellis and
and Jack |
| 13. | South Yorkshire Trading Standards
Sub-Group | 1 rep. from Scrutiny |
| 14. | Yorkshire and Humberside Pollution
and Advisory Council | Councillors Hamilton
and Senior plus 2 reps. from
Scrutiny |
| 15. | Women's Refuge | 1 rep. from Scrutiny |
| 16. | Members Sustainable Development Action Group | Councillor Kaye |
| 17. | South Yorkshire Housing Renewal Pathfinder | Councillor Ellis |

- | | | |
|-----|---|-----------------------|
| 18. | South Yorkshire Strategic Housing Partnership | Councillor Ellis |
| 10. | Decent Homes Partnership | 2 reps. from Scrutiny |

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** CABINET MEMBER FOR HOUSING & ENVIRONMENTAL SERVICES

2. **Date of Meeting** 28 June 2004

3. **Title** PETITION REGARDING ANTI-SOCIAL BEHAVIOUR AT ST EDMUNDS AVENUE, THURCROFT

4. **Originating Officer** W Farrell
Housing Manager, Ext. 4703

5. **Issue**

A petition has been received regarding alleged anti-social behaviour being carried out by young people on St Edmunds Avenue, Thurcroft.

6. **Summary**

A petition has been received from the residents of St Edmunds Avenue, Thurcroft regarding the alleged anti social behaviour from young persons residing in the St Edmunds Avenue children's home and the children residing at St Edmunds Avenue.

7. **Clearance/Consultation**

Housing Services staff at the Area Housing Office have been working closely with the local community and Social Services. Councillor Boyes has been informed by the Area Housing Manager of his findings and has also received a response from the Operations Manager, Children & Families, to a surgery submitted by Councillor Boyes.

8. **Timing**

If nuisance is reported further, action will be taken which may include the serving of Acceptable Behaviour Contracts upon the children concerned.

9. **Background**

St Edmunds is a small children's home registered with the Commission for Social Care. Under the terms of the registration it may accommodate only females between the ages of 12 to 18 and up to a maximum of 6 young people. It is not permitted for males to enter the home.

Since January 2004 a total of 5 young girls have lived at the home, all under the age of 16 years. There are currently 3 girls in placement at the home.

Incidents of anti social behaviour of residents of St Edmunds children's home are dealt with immediately by staff and appropriate measures taken. Meetings have taken place between the unit's manager and the local community to promote a good relationship within the community. A local teenager who was visiting the children's home and causing anti social behaviour in the area has had an Anti Social Behaviour Order placed upon her banning her from the St Edmunds Avenue area.

The local housing office has and will continue to carry out home visits to the tenants of St Edmunds Avenue to resolve the issue of unkempt gardens. Since these regular

visits have been made there has been a marked improvement and the tenants have responded positively to requests for improvement.

On 29 April 2004 Nuisance Monitoring sheets were left with complainants residing on St Edmunds Avenue and Aymer Drive; to date the sheets have not been returned and no further incidents reported.

10. **Argument**

There are legal remedies to resolve any nuisance problems that may occur. However they all require evidence and the assistance of the residents in the neighbourhood is important.

11. **Risks and Uncertainties**

To be successful in any legal action, good quality evidence is required and this is not always possible to obtain.

12. **Finance**

The cost of any investigation is covered by the staffing budget. However if at some future date there is a requirement for legal action, court costs will be incurred.

13. **Sustainability**

The enforcement of the Tenancy Agreement and other legal action to reduce Anti-Social behaviour is essential to the creation of sustainable neighbourhoods, and is therefore a high priority for the Housing Service.

14. **Wards Affected**

Ward 21

15. **References**

Petition from the residents of St Edmunds Avenue, Thurcroft.

16. **Presentation**

Not applicable

17. **Recommendations**

THAT THE CABINET MEMBER NOTES THE CONTENTS OF THIS REPORT

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1. **Meeting** **Cabinet Member for Housing and Environmental Services**

2. **Date of Meeting** **28th June 2004**

3. **Title** **Consumer Direct**

4. **Originating Officer** **David Palmer**
 Principal Trading Standards Officer, Ext. 3149

5. **Issue**
Update on the Yorkshire and The Humber region's bid and the going live of the service.

6. **Summary**
In accordance with Minute No.234 of 25 November 2002, this report outlines the current situation and future plans for the implementation of Consumer Direct in the Yorkshire and The Humber region.

7. **Clearance/Consultation**
Participation in the planned regional scheme has been supported by the Cabinet Member for Housing and Environmental Services and by the South Yorkshire Joint Trading Standards Committee.

8. **Timing**
The scheme is planned for going live for Rotherham consumers from 9 August 2004.

9. **Background**
Consumer Direct is a major DTI strategic initiative to work with and support local authorities in the achievement of a better trading environment, through more confident consumers and fairer trading. It provides funding for a service with increased capacity for consumer advice. Trading Standards can apply more focus on increased referrals and on enforcement. Consumers will benefit from advice on their rights to redress, and good traders will benefit from fairer competition.

