

ENVIRONMENT SCRUTINY PANEL

Venue: Council Chamber, Town Hall, Moorgate Street, Rotherham
Date: Thursday, 23 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. Questions from members of the public and the press.
4. Declarations of Interest.
5. Joint Trading Standards Committee Working Group
- to nominate a representative

FOR INFORMATION

6. Restructuring of Housing and Environmental Services Programme Area (Pages 1 - 24)
- report of the Executive Director of Housing and Environmental Services
7. Anti-Social Behaviour Policy and Summary of Procedures (Pages 25 - 43)
- report of the Head of Housing Services
8. 1st Quarter Performance Monitoring 2004/05 (Pages 44 - 74)
- report of the Head of Housing Services
9. ALMO Excellence Plan (Pages 75 - 93)
- report of Head of Housing Services

10. Choice Based Lettings (Pages 94 - 147)
- report of Head of Housing Services

11. Estate Management Procedures (Pages 148 - 152)
- report of the Head of Housing Services

FOR DECISION

12. Role of the Wardens and Caretakers - Scrutiny Review
- Scrutiny Panel to consider possible review

FOR MONITORING

13. Minutes of meetings of the Cabinet Member for Housing and Environmental Services held on 6th September, 2004 (Pages 153 - 161)

MINUTES - FOR INFORMATION

14. Minutes of the Scrutiny Panel held on 26th August, 2004 (Pages 162 - 167)

15. Minutes of the Performance and Scrutiny Overview Committee held on 23rd July, 20th August and 3rd September, 2004 (Pages 168 - 177)

**Date of Next Meeting:-
Thursday, 21 October 2004**

Membership:-

Chairman – Councillor Atkin

Vice-Chairman – Councillor Hall

Councillors:-Burke, Clarke, Hodgkiss, Jackson, McNeely, Nightingale, Rushforth, P. A. Russell, Vines,
The Mayor (Councillor F. Wright), Mr. D. Alderson, Mr. D. Willoughby, Mr. S. Lavin, Mr. J. Lewis and
Mr. S. Hawkins

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1. **Meeting** ENVIRONMENT SCRUTINY PANEL
2. **Date of Meeting** THURSDAY 23 SEPTEMBER 2004
3. **Title** RESTRUCTURING OF THE PROGRAMME AREA
4. **Originating Officer** TOM CRAY, EXECUTIVE DIRECTOR, 3400

5. **Issue**

To agree new structural arrangements for the Programme Area

6. **Summary**

Consultation has been taking place in relation to proposed structures for the Programme Area since May this year, and has now been concluded.

The proposed structural arrangements represent a radical reconfiguration recognising the significant progress made to improve quality of services and to address the challenges facing the Council in the medium term.

The structures will:

- Enable a smooth transition to an Arms Length Management Organisation (ALMO) for housing management services
- Support the development of Borough-wide neighbourhood management arrangements
- Provide the council with an improved infrastructure to deliver Neighbourhood Renewal Strategy (NRS)
- Strengthen the community planning arrangement
- Support the community leadership role of Ward Members
- Mainstream area assembly activities
- Strengthen our approach to regulation and develop neighbourhood standards
- Deliver long term waste strategy

A re-naming of the Programme Area is required to reflect this new role and consultation within the council suggests the new Programme Area should be renamed '*Neighbourhoods*'

7. **Clearance/Consultation**

The proposals contained within this report have been subject to extensive consultation over a three-month period that has included:

- Presentation to Tenants Steering Group
- Discussion at Corporate Management Team
- An *all Member* seminar
- Discussion with Cabinet Member for Housing and Environmental Services
- Discussion with Cabinet Member for Community Planning and Social Inclusion
- Discussion/consultation with staff
- Discussion/consultation with trade unions
- Discussion with Chief Executive and Assistant Chief Executive
- Discussions with the Government Office for Yorkshire and Humberside
- Cabinet Member for Housing and Environmental Services held on 6th August, 2004

Changes have been made to more than 30 posts as a result of comments received through this consultation.

Support has been provided by accountancy staff from Resources Programme Area and from Human Resources staff employed by RBT to evaluate the financial cost of these proposals.

Individual jobs within the structure have been compared with other jobs as part of a job evaluation exercise.

8. Timing

Following a period of extensive consultation it is imperative that recruitment to the new establishment takes place as a matter of urgency to ensure that the Council is able to deliver commitments made in its corporate and service plans.

9. Background

The Programme Area has introduced a phenomenal amount of change since the Corporate Performance Assessment (CPA) in 2002. Changes have been an integral part of improvements across the whole of the Council and are a clear priority within the Corporate Plan.

The Council has used the findings from previous inspections and learning from others as the basis for driving improvements, prioritising activity and targeting resources. It has also systematically challenged previous thinking and approaches, involving a wide range of stakeholders in the changes.

The culture change that has taken place is striking and the core business is beginning to look very healthy. External assessment of the service through inspection, external validation, stakeholder feedback and customer results provide evidence of the real success of the service and improvement in standards that are reflected in key performance indicators.

Since August last year the Council has made a number of decisions that have had structural implications and have influenced the thinking behind the proposals, the most significant being:

- The decision to set up an ALMO to deliver housing management and repairs services and attract additional investment to improve homes and neighbourhoods
- Restructuring of the Chief Executive's service and the transfer of responsibilities to support area assemblies, neighbourhood management and the implementation of the Council's contribution to the Neighbourhood Renewal Strategy with effect from April 2004.

The key drivers of change are therefore:

- Address the corporate weaknesses identified as part of the CPA in 2002
- Transfer of services to an ALMO
- Create additional capacity to implement the Council's contribution to the NRS
- Development of Neighbourhood Management approaches across the borough
- Develop the role of area assemblies
- Support the community leadership role of Ward Members

- Establish local delivery arrangements through partnership

In addressing these issues the structures have also been designed to deliver some practical benefits:

- Bring in additional resources, knowledge and skills to deliver
- Remove organisational barriers
- Bring together people into teams with a common purpose
- Take on board learning
- Address some grading anomalies
- Tidy up job descriptions

The contribution of the Programme Area towards the Council's vision for Rotherham has also become much clearer and a new mission has evolved reflecting the strengths of the service:

'Building Sustainable Neighbourhoods'

A place to live, where people have choice, quality and aspiration.

The Programme Area invests more capital and revenue resources in neighbourhoods than any other public service provider and has been refocusing its activities towards the centre of the neighbourhood renewal agenda. Our resources provide a basis on which the Council can ensure that:

- People can see that someone is in charge and can get things done in every neighbourhood
- Neighbourhood plans, investment and services are all designed to ensure that no-one is disadvantaged by where they live
- Services are delivered in a way that contributes to the sustainability of communities

The new organisational form recognises the need to deliver these three outcomes and a number of commitments contained within the corporate document The Year Ahead.

Main features of the proposals

Copies of the new structures are provided in Appendix 1. The main features of the proposals are summarised below

- Creation of a Neighbourhoods Programme Area
- Stronger management structure to deliver our objectives
- Taking out a number of unnecessary layers leading to flatter structures
- Formalise the separation of the strategic and enabling functions of the housing service from delivery functions
- Creation of three interdependent service areas
- A realignment of activities to support the Council's approach to delivering the neighbourhood renewal strategy
- Neighbourhood management service developed through the ALMO from April 2005
- Consolidation of regulatory activities under a single management structure
- Integration of area assembly activities within other delivery arrangements
- Creation of almost two hundred new posts

A brief description of some of the key challenges facing each service area is summarised below.

Neighbourhood Management

It is anticipated that this part of the organisation will transfer to the ALMO in April 2005 and the structures have been designed with a smooth transfer in mind so as not to disrupt service delivery. All posts identified in this part of the structure will be transferred to the ALMO under Transfer of Undertakings and Protection of Employment (TUPE) regulations. The post of Head of Neighbourhood Management is temporary in nature and will cease to exist in April 2005 when the ALMO should have its own Chief Executive in place.

Structures reflect tenant priorities expressed during consultation exercises relating to stock option appraisal and the best value review of housing management. As a consequence the essence of a large number of posts will change substantially to reflect the need to work differently in the future. Tenants have said that they wish to see an emphasis on neighbourhoods not just homes in the future and more co-ordination of services at a local level. The 'Going Local' neighbourhood management pilot has provided some valuable lessons about how we can introduce this change in emphasis.

The neighbourhood management service will initially concentrate on delivering housing management services and decent homes in new ways recognising the preferences expressed by residents. A programme of training and support will help develop better problem solving and influencing skills to help move towards a completely new way of working firmly based on neighbourhood management principles.

The number of staff has been adjusted to take account of the reduction in stock numbers due to a sharp increase in the number of properties disposed of through Right To Buy, decommissioning and demolition. New management areas have been created to reflect changes in area assembly boundaries introduced by the Council earlier this year. Staffing resources have been moved out of the office *into the field* to deliver tenant priorities. Some business process re-engineering is still taking place to reduce any unnecessary administrative work and reductions in office based staff to the numbers contained within the structures will be handled carefully.

Property Services will manage a multi million pound construction business ensuring the delivery of excellent quality repairs, maintenance and improvement works to housing within Rotherham. A major challenge will be taking service improvements forward to the *cutting edge* of innovation as well as examining new organisational forms to obtain better value for money, effective procurement and delivery.

The creation of a *Business Support* unit will enable the centralisation of some functions to improve the efficiency of the housing management service and also ensure that there is an infrastructure in place to enable the ALMO to operate as an independent arms length management organisation. These services are currently provided by staff from other Programme Areas and RBT partnership. A corporate group has been set up which will review these arrangements and some elements of this structure will change as a result of this work. The Business Support Manager will perform a crucial role which includes helping to review all existing contractual arrangements and Service Level Agreements and advising the shadow ALMO board on value for money issues.

Neighbourhood Development

This service area will perform the strategic regulatory and enabling roles of the housing authority and ensure that the ALMO delivers its promises to the Council and its tenants. We have looked at how this is performed by other Councils and we have not underestimated the importance of the role and the resources required to perform the role effectively. It will define the standards for the ALMO and retained housing services, monitoring performance and releasing funding for work carried out.

The *Head of Neighbourhood Development* will have direct responsibility for delivering the strategic housing role and will report performance through the Council's scrutiny arrangements. The planned review of neighbourhood management arrangements will be another key task for the Head of Service. The first phase of this work will result in agreement with our partners to a set of principles that can be used to design new models of delivery across the borough.

The *Community Involvement Manager* will face several challenges in the next twelve months including the need to ensure that Tenant Participation arrangements put in place by the ALMO (and other housing providers) link into the Council's overall engagement structures and ensure that the recognition criteria is agreed so that the voice of tenants can be heard in wider community planning exercises.

Community planning processes themselves need to be more dynamic and provide a better understanding of the needs of communities to allow resources and activities to be directed to deliver Rotherham's Neighbourhood Renewal Strategy. This will be helped by strengthening our engagement with hard to reach groups, improving their access and involvement in the design, delivery and monitoring of services.

As part of the strategic housing role the Council will continue to have overall responsibility for housing strategy and a range of housing policies. These need to be performed within a different context recognising the transfer of functions to the ALMO and the fact that the Programme Area has assumed responsibility for implementing the Neighbourhood Renewal Strategy. Similarly a key function will be to design the overall housing capital programme and ensure that the ALMO's decent homes programme is linked to holistic regeneration programmes and contributes significantly to Rotherham's overall vision and LPSA targets. The emphasis of individual jobs have changed dramatically to recognise this changed context.

The co-ordination and delivery of *Housing Market Renewal* activities will also take place from within this service area. The structures bring together new posts funded from housing market renewal funding and existing housing regeneration staff under a single manager. The principles driving housing market renewal activities will be applied to all housing regeneration programmes.

