

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

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

**Date: Monday, 20 September
2004**

Time: 9.30 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
3. Annual Customer Services and Complaints 2003/04 (Pages 1 - 27)
- note the report and progress made
4. Waste and Emissions Trading Act 2003 - The Landfill Regulations 2004 (Pages 28 - 34)
- (a) to note the long term implications for the landfilling of municipal waste
- (b) that the diversion of biodegradable waste through the landfill permit scheme is give full consideration as part of the development of a Waste Strategy for Rotherham
5. Petition - Board Properties on Nearcroft and Barber Balk Road, Ward 21 (Pages 35 - 37)
- to note the action taken
6. Recycling Group (Pages 38 - 40)
- minutes of meeting held on 9th September, 2004
7. 1st Quarter Performance Report 2004/05 (Pages 41 - 71)
8. 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 1 of Schedule 12A to the Local Government Act 1972.
9. Public and Private Sector Applications exceeding Delegated Powers (Pages 72 - 89)
(Exempt under Paragraphs 4, 5 and 8 of the Act - contains names and addresses of applicants requesting financial assistance from the Authority)

10. Petition - Anti-Social Behaviour
(Exempt under Paragraph 3 of the Act – accommodation provided by the Authority)
Report not available electronically

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Housing and Environmental Services
2.	Date:	20 September 2004
3.	Title:	Annual Customer Services and Complaints Report, 2003/4 All Wards Affected
4.	Programme Area:	Housing and Environmental Services

5. Summary

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

6. Recommendations

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

7. Proposals and Details

We have delivered the best results we have ever achieved for our customers. We have developed a strong customer focused culture amongst our workforce and this is already paying dividends with our results.

This year, despite an increase in the number of complaints received, we have improved our performance on complaints. 78% of stage 1 complaints were resolved within target time compared to 64% in 2002/03. We initiated effective recovery action during the second quarter of 2003/04 and this resulted in performance outturns of 66% for quarter 2, 90% for quarter 3 and 97% for quarter 4. More impressively, we delivered 100% performance on stage 2 and 3 of the Council Complaints Procedure compared to 39% and 77% in 2002/03 respectively.

20 ombudsman enquiries were received in the year compared to 21 in 2002/03. There were no cases classified as maladministration and six cases resolved by local settlements. We have built up a good relationship with the Local Government Ombudsman over the past two years and are able to settle complex complaints relatively easily because of our customer first attitude. Of the 1001 Councillors Surgeries received, 92% were resolved within target time compared to 82% in 2002/03 and 53% in 2001/02. Rotherham Connect is as important measure of our commitment towards customer care, accessibility of our services and e-government. This commitment is reinforced by our performance with 99% of the 285 enquires received were dealt within the target response time.

These outstanding results have been achieved through sound performance management, using a range of innovative customer focused activity and by adding extra monitoring controls and performance measures to improve customer services. The Housing Inspectorate identified 'Learning from Customers' and 'Home Truths' as innovative practice to be used by others in the country. We are also integrating our good practice with the activities of other programme areas. An external validation of our framework by HouseMark has commented on our emphasis on the customer and they plan to use the framework to help other organisations manage performance.

8. Finance

There is an administration cost to producing the reports.

9. 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.

10. Policy and Performance Agenda Implications

We are continuing to reshape our services so that we provide the best customer focus and modern means of access. Our strategic policy framework clearly sets out how we will, over the next three years, continue to raise the bar and become 'best in class' providers. This framework has been shaped by our customers and stakeholders enabling a 'focus on outcomes'.

To do this, action is in place to ensure that we learn from our customers and improve the accessibility of our people, services and buildings. We have already identified the need to take action to improve equality and diversity 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**”.

A culture of placing the customer at the heart of all our decision making processes within Housing & Environmental Services will increase our capacity to deliver our mission of ‘building sustainable neighbourhoods’.

11. Background Papers and Consultation

The report has been discussed with Service Managers and the Corporate Performance and Quality Team and will be presented to the Audit Commission for the Indicative ALMO Inspection on 20 September 2004.

Contact Name: Marie Ingham, Customer Service Officer, Extension 4372,
marie.ingham@rotherham.gov.uk

Housing & Environmental Services

Annual Customer Care Report

1 April 2003 to 31 March 2004

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1. Introduction

The following report focuses on Customer Services and how our customers have contributed towards decision making through consultation, complaints, compliments and involvement putting them at the heart of decision making so that the service meets their needs and expectations.

Throughout the year the programme area has been developing a culture of continuous improvement and promoted innovation which has resulted in greater customer focus and improved performance. This has been made possible due to a strong performance management framework supporting a customer focused workforce.

There has been a further training programme for staff within the programme area on the People and Service First standard which has helped embed the fact that we need to listen to what our customers are saying, learn from them and deliver the service that they want.

Staff and Customers have worked together and identified learning issues from complaints and information from customer satisfaction surveys to put into practice service improvements which address what our customers are telling us.

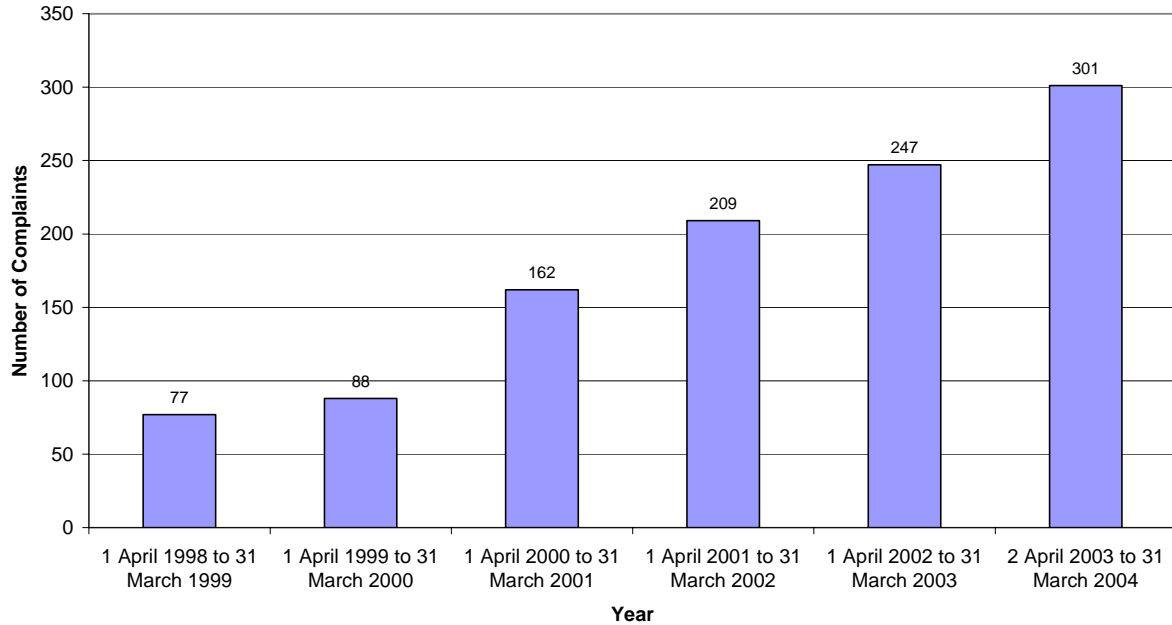
The Performance and Quality Unit supports and promotes excellent performance, quality and customer services to achieve continually improved service delivery in the whole programme area. The unit plays a pivotal role in managing key customer services measures such as complaints, Councillor Surgeries and Rotherham Connect.

The programme area's strategic policy framework has been aligned with resources to deliver neighbourhood management. Our mission, vision and strategic objectives are truly focused around meeting the needs of our communities, empowering communities and delivering choice, quality and aspiration. The restructuring of the programme area in 2004 will free up resources to be directed to the 'front-line'. We expect a return for this investment in the form of improvements in customer satisfaction and participation in developments.

2. Analysis of Complaints

Overall Complaints Trends

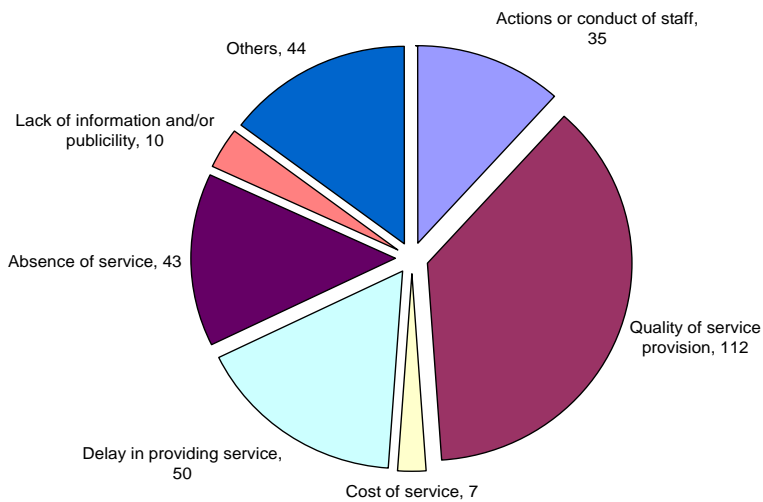
Number of Stage 1, 2 & 3 Complaints over the last 6 Years



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.

The chart below shows a breakdown of all formal complaints (excluding Ombudsman complaints) received in 2003/04.

Breakdown of official complaints received by complaint type



The increase in complaints received is most likely due to the easier accessibility of the service through Rotherham Connect and the internet. Council reception areas have been reviewed as well to give a more professional and uniformed approach and awareness has increased through the on going revised People & Service 1st Customer Care Training Programme.

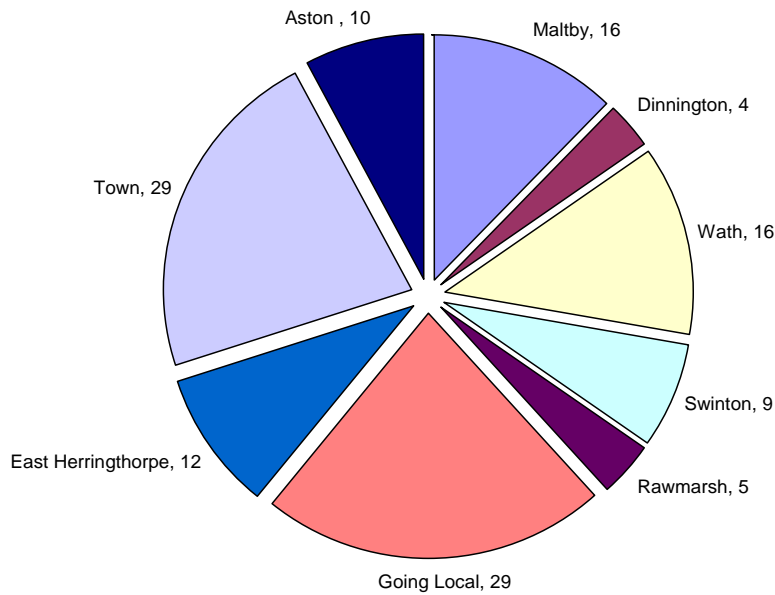
The table below shows the number of official complaints received by each service area (excluding ombudsman complaints) between 1st April 2003 and 31st March 2004

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	Percentage of complaints for 2002/03
Housing Needs	2	13	1	9	3	2	1	31	10	10
Buildings & Renovation Unit - Technical	2	8	0	3	4	0	0	17	6	9
Agency and Grants	0	2	0	2	0	1	0	5	2	2
Policy and Planning	0	0	0	0	0	0	0	0	0	0
Housing Management	10	42	1	24	24	3	26	130	43	31
Environmental Services	1	7	1	2	8	2	12	33	11	14
Waste Management	4	7	1	0	0	0	0	12	4	4
Health & Commercial Standards	4	0	0	0	0	0	0	4	1	1
Housing Property Services	9	23	0	8	2	0	4	46	15	22
Regeneration	1	7	0	2	2	1	0	13	4	4
Legal	0	0	0	0	0	0	0	0	0	1
Rent	0	1	3	0	0	2	1	7	2	1
ASB	2	1	0	0	0	0	0	3	1	1
TOTAL	35	111	7	50	43	11	44	301	100	
Percentage	12	37	2	17	14	4	15	100		

Housing Management and Rent have both had an increase in complaints in 2003/04, reasons for this may include the extended publicity of the complaints procedure through displays in reception areas, leaflets and newsletters.

Nearly half (**43%**) of the complaints were relating to Housing Management and the following pie chart gives a breakdown of the complaints for each local housing office.