This initiative forms a new national telephone and on-line consumer information and advice service, delivered through local authorities working together at the regional level. Consumers will be able to access through a single local rate 0845 telephone number (or via the internet) clear, practical consumer advice and information of consistent high standard. Branded publicity will increase consumer awareness, and Consumer Direct will have high capacity to serve hitherto unmet demand.

Consumer Direct will be operated in partnership with local authorities and Consumer Support Network members, including Trading Standards and other advice agencies. Consumer Direct will be the first point of call for consumers, delivering first tier advice on a range of consumer matters, including advice before shopping, information on consumer rights and practical guidance on individual problems and how to resolve them.

There is likely, although difficult to quantify, an increased demand in existing Trading Standards advice services resulting from referrals, in cases where the advice need cannot be met by the call centre. Referrals will often involve cases of a complex nature and may well require extensive skills or knowledge to resolve.

10. Argument

The Yorkshire and The Humber bid submitted to the DTI was considered amongst strong competition from five other bids prepared by other regions. Ultimately four pathfinder regions have been selected : Yorkshire and The Humber, Wales, Scotland and the South West. Following selection, a Regional Management Board (RMB) has been set up, consisting of representation from each local authority Trading Standards service in the region. The RMB has met on a monthly basis since March of this year and is working closely with DTI representatives to oversee such matters as staff recruitment and training, call transfers from local authorities to the call centre, data transfer from the call centre to local authorities and referral protocols.

In Rotherham, arrangements are underway to automatically transfer calls intended for the consumer advice service to the call centre in Morley, where the trained advisers will offer first step (and if appropriate further) advice. Agreed criteria will assist the adviser as to whether to refer the complainant to our own Trading Standards service and in-house advisers (the referral protocol). In this way criminal, urgent or complex matters will continue to be dealt with by Rotherham based staff.

11. Risks and Uncertainties

The number of likely referred cases is uncertain. Currently the consumer advice service deals with approximately 4000 enquiries per year. Significant increased numbers of enquiries will require careful review in order that the existing team of advisors and enforcement officers can effectively deal with service demands.

12. Finance

The cost of the project is being met by the Treasury and when fully operational around the country is estimated at £19m. The cost associated with transferring calls to the call centre is to be met within that budget, with no additional charge to the caller or the authority.

13. Sustainability

Informed, confident consumers contribute to the economic prosperity of their communities, driving innovation and promoting business competitiveness.

14. Wards Affected All

15. References Yorkshire and The Humber RMB minutes and news updates.

16. Presentation

The official launch of Consumer Direct is planned for August 2004 and will involve considerable promotional events and materials. The authority's media team will be kept fully informed.

17. Recommendations

IT IS RECOMMENDED THAT;

THE CONTENT OF THIS REPORT BE NOTED AND THAT AT THE APPROPRIATE TIME, FULL PARTICIPATION IN PUBLICITY FOR THE PATHFINDER PROJECT BE ENCOURAGED

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** **Cabinet Member for Housing and Environmental Services**
2. **Date of Meeting** **28th June 2004**
3. **Title** **Declaration of Air Quality Management Areas**
4. **Originating Officers** **Mark Parry, Principal Environmental Health Officer
Julie Kent, Scientific Officer.**

5. Issue

A Detailed Assessment of Air Quality in Rotherham has been completed by Environmental Services, which has identified new areas of poor air quality.

6. Summary

The Environment Act 1995 requires the Council to declare new Air Quality Management Areas in areas of poor air quality identified along Fitzwilliam Road, Wellgate and Wortley Road in Kimberworth before 31st August 2004.

7. Clearance/Consultation

Department of Food, Environment and Rural Affairs has recently accepted the Council's findings of the Detailed Assessment of Air Quality, which was completed by the deadline of 30th April 2004. A three month consultation period is allowed for determining the most appropriate boundaries. Environmental Services will be consulting with Planning and Transportation Services as the major source of the pollution is road traffic on Local Authority controlled roads. Newly elected ward members for Boston Castle, Rotherham East and Rotherham West wards will be consulted.

8. Timing

The Environment Act 1995 and guidance issued by the Secretary of State requires that the Council declares the new Air Quality Management Areas before 31st August 2004.

9. Background

The Council has declared two Air Quality Management Areas in Rotherham to date. They cover an area affected by emissions from the M1 in Brinsworth, Catcliffe, Hill Top, Whiston and Wales, and an area affected by domestic solid fuel burning in Brampton Bierlow. The declaration of an Air Quality Management Area requires the development of an Action Plan, with the aim of improving air quality for the affected residents.

10. Argument

The declaration of the Air Quality Management Areas will enable the Council to work towards improving local air quality.

11. Risks and Uncertainties

None

12. Finance

To be contained within existing budgets. The Department of Food, Environment and Rural Affairs have made available a supported capital expenditure (revenue) allocation to the Council to support the purchase of additional monitoring equipment.

13. Sustainability

Any improvement in air quality improves the sustainability of our communities.

14. Wards Affected

Wards 2 (Boston Castle), 12 (Rotherham East), 13 (Rotherham West).

15. References

- Environment Act 1995
- National Air Quality Strategy 2000

16. Presentation

The Council's vision aims to make Rotherham a prosperous inclusive and attractive borough, where people choose to live learn and work. Improvement in air quality works towards this vision.