The *Strategic Services* unit effectively represents the existing Performance and Quality unit with some grading changes to ensure the posts are graded comparably with similar posts in other service areas. The *Service Improvement* unit permanently establishes the Transformation Team which has played a vital part in support the success of the service.

Neighbourhood Services

The creation of this service area will involve the refocusing of a wide range of services to ensure that they make a stronger, planned contribution to the sustainability of communities.

A strengthening of the *Waste Management* service will improve our strategic capacity and enable the service to build on the success of the last two years in achieving recycling targets. It will also help to improve the Council's leadership in relation to environmental sustainability.

The creation of a *Neighbourhood Standards* unit will bring together a range of regulatory and enforcement activities and help the Council develop consistent and effective regulatory services. These activities will benefit from a common management approach and will increasingly focus on promoting good practice, self-help and voluntary action. Additional resources are being directed into anti social behaviour to reflect the views consistently received from citizens that place issues around crime and disorder, nuisance and quality of life at the top of their agenda.

Community Services will bring together a range of services provided to vulnerable and disadvantaged people and work is ongoing to strengthen linkages with Social Services and Health particularly around those areas related to independent living and adaptations. There is a need to develop the enabling role in the future so that gaps in provision are identified and new services developed with partner agencies.

10. Argument

A reorganisation at this time is essential to ensure the Council maintains the rapid progress it has made in raising the quality of services, is able to optimise the benefits of additional funding attracted by the ALMO and is geared up to deliver the Neighbourhood Renewal Strategy and corporate commitments.

The proposals are complementary and consistent with the recent restructuring of the Chief Executive's service.

11. Risks and Uncertainties

It is essential that the new structures are operational as soon as possible or we risk losing the confidence and morale of staff, fail to establish the ALMO on time and fail to deliver corporate commitments. These will all affect the reputation of the Authority with citizens and stakeholders and our CPA rating.

The delivery of services through an ALMO will bring substantial benefits for the Council particularly in terms of additional resources to deliver decent homes and improvements to neighbourhoods. The new structures also provide sufficient resources to monitor delivery by the ALMO and perform the strategic housing role effectively within a new context.

The delivery of neighbourhood management is an innovative approach to service delivery. It is an organisational model that is dependent upon the commitment and co-operation of our partners to operate effectively.

12. Finance

These proposals will generate savings in region of £105, 528 that can be reinvested and used to mainstream funding of services piloted through Neighbourhood Renewal Fund.

Savings identified as part of the best value review of housing management have taken account and reinvested resources into high priority areas identified as part of the review.

13. Sustainability

The structures are fundamentally designed to ensure that services are designed and delivered to help reduce inequalities to create more sustainable communities.

14. Wards Affected

All

15. References

CPA assessments

Inspection reports

The Year Ahead

Report to Cabinet Member for Housing and Environmental Services Restructuring of Housing Services – Landlord Function. Minute No. 163 of 8 December 2003

Report to Cabinet Member on Going Local Pilot. Minute No. 52 of 28 July 2003, Minute No. 144 of 10th November, 2003 and Minute no. 8 of 28 June 2004.

Report to Cabinet on Area Assemblies Development. Minute No. B264 of 9th April, 2003.

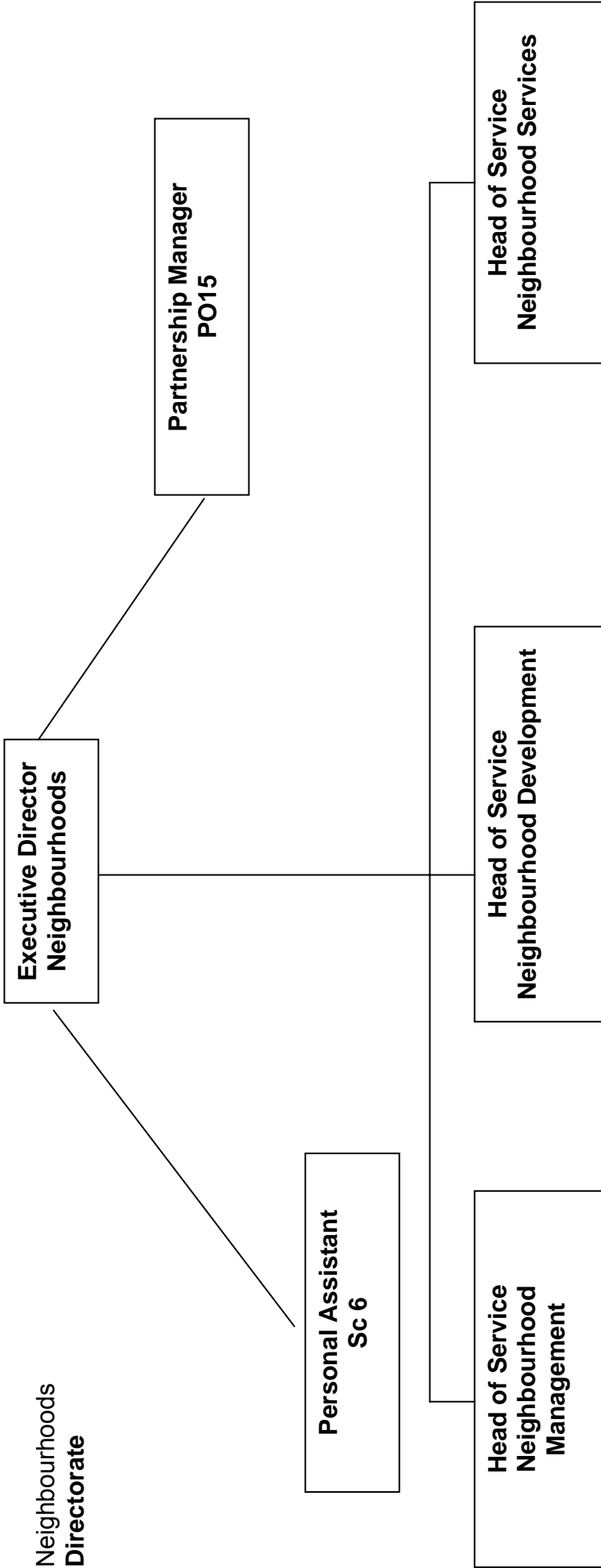
Report to Cabinet on Restructuring of the Chief Executives Office. Minute No. B154 of 15th October, 2003

16. Presentation

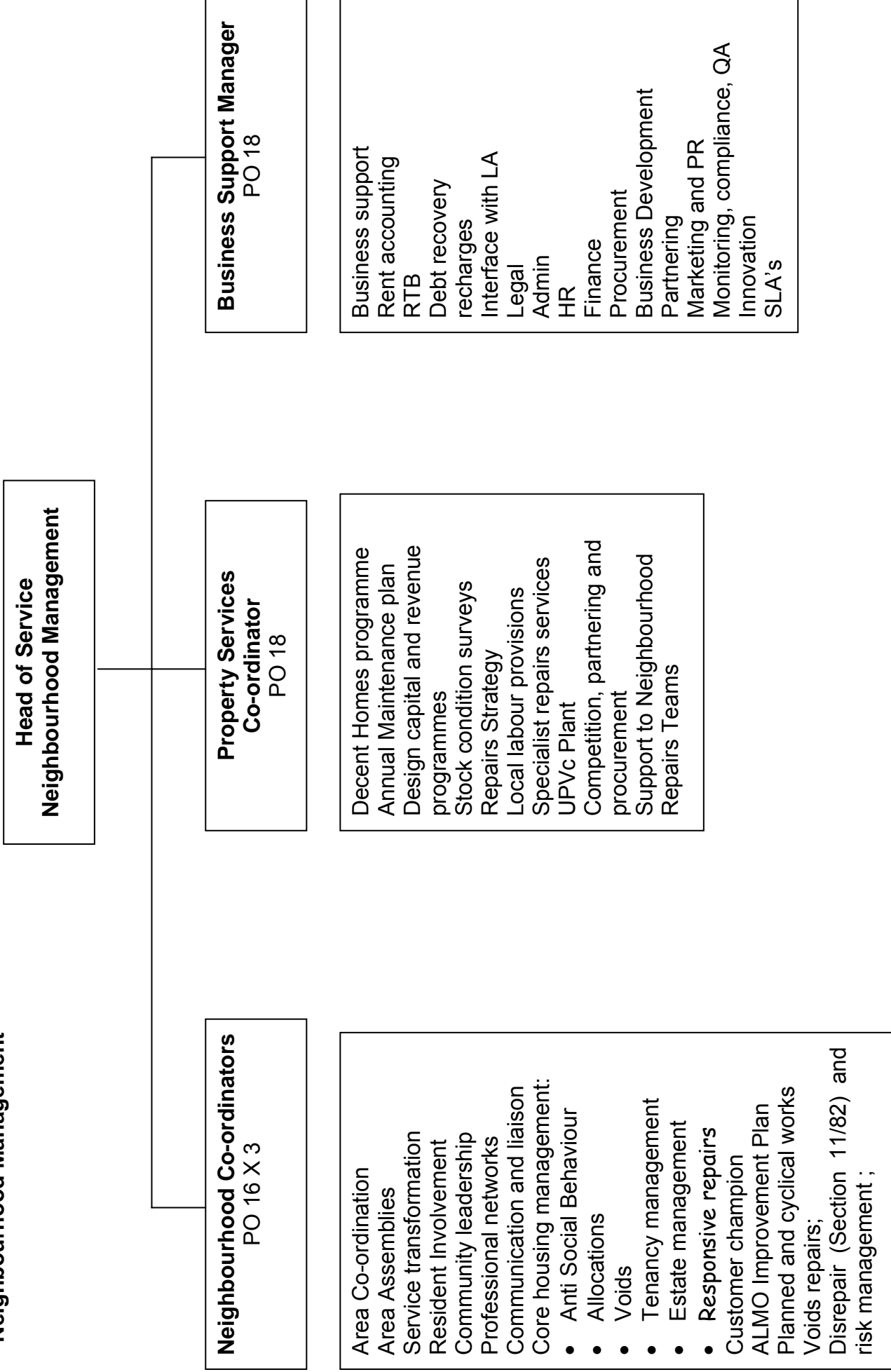
The creation of a new Neighbourhoods Programme Area represents an exciting development for the Council and will see a stronger involvement of residents in the planning, design and delivery of services.

17. Recommendations

- I. Receive and agree the proposals.
- II. Refer the report to the Cabinet to agree the renaming of the Housing and Environmental Services Programme Area to **Neighbourhoods** Programme Area.