Housing Management Complaints (stages 1,2 & 3) Broken Down by Area Office



The table below gives a further breakdown of the types of complaint received for each Area office

Service Area	Type of Housing Management Complaint															Total COMPLAINTS Received	Percent- age Of COMPLAINTS %
	Grounds, Garden and Garages	Neighbourhood Issues			Responsive Repairs			Housing Allocation Issues			Customer Care			New Property Issues			
		Anti-social	Noise	Neighbour	Delay	Quality	Lack of	Waiting List	Re-house	Rent Issues	Attitude	No Response	Service/Advice				
Matlby	0	0	0	1	2	4	2	1	1	0	1	0	0	3	15	12	
Dinnington	1	0	0	0	0	3	0	0	2	0	0	0	0	0	6	5	
Wath	1	0	0	1	3	0	0	0	2	3	3	1	3	0	17	13	
Swinton	1	0	0	0	1	1	1	0	0	0	1	0	3	0	8	6	
Rawmarsh	0	0	0	0	1	1	1	1	0	0	0	0	1	0	5	4	
Going Local	0	0	0	2	3	3	3	6	0	1	3	2	5	2	30	23	
East Herringthorpe	4	2	0	1	3	1	1	0	1	0	0	0	0	0	13	10	
Town Centre	2	0	0	6	3	2	2	1	1	4	2	1	2	2	28	22	
Aston	0	0	0	0	2	0	2	0	0	0	2	1	1	0	8	6	
Neighbourhood Management	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	9	2	0	11	18	15	12	9	7	8	12	5	15	7	130	100	

Percentage of complaints	7	2	0	8	14	12	9	7	5	6	9	4	12	5	100
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Complaint procedure performance targets

The complaints procedure specifies that written acknowledgments to complaints should be made within 5 working days. The procedure also states that Stage 1 complaints should receive a full reply within 10 working days, Stage 2 within 30 working days and Stage 3 hearing within 20 working days.

During the last year 2003/4:

- **100%** of the Stage 1,2,3 complaints were acknowledged within the 5 working day timescale, compared to only 66% last year.

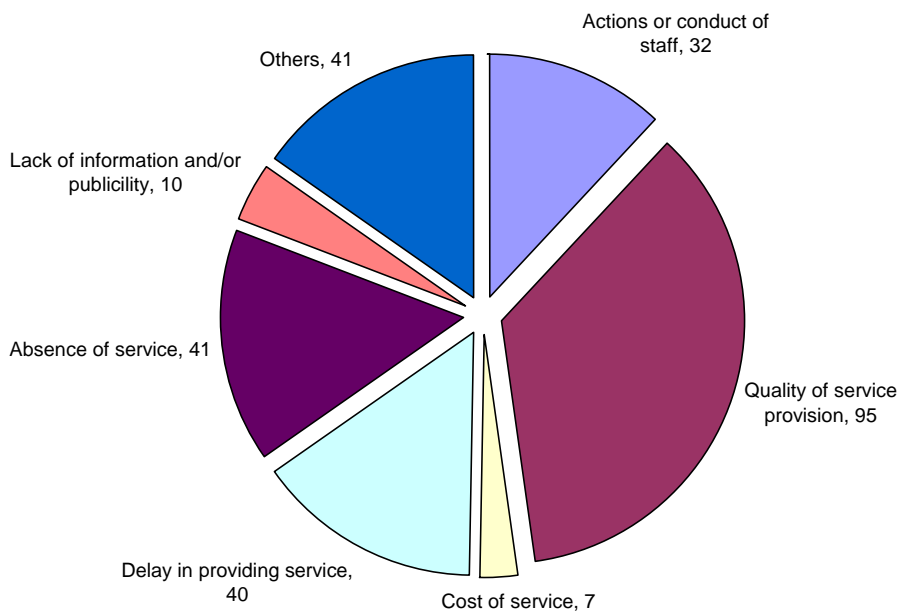
Of which:

- **78%** of Stage 1 complaints were solved and received a full reply within the target response time, this compares to 64% in 2002/03.
- **100%** of Stage 2 complaints received a full written reply within the target response time.
- **100%** of Stage 3 complaints were investigated within the response time.

The Performance and Quality Unit 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.

Stage 1 Complaints Received

Stage one complaints received broken down by type of complaint



Of the **266** Stage 1 complaints received:

There were **95** complaints relating to quality of service provision. These are broken down as follows:

- **40% (38)** were about standard of general service.
- **37% (35)** were about the standard of repair work.
- **23% (22)** were about lack of service or response to their enquiries.

There were **40** complaints relating to delay in providing service. These are broken down as follows:

- **58% (23)** were about a delay in repair work.
- **20% (8)** were about a delay re rehousing issues
- **22% (9)** were about a delay when requesting for information.

There were **32** complaints relating to action or conduct of staff. These are broken down as follows:

- **34% (11)** were about the behaviour or attitude of staff.
- **6% (2)** were about allegations of racial behaviour
- **43% (14)** were about staff being unhelpful.
- **17% (5)** were about unacceptable behaviour.

There were **119** complaints relating to Housing Management. This reflects the amount of direct customer contact involved in provision of the housing management service.

The complaints are broken down as follows:

- **38% (45 Complaints)** were about the standard of the repairs service
- **15% (18 complaints)** were about problems with neighbours.
- **14% (17 complaints)** were about the attitude/conduct or actions of staff.
- **33% (39 complaints)** were about a delay in receiving a repair.

There were **42** complaints relating to Repairs and Maintenance. These are broken down as follows:

- **33% (14 complaints)** were about delays in repairs or keeping the customer informed.
- **7% (3 complaints)** were about damage caused during a repair.
- **36% (15 complaints)** were about the quality of work
- **24% (10 complaints)** were about actions or attitude of staff

There were **23** complaints relating to Housing Needs. 43% of these were from customers who are not happy with the time that they have to wait to be offered a property or consider that they should have more choice in their housing options.

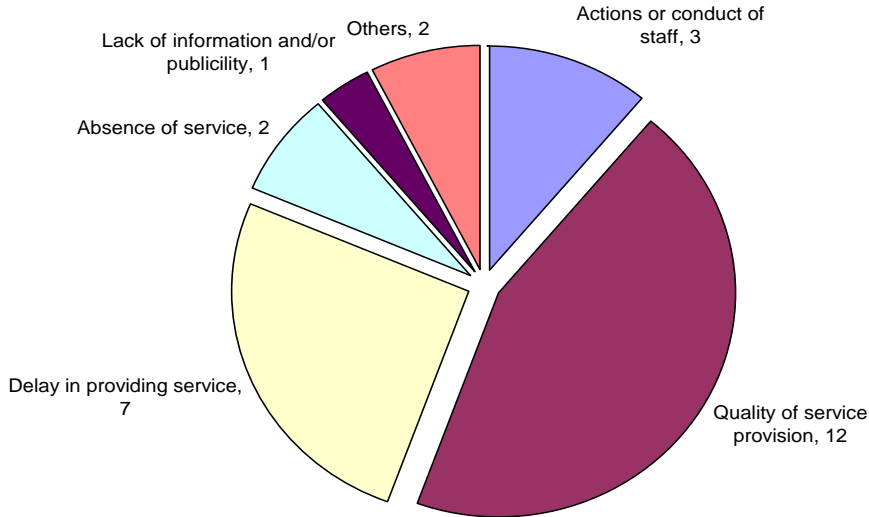
12% (2 complaints) of Building and Renovation - technical complaints relate to repairs that tenants consider need to be carried out urgently but which are classified as planned work. The Repairs and Maintenance Service Improvement Plan includes key actions to address issues raised, improve service delivery, customer care and customer feedback.

Only **3%** of Stage 1 complaints relate to rent issues.

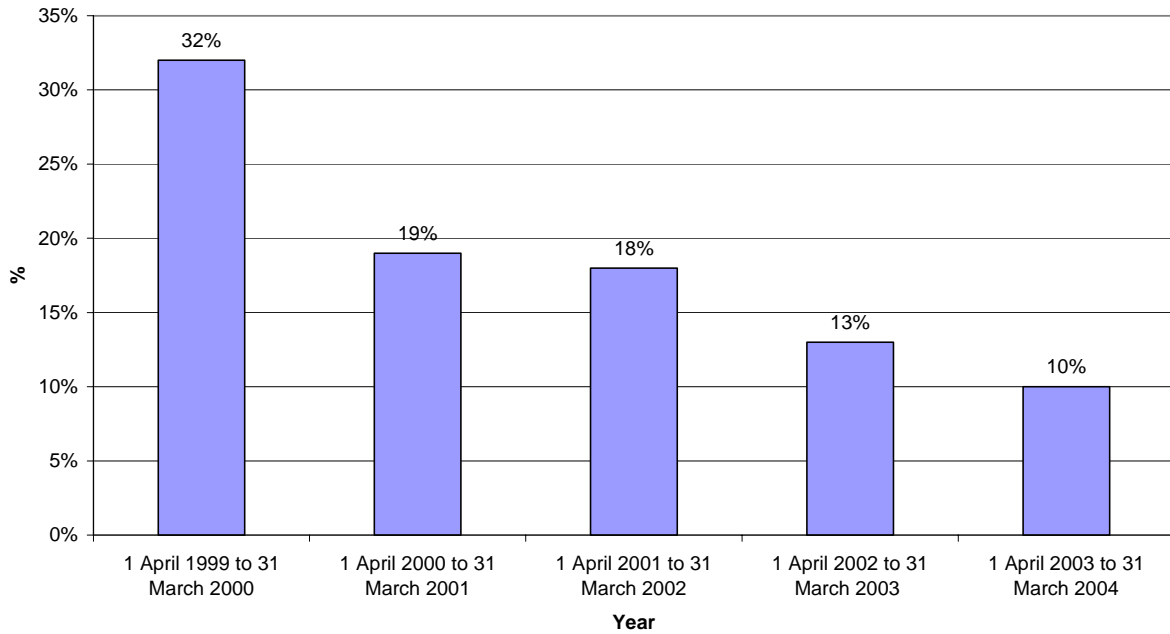
Stage 2 Complaints Received

27 Stage 2 complaints were received in 2003/04. The breakdown of type of complaint is shown in the chart below.

Stage Two complaints broken down by type of complaint



The proportion of Stage 1 complaints progressing to Stage 2



The previous graph (on page 8) shows the proportion of Stage 1 complaints progressing to Stage 2. The proportion of stage 1 complaints progressing to stage 2 has reduced from 13% to 10%. This decrease is a reflection of the training and advice given to ensure a thorough investigation is carried out during stage 1 of the procedure.

Of the **27** Stage 2 complaints received:

26% of Housing Needs complaints (**6** complaints) progressed to Stage 2.

8% of Housing Management complaints (**9** complaints) progressed to Stage 2. These can be broken down as follows:

- 5 related to repair issues
- 2 related to re-housing issues
- 1 related to a rent issue
- 1 related to neighbour nuisance or anti-social behaviour.

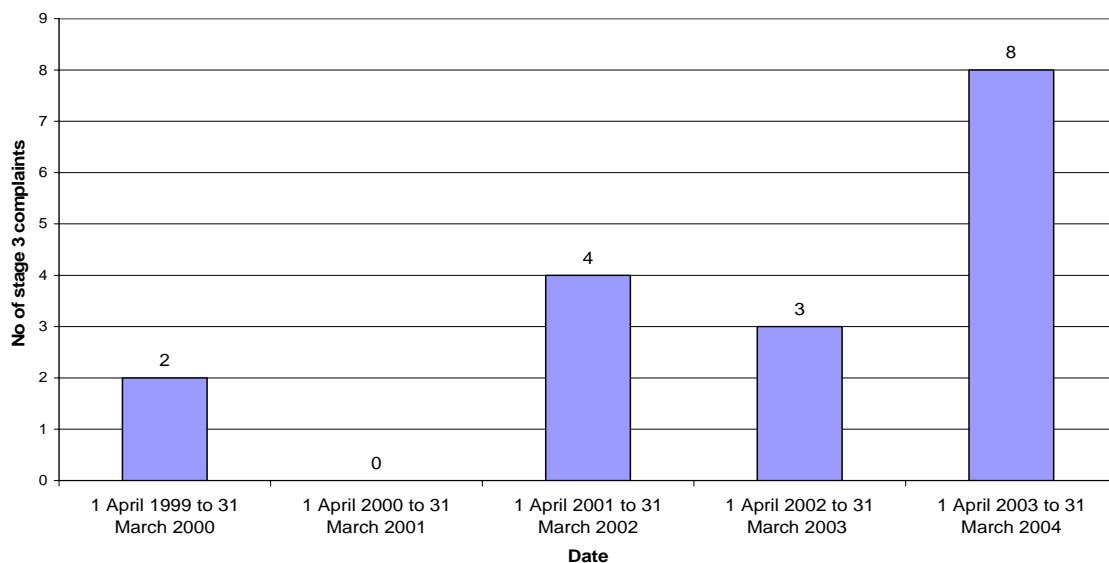
44% of Stage 2 complaints (**12** complaints) concerned the quality of service provision. These can be broken down as follows:

- All 4 of the Housing Management complaints in this category were related to the delay in repair.
- 3 were environmental issues – 2 concerning memorial testing and 1 relating to the standard of service received.
- 2 were Repairs & Maintenance complaints relating to the standard of repair.
- 2 were Housing Needs complaints relating to a delay in response.
- 1 was a Regeneration complaint concerning the quality of work.