17. Recommendations

1. That four Air Quality Management Areas be declared:

- 1. Fitzwilliam Road from St Ann's roundabout to Mushroom roundabout for the pollutant nitrogen dioxide (annual average)**
- 2. Fitzwilliam Road from St Ann's roundabout to Mushroom roundabout for the pollutant PM₁₀ (fine particles) 24 hour mean**
- 3. Wellgate from the junction with Badsley Moor Lane to the junction with Mansfield Road**
- 4. Wortley Road in Kimberworth from the junction with Wilton Gardens to the junction with Old Wortley Road**

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** **Cabinet Member for Housing and Environmental Services**
2. **Date of Meeting** **21st June 2004**
3. **Title** **New powers under the Anti Social Behaviour Act 2003**
4. **Originating Officers** **Mark Parry, Principal Environmental Health Officer
Richard Bramall, Environmental Warden Supervisor.**

5. Issue

To advise on the Anti-social Behaviour Act 2003 (“the Act”) which gives new powers to Local Authorities.

6. Summary

Part 6 of the Act came into force on 31st March 2004, including temporary closure of licensed premises by Environmental Health Officers, powers to stop and search vehicles suspected of being unregistered waste carriers, fixed penalty notices for graffiti and fly posting, and an amendment to existing laws on night time noise offences.

7. Clearance/Consultation

The new powers have been discussed with the Licensing Section of Environmental Services, Anti Social Behaviour Unit, Streetpride and the Neighbourhood Wardens. The Chief Executive has agreed to the delegation of powers to Environmental Health Officers via the Head of Environmental Health.

8. Timing

The powers granted in the Act can be used immediately, however there will be a short delay to allow the compilation of policies, procedures and training. The powers for closure of Council licensed premises will not be effective until mid 2005, when changes brought about by the Licensing Act 2003 will take effect.

9. Background

The Government has placed emphasis on improving local environmental quality as the issues affect everybody. The Act enables Local Authorities to take proactive management of their environment and to drive up standards. The powers given to Local Authorities have been the subject of guidance from the Department for Environment, Food, and Rural affairs.

10. Argument

Use of the powers contained in the Act will improve the local environmental quality.

11. Risks and Uncertainties

None

12. Finance

To be contained within existing budgets.

13. Sustainability

The prevention of enviro crime improves the appearance and sustainability of our communities.

14. Wards Affected

All

15. References

- Anti-social Behaviour Act 2003
- Guidance on Commencement of Part 6 of the Anti-social Behaviour Act 2003, Defra.
- Licensing Act 2003
- Attached appendix summarising the new powers for delegation

16. Presentation

The Council's vision aims to make Rotherham a prosperous inclusive and attractive borough, where people choose to live learn and work. The powers contained in the Act enable action to be taken in circumstances where currently this is not possible.

17. Recommendations

1. That the new powers be noted.
2. **The Cabinet Member approves the delegation of the powers in respect of Sections 40-42 (noise provisions), Sections 43-47 (graffiti), Sections 55 and 56 (extension of powers to investigate fly tipping) of the Anti Social Behaviour Act 2003, and any orders, regulations, statutory instruments, or statutory codes of practice made thereunder and any future modifications, enlargements or amendments thereof, to the Head of Environmental Health and his successor from time to time. The said powers conferred include those specified via the Council's Delegation of Powers.**

Appendix

The following table gives a summary of the new powers given to Local Authorities under Part 6 of the Anti Social Behaviour Act 2003

Act Reference	Description
Sections 40 and 41	Closure of noisy premises by approved environmental health officers
Section 42	National availability of penalty notice night noise
Sections 43 to 47	Penalty notices for graffiti and fly-posting
Sections 48 to 52 (Only applicable to some named LAs)	Removal of graffiti from street furniture etc.
Sections 55 and 56	Waste and litter – powers to local authorities to tackle fly-tipping and enforce litter abatement notices

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** CABINET MEMBER FOR HOUSING & ENVIRONMENTAL SERVICES

2. **Date of Meeting** 28 June 2004

3. **Title** EAST HERRINGTHORPE BURGLARY REDUCTION PROJECT

4. **Originating Officer** Paul Walsh
Neighbourhood Manager, Town Centre Neighbourhood Office
Tel Ext 3471

5. **Issue**
Housing Services, working in partnership with South Yorkshire Police and the Valley Community Partnership, has been asked to project manage and deliver a burglar alarm installation project at East Herringthorpe.

6. **Summary**
Capital funding has been secured, in principle, for the installation of intruder alarms, but the proposed project requires a revenue-funding element to sustain the existing project and fund future installation programmes.

7. **Clearance/Consultation**
Discussions have been held with South Yorkshire Police, The Principal Rent Recovery Officer - Housing Services, RMBC Housing Benefits Section, the Valley Community Partnership and Sheffield City Council, who have delivered a similar scheme at the Fox Hill estate. The proposed project has the active support of the Acquisitive Crime Task Group of the Safer Rotherham Partnership. Consultation has not yet been conducted with residents within the target area, as it is envisaged that residents will buy into the scheme as it is rolled out. However, a pilot scheme to provide intruder alarms introduced by South Yorkshire Police received a very high take-up.