Neighbourhoods
Neighbourhood Management



**Head of Service
Neighbourhood Management**

**Neighbourhood Co-ordinators
PO 16 X 3**

Area Co-ordination
 Area Assemblies
 Service transformation
 Resident involvement
 Community leadership
 Professional networks
 Communication and liaison
 Core housing management:
 • Anti Social Behaviour
 • Allocations
 • Voids
 • Tenancy management
 • Estate management
 • Responsive repairs
 Customer champion
 ALMO Improvement Plan
 Planned and cyclical works
 Voids repairs;
 Disrepair (Section 11/82) and
 risk management ;

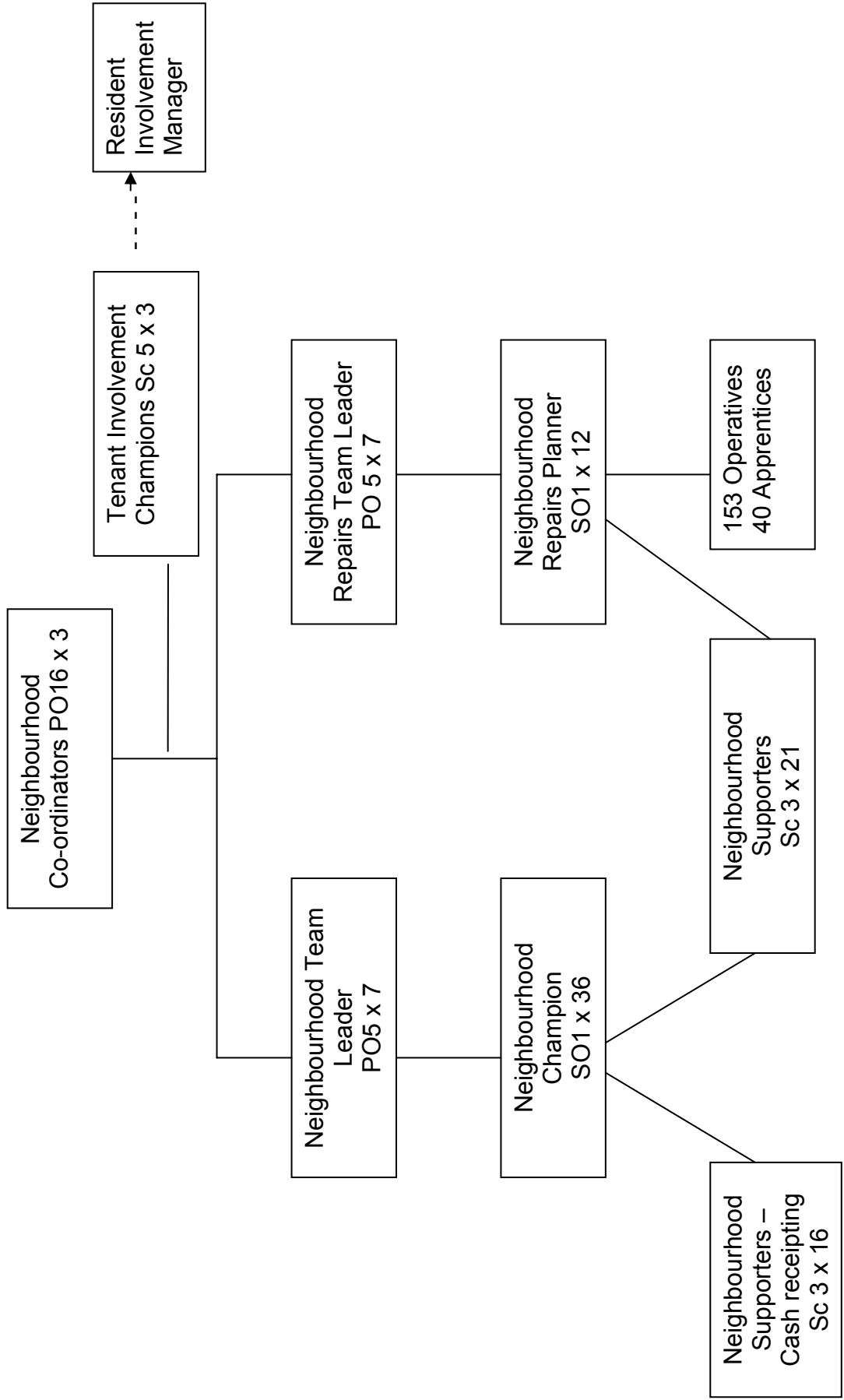
**Property Services
Co-ordinator
PO 18**

Decent Homes programme
 Annual Maintenance plan
 Design capital and revenue
 programmes
 Stock condition surveys
 Repairs Strategy
 Local labour provisions
 Specialist repairs services
 UPVc Plant
 Competition, partnering and
 procurement
 Support to Neighbourhood
 Repairs Teams

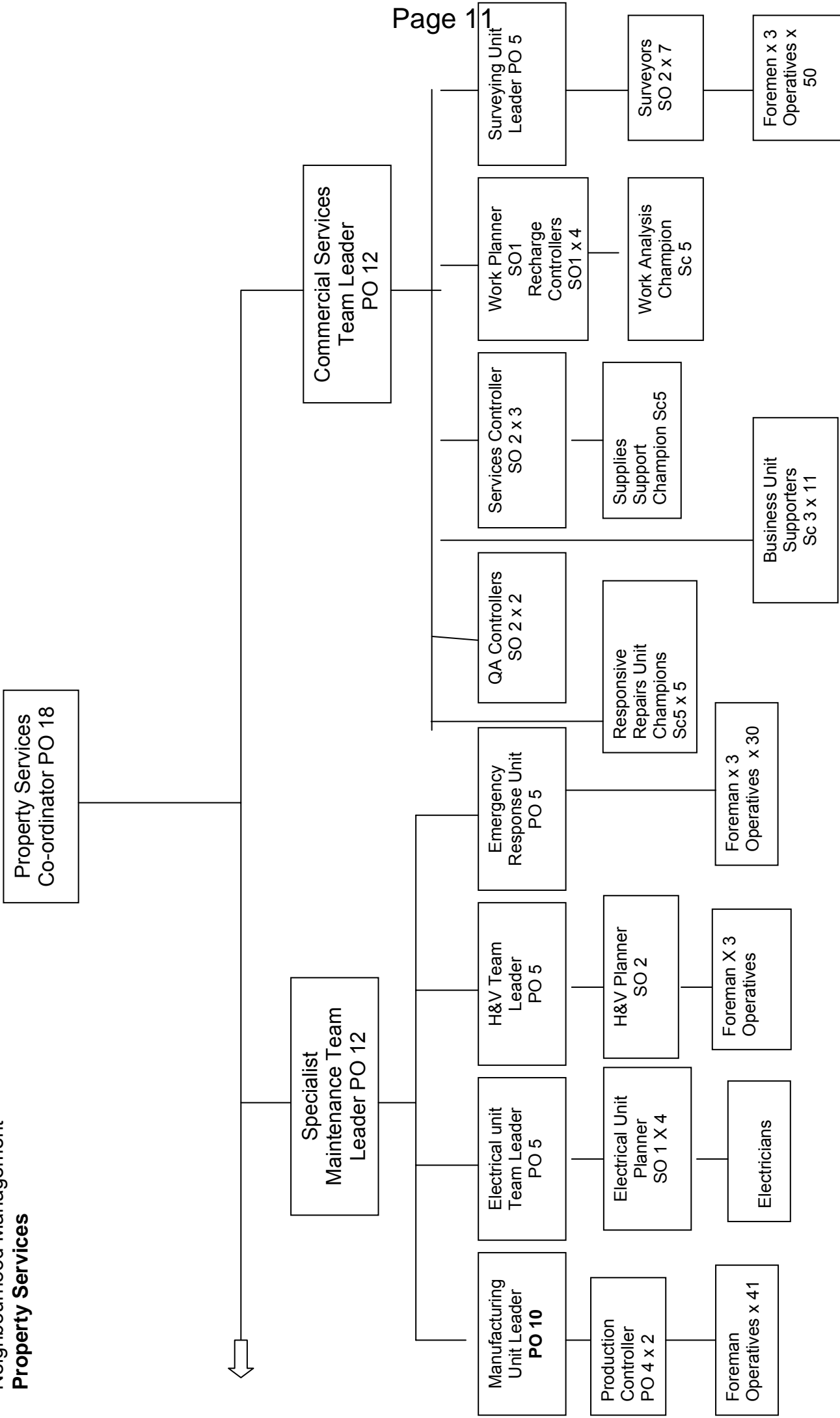
**Business Support Manager
PO 18**

Business support
 Rent accounting
 RTB
 Debt recovery
 recharges
 Interface with LA
 Legal
 Admin
 HR
 Finance
 Procurement
 Business Development
 Partnering
 Marketing and PR
 Monitoring, compliance, QA
 Innovation
 SLA's

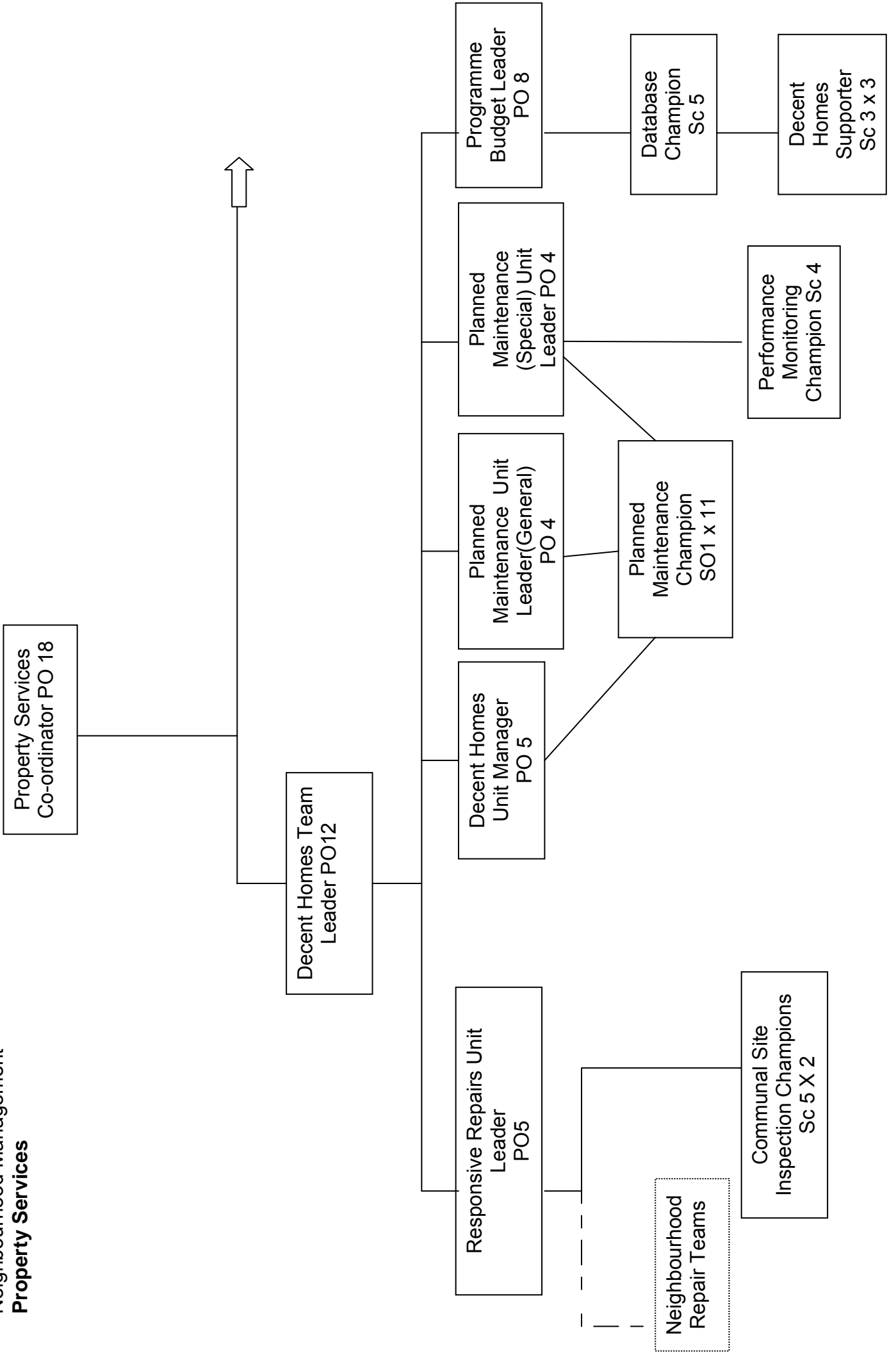
Neighbourhoods
 Neighbourhood Management
Neighbourhood Teams