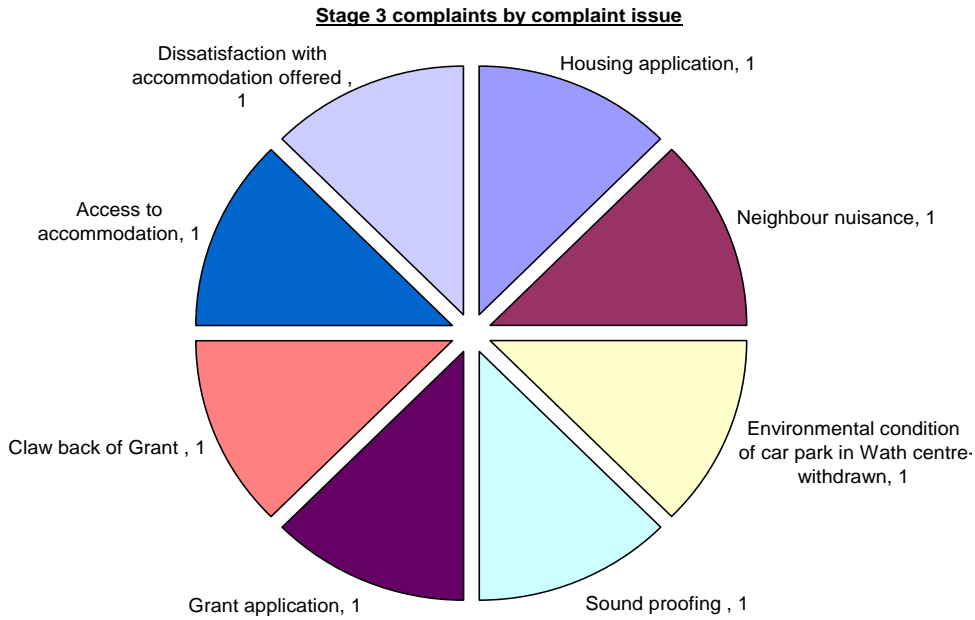
Stage 3 Complaints

The following graph shows the number of Stage 3 complaints received since 1999

The number of Stage 3 complaints received



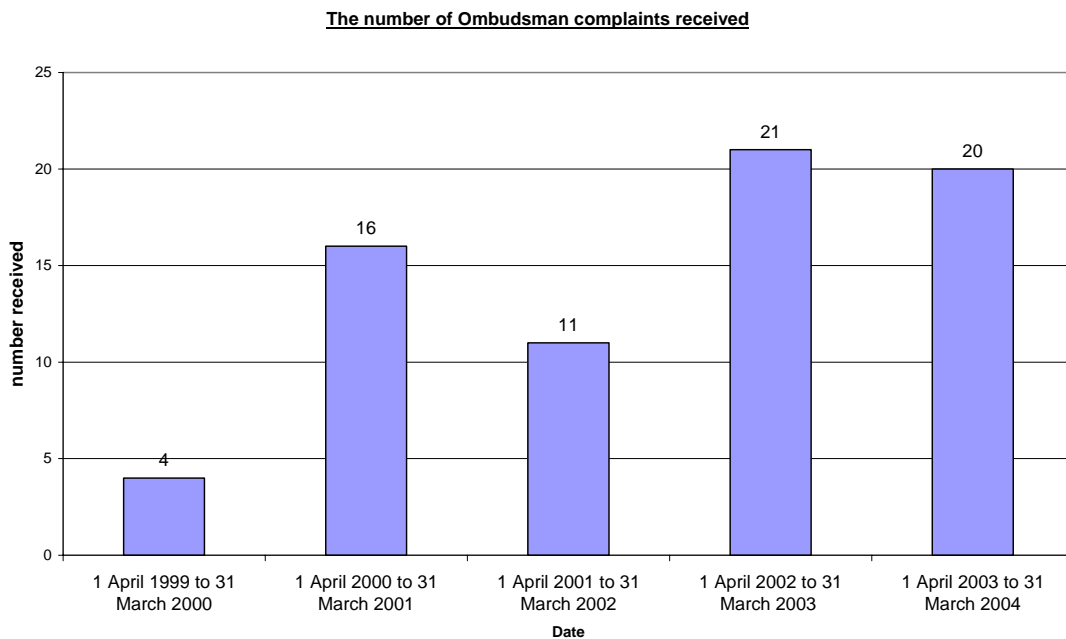
The chart below gives a breakdown of the 8 Stage 3 complaint issues received during 2003/04.



In accordance with the complaint procedure, only complaints that have previously been investigated at Stage 2 have proceeded to Stage 3.

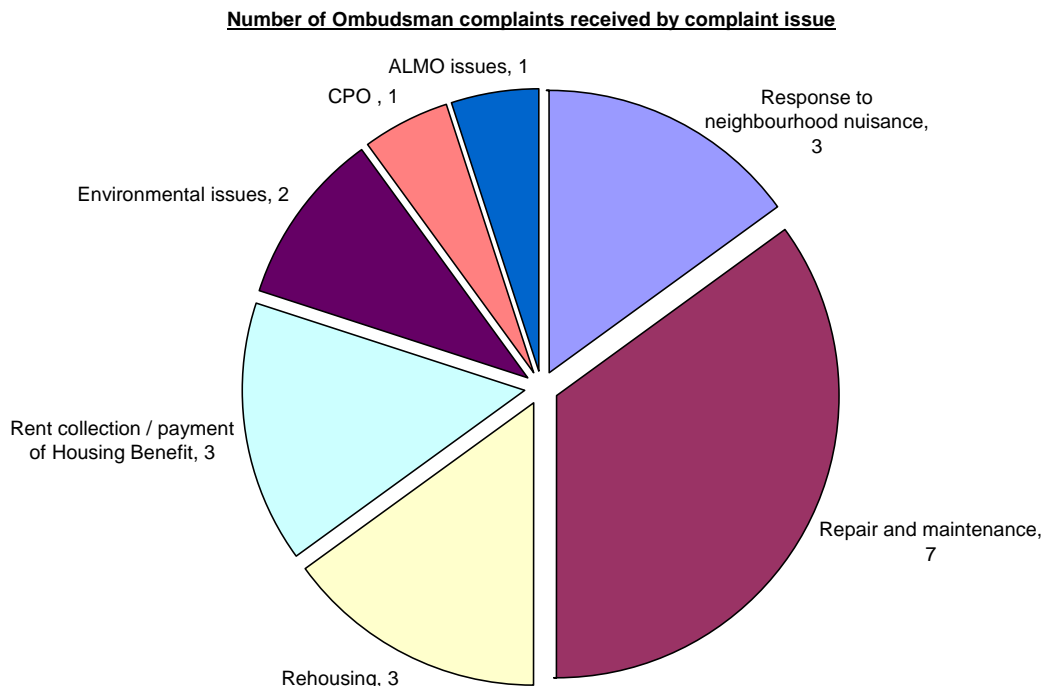
Ombudsman Complaints

The following graph shows the number of Ombudsman complaints received



20 Ombudsman complaints were received over the year compared to **21** in the previous year.

The chart below gives a breakdown of the Ombudsman complaints by complaint issue.



Complaints to the Ombudsman classified as maladministration.

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

The number of complaints classified as local settlement.

There have been a total of **6** 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.

Although the Ombudsman should ensure that the complaint has been through the Council's own procedure first, they use their discretion and may accept complaints that have not done so.

Of the 20 complaints made to the Ombudsman, only 3 had been through Stage 2 and 3 had been through Stage 3 of the Council's complaints procedure.

The customers who complained about neighbour nuisance problems and anti-social behaviour were dissatisfied that the Council did not react to their initial concerns.

One complaint was fighting the Council's Compulsory Purchase Order (C.P.O) on the property, the area has been assigned to regeneration.

One complaint was from a tenant who felt the Councils decision to put in a bid for ALMO was done without consulting tenants.

One complaint was withdrawn and 6 resulted in local settlement.

Complaint Resolutions

The following table shows the percentage of complaints upheld.

Year	Percentage Upheld
1 April 1999 to 31 March 2000	26%
1 April 2000 to 31 March 2001	22%
1 April 2001 to 31 March 2002	43%
1 April 2002 to 31 March 2003	23%
1 April 2003 to 31 March 2004	17%

Of the 17% (47) complaints upheld in 2003/04:

- 32% (15 complaints) were about the quality of repairs – Learning from this we have set up a programme of ‘quality control inspections’ and now 10% of all repairs are inspected each month. Problems identified during these inspections are rectified immediately.
- 21% (10 complaints) were concerning waiting time and not knowing when repair work was going to take place – As a result of these complaints we have now set up repair programmes for planned work and customers are advised when the work will be completed and customers are given appointments for all internal day to day repairs.
- 6% (3 complaints) were about staff attitude- All frontline staff will attend refresher customer care awareness training sessions.

Despite an increase in the total number of complaints received, the number of complaints upheld has decreased. This is a 6% improvement on the number of complaints upheld for the previous year. This is a continuation of the improvement achieved in the previous year. The efforts made last year, in terms of strengthening the complaint processes internally and the promotion of People and Service first, have been continued and this has been reinforced with the start of a customer care training programme this year.

In 2004/5 it is expected training for complaint investigators by the Local Government Ombudsman and a further strengthening of the internal complaint process will see a continuation of this improvement.

Councillor Surgeries

During the year 2003/04, **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 year so that we deliver a higher quality service for members.

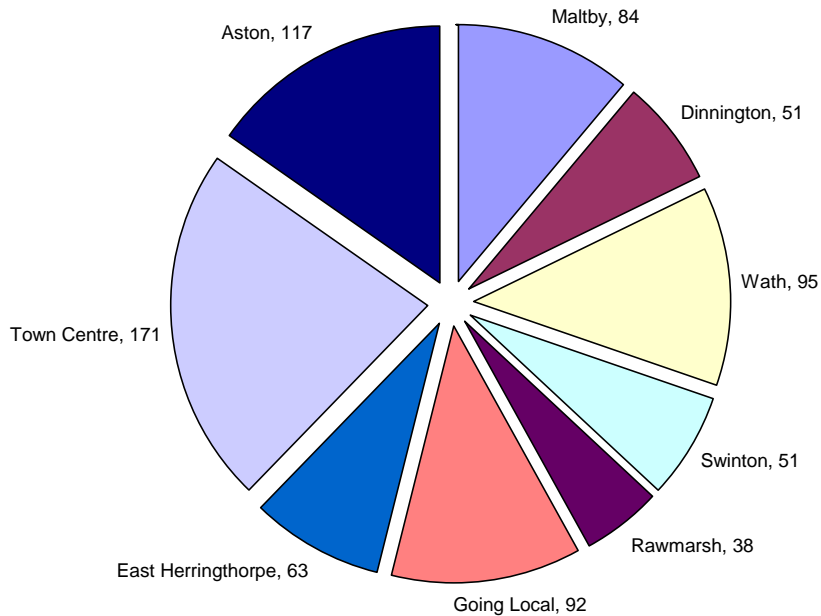
Housing and Environmental Services receives the most surgeries within the Council and our results over the last two years show that we are delivering a high quality service for members.

The table below shows the surgeries received which have been broken down into the numbers received for each service area.

Service Area	Actions or conduct of staff	Quality of service provision	Request for Service	Request for Information	Cost of service	Delay in providing service	Absence of service	Lack of information and/or publicity	Others	TOTAL	Percentage of Surgeries
Housing Needs	0	0	11	8	0	1	0	0	1	21	2
BRU – Technical	0	6	27	15	0	5	0	0	1	54	5
Agency and Grants	0	0	6	16	0	0	0	0	0	22	2
Policy and Planning	0	0	0	0	0	0	1	0	0	1	0
Housing Management	3	33	550	94	7	71	4	3	5	770	77
Environmental Services	0	1	63	15	0	6	0	0	1	86	9
Waste Management	1	2	14	4	0	2	2	0	0	25	2
H & C Standards	0	0	1	1	0	0	0	0	1	3	0
Housing Strategy	0	0	0	3	0	0	0	0	0	3	0
Housing DSO	0	0	0	0	0	0	0	0	0	0	0
Regeneration	0	1	0	1	0	0	0	0	0	2	0
Legal	0	0	0	0	0	0	0	0	0	0	0
Rent	0	0	1	2	0	0	0	0	0	3	0
ASB	0	0	0	0	0	0	0	0	0	6	1
P&Q	0	0	6	0	0	0	0	0	4	5	0
TOTAL	4	43	1	159	7	85	7	3	13	1001	
Percentage	0	4	68	16	1	8	1	0	1		

Over three quarters (**77%**) of Councillors surgeries related to Housing Management, the following pie chart shows a breakdown of these surgeries for each local housing office.

Councillor Surgeries Received by Area Housing Office



Rotherham Connect Enquiries

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

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

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

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.

Lessons Learnt From Complaints

Where individual complaints raise issues about the way that a service is delivered this is highlighted to the service involved and to Programme Area Management Team.

Complaint investigators are asked to provide feedback on issues raised by the complaint and whether any changes in policy or practice have occurred as a result. Complaint investigators then meet on a quarterly basis to discuss learning issues and this information is passed on to the Learning from Customers Group where they consider issues raised by the complaints and decide on future service changes and improvements.

The main Learning issues raised during 2003/4 which resulted in service changes include:

Problem		Solution
Customers felt misinformed when it came to being granted a Housing Association tenancy and therefore losing their place on the waiting list for a Council house	⇒	Housing Needs have introduced a standard letter to be sent to customers explaining all implications of applying for a Housing Association tenancy alongside a Council property
Customers complained about attitude and conduct of staff when visiting their homes	⇒	'Customer Care' training developed and rolled out Programme Area wide
Customers complaining about trades-people not taking their shoes off and leaving a mess in customers' homes	⇒	Over shoes are now issued to all members of staff who visit customers
Customers complaining about not knowing when testing the safety of a memorial was going to take place	⇒	Widely publicised in local newspapers and posters displayed locally explaining when safety testing is going to be carried out in relevant cemeteries

3. Customer Care

We use a variety of methods to see what our customers think of the services that we provide:

Waiting Times for People with and without Appointments.