8. **Timing**
The scheme needs to be fully operational by July 2004 in order to meet PSA and SRB6 funding targets.

9. **Background**
The domestic burglary rate in East Herringthorpe is twice the Rotherham rate. It is proposed to fit intruder alarms on a pilot scheme to a proportion of properties of all tenures within East Herringthorpe, within available funding constraints. It is proposed to levy a competitive one-off installation charge to owner-occupiers and RSL's and a rent added element to Council tenants.

10. **Argument**
The Fox Hill Project in Sheffield demonstrated a reported burglary reduction rate of over 30%. 98% of residents covered by the scheme felt much safer and found that the scheme represented good value for money. South Yorkshire Police have identified that properties are targeted due to what is perceived to be poor security and that an alarm system is a huge deterrent.

The proposal links with Priority 5 of Rotherham's Strategy to Reduce Crime and Disorder.

- To reduce by 9% the rate of domestic burglary in the Borough by 2005.
- To reduce the percentage of adults very concerned about being a victim of crime from 51% in 2002 to 46% by 2007.

11. Risks and Uncertainties

Failure to achieve this project date may well result in the withdrawal of £58,000 SRB money and the re-profiling of PSA funding from the Valley. There is a risk of displacement crime. The scheme will therefore need to be launched in conjunction with a re-emergence of neighbourhood watch schemes together with targeted policing effort, to address short-term displacement. However there is no guarantee of this. There is unlikely to be any further funding from the Home Office for this scheme and as such it is crucial that the scheme generates funding to sustain further project work, as existing resources will not be sufficient to target all properties. However, the number of further installations per annum is likely to be low, with a need to secure match funding from other sources to increase outputs. Further community based funding will be dependent upon successful outcomes from the pilot scheme. In the absence of market testing, it is unclear what the likely take up rate will be. It is also unclear whether a rent added charge will detrimentally affect take up rates, although the take up rate for housing benefit is high in this area and the additional charge would be covered by housing benefit.

12. Finance

Capital funding of £58,000 PSA Target 8 secured by South Yorkshire Police and £58,000 SRB 6 match funding from the Valley Community Partnership has been identified. At a projected unit cost of £364, this will initially deliver alarm systems to 320 properties, although this could increase with economies of scale.

It is intended that 80% of the funding be targeted at Council properties, which reflects the higher incidence of burglaries to Council properties. 20% of funding will target private sector properties. This will generate further capital funding, as private sector occupiers will be asked to contribute towards 50% of the cost. This contribution level has been agreed with the project partners. This cost is lower than the current market rate for alarm installation and will assist in maximising take-up rates.

It is proposed that a £2.00 per week rent added service charge be applied to Council tenancies benefiting from an alarm system. This charge is set in order to recover installation and maintenance costs over a projected 15 year life span, with the residual £0.40p per week per property being channeled into further capital investment.

It has been confirmed that the full rent added charge will be covered by Housing Benefit. The charge would be levied on the next debit date following completion of the alarm installation work. It is anticipated that the new charges would begin to be applied from late July/August, when the first installations are likely to be completed.

The project assumes that there will be a void rent loss of 1.58% (based upon 2003/04 figures), due to the turnover of properties. In addition, allowance should be made for at least a 2% loss on collection.

The project will be administered by Housing Services. This will result in administrative costs in terms of staff time and resources in administering the scheme, consultation costs, amending rent accounts, rent recovery work and recovering private sector contributions. This cost will be met from existing budgets, with private sector costs being reflected as match funding towards the project.

13. Sustainability

A significant reduction in burglary rates will free up Police time, which can then be redirected to addressing those issues that negatively impact upon the quality of life of local people. A reduction in reported crime will also contribute to raising local perceptions of the area, contribute towards sustaining tenancies and promoting East Herringthorpe as a place to live.

14. Wards Affected

Ward 11

15. References

Correspondence from Housing Benefits regarding benefit eligibility is on file.
Background information from Sheffield City Council regarding the Fox Hill Scheme.

16. Presentation

The project demonstrates a commitment by Housing Services, South Yorkshire Police, The Safer Rotherham Partnership and the Valley Community Partnership, to work together to tackle crime, support vulnerable communities and sustain neighbourhoods.