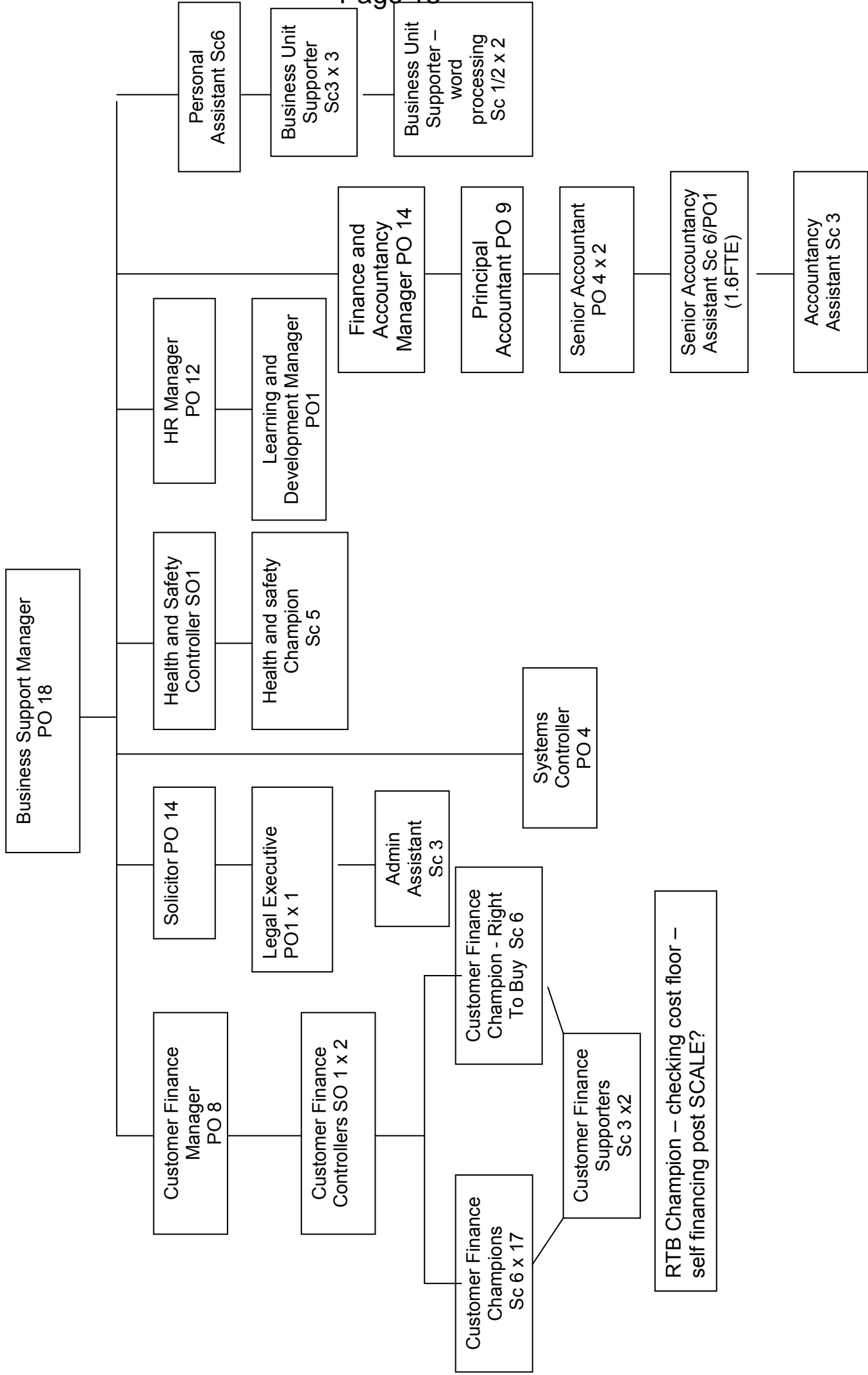
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Neighbourhood Management
Property Services