In 2003/04, 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%.

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 99% this year compared to 98% last year.

Compliments

Complaints are seen as an opportunity to put things right, but it is also nice to get some compliments. Customers can make a complaint or compliment in a number of ways. Throughout the year the programme area received a total of **94** compliments of which **78** were about the quality of service.

Telephone Call Monitoring

During 2003/04, as part of the Customer Inspection Service, staff telephone monitoring exercises took place, asking members of staff questions regarding the complaints procedure, the Best Value Performance Plan, performance information and location of Household Waste Recycling Centres in the Borough.

Last year, **71%** of calls were answered in less than 7 rings, **64%** gave their name and service area and **82%** thought the person was polite, friendly and helpful.

As a result of these exercises, staff were given guidelines in how to answer the phone and all phones must now be answered within 7 rings.

This year, the same exercise revealed that **92%** of calls were answered in less than 7 rings, **100%** gave their name and service area and **97%** thought the person was polite, friendly and helpful.

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).

The BVPI 'General Survey' undertaken in 2003/04 revealed that satisfaction for complaint handling for the whole of the Council was 30% and the national average is 33%. Housing and Environmental Services excellent performance on complaints is down to performance management. We are spreading this good practice to other programme areas so that the Council improves its overall performance on complaints.

Service Standards

There is strong tenant and customer involvement in setting and monitoring Service Standards. Our Customers are telling us that we have improved but we want to get better and provide a better service to them. This is why we are developing service standards for all services we provide. These are the minimum standards which the customer should expect from us.

The standards are an agreement made between the Council and our customers. Our customers are involved in setting the standards and will monitor and review the standard four times a year. This is so we continue to learn, improve and provide a modern service to you.

This will mean that the customer will be measuring the quality of service they get by comparing it with the standards we believe is the minimum they deserve.

The first standard was produced in February 2004 on repairs and maintenance. The standard reinforces our commitment "getting it right first time" to the customer and sets out:

- What kind of service they should expect from us
- How they can help us deliver better quality services
- How to complain
- How to get more help and information

All the standards are available in reception areas and will be shortly available on the internet.

ReaCT – Reacting to our Customers Thoughts

Our surveys say 92% of our customers are satisfied with the repairs service. Whilst this is good news there are 8% who are not happy with what we are doing. We want 100% of our customers to be pleased so that is why we have recently developed the “ReaCT” service.

When customers have returned a satisfaction survey and scored the service as poor, we will react by contacting the customer to gain further information as to why they feel our service was not good enough. Customers are asked how we can improve the service so that we do not keep making the same mistakes.

4. Raising Quality and Customer Expectation

During the Repairs and Maintenance re- inspection in February 2004 the Audit Commission inspectors told us that the Programme area has clearly demonstrated that it is a learning organisation. They held the Learning From Customers Forum and Home Truths as an example of 'Positive Practice' and said that positive practice is something which makes a service more effective and ultimately, more able to deliver what the customer wants"

Learning from Customers

This group is made up of customers and staff who meet on a regular basis to make changes to the service. Over the last year we have learnt from customers in various ways including:

- ✓ Repairs & Maintenance
- ✓ Customer Inspection Service
- ✓ Complaints
- ✓ Reality Checks
- ✓ Repairs & Maintenance Roadshows
- ✓ Learning from customers forum

Some of the things customers have said to us have resulted in real improvements. Listed below are a few examples over the last year:

What our customers have told us ...	What we have done...
More information on services.	⇒ Welcome Home Handbook.
Repairs doing right first time.	⇒ <ul style="list-style-type: none"> • Repairs by appointment • Increased multi skilled operatives. • Introduced repair diagnostic manual.
Staff didn't wear identification badges.	⇒ Spot checks carried out- Operatives must show and hold up their ID badges to all customers.
Rubbish left after a repair.	⇒ 24 hour response time introduced.
Information after repairs/ ordered completed.	⇒ <ul style="list-style-type: none"> • Job complete card introduced • Job reference number given to customer after reporting repair.
More information on bulky item collection.	⇒ Created advertising campaign on Bulky item collection.
Easier access to repair service in district office.	⇒ <ul style="list-style-type: none"> • Introduced repairs hotline • Provided free phone for ordering repairs in all district offices.

Home Truths

Home Truths tests the quality of our services using 'video diaries' of tenant's experiences.

It is a visual method of gauging how our customers feel about us. Home Truths began in January 2004 and involved tracking the experiences of 'Ms Mitchell' as she moved into her new property.

We looked at what difficulties she had and what problems we may have caused her.

We will be improving the quality of the service to all customers by making the changes that Ms Mitchell identified, which were:-

- Make a telephone call during the first week of tenancy to ensure that the tenant has settled in and has no problems.
- The tenant is given a 'buddy' officer to follow them through the first 4 weeks of their tenancy -this is being rolled out Borough wide and will be evaluated w/c 26th July.
- More information regarding charities and benefits, such as 'Sure Start' placed into the Welcome Packs

Customer Inspection Service

The Customer Inspection Service encourages customers to get involved in testing the quality of our services. Different methods are used including estate walkabouts, satisfaction surveys and telephone monitoring. The Customer Inspection Service conducts four exercises every month. The exercises concentrate on issues that matter to you, our customers, such as accommodation standards and environmental issues.

The Customer Inspection Service looks at the service through the eyes and ears of customers to check that the reality of the service meets their expectations and the promises we make.

Improvements have been made to the service following an inspection of all housing reception points. The inspectors filled in a survey rating the lighting, décor and temperature of all areas as well as filling in a checklist on the posters and leaflets that were available.

As a result of these checks:

- All receptions were painted the same colour and given the same carpets and seating.
- All reception points have been fitted with free phones to report repairs.
- All reception points were provided with a box of toys.

- All reception points have been fitted with induction loops people who are hard of hearing.
- All reception points have been issued with a poster notifying customers that information is available in Braille, large font and audio tape.

5. Future Actions

The following key actions have been identified to help further improve our performance:

- The programme area will extend its publicity of the “Home Truths” initiative, on a quarterly basis, through the Council newspaper “Rotherham Matters”. The paper is delivered free to the people of Rotherham. This should encourage customers to participate and have their say and advise us how we have or have not responded to their requests so we can provide the service that our customers want and expect. This gives an honest assessment of the quality of service we are providing.
- The new database developed in January 2004, for HES by RBT, will allow the programme area to electronically record and report on Compliments and Insurance claims as well as stage 1,2,3 and Ombudsman complaints. The information will be analysed and any issues will be feed to the learning from customer’s forum. This is the first opportunity we have had to analyse and use this information to improve the service. We will also now have a facility for electronically recording and monitoring equal opportunities on complaints, insurance claims and section 11 claims.
- Publicity of the Complaints Procedure will be extended through increased use of reception displays and “real life cases” displayed showing the issues identified following the complaint, what we have learnt and the improvements that we have put into practice as a result of the complaint. This will clearly demonstrate to our customers that we are listening to them and shaping our service around what they are telling us. Increased use of visual material can often be a good way of getting the message across. We continue to build on good practice relating to complaint investigation and demonstrate how we encourage customers to contact us when they are not happy with a service, when they are happy with a service or just have suggestions as to how we could improve the service.
- It is important that we continue to build on good practice relating to complaints investigation within the programme area. Designated investigating officers will receive ‘complaints handling’ training from the Local Government Ombudsman before the end of the year.
- The Customer Care training programme will be reviewed in the forth-coming year to focus on giving the staff the necessary skills to deliver an excellent customer service.
- To achieve Charter Mark accreditation which will demonstrate that we are continuously improving and focusing on providing an excellent customer service. This will be measured through the Programme Area’s ALMO Excellence Service Improvement Plan

- A new customer satisfaction survey will be sent out. (Status type survey). The survey will give customers the opportunity to tell us about:
 - Their Landlord
 - The Repairs & Their Household
 - Other surveys will include a Clinical Waste Survey, a Grants Survey and a Reception Satisfaction Survey. All the results and comments will be discussed at the Learning from Customers forum and areas for improvement will be put into action to make the changes that our customers want.
 - We will provide an information leaflet for customers to explain:
 - Why the Councils keeps Equal Opportunity records
 - Why the Council needs to know this information
 - Why customers should give this personal information and what difference it will make
 - How the Council carries out equal opportunities monitoring
 - All the Staff in the Programme Area will receive Diversity training over the next 12 months and staff will also be given the opportunity to visit a local Mosque. The purpose of these visits is to promote awareness and understanding amongst staff of specific communities and learn about other cultures.
 - Following a critical reference to the Council's complaint system in the Audit Commission's 2002 CPA Corporate Assessment, all programme areas have joined together to develop and strengthen a Corporate approach to complaints. The Corporate Complaints Group meet on a monthly basis to:
 - Provide information to Central Management Team (CMT) and Members on the number of complaints, the effectiveness of handling them and the outcomes and lessons learnt.
 - Explore the relative costs and benefits of new IT systems to support complaints management.
 - Organise training for complaints investigation.
-

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1. Meeting:	Cabinet Member for Housing and Environmental Services
2. Date:	20 September 2004
3. Title:	Waste and Emissions Trading Act 2003 – The Landfill Regulations 2004
4. Programme Area:	Housing and Environmental Services

5. Summary

The Government has just announced the provisional allocation of landfill allowances which will be made to the Council under the Waste and Emissions Trading Act 2003, through “The Landfill (Scheme Year and Maximum Landfill Amount) Regulations 2004 for each year from 2005/06 to 2019/20.

6. Recommendations

That Members:

- **NOTE THE LONG TERM IMPLICATIONS FOR THE LANDFILLING OF MUNICIPAL WASTE GENERATED BY ROTHERHAM.**
- **NOTE THE DIVERSION OF BIODEGRADABLE WASTE THROUGH THE LANDFILL PERMIT SCHEME IS GIVEN FULL CONSIDERATION AS PART OF THE DEVELOPMENT OF A WASTE STRATEGY FOR ROTHERHAM.**

7. Proposals and Details

The Government through the Waste and Emissions Trading Act 2003 (the WET Act), has introduced The Landfill Regulations 2004 (the 2004 Regulations), to ensure that all local authorities contribute to the United Kingdom meeting its obligations under the EC Landfill Directive to reduce the level of biodegradable waste going to landfill to 35% of the 1995 level by 2020. There are interim target years where statutory reductions to 1995 levels have to be achieved, these being 2009/10 (75% of 1995 level) and 2012/13 (50% of 1995 level). The scheme will operate from 1st April 2005.

Each waste disposal authority has now received details of the provisional allocation of allowances they will receive for the period 2005 to 2020. The permit allocation reflects a year on year reduction in the amount of biodegradable waste the Council will be allowed to landfill to ensure the 2020 target for the United Kingdom is achieved.

An initial analysis of our allocation does indicate that based upon the trends in waste growth in Rotherham and the continued development of our recycling infrastructure, the Council will exceed its permit allocation with effect from the 2007/08 financial year.

The development of a Waste Strategy for Rotherham will need to consider the options that are available for processing the waste we generate on a long term basis to ensure we comply with the requirements of The Landfill Regulations 2004.

8. Finance

The diversion of biodegradable waste away from landfill will require investment in the development of waste processing facilities. The initial options appraisal by external consultants for our Waste Strategy is indicating that the cost of waste management will increase by £2.5 million to £3 million per annum to ensure compliance with Landfill Directive requirements.

The 2004 Regulations do provide for the trading, banking and borrowing of permits, however market conditions will prevail under the scheme. It is therefore difficult to predict when trading conditions could provide benefits or cause difficulties for the Council.

It is important to note that “the WET Act” does provide for penalties being levied on Local Authorities in certain circumstances. These are:

- Where Local Authorities exceed their allowances a fine of £200 per tonne may be levied
- If the UK fails to meet the target year diversion rates for 2009/10, 2012/13 and 2019/20, the European Commission will levy a fine of £0.5 million per day on this country. The current Government advice on this matter is that all/some element of this fine will be passed on to failing local authorities.

9. Risks and Uncertainties

The development of our Waste Strategy has taken account of a 1.27% growth in household waste collected through the refuse collection service. This will mean that based on current forecasts there will be a need to divert waste away from landfill sites in the financial year 2007/2008.

If waste growth exceeds our current predictions, markets for recycled materials such as green waste are not secured, or waste treatment facilities are not procured by the Council or in conjunction with sub regional partners, the ability to divert enough biodegradable waste away from landfill will lead to the Council exceeding the permitted targets levels earlier than predicted. The Council will then be liable to fines under the terms of the WET Act 2003.

10. Policy and Performance Agenda Implications

The development of a Municipal Waste Management Strategy and procurement of waste processing facilities is crucial to the Council meeting its future obligations under the terms of the WET Act 2003.

The failure to meet our obligations under this Act will affect the delivery of key performance indicators, which may lead to the levy of penalties or intervention by the Government on the Council.

- BV 82a - % of waste recycled – 12.2%
- BV 82b - % of waste composted – 9.9%
- BV 82c - % of waste used for heat and power – 0%
- BV 82d - % of waste landfilled – 77.9%
- BV 84 - Kg's of waste collected per head – 565kgs
- BV 86 – Cost of Waste Collection per household - £46:03
- BV 87 – Cost of waste disposal per tonne - £25:62
- BV 91 - % population served by a kerbside collection of recyclables – 96.4%

The development of a long term strategic plan for the management of municipal waste ensures that we will “Promote Sustainable Development” by ensuring our actions do not impair the quality of life for those who will live learn and work in the Borough in the future.