17. Recommendations

THAT THE PROJECT IS PILOTED IN THE EAST HERRINGTHORPE AREA AND A RENT ADDED CHARGE OF £2.00 PER WEEK IS LEVIED TO SUSTAIN CURRENT AND FUTURE PROJECT WORK.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. **Meeting** CABINET MEMBER FOR HOUSING & ENVIRONMENTAL SERVICES
2. **Date of Meeting** 28 June 2004
3. **Title** “GOING LOCAL” HOUSING AND REPAIRS PILOT UPDATE
4. **Originating Officer** Richard Walker
Area Services Manager
Tel Ext 6950
5. **Issue**
The report updates Members on the progress on the Going Local Pilot in the Greasbrough and Kimberworth Park area, with a particular focus on key performance indicators.
6. **Summary**
The Pilot reflects an ambitious and visionary strategy for the future delivery of area-based public services in Rotherham, addressing the key Corporate aims of the Authority under the principles of Best Value.
7. **Clearance/Consultation**
Consultation with customers has taken place through Area Assembly, Tenants’ Forum, Area Housing Panel and the general public. All Ward Members have been regularly consulted with, over proposed changes within the Pilot. Many other services, both internal and external to the Authority, have been involved in the development of the Pilot.
8. **Timing**
The report outlines the progress made over the first year of the pilot, and the performance in the current year.
9. **Background**
At the meeting of Cabinet Member for Housing & Environmental Services on 10 May 2004, this report was specifically requested. Refer to attached report (Appendix 1).
10. **Argument**
The focus of the Pilot is to achieve greater involvement between Rotherham MBC and its stakeholders in developing a customer orientated service, by providing a fully functional Neighbourhood Management service to people who live in the North Rotherham Area. This conforms to part of the Council’s overall Mission Statement.
11. **Risks and Uncertainties**
Failure to embrace the principles of Best Value and implement them through a defined Neighbourhood Management structure, will hinder Housing Services’ ability to deliver an effective customer-focussed service.

12. Finance

Refer to attached report (Appendix 1).

13. Sustainability

The Pilot enables the implementation and testing of new methods of working, by seeking continuous improvement to the services provided within the neighbourhood. Once evaluated, improvements to services will be adopted Borough-wide to enhance the neighbourhood management strategy.

14. Wards Affected

Wards 10, 12, 20 and part of Ward 8.

15. References

Refer to attached report (Appendix 1).

16. Presentation

Going Local Performance Update (Appendix 1).

17. Recommendations

THAT CABINET MEMBER NOTES THE CONTENTS OF THIS REPORT

Appendix 1

Going Local Performance Update

- 1.0 On 10 May 2004 Housing & Environmental Services Cabinet Member requested an update on performance and initiatives for the Going Local Pilot area.
- 1.1 This report details progress within Going Local, paying particular attention to Key Performance Indicators, comparing performance across the areas.
- 1.2 The report also identifies where remedial action has been taken to combat poor performance, along with other initiatives developing a local performance, management framework.

2.0 Performance against BVPI.68

Table 1

District	30/05/2003	02/04/2004	% change	No. of properties let	% of stock
1 Maltby	20.26	18.71	-8	251	8.50
2 Dinnington	49.10	25.87	-47	122	6.97
3 Wath	20.76	25.94	25	192	9.07
4 Swinton	49.75	27.63	-44	158	10.27
5 Rawmarsh	22.19	24.75	12	259	10.53
6 Going Local	34.74	26.92	-23	387	8.62
8 East Herringthorpe	19.94	21.61	8	226	10.68
9 Town	27.02	25.42	-6	319	8.71
10 Aston	15.86	9.90	-38	262	11.46
Total Average Days	28.43	22.84			

- 2.1 Table 1 demonstrates the comparable performance for BVPI 68 for the period 30/5/03 to 02/04/04.
- 2.2 It identifies that during the period Going Local has been operational, its performance on this indicator improved by 23% compared to some areas that worsened. The numbers of lettings actually undertaken should also be taken into consideration, with Going Local having the highest numerical turnaround, whilst being the third best area in terms of turnover.

Table 2

District	09/04/2004	16/04/2004	23/04/2004	30/04/2004	07/05/2004	No. of properties Let	% of stock	Stock
1 Maltby	12.50	19.00	22.80	22.41	24.00	19	0.64	2953
2 Dinnington	11.33	16.50	17.43	18.25	18.10	9	0.51	1750
3 Wath	19.50	19.50	22.50	26.33	28.60	15	0.71	2118
4 Swinton	17.00	17.00	18.50	18.50	20.30	10	0.65	1539
5 Rawmarsh	40.83	36.30	30.41	29.57	29.28	27	1.10	2459
6 Going Local	22.60	23.50	31.10	27.74	31.32	30	0.67	4492
8 East Herringthorpe	30.25	27.86	28.38	28.07	26.75	21	0.99	2117
9 Town	25.33	22.93	25.70	26.44	25.00	27	0.74	3663
10 Aston	10.00	14.14	10.54	11.27	11.56	16	0.70	2286
Total Average Days	23.30	23.17	24.48	24.44	25.41			

- 2.3 Table 2 shows that Going Local's performance has deteriorated over the first five weeks of the financial year.
- 2.4 It also shows that in comparison with other areas, Going Local is performing the worst, although it has dealt with the equal largest number of voids to date.
- 2.5 The “% of stock” illustrates the turnover of stock in proportion to the total stock in the area. This shows Going Local is the fourth best in terms of sustaining tenancies.
- 2.6 A number of factors have affected Going Local's performance on this indicator. For 2004/05, the changes in working practices made problems experienced in the early months of the pilot difficult to overturn. Considering the numbers of properties involved, each subsequent quickly re-let property, had minimal impact upon the total indicator.
- 2.7 In November and December of 2003, the cyclical gas servicing team came into the Going Local area, which coincided with a new procedure for dealing with boilers with asbestos seals. The result was that properties subsequently found with asbestos seals to their boilers at the void stage cannot be re-let until remedial action has been taken.
- 2.8 In terms of the performance for 2004/05, the backlog of properties having their boilers replaced are now re-entering the system ready to re-let; the result being lengthy delays in the turnaround of some properties, having a negative impact on BVPI.68.
- 2.9 New initiatives in the area, such as “crash pads” and “dispersed properties” have had a negative impact on voids performance. This impact has been addressed Borough-wide and is no longer a problem.