Neighbourhoods
Neighbourhood Management
Property Services

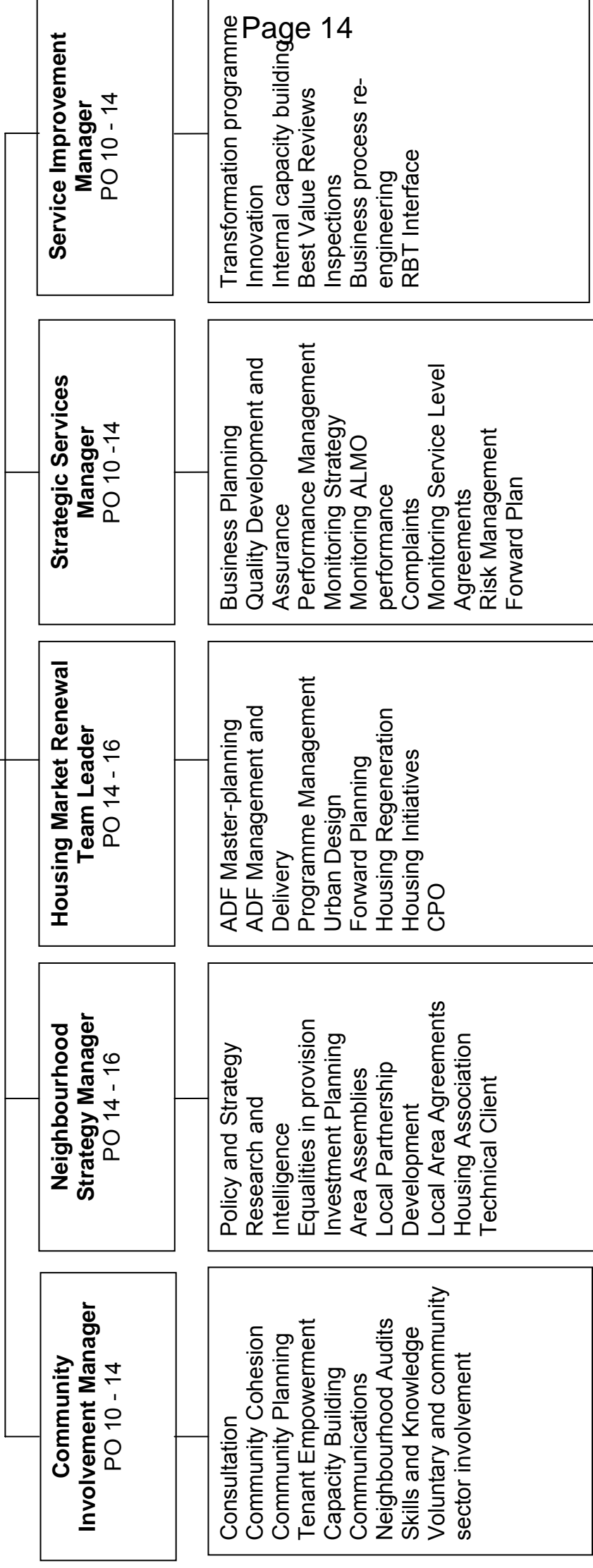


Neighbourhoods
Neighbourhood Management
Business Support

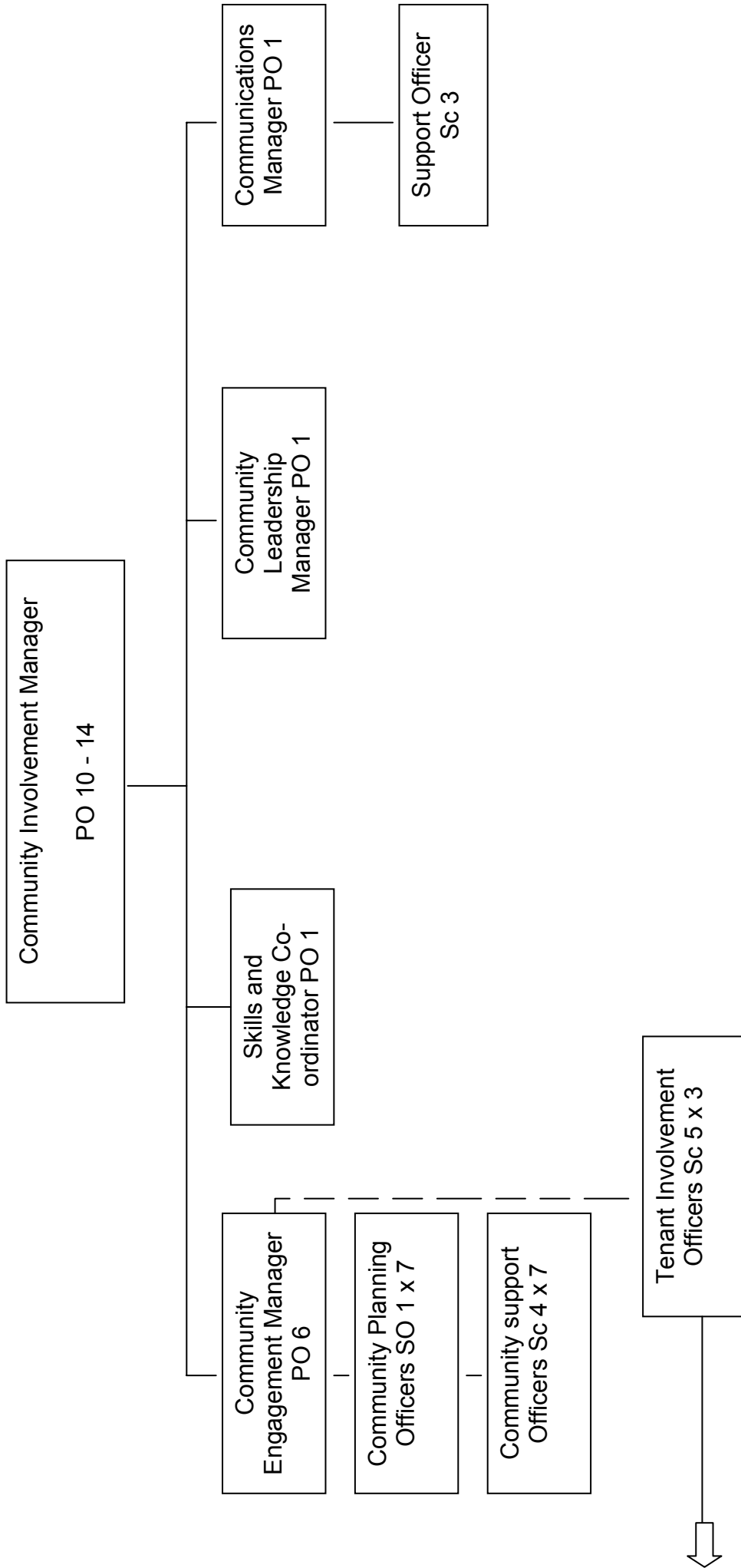


Neighbourhoods
Neighbourhood Development

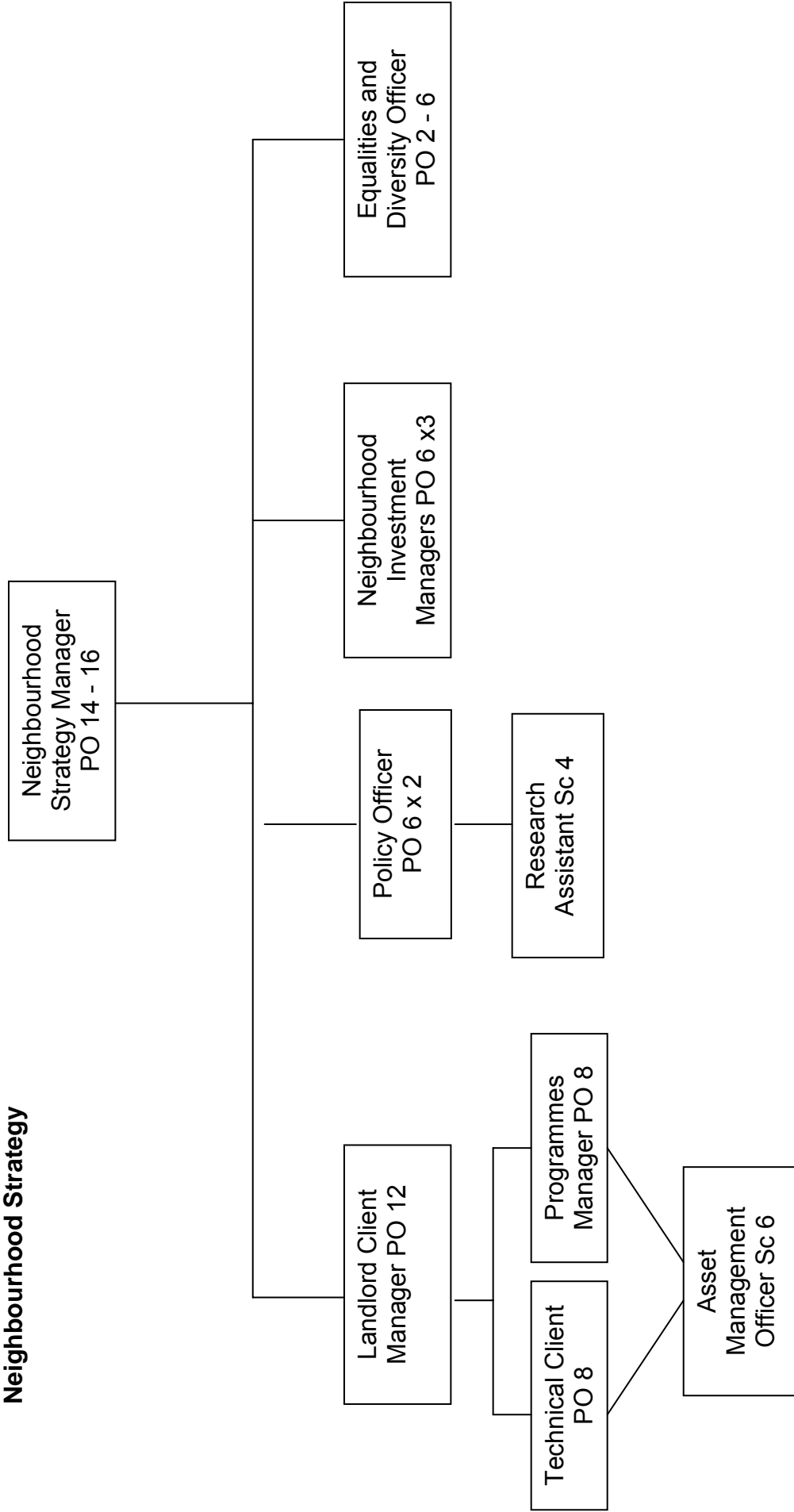
**Head of Service
 Neighbourhood Development**



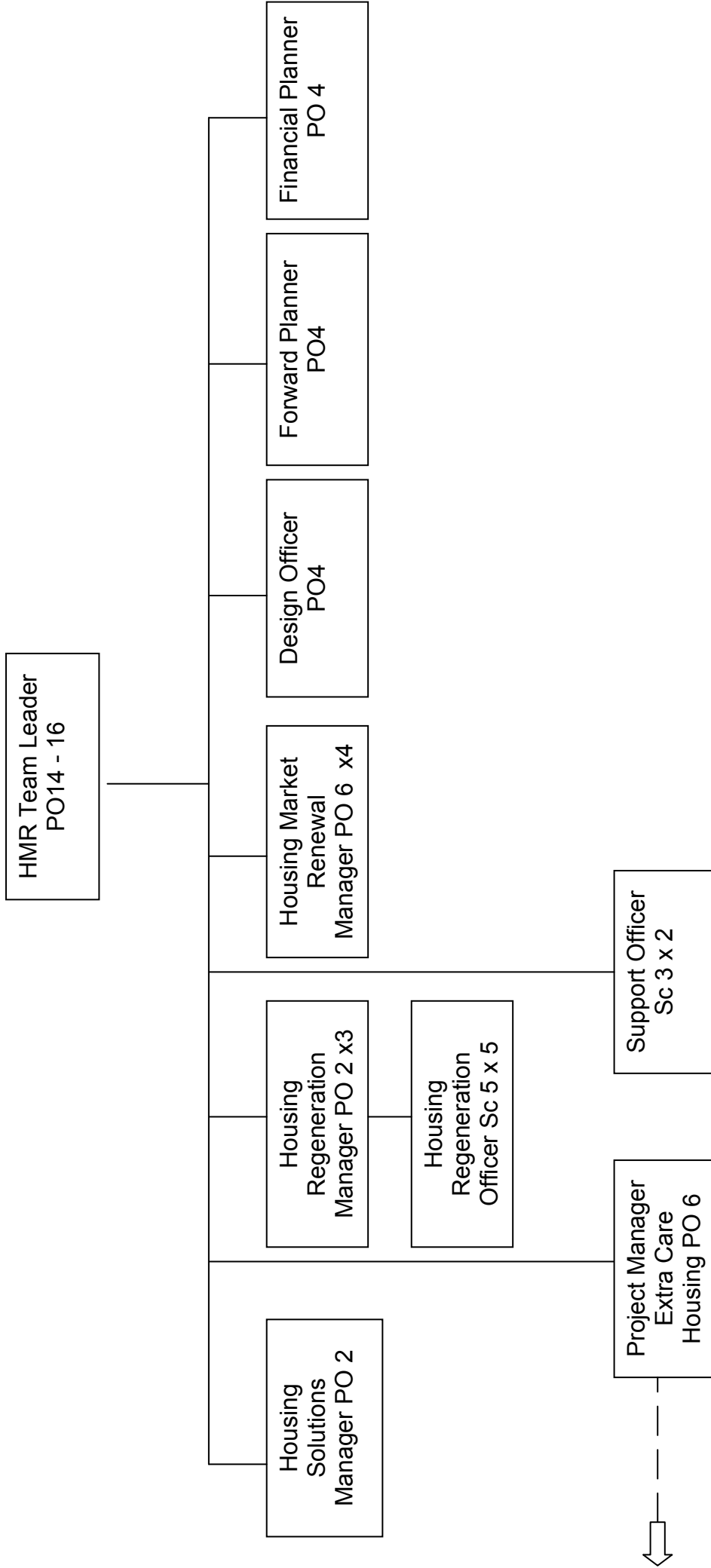
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Neighbourhood Development
Neighbourhood Involvement



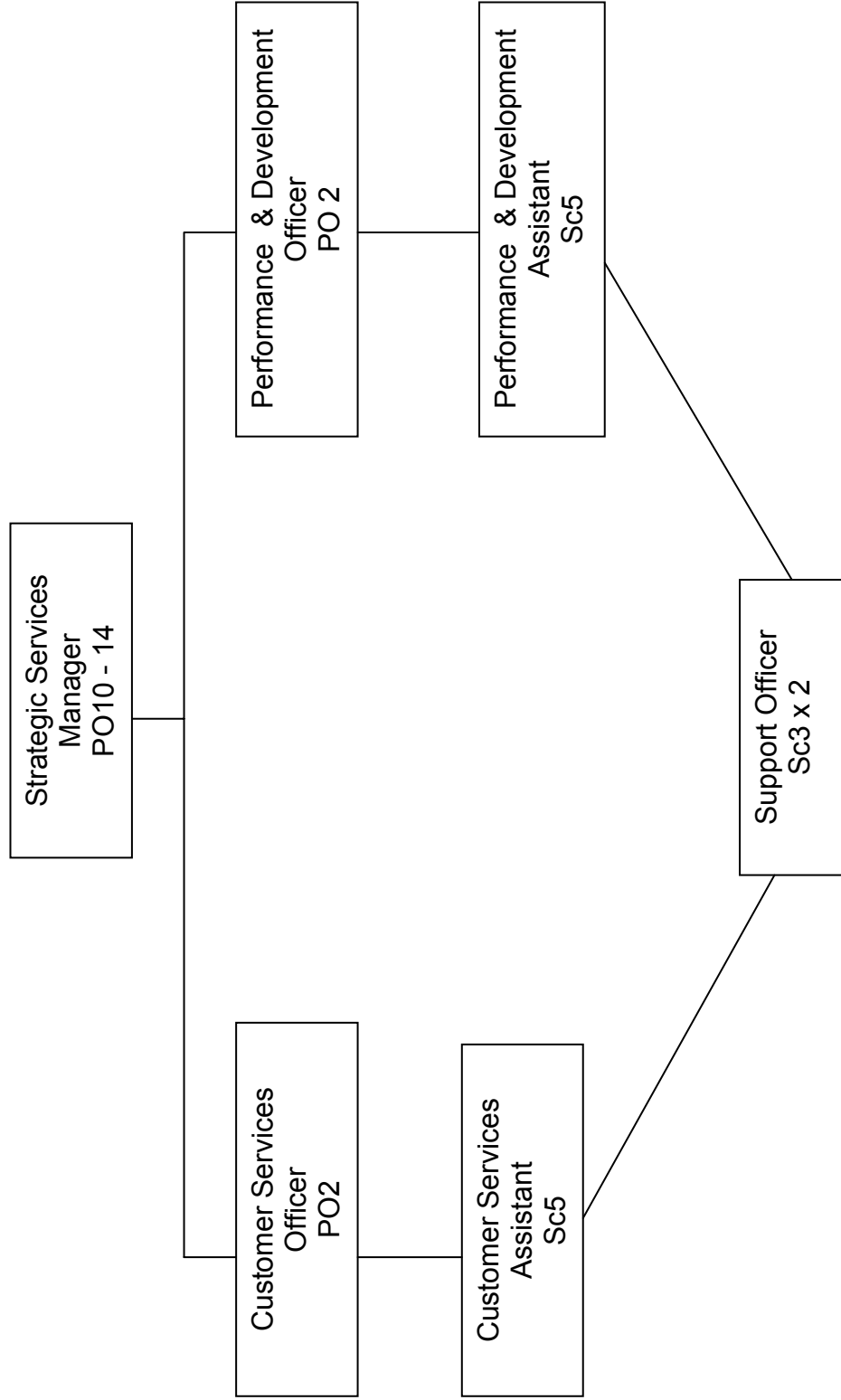
Neighbourhoods
Neighbourhood Development
Neighbourhood Strategy



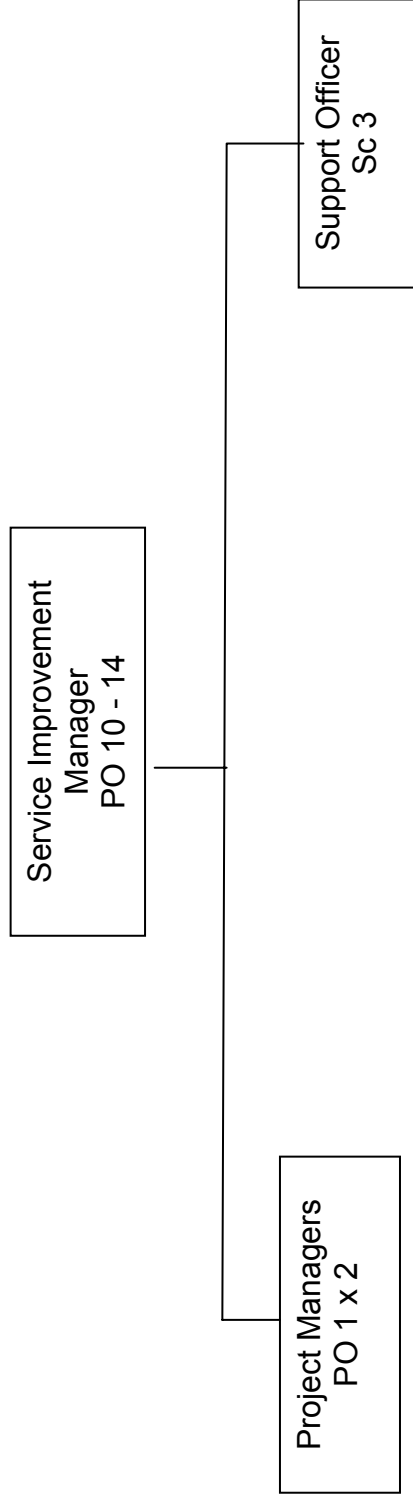
Neighbourhoods
Neighbourhood Development
Housing Market Renewal