A recycling only option will not achieve our landfill diversion targets.

11. Background Papers and Consultation

EC Landfill Directive - 1999

The Waste and Emissions Trading Act 2003

The Landfill (Scheme Year and Maximum Landfill Amount) Regulations 2004

Landfill Allowance Trading Scheme: Provisional Allocation of Allowances – DEFRA
11th August 2004

Landfill Allowance Trading Scheme – 29th August 2003

Landfill Allowance Trading Scheme Consultation Outcome – April 2004

**Contact Name: Adrian Gabriel, Waste Strategy Manager, Tel. Ext 3108
adrian.gabriel@rotherham.gov.uk**

APPENDIX Provisional Allocation of Landfill Permits

Year	Description	Tonnes
Base Year	This takes the amount of BMW landfilled in 2001/02 by the WDA and adjusts it so that the sum of all WDA's base year figures equal the national total of 15.64m/t. BMW landfilled is uplifted by 0.5% to achieve this	98,811
2005/06	A reduction equivalent to 10% of the difference between BMW landfilled by the WDA in the base year and the 2009/10 target for the WDA	94,759
2006/07	A reduction equivalent to 15% of the difference between BMW landfilled by the WDA in the base year and the 2009/10 target for the WDA	88,682
2007/08	A reduction equivalent to 20% of the difference between BMW landfilled by the WDA in the base year and the 2009/10 target for the WDA	80,579
2008/09	A reduction equivalent to 25% of the difference between BMW landfilled by the WDA in the base year and the 2009/10 target for the WDA	70,450
2009/10	Each WDA's allocation is based on its percentage contribution to England's 2001/02 MSW arisings (28.8 m/t), applied to England's target of 11.2 (i.e. 75% the total amount of BMW reported in 1995). The 2012/13 allocation is equal to $(a/28.8m) \times 11.2m$.	58,295
2010/11	A reduction of equal instalments between 2009/10 and 2012/13 targets.	51,806
2011/12		45,317
2012/13	Each WDA's allocation is based on its percentage contribution to England's 2001/02 MSW arisings (28.8 m/t), applied to England's target of 7.46 m/t (i.e. 50% of the total amount of BMW reported in 1995). The 2012/13 allocation is equal to $(a/28.8m) \times 7.46m$.	38,829
2013/14	A reduction of equal instalments between 2012/13 and 2019/20 targets.	37,163
2014/15		35,498
2015/16		33,832
2016/17		32,166
2017/18		30,501
2018/19		28,835
2019/20	Each WDA's allocation is based on its percentage contribution to England's 2001/02 MSW arisings (28.8	27,170

	m/t), applied to England's target of 5.22 m/t (i.e. 50% of the total amount of BMW reported in 1995). The 2019/2020 target is equal to (a/28.8m) x 5.22m.	
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Key to Table

BMW – Biodegradable Municipal Waste

WDA – Waste Disposal Authority

MSW – Municipal Solid Waste

Key Decisions of Government

1. **Commencement Date** – The scheme will be implemented from 1st April 2005.
2. **Scheme Year** – Scheme years will operate from 1st April to 31st March.
3. **Allocation of Allowances** – Allowances are to be allocated from the beginning of the scheme all the way through until 2020.
4. **Scheme Review** – The Government will hold the first scheme review in 2007. The need for and timing of future reviews will be assessed according to the findings of the first review.
5. **Potential for Waste Disposal Authorities allocations to increase between 2005 and 2010** – Authorities will be allowed to retain an increasing profile of allowances between 2005 and 2010 to reward the efforts these authorities have already made to divert waste away from landfill.
6. **Calculation of Landfill Rate** – For the purpose of calculating initial allocations, the landfill rate of each Waste Disposal Authority will be calculated using a mass balance approach.
7. **Borrowing of permits** – The limit on borrowing will remain at 5% of the next year's allocation. The Government does not wish to inhibit trading or delay investment in new facilities that might result from allowing a higher borrowing requirement.
8. **Registration of Brokers** – As the use of brokers is not compulsory, the Government believes that outside any requirements of Financial Services legislation, it is a matter for Waste Disposal Authorities to set their own contract conditions. DEFRA will not establish a register of brokers.
9. **Suspension of trading on permits** – The trading of permits will only be suspended in the most exceptional circumstances. The Secretary of State's powers to suspend trading will be defined in the Regulations.
10. **Non monetary trading** – The Government has agreed that non monetary trading will be permitted.
11. **Measures to encourage trading** – The Government will introduce a full communications strategy up to and following on from the launch of the scheme.
12. **Public Access to the Register on Trading** – The public will only have read only access to all details on the register, except the prices paid in individual trades for confidentiality purposes.
13. **Waste Disposal Authority access to the register** – The Government agrees that local authorities should make their own decision about who should be authorised to register trades.
14. **Monitoring System** – The Government will use a mass balance approach as the monitoring system. It is considered this offered the best balance between accuracy and cost.
15. **Reporting to the Environment Agency** – The Government recognises that it may be difficult for Waste Disposal Authorities to provide accurate data within one month of the end of each quarter. Therefore, the reconciliation period will be extended to three months at the end of each quarter.
16. **Financial Penalties** – The Government proposes to fix the level of financial penalty at £200 per tonne.
17. **Supplementary Penalties** – There is no reason why an authority should incur any penalties. However, if a Waste Disposal Authority chooses to exceed

allowances in a target year, it seems fair and equitable that the Waste Disposal Authority face the consequences, rather than the cost of the breach being shared out among all Waste Disposal Authorities. The Government will therefore reserve the right to pass some, or all, of any fine imposed by the European Council for Justice on to the WDA(s) responsible for the breach.

18. Penalties for failing to provide monitoring information – The financial penalty for failing to provide the necessary monitoring information is £ 1,000.

19. Penalties for failing to provide information on banking and borrowing – As Waste Disposal Authorities will need to input details of all banking and borrowing onto the register before the transaction is confirmed, the Government's view is that it will not be necessary to make use of the power in the WET Act to impose penalties on Waste Disposal Authorities which fail to provide this information.

20. Waiving or Suspending Penalties – The Government will issue guidelines on which any decision to suspend or waive penalties will be based. These guidelines will be publicly available.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	CABINET MEMBER FOR HOUSING & ENVIRONMENTAL SERVICES
2.	Date:	20 September 2004
3.	Title:	Petition regarding boarded properties on Nearcroft and Barber Balk Road, Ward 21
4.	Programme Area:	Housing and Environmental Services

5. Summary

That properties at 10, 12, 14 and 16 Nearcroft Road and 47 Barber Balk Road, boarded and awaiting demolition since 2001, have contributed to area decline by attracting vandalism, anti social behaviour and squatters.

6. Recommendations

THAT CABINET MEMBERS NOTE THE ACTIONS IN THIS REPORT.

7. Proposals and Details

The petition has highlighted problems associated with management of the site pending demolition. It is proposed that ongoing monitoring by the police and officers of the Council is to continue, in liaison with the residents in the area and address any issues that arise. To rehouse the tenant at 45 Barber Balk Road as soon as possible. To seal off site with immediate effect, pending demolition which, is due to commence November 2004. That all works to be carried out with as little disruption as possible to residents in the area. To monitor contractual arrangements for security of site and to liaise with residents, EDS and other agencies on effectiveness and/or shortcomings.

8. Finance

Demolition project has been costed and agreed. Estate management will be addressed through current demolition budgets. No additional costs envisaged.

9. Risks and Uncertainties

That during demolition and clearance, the area could attract further incidents of vandalism and anti social behaviour. Likewise, once the area has been cleared and transformed into communal grassed land pending sale. To monitor contractual arrangements for security of site and to liaise with residents, EDS and other agencies on effectiveness and/or shortcomings. To propose that site is marketed before completion of works, in an attempt to hasten sale.

10. Policy and Performance Agenda Implications

The project will contribute to regeneration by improving and promoting the image of Rotherham, through clearing an unsightly cluster of buildings and redeveloping the site.

11. Background Papers and Consultation

Following leakages of methane gas in an area of Kimberworth Park, a report was presented to Cabinet in August 2001 and a decision was made for the demolition of properties 10, 12,14 and 16 Nearcroft Road and 47 Barber Balk Road. However, further analysis revealed that methane emissions had diminished and eventually seeped away, to allow for the sale of land following clearance of the site.

As properties 14 and 16 Nearcroft Road are owned by the Coal Authority, contractual agreements between Rotherham MBC and the Coal Authority were required before demolition could commence. This deal was not finalised until July 2003 with an agreement for RMBC to demolish the properties, market and sell the site on the open market and then for the proceeds to be divided between the parties.

The project was then developed with EDS to draw up a demolition scheme, assessing health and safety issues and determining expenses. These were undecided for sometime as the tenant at 45 Barber Balk Road was unsure whether she wished to stay in situ whilst the property next door was demolished, be decanted temporarily, or be rehoused permanently. The tenant of 45 Barber Balk Road has

now requested a permanent transfer. This has had an impact on the undertaking of demolition at 47, which will not commence until the tenant has been rehoused into suitable property.

Since 2001 to date, the Council has received ongoing reports of fly tipping, vandalism, and anti social behaviour in the area, as highlighted by the petition. The Council, in conjunction with partners and other agencies, has responded appropriately to the reports, but due to the area being easily accessed, have found it increasingly difficult to manage. The caretaking team has periodically cut the hedges and grass surrounding the properties and make regular litter picks around the area. Whilst vandalism is evident, no perpetrators have been identified. In response to recent reports of squatters occupying the empty properties, officers of the Council and of the Police have investigated the claims, but have found no evidence to suggest that anyone is gaining entry into the properties or that squatting is taking place. Ongoing monitoring by the police and officers of the Council is taking place as is liaison with the residents in the area.

Contact Name : Lynne Hamshaw, Housing Team Leader, ext. 6913,
Lynne.Hamshaw@rotherham.gov.uk

**RECYCLING GROUP
9TH SEPTEMBER, 2004**

Present:- Councillor Wyatt (in the Chair); Councillors Atkin, Littleboy, Senior and Walker.

Apologies for absence:- Apologies were received from Ellis and N. Hamilton.

1. MINUTES OF MEETING HELD ON 2ND MARCH, 2004

The minutes of the meeting held on 2nd March, 2004, were agreed as a true record.

Arising from Minute No. 15 (Office Waste Paper Recycling Scheme) the Waste Strategy Manager reported that a small scale office waste scheme was being conducted at the present time. A review was also being carried out of the commercial waste services to ascertain whether it would be viable to provide a service for the removal of some of the waste from Council buildings and other commercial premises which may require split level vehicles as a replacement to standard refuse vehicles.

Arising from Minute No. 17 (Creation Recycling – Social Enterprise) it was noted that Tony Clabby was not in attendance due to him being on annual leave. He would be invited to the next meeting.

2. MUNICIPAL WASTE MANAGEMENT STRATEGY AND OPTIONS APPRAISAL 2004-2020

The Waste Strategy Manager gave a presentation on the Draft Municipal Waste Management Strategy and Initial Options Appraisal.

The presentation formed part of the first stage of development for the long term Waste Strategy from 2004 – 2020 taking account of Government and European directives which required local authorities to divert significant quantities of waste away from landfill. This would require the Council to consider options for the treatment of waste to meet stringent landfill targets.

The presentation drew attention specifically to:-

- Why a Waste Strategy Management Strategy was required.
- The plan for the next sixteen years.
- Compliance with European and U.K. legislation.
- The short term strategy.
- Extension of current infrastructure.
- Improvement of participation in collection systems.
- Achievement of a 21% target by 2006 and further increases in recycling rates beyond this date.

- Long term strategy for waste management.
- Reduction of biodegradable waste sent to landfill.
- Assessment and underpinning of six options:-
 1. High Recycling.
 2. Mechanical Biological Treatment.
 3. Anaerobic Digestion.
 4. Incineration.
 5. Gasification and Pyrolysis.
 6. Combination.

- Targets to reduce biodegradable waste sent to landfill as a consequence of the Landfill Allowance Trading Scheme.
- £ million (Net Present Value) of all six options.
- Generic overview of the risks.
- A summary of costs and risks associated with each option.
- Next steps to include public consultation, workshops, analysis, completion of the Full Waste Strategy and Government Office and Council approval.

The following issues were raised/points made:-

- Leaflets were to be distributed to every household containing a questionnaire as to the householder's opinions on recycling and the different waste treatment technologies.
- Landfill tax was set to rise from £15 a ton to £35.
- The Yorkshire and Humber Assembly were to conduct a publicity campaign on waste minimisation.
- Blue boxes were on Assisted Collection.

Agreed:- (1) That a half day all Members seminar be arranged following on from the consultation with Area Assemblies to consider the options available.

(2) That all Members receive a copy of the leaflets and the Introductory Guide produced by DEFRA before they were distributed to the public.

3. AUDIT COMMISSION - BEST VALUE INSPECTION ON WASTE

It was hoped that the initial report would be received shortly. A round table meeting for officers was to be held on 14th September with a meeting with the Audit Commission and Members on 17th. The initial feedback had been very positive.