- 2.10 The Decent Homes programme has not yet reached the majority of areas within Going Local. As a result, many properties are found to require replacement kitchens as they become void. Up until the week commencing 10 May 2004, there have been delays in procuring these replacement kitchens from the supplier. The result of this issue has been delays in letting some void properties. An alternative supplier has now been identified who is able to deliver to our satisfaction.
- 2.11 To resolve the problems experienced with replacing kitchens, we purchase them direct from a local supplier, and collect them on arrival. In addition, old kitchens are remaining in-situ, properties are being let to tenants who are agreeing to have the replacement kitchens installed around them.
- 2.12 The Going Local area has a significant proportion of flats. Of these, the one bed roomed ground floor flats have particularly low demand. Local trends suggest that this situation is unlikely to recover. The sheltered review will consider possibilities of changing the use of these properties.

3.0 Performance on Rent Arrears

Table 3

	Maltby	Dinnington	Wath	Swinton	Rawmarsh	Going Local	E. Herr	Town	Aston
Year-end	£75,059	£56,716	£48,157	£55,463	£94,960	£185,896	£104,747	£151,407	£86,871
Target	£69,571	£49,273	£43,447	£49,656	£84,380	£150,582	£72,290	£129,201	£81,625
4	£131,311	£93,454	£84,010	£76,175	£165,119	£271,588	£146,000	£228,163	£140,975
52	£60,258	£54,502	£47,221	£57,833	£126,857	£187,145	£98,259	£156,426	£97,109
% change since week 4	-54	-42	-44	-24	-23	-31	-33	-31	-31
% change since year end	-20	-4	-2	4	34	1	-6	3	12
% off target	-13	11	9	16	50	24	36	21	19

- 3.1 Table 3 compares performance on rent arrears recovery between the 9 districts. The year-end shows the arrears figure at the end of 2002/03. The target shows the target for each office. The arrears levels for each office at Week 4 has been highlighted, as this was the week that the Going Local pilot commenced.
- 3.2 The Table illustrates that comparably, Going Local had a stretching target to meet, and was 24% off target by the year-end.
- 3.3 Over the period of the pilot (Weeks 4 to 52), Going Local actually reduced arrears by 31%, which was the joint fifth best performing area for the period.
- 3.4 Over the full year, Going Local's arrears actually rose by 1%, again placing them in fifth position for the year.

Table 4

	Maltby	Dinnington	Wath	Swinton	Rawmarsh	Going Local	E. Herr	Town	Aston
Year end	£60,258	£54,502	£47,221	£57,833	£126,857	£187,145	£98,259	£156,426	£97,109
5	£95,610	£77,447	£73,114	£73,641	£144,299	£231,704	£113,352	£194,475	£130,872
% Change	59	42	55	27	14	24	15	24	35

- 3.5 Table 4 demonstrates the current performance position in relation to rent arrears recovery for the current year.
- 3.6 The target for the current year is £143,370. All areas have seen an increase in their arrears, with Going Local being the joint fourth lowest overall increase.
- 3.7 The Going Local pilot evaluation identified that arrears recovery had worsened within the structure being tested. This was due to a number of reasons, but predominantly the additional tasks of Neighbourhood Management and the requirement to be more estate-based were key to this failure.
- 3.8 As a direct result of the evaluation, a new method was introduced in January 2004 whereby two Officers from Going Local were moved to a central location and concentrated on higher level arrears recovery.
- 3.9 This new pilot has had considerable success and has recently been reviewed and amended to lower the threshold of cases being taken by these hybrid "rents officers". Currently, arrears up to £150 continue to be monitored within Going Local, although this is to be reviewed again shortly. This centralised arrears role will be a key feature of the new Neighbourhood Management restructure.

4.0 Performance against BVPI 72

Table 5

Area	Total No. Jobs	No. Completed on Time	BVPI 72
Maltby	5329	5028	94.35%
Dinnington	2961	2703	91.29%
Rawmarsh	11770	10761	91.43%
Going Local	8795	8207	93.31%
Laudsdale	4434	4137	93.30%
Town Centre	7610	6986	91.80%
Station Road	4548	4143	91.09%

- 4.1 Table 5 shows the comparative performance of depots against BVPI.72 (% of urgent jobs completed on time) for the year 2003/04. The target for the year was 96%.
- 4.2 Despite Going Local completing more jobs than all areas, except the merged Rawmarsh, Swinton and Wath depots, its performance was the second best in the Borough.