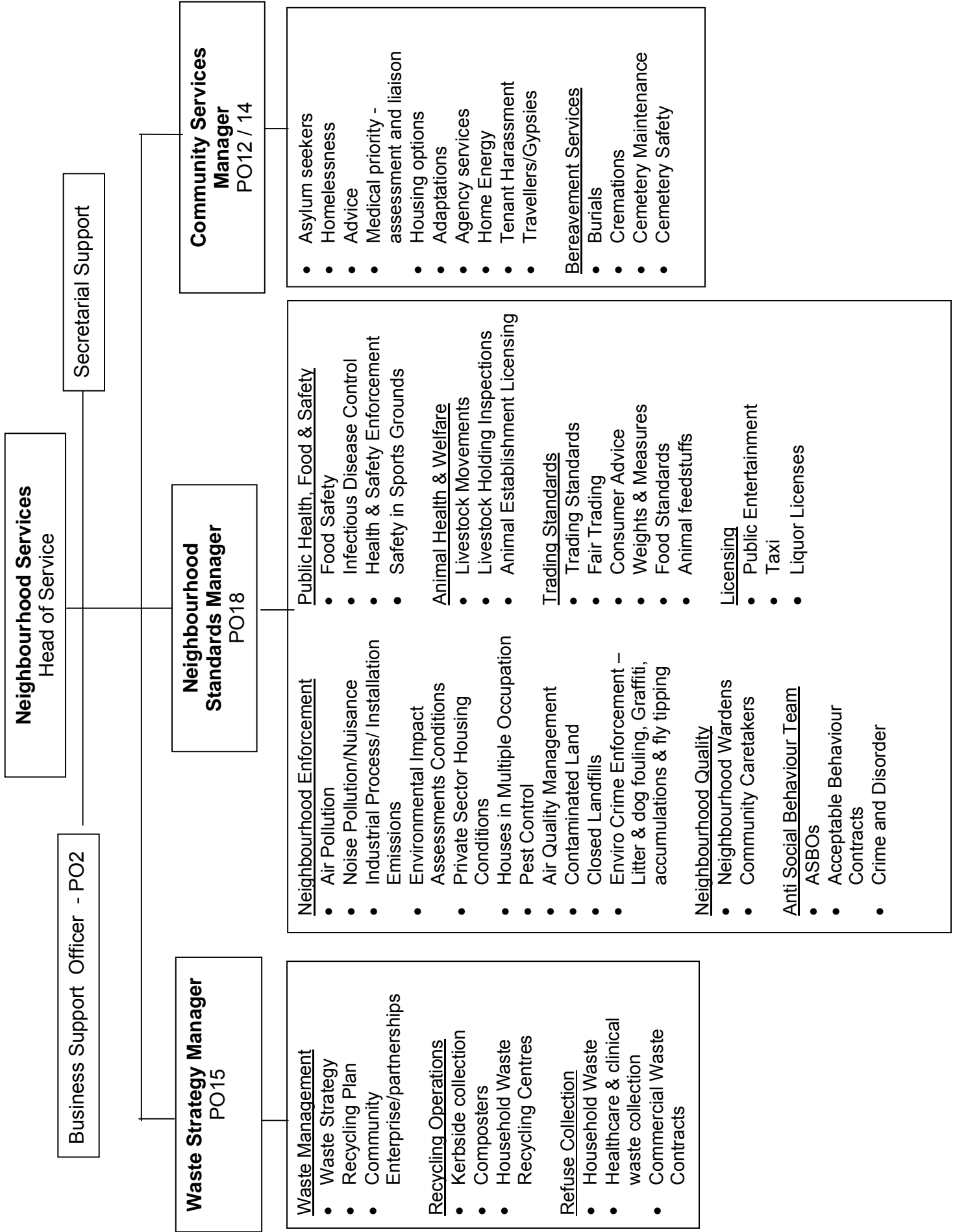


Neighbourhoods
Neighbourhood Development
Strategic Services

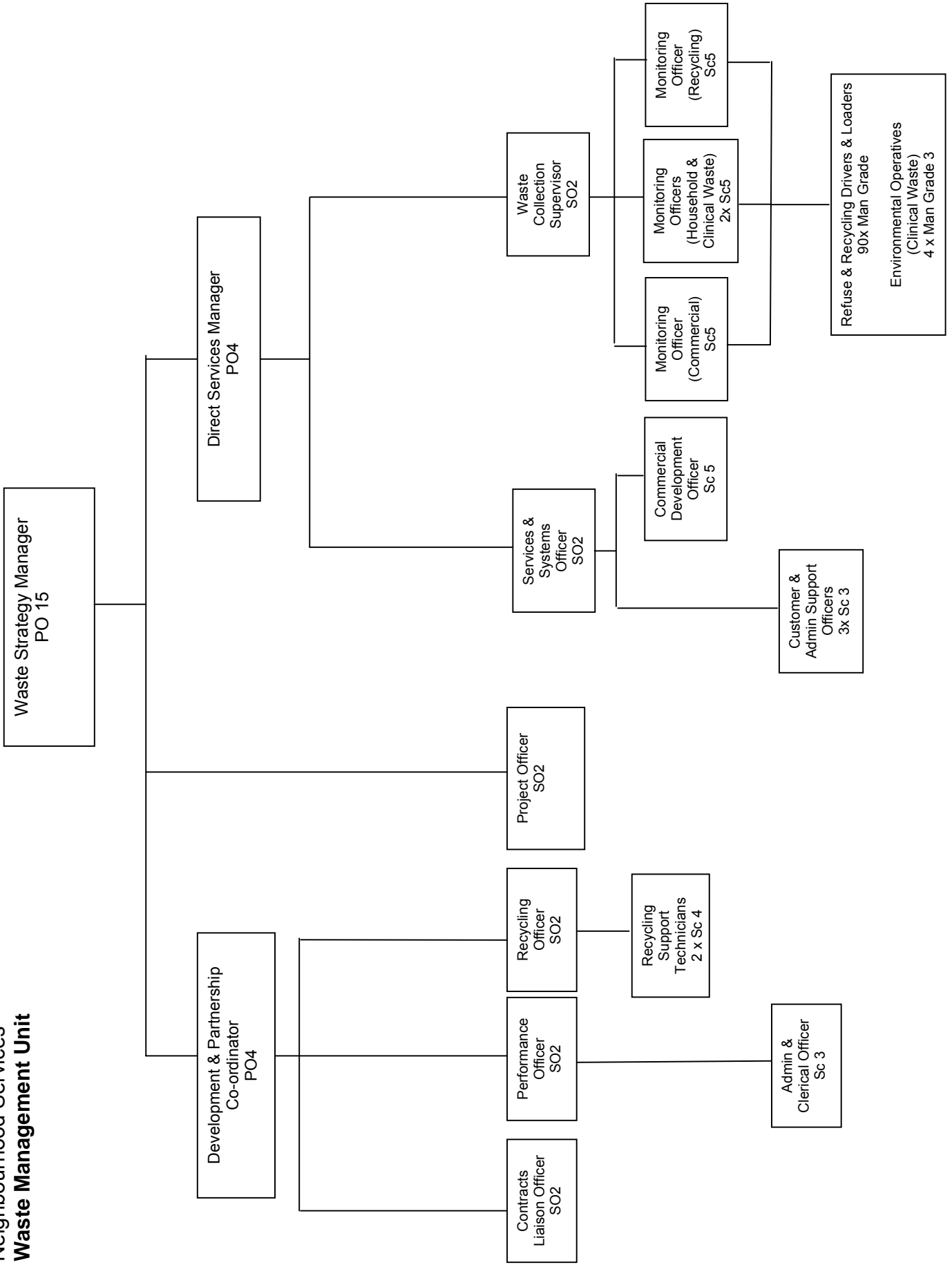


Neighbourhoods
Neighbourhood Development
Service Improvement

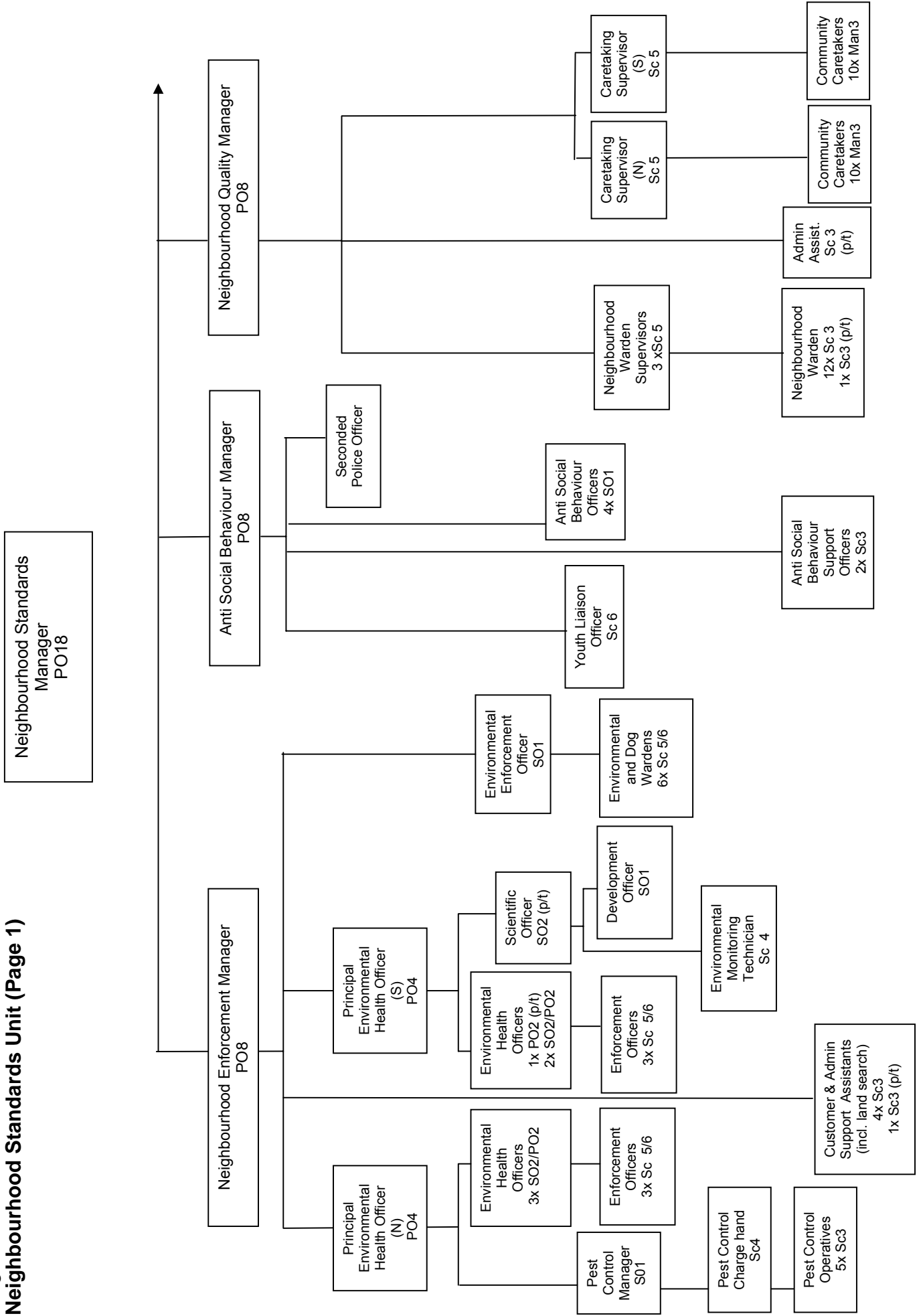




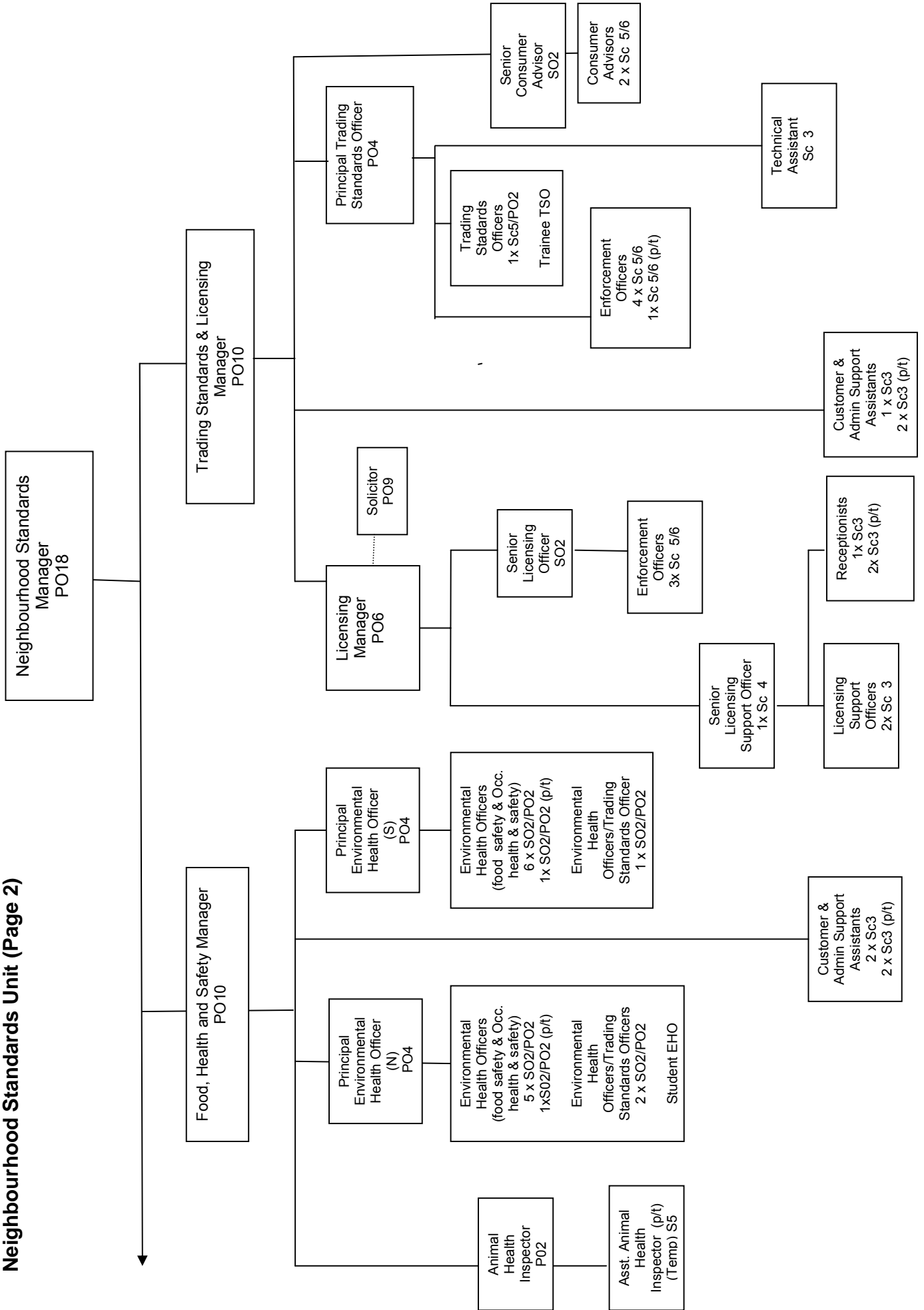
NEIGHBOURHOODS
Neighbourhood Services
Waste Management Unit



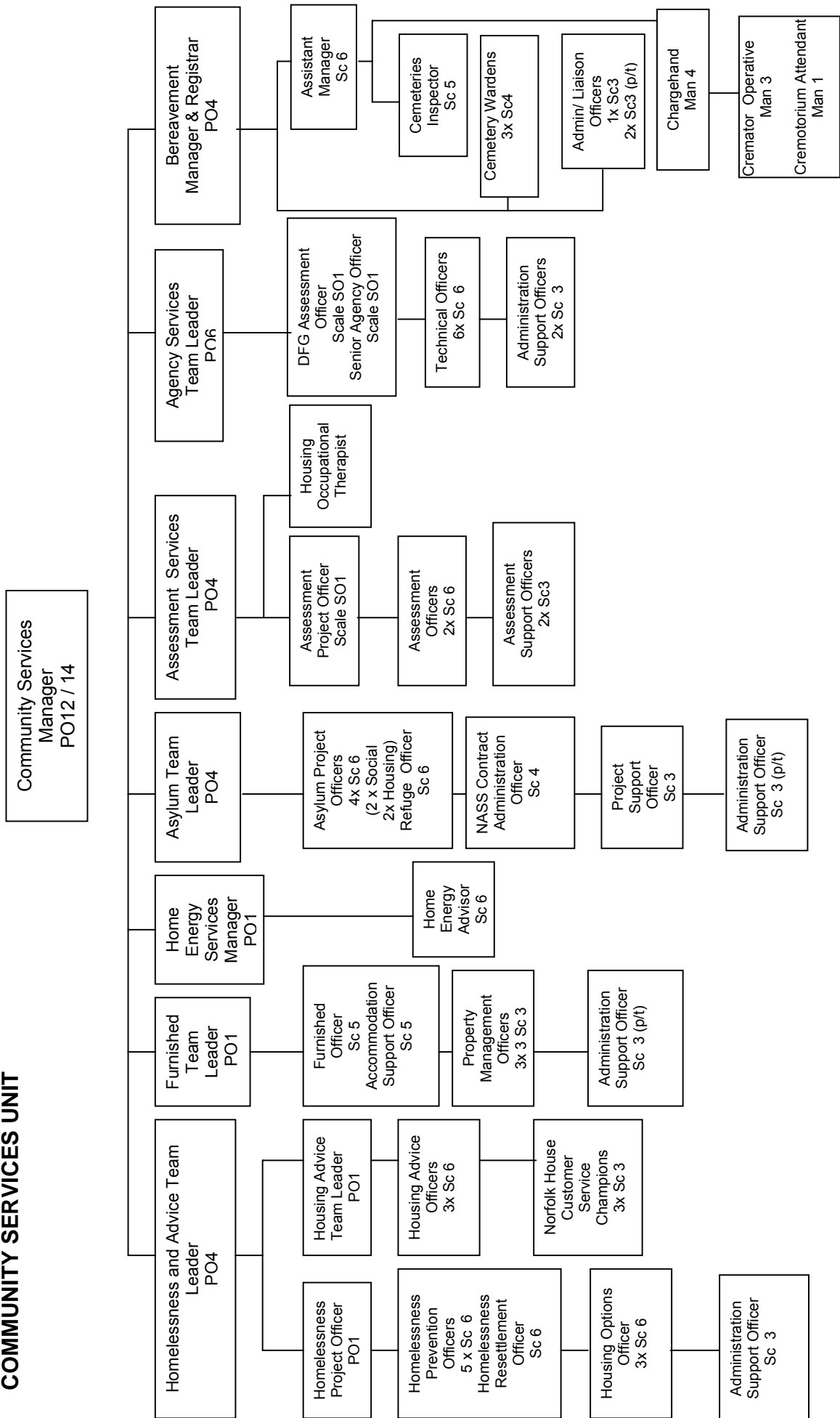
NEIGHBOURHOODS
 Neighbourhood Services
Neighbourhood Standards Unit (Page 1)



NEIGHBOURHOODS
Neighbourhood Services
Neighbourhood Standards Unit (Page 2)



**NEIGHBOURHOODS
NEIGHBOURHOOD SERVICES
COMMUNITY SERVICES UNIT**



ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Environment Scrutiny Panel
2.	Date:	23 September 2004
3.	Title:	Anti-Social Behaviour Policy and Summary of Procedures
4.	Programme Area:	Housing & Environmental Services

5. Summary

The Anti Social Behaviour Act 2003 (section 12 introduces a new provision in the Housing Act 1996 (Section 218A). This new provision requires public landlords (local housing authorities, housing action trusts, registered social landlords to prepare a policy in relation to anti social behaviour and a summary for dealing with occurrences of anti social behaviour by 30th December 2004.

6. Recommendations

That Chairman and members take note of the Policy document and summary of procedures for tackling anti-social behaviour in line with Anti Social Behaviour Act 2003

7. Proposals and Details

The policy has been produced in line with the Government Guidelines. Tackling anti-social behaviour plays a key part in Sustainable Communities which improves the quality of life for residents. The policy is based on a mixture of prevention, enforcement and support and represents a challenge to build on this and ensures that benefits introduced through multi agency working are passed on to our tenants and residents.

8. Finance

There are no direct financial implications arising from this report.

9. Risks and Uncertainties

Failure to effectively tackle anti-social behaviour can contribute to a spiral of decline in neighbourhoods which will invariably have higher management costs. Failure to carry out set out procedures will leave the Council open to Judicial Review

10. Policy and Performance Agenda Implications