4. SCHOOLS WASTE ACTION CLUB

Regretfully, the Schools Waste Action Club had closed at the end of the 2003/04 school year. Gill Charters was meeting Waste Watch representatives for an update on the current situation.

It was intended to submit a bid to CRED to continue work with more targeting on home recycling as well as school recycling. If successful the project could be back on line by Christmas, 2004.

5. WRAP HOME COMPOSTING SCHEME – UPDATE

The Waste Strategy Manager reported the Scheme was continuing although there was some concern with its operation. They had been asked to supply a report on what positive impact the Scheme had made

There had been problems with the delivery of compost bins. However, to date 5,214 orders had been delivered. Publicity had appeared in the local press as well as a one day sale at Magna. Compost bins were being supplied free of charge to encourage composting initiatives.

6. PARTICIPATION RATES - BLUE BOX SCHEME

The Waste Strategy Manager reported that the take up rate for the north of the Borough was giving cause for concern. A leaflet was in the process of being produced which would be delivered to those households not participating in recycling in an attempt to encourage them to use their blue box.

7. PLANS FOR ROTHERHAM SHOW

The Waste Strategy Manager reported that the exhibition vehicle, compost vehicle, refuse vehicle and Recycling Reg would all be present at the Rotherham Show together with numerous publicity material.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Housing and Environmental Services
2.	Date:	20th September 2004
3.	Title:	1st Quarter Performance Report, 2004/5 All Wards Affected
4.	Programme Area:	Housing and Environmental Services

5. Summary

The report details the Housing and Environmental Services Programme Area performance set against relevant performance indicators during the first quarter of this financial year.

6. Recommendations

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

7. Proposals and Details

At the end of the quarter, 82% of indicators are achieving their quarterly control target, but action is in place to ensure all the year-end targets are achieved. Despite targets being stretched, this is an improvement from the previous quarter where 76% of our indicators met the outturn targets. This is our best start to a performance year because at the same stage last year, 71% of our indicators were on target. The report contains performance indicators that relate directly to the Comprehensive Performance Assessment. Currently 83% of these indicators are on track to meet the year-end targets compared to 75% last quarter.

When compared to the All England figures, for Housing Services, 2 indicators have moved up a quartile place and 6 indicators remain the same compared to the same period last year. For Environmental Health, 2 indicators have moved up a quartile place, 4 have remained the same and 1 has dropped a place, although in line with projected national trend. We currently have 6 indicators in the top quartile compared to 3 indicators at the same stage last year. Making comparisons between quarter results and previous year-end actuals is difficult but the analysis provides useful evidence that we are improving.

We stated in the last report that, although we received very good improvements in our customer satisfaction scores, we were not happy with the level of satisfaction for Housing Services. We have since developed an action plan based on utilising customer feedback to deliver improvements in both the short, medium and longer term. This is already paying dividends as we have seen a rise in the level of customer satisfaction from 75.5% in March 2004 to 80% in July 2004.

These outstanding results have been achieved by a continual focus on customer care standards, quality and performance by building on our best ever performance returns last year. We are now getting much smarter in our ability to manage performance and this is being evidenced by our quarter-by-quarter improvements. In addition, we have modernised our individual Performance and Development Review's so that they are more performance and target orientated.

8. Finance

There is an administration cost to producing the reports.

9. Risks and Uncertainties

By measuring the things that are important to our customer's will mean that we will be delivering a service that meets our priorities and competes with the best. The impact of not achieving this will be damaging to service delivery and reputation. These risks are being managed through our Performance Management Framework and supported by an external validation of our framework by HouseMark. This will ensure that the best performance management techniques are applied throughout the Council, enabling our strategic objectives to be achieved

10. Policy and Performance Agenda Implications

We want to continually improve so that our customers receive top quality value for money services. This is why we have reshaped the suite this year to focus on

outcomes. We are now aiming for top quartile in all key performance indicators by March 2005 and 'best in class' by March 2006.

The demand for improvement and the pace of improvement have increased dramatically over the last few years. The Programme Area Performance Plan shows us where we want to go and how we will get there. The actions within the plan all rely on effective performance management and measurement to ensure our strategic objectives succeed. The Performance Management Framework supports our strategic policy framework ensuring that we organise our work to deliver better performance. Its purpose is to deliver better quality services to local people. A rigorous performance management culture within Housing & Environmental Services will increase our capacity to deliver our mission of 'building sustainable neighbourhoods'.

11. Background Papers and Consultation

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

Contact Name: John Mansergh, Performance and Development Officer, Extension 2220, john.mansergh@rotherham.gov.uk

Housing & Environmental Services

Quarter 1
(April to June 04)
Performance Report
2004/05

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Executive Summary

Overview

In June, 37 (82%) KPIs are on target and have achieved the monthly control target that was agreed by the PI Manager. 8 (17%) are not achieving monthly control targets. This compares to 76% KPIs that achieved the year-end target in the last quarter. When compared with All England figures 6 indicators are in the top quartile, compared to 3 in the last quarter. 100% of control targets set to achieve Strategic Objective 4 – Establishing an ALMO and Strategic Objective 7 – Providing responsible and flexible services are currently being achieved, and are well on their way to achieving the year-end targets.

Significant Improvements

Our best news stories this quarter relate to performance on homelessness, empty property, composting and environmental quality.

Actions for Improvement

The following actions have been taken by the Programme Area in the last quarter to achieve improvements:-

- A new suite of KPIs has been developed for the programme area following consultation with Management, Staff and our Customers. This resulted in establishing 45 key indicators which incorporates existing Best Value Performance Indicators, deleted BVPI's and new Local Performance Indicators. The suite supports the delivery of our Programme Area Performance Plan, which has again been held up as good practice within the Council.
- All KPIs for 2004/05 have detailed action plans and monthly control targets, which will be monitored throughout the year to ensure that year-end targets are achieved.
- A Performance Clinic has been held to stretch the performance levels of our LPSA indicators. This direct management action has led to improvement in performance on relet times and rent loss through voids.
- We are working with HouseMark to externally validate and develop our Performance Management Framework. This will strengthen the application of the framework ensuring that we deliver the major changes to the programme area outlined in our strategic policy framework.

The following report focuses on KPIs and how they are helping to achieve the Programme Area 7 Strategic Objectives for 2004/05. Our work activity and resources (people and finance) have been aligned around these strategic objectives, which are focused on the priorities within the Corporate Plan and Community Strategy.

Strategic Objective 1 – Delivering Housing Market Renewal to stimulate the local economy.

Supporting Corporate Priorities - 'A Place to Live'

BV 62 Off target	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					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	3.21%	4.3% (Higher is better)	8.4% 4.5%	-	0.91%	0.82%
All England – Top Quartile			Metropolitans – Lower Middle Quartile			

BV 64 On target	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>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	92	35 (Higher is better)	N/A	-	4	5
	All England – N/A			Metropolitans – N/A		

HES 68 On target	Average relet times for local authority dwellings let in the financial year (<i>Andrew Leigh</i>)					
	Comprehensive Performance Assessment Indicator					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
22.84	20 Days (Lower is better)	N/A	-	26.5 Days	24.62 days	
All England ALMOs – Top Quartile						

HES 69 On target	Percentage of rent lost through local authority dwellings becoming vacant (<i>Dave Abbott</i>)					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	1.58%	1.25% (Lower is better)	N/A	-	1.49%	1.33%
All England – N/A			Metropolitans – N/A			

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>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
On target	a)1.55 b)0.60	a) 1.54% b) 0.5% (Lower is better)	N/A	- -	a)1.54 b) 0.5%	a)1.2% b)0.31
All England – N/A			Metropolitans – N/A			

BV 62 - Unfit private dwellings made fit/demolished

- Current performance is behind the quarterly control target but is expected to return quickly in the next quarter. We are currently in the upper middle quartile for All England and lower middle for metropolitan authorities.
- The Group Repair Scheme for Eastwood is the main contributor to this indicator and work on this project is catching up to the original programme and is now only 5 properties behind the number of completions expected by this stage. All these properties are close to completion.
- Progress will continue to be closely monitored and is expected to be in line with the Action Plan profiling by the end of July. All other related work is currently on target.

BV 64 - Private vacant dwellings occupied/demolished

- We are currently on target with this indicator.
- Schemes scheduled to contribute throughout the remainder of the year are on target.
- Our pro-active work with individual property owners and private developers is expected to contribute evenly throughout the year.

HES 68 - Average void relet time

- Performance is on target and we continue to remain top quartile (now 3rd best) for All England ALMOs.
- Performance has improved towards the end of the quarter following effective performance management activity after a disappointing start.
- Performance monitoring was improved by the introduction of improved target setting. Performance clinics for individual neighbourhood managers and their respective Repairs Managers, resulted in the faster procurement of kitchen supplies. Pre-termination procedures were improved resulting in better co-ordination between the gas, electrical and district teams.
- The factors likely to help improve performance during the year include the Furnished Tenancy Scheme, starter packs, Choice Based lettings and the outcomes of the Sheltered Housing Review.

HES 69 - Rent loss through voids.
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- Performance is currently on target and has seen a massive improvement from last year. The key to this has been a greater understanding of how performance in other indicators can affect this one, and how improvements can be made without a negative impact on them.
- Performance was driven through better monitoring where figures are now broken down by management patch giving managers a better understanding of their performance.
- Performance clinics have been held between the Head of Service, indicator manager and the performance manager, which resulted in best ever performance towards the end of the quarter.
- The impact of the sheltered housing review has reduced the number of voids at Dalton House and Fern Bank. Further decisions on the future sustainability of Queens Acre, other sheltered schemes and a review of long term voids will have positive impacts of securing the achievement of this LPSA indicator. Decisions on the disposal of long term void miscellaneous properties have been streamlined.

Strategic Objective 2 – Developing a community focused, multi-agency approach to Neighbourhood Management
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<i>Supporting Corporate Priority - 'A Place to Live' & 'To be a progressive, responsive, accessible and quality service provider</i>
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BV66a Off target	Local authority rent collection and arrears: proportion on rent collection (Simon Bell)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	97.72%	98.3% (Higher is better)	97.11% 98.3%	-	93.45%	92.07%
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

HES 66b On target	Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll (Dave Abbott)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	1.75%	1.73% (Lower is better)	N/A	-	2.17%	1.99%
	All England – N/A			Metropolitans – N/A		

BV164 On target	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>					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2001/02	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	Yes	Yes	Yes	-	Yes	Yes
All England – Top Quartile			Metropolitans – Top Quartile			

HES 3 (a/b/c) On target	% 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>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	a) 97% b) 98% c) 100%	a)98% b)99% c)100% (Higher is better)	N/A	- - -	98% 99% 100%	97% 99% 100%
	All England – N/A			Metropolitans – N/A		

HES 5 On target	% of new tenancies that last more than 12 months <i>(Dave Abbott)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	97.5%	98% (Higher is better)	N/A	-	94.5%	95.17%
	All England – N/A			Metropolitans – N/A		

HES 11 On target	% cost of tenant rechargeable repairs which has been recouped <i>(Simon Bell)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	27.7%	30% (Higher is better)	N/A	-	25%	31%
	All England – N/A			Metropolitans – N/A		

BV66a - Rent collected

- Current performance is not on target but improved towards the end of the quarter. We continue to be top quartile for Metropolitan and upper middle for both All England and All England ALMOs.
- The excellent performance on the void indicators has an adverse effect on the way this indicator is calculated but actual arrears continue to reduce.

- We are currently piloting the centralisation of current arrears collection, following evaluation from the Going Local Pilot that generic (or neighbourhood) management cannot be delivered effectively if this work is included in the front line officers' remit. This is proving successful and has been incorporated into the restructure of Housing Management Services presently underway. Based on the results of this pilot study it is expected that performance will improve.

HES 66b - Rent arrears of current tenants

- Performance exceeded the quarterly control target of 1.80%.
- The actions are similar to BV66a and the roll out of the pilot is expected to improve performance on this indicator as well.
- A detailed audit of poor performing areas has been carried out to identify areas for improvement and best practice. All poor performing areas from 2003/04 have been reviewed and instructed to adopt the more effective working practices of the best performing neighbourhoods. Performance targets are being monitored by the Rent Recovery Section. This direct performance management arrangement should see performance improve throughout the year.

BV 164 - Following the Racial Equality's code of practice

- Current performance is on target remains within the top quartile for All England ALMOs, All England and Metropolitan authorities.
- The BME 'barriers' conference was held on 29th April 2004 with the new Equality and Diversity Officer and resulted in useful intelligence to inform the BME Housing Strategy.
- An Asylum Seekers Resident Group has been established to help improve consultation and develop the service. A variety of learning and development sessions have taken place throughout the quarter to improve service delivery to our customers (induction, community cohesion, equality monitoring and Mosque visits).
- Job Descriptions and specifications have been reviewed in preparation for the restructure. All policies and procedures are being reviewed as part of a programme of 'impact and needs assessments'.

HES 3 - % of anti-social complaints dealt within target.

- Performance is slightly behind target for part (a) of this indicator but remains on target for parts (b) and (c).
- There has been a change in indicator manager for this indicator and it now measures anti-social behaviour across all tenures. Performance is likely to be effected by an increase in caseloads as the team deals with more non-council housing activity.
- A current programme of training on new ways of working is currently under way and should provide a more effective service for victims. We are developing neighbourhood standards and methods to assess customer

satisfaction to evidence whether our enforcement/involvement activity is having a positive effect on the quality of life within neighbourhoods.