Table 6

Area	Total No. Jobs	No. Completed on Time	BVPI 72
Maltby	81	77	95.06%
Dinnington	44	37	84.09%
Rawmarsh	157	141	89.81%
Going Local	147	129	87.76%
Laudsdale	52	48	92.31%
Town Centre	122	109	89.34%
Station Road	58	49	84.48%

- 4.3 Table 6 shows the performance for the current financial year. Currently Going Local is performing below target and is fifth in the league table. This year's target is 97%.
- 4.4 As part of the local performance management framework, a series of controls has been put in place to turn this performance around to meet target. In particular a model of performance ownership is being developed with the foremen and operatives, whereby they highlight likely dips in performance before they occur in order that evasive action be taken beforehand.
- 4.5 Also in development is an IT task orientated system whereby a warning will appear on the systems as jobs are about to go out of date or appointments missed.
- 4.6 With these controls in place, combined with consultation between Technical Officers and foremen on pre-planning prospective programmed workloads against current available resources within the depot, figures for BVPI.72 have improved as of 11/04/04. Recent improvements in procuring kitchen units for tenanted and void properties have resulted in an increased workload which is outside of the appointment diary and puts an additional strain on resources. Recruiting the relevant trades is increasingly difficult at present due to the national shortage of tradespeople available. Other options are being used, ie movement of operatives between depots and the use of agency workers. The situation could potentially have a negative effect on the indicator and will be continuously monitored.

5.0 Performance against BVPI 73

Table 7

Area	Total No. Jobs	Time Taken	BVPI 73
Maltby	2765	28384	10.27
Dinnington	1664	23423	14.08
Rawmarsh	4921	79576	16.17
Going Local	4645	64064	13.79
Laudsdale	2060	37420	18.17
Town Centre	3939	70230	17.83
Station Road	2236	32752	14.65

- 5.1 Table 7 shows last years performance on BVPI.73 (days taken to carry out non-urgent repairs) for each depot. The target was 15 days.
- 5.2 Against this indicator Going Local was the second best performing area, even though it had the second largest number of jobs to complete.

Table 8

Area	Total No. Jobs	Time Taken	BVPI 73
Maltby	28	191	6.82
Dinnington	13	113	8.69
Rawmarsh	44	353	8.02
Going Local	51	407	7.98
Laudsdale	16	170	10.63
Town Centre	30	248	8.27
Station Road	16	130	8.13

- 5.3 Table 8 shows the current performance against BVPI.73 for the new financial year. The target is 13 days.
- 5.4 Again, Going Local is performing as the second best area despite completing more jobs than any other area. All depots are currently on target for this indicator.

6.0 Performance against BVPI.185

Table 9

Area	No. Jobs	No. Appointable	No. Appointable jobs allocated	% of Appointable jobs
Contract 1	293	155	102	65%
Contract 2	265	140	88	63%
Contract 3	169	94	62	66%
Contract 4	335	170	111	65%
Contract 5	379	200	126	63%
Contract 6	278	148	98	66%

- 6.1 Table 9 shows a weekly average of jobs placed on appointment for the previous year. Note should be made that this does not include the numbers of appointments actually kept by the Repairs and Maintenance operatives.
- 6.2 Going Local (Contract 4) has performed as joint second best, whilst also having the second largest workload.
- 6.3 Note should also be made that a significant proportion of these repairs is made by Rotherham Connect.

Table 10

Area	No. Jobs	No. Appointable	No. Appointable jobs allocated	% of Appointable jobs
Contract 1	182	127	122	96%
Contract 2	166	114	107	94%
Contract 3	135	76	68	89%
Contract 4	229	135	125	93%
Contract 5	216	143	133	93%
Contract 6	186	120	110	92%

6.4 Table 10 shows the weekly average number of jobs placed on appointment for the current year.

6.5 Going Local (Contract 4) has dropped to joint third best, despite now having the largest workload.

7 Measure of Customer Satisfaction

7.1 As part of the Going Local initiative, customer satisfaction with the Repairs and Maintenance service was measured via individual surveys carried out in the customer's home.

7.2 The initiative commenced in September 2003 and gave overall satisfaction levels of 98% for Going Local, compared to the Borough average of 93% for the same period. This also compared favourably to the 80% satisfaction rating that Greasbrough/Kimberworth received for the previous year, prior to Going Local.

7.3 Since the initiative commenced, it has been continually monitored and has demonstrated an improvement to 99% overall satisfaction rating within Going Local. This initiative is now being rolled out across the Borough, and is currently being amended to measure satisfaction with the Technical Officer inspection service in Going Local.

7.4 The satisfaction with the Housing Management service has not yet been fully measured. There is an initiative in preparation to monitor satisfaction with the service at the District Offices, although this has not yet commenced.

7.5 In February 2004 a measure of the satisfaction levels for new tenants in the Going Local area was measured through the New Tenancy (now Houseproud) initiative. This demonstrated that 94% of tenants were satisfied with the levels of service they had received from Going Local.

7.6 As a direct result of the pilot scheme, some new initiatives such as REACT have been established across the Programme Area. Every customer who feeds back that they have not been happy with the service are contacted, their issues discussed and measures put in place to avoid similar problems occurring in the future.

8 Value for Money

8.1 Whilst improvements to the service are necessary, they must be balanced against the cost of implementation. In evaluating the success of Going Local, value for money has been considered in two ways.