Officers of the Council will play an integral part in ensuring that all the tools set out in the Anti Social Behaviour Act 2003 are utilised. Officers will ensure that work is carried out in line with the policy.

11. Background Papers and Consultation

The Anti Social Behaviour Act 2003

ODPM Anti Social Behaviour: Policy and Procedure Code of Guidelines August 2004.

Social Landlords Crime and Nuisance Group - Dealing with anti social behaviour – Model policies and procedures for social landlords.

This report was presented to Cabinet Member for Housing & Environmental Services on 6 September 2004.

Contact Name : *Helen Nixon Anti-Social Behaviour Manager ext 4362
helen.nixon@rotherham.gov.uk*

Anti-Social Behaviour Policy
Draft Policy August 2004

1.0. INTRODUCTION

The Anti-Social Behaviour Act 2003 placed a duty on all Social Landlords to publish their policies and procedures for dealing with anti social behaviour by 30th December 2004.

It is recognised that anti social behaviour damages individuals and communities, and that tackling anti social behaviour is one of the key activities in regenerating and sustaining our communities. The anti-social behaviour policy shows that Rotherham Metropolitan Borough Council Neighbourhood Services is committed to maintaining safe and sustainable neighbourhoods and recognises the need to work closely with partner agencies, tenants and residents businesses throughout the Borough to achieve this.

2.0. WHAT IS ANTI SOCIAL BEHAVIOUR

Section 153 of the Housing Act 1996 defines anti-social behaviour as conduct which is capable of causing nuisance or annoyance to any person; and directly or indirectly relates to or affects the housing management functions of the Council; or consists of or involves using or threatening to use housing accommodation owned or managed by the Council for an unlawful purpose. The people to whom the conduct may cause nuisance or annoyance include anyone who has a right to live in property owned or managed by the Council, those living in any other property in the neighbourhood (for example owner occupiers or tenants of other landlords), and anyone else lawfully in such property or in the locality (e.g. people working or using local facilities).