- The restructure of the Housing Management Service into Neighbourhood Management is designed to increase the resources available to monitor and tackle anti-social behaviour on Rotherham estates.

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

- Current performance levels are on target.
- New processes were introduced following robust benchmarking undertaken in the previous quarter. This has improved reporting with new categories reflecting corporate priorities like fear of crime. Termination trends and refusals are monitored on a monthly basis and used to identify areas for 'review' to improve service delivery.
- Performance will continue to improve now that evaluation of Going Local has been completed and the results incorporated into the new structures. These will target resources more effectively on neighbourhood issues by creating a locality approach within the neighbourhoods. The restructure will also expand the role of the centralised rents team (to be called Customer Finance) to include a greater emphasis on preventative and anti-poverty work, which will help sustain more tenancies for longer periods.

HES 11- % of recouped rechargeable repairs

- Performance levels are on target and are set to achieve the year-end target.
- A faster procedure for processing recharges and more robust evidence gathering process is paying dividends with this indicator. Better quality procedures have led to more money being recouped.
- Again, the centralisation of revenue and debt issues into the Customer Finance Team should lead to a more consistent approach to recovery.

Strategic Objective 3 – Developing a long term approach to waste and recycling to minimise the need for waste disposal.

Supporting Corporate Priority - 'A Place to Live'

BV82a	Percentage of the total tonnage of household waste arisings which have been recycled <i>(Adrian Gabriel)</i>					
	Comprehensive Performance Assessment Indicator					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
On target	10.7%	13.5% (Higher is better)	7% 10%	-	11.5%	12%
	All England – Top Quartile			Metropolitans – Top Quartile		

BV82b	Percentage of the total tonnage of household waste arisings which have been composted <i>(Adrian Gabriel)</i>					
	Comprehensive Performance Assessment Indicator					

On target	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
4.2%	4.5% (Higher is better)	0.3% 3.7%	-	6%	9.8%	
All England – Top Quartile			Metropolitans – Top Quartile			

BV82c	Percentage of the total tonnage of household waste arising which has been used to recover heat, power and other energy sources (<i>Adrian Gabriel</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
0%	0%	N/A 54%	-	0%		
All England – N/A			Metropolitans – N/A			

BV82d	Percentage of the total tonnage of household waste arisings which has been landfilled (<i>Adrian Gabriel</i>)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
Target					Actual	
85.1%	82% (Lower is better)	N/A 90%	-	82.5%	78.2%	
All England – Lower Middle Quartile			Metropolitans – N/A			

BV84	Number of kilograms of household waste collected per head (<i>Adrian Gabriel</i>)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
Target					Actual	
475	483 (Lower is better)	449 514	-	535	553	
All England – Upper Middle Quartile			Metropolitans – Bottom Quartile			

BV86	Cost of waste collection per household (<i>Adrian Gabriel</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
£41.01	£45.77 (Lower is better)	£29.47 £36.03	-	£46.06	£46.06	
All England – Bottom Quartile			Metropolitans – Bottom Quartile			

BV87	Cost of waste disposal per tonne for municipal waste (<i>Adrian Gabriel</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
Off						

target	£29.50	£29.30 (Lower is better)	N/A £42.80	-	£25.57	£25.99
All England – Top Quartile			Metropolitans – N/A			

HES 88 Off target	Number of collections missed per 100,000 collections of household waste (<i>Adrian Gabriel</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	25	24 (Lower is better)	N/A	-	23	28
All England – N/A			Metropolitans – N/A			

BV91 On target	Percentage of the population served by a kerbside collection of recyclables (<i>Adrian Gabriel</i>)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	96.4%	96.4% (Higher is better)	90% 99%	-	96.4%	96.4%
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

BV 82a Performance – % of waste recycled

- Performance levels are on target and within the top quartile for both All England and Metropolitan authorities.
- Recycling performance at the Household Waste Recycling Centres was excellent throughout the first quarter and was helped by the lower than estimated residual waste figures for the quarter.

BV 82b Performance – % of waste composted

- Current performance is on target with all three of the green waste collection services proving successful. We are currently in the top quartile for both All England and Metropolitan authorities.
- The new kerbside green waste service continues to be popular and well supported, with over 1250 tonnes of compostable material collected so far this year.
- Green waste collected from the Household Waste Recycling Centres was significantly higher than forecast producing our best return since its introduction.
- The Saturday Kerbside Garden Waste collection service continues to contribute to the success of this indicator.

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

- There are currently no energy from waste incineration facilities in Rotherham.

BV 82d Performance – % of waste landfilled

- Current performance is on target and is within the lower middle quartile for All England authorities.
- This indicator is inversely related to the performance indicators for recycling and composting and is therefore driven by movements in the recycling and composting indicators.
- The measures necessary to achieve the targets for recycling and composting all have a positive impact to the success of this indicator.

BV 84 Performance – Kg's of waste per head

- Performance is slightly behind the quarterly control target.
- Despite previous reports, indicating that household waste production was increasing in line with national trends, intelligence suggests that waste production on the collection rounds and the recycling centres are falling (9% decrease). If this trend continues the indicator will hit the year-end target.
- An analysis of the refuse rounds covered by the kerbside green waste service has found that the green waste bins have not had the desired effect of significantly reducing refuse collection weights.

BV 86 Performance – Cost of waste collection per household

- Current performance is on target.

BV 87 Performance – Cost of waste disposal per tonne

- Performance is not on target but despite this, remains in the top quartile for All England authorities.

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

- Current performance is behind target but is expected to return at the start of the next quarter.
- The increase in number of missed collections during this period is attributed to the various collection week changes that have been implemented in order to align blue bag paper and Blue Box recycling collection weeks.
- Whilst this has a positive effect on reducing collection costs (BV 86) this inevitably resulted in a variation in collection times and additional bins were missed. Service delivery will return to the high standards we have set ourselves and will now provide better value for money for our customers.

BV 91 Performance – % population served by a kerbside recyclable collection
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- We are performing in line with the quarterly control target. We are currently top quartile compared to Metropolitan authorities and upper middle in All England comparisons.
- We are in the process of matching resources to serve parts of the Borough which are not yet included on the Blue Box scheme. Although this will not have an effect on this indicator (since many of these properties are included on the kerbside waste paper collection service), it will leave us in a strong position to comply with the Household Waste Bill that requires 2 or more recyclables to be collected by 2010.
- The number of properties receiving a kerbside collection of recyclables continues to increase since new developments are included on the kerbside collection schemes.

Strategic Objective 4 – Establishing an ALMO that will ensure that Council Housing achieves the Decent Homes Standard and delivers a customer led ‘3-star – excellent’ housing management service.

Supporting Corporate Priority ‘A Place to live’, A place with active and involved communities’ and ‘To be a progressive, responsive, accessible and quality service provider’,

BV184 On target	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					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	a) 47.07%	78%	42% 25%	-	-	
b) 18.78%	11.28% (Higher is better)	13% 19%	-	2.53%	2.53%	
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

HES D8 On target	Number of non-decent council houses (<i>Dave Middleton</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	9435	16304 (Higher is better)	N/A	-	436	465
	All England – N/A			Metropolitans - N/A		

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

- Performance is on target. We are currently in the upper middle quartile for All England and top quartile for metropolitan authorities.
- The stock condition survey carried out by Savills in December 2003 identified a non-decent stock level of 78%. The Decent Homes Partnership has considered the implications that this new level has on existing programmes and is developing a work programme to enable the decency target of 2010 to be achieved.
- Work is under way on the decent homes programmes at Wath, East Herringthorpe, West Melton, Aston, Whiston and Longfellow Drive.
- Customer satisfaction levels with the quality of work already completed, remains exceptionally high.

Strategic Objective 5 – Delivering a ‘3 star – excellent’ Repairs & Maintenance Service to support sustainability and regeneration of neighbourhoods.

Supporting Corporate Priority ‘To be a progressive, responsive, accessible and quality service provider’ and ‘A place to live’

BV63 On target	Energy Efficiency – the average SAP rating of local authority owned dwellings (Brian Marsh)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	58	59 (Higher is better)	56 62	-	58	58
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

HES 72 On target	The percentage of urgent repairs completed within Government time limits (Gary Whitaker)					
	Comprehensive Performance Assessment Indicator					
	Local Public Sector Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
93.55%	97% (Higher is better)	N/A	-	91%	91.12%	
All England ALMOs – Lower Middle Quartile						

	The average time taken to complete non-urgent responsive repairs (Gary Whitaker)					
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HES 73 On target	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	14.85 Days	13 Days (Lower is better)	N/A	-	13 Days	10.33 Days
All England ALMOs – Lower Middle Quartile						

BV185 On target	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					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
65.33%	75% (Higher is better)	53 73	-	77%	78.53%	
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

HES 6 On target	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>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	a) 291 b) 183	a) 220 b) 140 (Lower is better)	N/A	-	a) 234 b) 172	a) 234 b) 172
All England – N/A			Metropolitans - N/A			

HES 7 On target	% of Council properties which have been gas serviced this year (<i>Paul Ruston</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	98.11%	100% (Higher is better)	N/A	-	43%	43.14%
All England – N/A			Metropolitans - N/A			

HES 8 Off	% of repairs completed on the first visit (<i>Gary Whitaker</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual

target	75.83%	85% (Higher is better)	N/A	-	85%	77.57%
All England – N/A			Metropolitans - N/A			

HES 9 Off target	Ratio of budget spent on Programmed Repairs <i>(Dave Middleton)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	49%	55% (Higher is better)	N/A	-	49%	44%
All England – N/A			Metropolitans - N/A			

HES 12 On target	Performance of spend on Capital Programmes <i>(Dave Middleton)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	100%	100% (Higher is better)	N/A	-	8%	8%
All England – N/A			Metropolitans - N/A			

BV 63 Performance – Energy Efficiency SAP rating

- Current performance levels are on target and are in the top quartile compared to metropolitan authorities and upper middle quartile for All England.
- Performance overall will be maintained as a result of our commitment to the Decent Homes – Home Energy Saving Scheme and other insulation and related works to complement heating conversions. Replacement of coal fired district heating schemes are other contributors to the indicator.

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

- Performance is slightly ahead of target. We are currently in the lower middle quartile compared with All England ALMOs.
- All repairs staff have focussed on job ordering procedures when determining an urgent repair which addresses two issues: bringing the service closer to the Government's target of 60/40 on planned repairs against responsive repairs and reducing the number of urgent jobs
- Performance meetings with operational staff have highlighted areas of improvement to responsive repair turn around times.

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

- Current performance is better than the quarterly control target. We are currently in the lower middle quartile compared with All England ALMOs.

- Performance levels have improved due to regular performance meetings with the depot managers.
- The introduction of multi-skilling to a high proportion of Repairs & Maintenance operatives has enabled jobs to be completed in one visit, therefore reducing the average time taken to complete a non-urgent repair.
- Lines of communication have improved via 'tool box' briefings and further allocation of mobile phones for front line repair operatives ensuring faster response for follow up trades should they be necessary.

BV 185 Performance – Repairs by Appointment

- Performance is ahead of the quarterly control target. We are currently top quartile for metropolitan authorities, upper middle for All England and lower middle for All England ALMOs.
- Performance levels have improved due to analysing and addressing problems identified at regular performance meetings with the depot managers.
- The introduction of the new salary scheme brought in new flexible working arrangements for front line repairs staff, this has extended appointment opportunities for our customers outside normal working hours.
- The expansion and development of ICT systems will further improve and satisfy customer demand for appointments with task lead multi slots for appointments.

HES 6 Performance – Time taken to process adaptations

- **6a** Performance for the quarter is on track to meet the year-end target but was projected to perform slightly better.
- The times are being affected by a backlog of adaptations that was created at the end of 2003-04. Regular performance meetings with contractors are now taking place to improve the position of this indicator.
- **6b** Performance is on target despite an increase in jobs requested. Effective performance management arrangements with contractors are paying dividends with this.

HES 7 Performance – % of properties gas serviced

- Performance is on target despite an increase in the number of responsive gas repairs during the quarter.
- Our target has been stretched to 100% following improvements made to our 'access' procedures. We are confident that this new target can be achieved and additional resources have been identified to sustain our excellent gas servicing record.
- The servicing team is now carrying out work for Right to Buy owner-occupiers, ensuring they benefit from continuity of service at a very competitive rate. We have serviced every one in the programme so far as well as all Council owned buildings. Although these are not calculated within this measure it represents excellent overall performance from our gas servicing team.

HES 8 Performance – % of repairs completed on first visit

- Performance levels are disappointingly lower than forecast.
- More jobs are being done right first time. The development of multi-skilling and the introduction of salaries for repairs operatives should provide us with the ability to keep and attract the best workers out there.
- A review of the appointment slots should provide us with a better balance between time and quality. Our customers have told us they want a repair doing right first time and this indicator is an important measure of our commitment to them.

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

- Performance is behind the quarterly control target.
- The majority of the programmed works are scheduled to commence throughout the remainder of the year and will have a positive impact on this indicator as programmed expenditure increases.
- To further improve performance, any savings arising from responsive works (emergency and urgent work) will be used for additional programmes outlined with the Annual Maintenance Plan.