Table 11

Area	Productivity per £1
Maltby	£4.14
Dinnington	£4.66
Rawmarsh	£4.85
Going Local	£5.36
Laudsdale	£4.78
Station Road	£4.30

8.2 Table 11 shows how productive each area has been against every one pound spent on operatives' wages.

8.3 Going Local is the most productive area, despite trialling new ways of paying the workforce, as well as testing new initiatives.

8.4 The Borough average is £4.64.

8.5 The second way in which value for money has been tested, has been considering how much the new initiatives have cost, against the savings, both financially and time savings.

8.6 By investing in vehicles for the operatives, racking systems and mobile phone technology, there has been a daily cost of £111.69 added to the previous costings.

8.7 The time saved, converted into financial terms equates to a daily saving of £246.28. Offsetting costs against savings produces a total saving of £134.59 each day, enabling the workforce to be more productive (as demonstrated in the above table) and deliver excellent customer service.

9 Initiatives in Going Local

9.1 There have been a number of initiatives tested in Going Local, many of which have already been reported. In summary, the following initiatives have been successful.

9.2 The generic structure of the Housing Management service has enabled Housing Services to test aspects of Neighbourhood Management at a local level, whilst also maintaining adequate performance.

9.3 As part of the Neighbourhood agenda, Going Local has instigated and co-ordinated regular estate inspections with all key stakeholders. These inspections have taken on board wide ranging issues, from Council Housing

to community parks and open spaces. Designated Area Service Officers have then followed up all issues.

- 9.4 The new system for paying operatives has helped increase customer satisfaction with the Service, whilst also offering a more cost-effective service.
- 9.5 The mobility of the workforce has been increased with the provision of vehicles equipped with imprest stock and mobile phones. These initiatives have helped improve customer satisfaction and performance on key indicators, whilst also offering value for money.
- 9.6 A high proportion of the workforce is now multi-skilled, meaning that they can complete jobs within one visit, improving customer satisfaction, general performance and being more cost effective.
- 9.7 Both the Housing Management and Repairs service have tested new working hours to meet customer aspiration. This has meant opening offices and carrying out repairs outside the normal hours, so that customers who work can still access key services. Continuous evaluation has shown this to be very successful.
- 9.8 The operatives and Area Housing Panel have developed their own Customer Charter. All satisfaction monitoring is measured against this Charter.
- 9.9 Self-service telephones have been installed in Going Local's reception points. These give customers the option of queuing to see a dedicated customer service officer, or using the telephone to contact other units within Rotherham MBC, eg Rotherham Connect or Streetpride.
- 9.10 Going Local has an arrangement with local libraries to share information and good practice. This includes the libraries advertising empty properties and on occasion taking repairs out of office opening hours. In return, the Going Local caretakers regularly litter pick and remove graffiti from the library premises. This scheme has not yet been widely publicised and an evaluation of the success of this has not yet taken place.
- 9.11 The Greasbrough, Munsbrough, Rockingham and Wingfield Community Partnership Manager is currently working from the Going Local offices. This is providing an excellent link into community development and aspirational issues, whilst also enabling the Area Service Officers to link into someone with a specialist knowledge of community work and external funding packages.
- 9.12 The Safer Estates initiative was tested in Going Local. This involves key agencies such as the Police, Education Welfare sharing intelligence and agreeing joint ways forward for dealing with community safety issues on estates.
- 9.13 Joint Councillor's surgeries with Area Service Officers, held both at the Neighbourhood Offices and out in the Community. These enable Ward

Members and ASO's to deal with constituents with a "right first time" approach.

- 9.14 The Area Assembly team is now based in the Going Local offices. This is enabling clear communication and joint working on key area issues and the fulfilment of community aspirations. Again, the Community Planning Officer is working very closely with the Area Service Officers to deliver solutions to local Neighbourhood problems.
- 9.15 A three-way partnership has been instigated by Going Local for the quick removal of graffiti from all areas within Going Local. A graffiti busting machine was purchased by the Community Partnership over twelve months ago, but has never been used. Going Local recognised inefficient usage of community resources and co-ordinated a partnership between themselves, the Community and Streetpride. The result is that the Going Local area now has sole use of its own graffiti machine, which will be used on council housing land, as well as all other plots of land in the area. The knock-on effect is that the Community Caretaking resources can be utilised on litter-picking and fly tipping as they will no longer be fully responsible for graffiti removal.
- 9.16 Customers advised that the new structure resulted in it being difficult to speak to a manager. As a direct result, a series of Team Leader surgeries have been established, these have been informally evaluated and proved unsuccessful due to limited demand. However, it was established that they were not publicised very well, a new programme of surgeries has now been publicised and a re-evaluation will take place.
- 9.17 There are also a number of internal initiatives that do not benefit customers directly, but do benefit staff and the Authority as a whole. These initiatives include the establishment of staff working groups aimed at improving communication upwards and downwards. Various rota systems have been tested to work out how best to deliver consistent services to customers whilst also ensuring staff views are not being dismissed. Various training manuals are also in development to assist the rest of the Programme Area when the structure is rolled out.
- 9.18 There are also a number of initiatives that are currently under development, aimed at improving services to customers. These will link directly to the ALMO Excellence Plan.

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