HES 12 Performance – Spend on Capital Programme

- Current performance levels are on target.
- Expenditure on the capital programme is currently £2,231,648 (8%) and effective project management arrangements will ensure that the indicator is achieved for a second year running. Not all schemes have started yet but we are in a better position at the end of this quarter compared with the same period last year.
- Fortnightly capital programme monitoring meetings take place between Head of Service, Financial Services Manager and Budget Managers to ensure appropriate phasing of spending is being maintained, and action plans are in place where spend is not meeting targets. Contingency programmes of works have also been prepared to make sure that should programmes show slippage, monies are re-allocated to ensure maximum spend.

Strategic Objective 6 – Providing effective enforcement and advice which deliver high standards and quality of life.

Supporting Corporate Priority 'A place which cares', 'A Safe place', 'A Place to Live'

HES 18 On	The percentage of food inspections that should have been carried out that were carried out for High Risk Premises. <i>(Jan Manning)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual

target	99.8%	91% (Higher is better)	N/A	--	85%	85%
All England – N/A			Metropolitans - N/A			

HES 19 On target	The percentage of consumer protection visits that should have been made that were carried out for High Risk Premises. <i>(Trevor Davies)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	77%	80% (Higher is better)	N/A	-	6.15%	6.15%
All England – N/A			Metropolitans - N/A			

HES 1 On target	% of visits to collect syringes and needles discarded in public places undertaken within the target time <i>(Mark Ford)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	100%	95% (Higher is better)	N/A	-	100%	100%
All England – N/A			Metropolitans - N/A			

HES 2 On target	Number of prosecutions for dog fouling per 10,000 population <i>(Mark Ford)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	4.24	4.5 (Higher is better)	N/A	-	0.88	1
All England – N/A			Metropolitans - N/A			

HES 4 On target	Number of prosecutions for littering per 10,000 population <i>(Mark Ford)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	11.72	12.5 (Higher is better)	N/A	-	3	3.08
All England – N/A			Metropolitans - N/A			

HES	% compliance visits carried out in comparison with the industrial process emission control programme <i>(Mark Ford)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25%	Past Performance	2004/05 Qtr 1	

16 On target			2002/03	(Cumulative)	Target	Actual
	100%	90% (Higher is better)	N/A	-	21.09%	30.47%
	All England – N/A			Metropolitans - N/A		

HES 18 Performance – % of food inspections – high risk

- Food inspection performance for high risk inspections is currently on target.
- Daily inspection and investigation activity led to the closure of two food premises through Emergency Prohibition Orders. In addition, 3 food hazard warnings were received and 8 Improvement Notices were served.
- Inspection activity will continue to focus on 'high risk' premises during the year to enable the year end target to be achieved. A member of staff has been seconded to provide the support required to achieve this indicator.

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

- Performance is currently on target despite a borough, and indeed national, shortage of suitably qualified trading standards officers.
- The service is currently operating with 1 Trading Standards Officer and utilising agency support is not an option. Recruitment is scheduled within service wider re-organisation and provision is being made to provide Trainee posts.
- Performance levels have been achieved by prioritising work using a robust risk assessment methodology.

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

- Current performance levels are on target to meet the year-end figure.
- The performance target for 2004/05 was stretched for collecting drug litter in public places from 4 hours to 3 hours. This was introduced following better working practices and the outstanding achievement levels from last year. This indicator remains a key safety measure for our customers. For the year to date 89 deposits of drug litter has been cleaned up.

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

- Performance is on target.
- By the end of the quarter, 25 fixed penalty notices have been served exceeding the quarterly target figure.
- Current performance levels have been achieved through sound enforcement activity and 'hot spot' patrols.

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

- Performance is on target.
- By the end of June, 77 fixed penalty notices were served on offenders.

- Current performance levels have been achieved through sound enforcement activity and 'hot spot' patrols.

HES 16 Performance – Industrial process emission control programme

- Current performance levels are on target.
- The target of 100% equates to a programme of 128 compliance inspections. The total for the year stands at 39 inspections, which exceeds the quarterly control target of 27 inspections.

Strategic Objective 7 – Providing responsible, flexible services that recognise individual circumstances and enable people to thrive and participate within the community.

Supporting Corporate Priority 'A place which cares', 'A place to live' & 'A place for everyone'

HES 67 On target	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>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	100%	100% (Higher is better)	N/A	-	100%	100%
All England – N/A			Metropolitans - N/A			

BV183 On target	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					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual

	a) 0.71 weeks	0.29 weeks (Lower is better)	0 1	-	0.43	0.36
	b) 0	0 (Lower is better)	0.8 1	-	0	0
All England – Top Quartile			Metropolitans – Top Quartile			

BV 202 On target	Number of individuals sleeping rough (<i>Angela Smith</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2001/02	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	NEW	4 (Lower is better)	n/a	-	4	1
All England – N/A			Metropolitans - N/A			

BV 203 On target	% Change in number of families in temporary accommodation (<i>Angela Smith</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2001/02	Past Performance (Cumulative)	2004/05 Qtr 1	
					Target	Actual
	NEW	64% (Higher is better)	n/a	-	64%	74%
All England – N/A			Metropolitans - N/A			

HES 67 - Homeless applications – decides/notifies in 33 days

- Current performance is on target and well within the legislative target.
- Consistent performance is being sustained due to improved procedures in the investigating process and a performance management culture within the homelessness team.

BV 183 - The average length of stay in B&B accommodation

- Performance is on target for both parts of this performance indicator and is predicted to improve throughout the year. We are currently in the top quartile for both All England and Metropolitan authorities.
- Using B&B accommodation is a policy of last resort and since the start of 2004/05 it has not been used/
- The Housing Needs Unit now has 30 dispersed furnished properties for use by homeless applicants and are also developing 7 further units of emergency accommodation to eliminate the use of bed and breakfast accommodation completely.

BV 202 - Number of individuals sleeping rough

- This indicator is new for 2004-05 and is currently performing on target.
- The Homelessness Team undertook a rough sleepers count on the night of 16th March 2004, in conjunction with Shelter. No evidence of rough sleepers was found on the night.

- This current figure of '1' is based on knowledge and information from other agencies. Our records suggest that the figure is likely to increase slightly during the summer months.
- Two out of the three rough sleepers recorded in May have been assessed and successfully re-housed by the homelessness team.

BV 203- Number of families in temporary accommodation

- This is another new homelessness indicator for 2004-05 and is currently on target.
- Despite this being a new measure we have been proactively reducing the amount of temporary accommodation we use through actions within the Homelessness Strategy and faster decision making (see HES 67).

General Programme Area Performance

Customer Services

Supporting Corporate Priority 'A Quality Service'

HES 17 On target	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% 2001/02	Past Performance (Cumulative)	2003/04 Qtr 1
	97.7%%	97% (Higher is better)	Unknown	-	98.3%
All England – N/A			Metropolitans - N/A		

HES 17 Performance – Requests responded to in 5 working days

- Performance is currently above the target of 97%.
- Improvements in our data collection processes and a performance culture amongst the workforce have led to a good out turn for quarter one.

Summary of complaints

Between 1 April and 30 June 2004, 58 formal complaints were received. This compares to 93 in the previous quarter.

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
Housing Needs	0	0	0	0	0	0	0	0
Building & Renovations Unit - Technical	0	5	0	2	2	0	3	12
Building & Renovations Unit - Agency & Grants	0	1	0	1	1	0	0	3
Policy and Planning	0	0	0	0	0	0	0	0
Housing Management	5	6	0	1	3	0	5	20
Environmental Services	1	0	1	0	0	0	6	8
Waste Management	0	0	0	0	0	0	2	2
Health & Commercial Standards	0	1	0	0	0	0	0	1
Building Works	0	4	0	2	1	0	1	8
Regeneration	0	2	0	0	0	0	1	3
Legal	0	0	0	0	0	0	0	0
Rent	0	1	0	0	0	0	0	1

Anti Social Behaviour	0	0	0	0	0	0	0	0
Total	6	20	1	6	7	0	18	58

As over one third of complaints related to Housing Management, the following table breaks down the Housing Management complaints into area office and complaint subject.

Service Area	Grounds Maintenance Gardens	Anti-Social Behaviour Neighbour Issues	Responsive Repairs	Allocations	Customer Care Issues	Total
Matlby	0	0	0	0	1	1
Dinnington	0	0	0	0	0	0
Wath	1	0	0	1	0	2
Swinton	0	1	0	0	0	1
Rawmarsh	0	2	0	1	0	3
Going Local	0	1	1	3	1	6
East Herringthorpe	0	1	0	1	2	4
Town Centre	0	0	1	1	0	2
Aston	0	0	0	0	0	0
Neighbourhood Management	0	0	0	0	1	1
Total	1	5	2	7	5	20

The next table shows the number of complaints resolved during the quarter by subject area.

Outcome	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
Upheld	0	1	0	0	0	0	2	3
Not upheld	4	11	1	1	4	1	10	32
Part upheld	1	11	0	2	0	0	2	16
N/A	0	0	0	0	1	0	1	2
Total	5	23	1	3	5	1	15	53

4 Ombudsman complaints were received during the period. They related to a noise issue, a neighbour issue and 2 repairs issues.

2 cases were resolved; one case resulted in a local settlement of a new fence and £300 compensation. One case was not upheld, no maladministration was found by the Ombudsman.

Complaint procedure performance targets

Complaints to be acknowledged within 5 working days.

For the period, 100% of complaints were acknowledged within this time-scale.

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

Within the period, 96% of complaints were given final replies within target, compared to 97% and 90% in Quarters 4 and 3 of 2003/04 respectively.

There were 2 complaints resolved out of time. The reasons behind this are:

- Ref: Reg/24 – Delay in manager's letter.
- Ref. HA/5/17 – Delay during officers' investigations.

During this period 100% of the complaints were acknowledged within the 5 working day timescale sustaining excellent performance from last year (100% achieved throughout 2003-04).

BV 5a - Complaints to the Ombudsman classified as maladministration

There have been none in the period.

BV5b - The number of complaints classified as local settlement

There has been one in the period.

The customer was awarded £300 compensation for the nuisance they experienced and the shortfall in service provided as a result of not adhering to the Anti-Social Behaviour policy. As part of the settlement, the customer's fence was also replaced.

The Council has reviewed its practice concerning Anti-Social Behaviour and has provided further training to its officers. This was commended by the Ombudsman.

Councillor Surgeries

For the reporting period, 98% of surgeries were resolved within the target time of 5, 10 or 20 days, depending on the type of enquiry. This compares to 97% & 94% for the last quarter and quarter 3 of 2003/04 respectively.

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

Service Area	Actions or conduct of staff	Quality of service provision	Request for service	Request for information	Cost of service	Delay in providing service	Absence of Service	Lack of information and/or publicity	Others	TOTAL	Percentage of surgeries
Housing Needs	0	0	0	2	0	0	0	0	0	2	1
BRU – Technical	0	0	2	4	0	0	0	0	2	8	3
Agency & Grants	0	0	0	4	0	0	0	0	1	5	2
Housing Management	0	1	135	45	0	2	0	1	0	184	79
Environmental Services	0	0	17	4	0	0	0	0	0	21	9
Waste Management	0	0	2	1	0	0	0	0	4	7	3
H & C Standards	0	0	0	0	0	0	0	0	0	0	0
Housing Strategy	0	0	0	0	0	0	0	0	0	0	0
Regeneration	0	0	0	1	0	0	0	0	0	1	0
Central Management	0	0	0	1	0	0	0	0	0	1	0
ASB	0	0	3	0	0	0	0	0	0	3	1
P&Q	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	1	159	62	0	2	0	1	7	232	
Percentage	0	0	0	2	0	0	0	0	0	2	1

As over three quarters (79%) of surgeries received relate to Housing Management, the following table extracts these figures and breaks them down into Housing area and subject.

Area Housing Office	Rehousing request	Housing Application	Repairs Internal	Repairs External	Neighbour Nuisance	Anti-Social Behaviour	Racial Harassment	Fly Tipping	Vermin Problems	Replacement of doors etc	Grants	Heating Conversions	Noise Nuisance	Request for fencing/gates	Grounds Maintenance	Misc	Total Surgeries Received	Percentage of Surgeries Received
Aston	2	1	3	8	2	5	0	1	0	0	0	0	1	5	4	8	40	22
Dinnington	1	4	3	2	1	0	0	1	0	0	0	0	1	0	7	2	22	12
East Herringthorpe	0	0	2	1	0	2	0	0	1	0	0	0	0	0	0	0	6	3
Going Local	8	4	1	0	0	0	0	0	0	0	0	0	0	0	1	1	15	8
Maltby	7	1	2	3	4	1	0	0	0	1	0	0	0	0	2	2	23	13
Rawmarsh	0	3	1	0	1	0	0	0	0	0	0	0	0	0	0	0	5	3
Swinton	4	1	2	1	3	1	0	0	0	0	0	1	0	1	2	6	22	12

Town Centre	13	1	7	5	1	7	0	1	2	0	0	0	0	1	3	5	46	25
Wath	1	0	1	2	0	0	0	0	0	0	0	0	0	0	1	0	5	3
Total	36	15	22	22	12	16	0	3	3	1	0	1	2	7	20	24	184	

Rotherham Connect Enquiries

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

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

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

For the period, 56 enquiries were received and 93% were responded to within 10 days. 41% of these were responded to within 3 days, compared to the last quarter of 2003/04 where 64 enquiries were received and 100% of these were responded to within 10 days.

By virtue of paragraph(s) 4, 5, 8 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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