The housing management function of the Council covers any activity that the landlord would undertake in the day to day and strategic management of the Councils housing stock this includes rent collection maintenance and repairs and investigating neighbour disputes. The matters which indirectly affect the housing management function could include refuse collection, abandoned vehicles and the provision of social care and housing support.

The Safer Rotherham Partnership has created an Anti-Social Behaviour Strategy which recognises the twin issues of tolerance and different community perceptions of what constitutes anti-social behaviour. Therefore, anti-social behaviour has been broken down in to three broad types of problems:

Neighbour Problems – these are disputes which can happen between two neighbours and cover complaints about noise, verbal abuse, boundary disputes, harassment and intimidation, nuisance children, car repairs, damage to property, barking dogs.

Neighbourhood Problems – these problems affect more people living in a neighbourhood such as graffiti, dog fouling, fly tipping, nuisance youths congregating, off road motor cycling and abandoned vehicles.

Crime Problems – such problems include burglary of dwellings, criminal damage, drug dealing, and car crime, arson, racial and hate crime, public order offences and violence against people or property.

This is not an exhaustive list.

3.0 THE LEGAL AND STRATEGIC FRAMEWORK

The Council has to operate within the framework created by legislation and its own strategies and policies (e.g. Housing Strategy, Strategy to Reduce Crime and Disorder, Anti Social Behaviour Strategy, Community Strategy and Homeless Strategy, The Youth Offending Strategy, BME Strategy, Housing and Environmental Community Cohesion Strategy and the Council's Race Equality Scheme). This policy document plays an integral part in assisting the authority in the objectives set out in the above strategies.

HOUSING ACT 1985 (AS AMENDED BY HOUSING ACT 1996)

The Housing Act introduced statutory grounds for possession for example.

- a) Behaviour which is a breach of an express clause of the tenancy agreement;
- b) Behaviour by a Council tenant, or a person living with the tenant or a person visiting the tenant which causes or is likely to cause a nuisance or annoyance to:
 - a person living in the locality of the tenant's property
 - a person visiting a property in the locality of the tenant's property or
 - anyone else in the locality of the tenant's property.
- c) Where a Council tenant or a person living with the tenant or a person visiting the tenant has been convicted of:
 - using or allowing the tenant's property to be used for immoral or illegal purposes; or
 - an arrestable offence committed in, or in the locality of the tenant's property.
- d) Where a person living in a Council property has had to leave the property because he/she has been subjected to domestic violence.
- e) Where the condition of the tenant's property has deteriorated due to acts of waste, neglect or default by the tenant or anyone else living with or visiting the tenant.

The 1996 Act also created introductory tenancies along with Local Authority Anti-Social Behaviour Injunctions which have been amended by the Anti Social Behaviour Act 2003. All new secure tenancies granted by the Council from October 2003 are introductory tenancies.

THE CRIME AND DISORDER ACT 1998

This Act introduced Anti Social Behaviour Orders (ASBO's). The Police or a local authority can seek an ASBO against anyone aged 10 or over who has acted in an anti social manner and where people need to be protected from further anti social acts

This Act also requires local authorities and the police to work with the Health and Probation Services to reduce crime and disorder. The Safer Rotherham Partnership was set up in response and a strategy to reduce crime and disorder developed on a three year basis. The current strategy runs from 2002 to 2005. The new strategy from 2005 to 2008 will be developed following an audit of crime and disorder and full consultation.

THE POLICE REFORM ACT 2002

This Act makes it possible for Interim Anti Social Behaviour Orders to be granted, where there is an urgent need to protect the community from further acts of anti-social behaviour, pending a full Anti Social Behaviour Order being obtained.

LOCAL GOVERNMENT ACT 2000

This enables the Local Authority to promote economic, social and environmental well being in its area.

CHILDREN ACT 1989

This Act places a duty on authorities to co-operate with each other in the protection of children. In particular information on one authority's actions must be shared with others if it would help them to carry out their functions.

DISABILITY DISCRIMINATION ACT 1995

It is unlawful for a Council to discriminate against a disabled tenant by seeking possession of their home. If there is evidence that a disabled tenant is acting in an anti-social manner and the actions are a direct consequence of the tenant's disability, the Council can only seek possession of their home where it is "justified" to do so under The Act.

RACE RELATIONS ACT 1976 / RACE RELATIONS (AMENDMENT) ACT 2000

This places a statutory duty on public authorities to eliminate unlawful discrimination; promote equality of opportunity; and promote good race relations. Race equality issues must be considered in all of its policies.

HOMELESS ACT 2002

This imposes a duty on the Council to assist people at risk of violence. In addition it states that the Council does not have to give preference for housing people guilty of

unacceptable behaviour serious enough to make them unsuitable to be a tenant. Unacceptable behaviour is behaviour that would have entitled the Council to a possession order had the tenant been a council tenant. In addition it enables the Local Authority to treat an applicant as ineligible for housing if they or a member of their household has been guilty of unreasonable behaviour.

HUMAN RIGHTS ACT 1998

The Act gives statutory effect to the European Convention on Human Rights. Key Rights include:

- Freedom of expression
- Right to life
- Prohibition of torture
- Prohibition of discrimination
- Right to freedom of thought and religion
- Right to respect for private and family life

The Council has to ensure it is doing all in its powers to enable quiet enjoyment by people of their homes and to ensure that it is not breaching the human rights of anyone it may take action against for anti social behaviour. Any action taken by the Council which interferes with a person's human rights must be reasonable and proportionate.

THE ENVIRONMENTAL PROTECTION ACT 1990

This legislation imposes a legal obligation on local authorities to take such steps as are reasonably practical to investigate a complaint of statutory nuisance, which includes noise. A statutory nuisance can exist where noise emitted from premises is either prejudicial to health or a nuisance. In such circumstances the Council can serve an abatement notice on the person responsible for the noise, requiring him/her to stop the nuisance recurring. If such a person does not comply with the Notice they can be prosecuted and fined. In serious case the Council could also seize equipment used to create the noise, for example a stereo system.

THE ANTI SOCIAL BEHAVIOUR ACT 2003

This Act has brought in a number of new duties and powers for local authorities in their landlord capacity. These are as follows:

- Publish and keep under review policies and procedures for dealing with anti social behaviour.
- Sections 152 and 153 of the Housing Act 1996 which deal with injunctions have been amended to widen the scope of injunctions that the Council can apply for to deal with anti-social behaviour. It is now possible to protect wider categories of people who are the subject of anti-social behaviour. In certain circumstances the Court can add a power of arrest to the injunction and prohibit people from entering specific premises or areas.

- Demotion Orders have been introduced which enable the council to apply to Court for an order demoting a tenant from a secure tenancy to a less secure one for a year. If the tenant continues committing anti-social behaviour within that year it should be easier for the Council to seek possession of the tenant's home.
- The Court must give particular consideration to the impact of anti-social behaviour on victims, witnesses and the wider community when deciding whether it is reasonable to evict a tenant from their home.
- If the Council applies for possession of a tenant's home and believes that other people are committing related anti-social behaviour, it may also apply within the same Court proceedings for an Anti-Social Behaviour Order to be made against those other people.

4.0 POLICY OBJECTIVES AND STANDARDS

- Rotherham Metropolitan Borough Council recognises that in order to provide customers with a high degree of customer care it has to be effective in tackling anti-social behaviour. This will be done by utilising all remedies available and taking appropriate effective action to assist those who are affected by or who are victims of anti-social behaviour.
- Anti-social behaviour varies in severity and the Council will assess the seriousness of a problem in order to determine the most appropriate way of dealing with it and to make the best use of limited resources. What some people perceive to be anti-social behaviour, other people may not e.g. young people playing ball games which could be sorted out by both sides talking to each. At the very extreme the behaviour may include violence which would need protection for the complainant and legal action being taken against the perpetrator.
- All aspects of anti social behaviour complaints will be treated seriously, investigated promptly and fairly. Careful consideration will be given to those who are vulnerable.
- Complainants will usually be interviewed within 5 working days of receipt of their complaint. The confidentiality of a complaint and the anonymity of complainants and witnesses will be maintained by the Council, wherever possible. The Council will usually wish to discuss a complaint with a perpetrator. However this will be discussed with a complainant before a perpetrator is approached by the Council. Information will be made available in an accessible format and use of interpreters will be made where necessary.
- All incidents will be logged and monitored and if further investigations are required further witnesses will be sought and work may be carried out with partner agencies such as South Yorkshire Police, Environmental Health, Social Services, Neighbourhood Wardens, The Anti Social Behaviour Unit,

and The Health Authority to resolve the issue. All liaisons will be documented.

- Complainants will be regularly updated in relation to how a case is progressing. Assistance will be given to complainants in compiling evidence and making statements.
- The Council will attempt to resolve a complaint without the need for formal legal action wherever possible. Where possible the Council will seek to promote non-confrontational approaches to the resolution of complaints. However, the Council will not hesitate in taking appropriate legal action, where it is reasonable and proportionate to do so.
- We will not promise our customers that legal action will be taken until a case has been fully investigated. The Council will assist witnesses in attending Court and supporting them through the Court process and work with and liaise with witness support.
- Serious cases will be forwarded to the Council's Specialist Anti-Social Behaviour Unit in order for witnesses to be given support and assistance. The Unit has the ability to provide the following services for witnesses in and emergency:
 - a 24 hour help line for witnesses
 - dispersed alarms where necessary.
 - Re-housing (in very serious cases)
 - Taking emergency legal action e.g.; injunctions, interim anti social behaviour orders.
- Multi agency working may be carried out with partners of the Safer Rotherham Partnership, Registered Social Landlords and Private Landlords signed up to the Private Landlord Accreditation Scheme.
- Witnesses and complainants will be notified in writing when a case is closed.
- Neighbourhood Services will work in line with The Racial Harassment Procedures, The Homeless Strategy and the Housing Business Plan and the Community Plan.
- Neighbourhood Services will monitor its progress and will endeavour to improve by asking customers about the service provided and benchmarking with other local authorities and housing associations to show continual improvement in the service.

5.0 TACKLING ANTI SOCIAL BEHAVIOUR

The Council offers a range of services to tackle anti social behaviour along with its partners mentioned above, but it is the Council's aim to prevent anti social behaviour from occurring in the first instance or to resolve it without the need for legal action. For those who choose to continue with anti social behaviour the Council will take enforcement action to raise that quality for those whose life is being spoilt.

PREVENTATIVE MEASURES:

Mediation

The Council will forward low level nuisance and anti social behaviour to Rotherham Mediation Services. This will only be done when a complainant agrees for their case to be forwarded. This is also part of the tackling anti social behaviour procedures. It is a service which is impartial and has an aim to negotiate a mutual understanding between parties which they can agree to sign up to.

Acceptable Behaviour Contracts

The Council will use Acceptable Behaviour Contracts against perpetrators where it is appropriate to do so. They are seen as an initial warning for those perpetrators who's continued anti social activities could lead to obtaining an anti social behaviour order.

Neighbourhood Wardens.

Neighbourhood Wardens currently work in Rawmarsh, Parkgate, Kilnhurst, Dalton, Thrybergh and the Valley Area of East Herringthorpe. It is their role to not only reduce the fear of crime, but to reduce the incidents of low level anti social behaviour within the areas.

ENFORCEMENT

Housing Officers

Deal with all aspects of tenancy management and nuisance complaints involving the ALMO tenants and leaseholders. They work closely with the Police, Neighbourhood Wardens, The Anti Social Behaviour Unit, Environmental Health and Education Welfare and Social Services.

Safer Estates Forum

Agencies signed to the Councils' information sharing protocol meet in 7 areas to discuss individuals on estates who are causing nuisance and anti-social behaviour within the area. All meetings are minuted and ways forward to tackle the individual's problems are discussed and remedies to stop the behaviour identified.

Anti Social Behaviour Unit

The specialist unit deals with the more serious cases of anti social behaviour where work by other agencies has failed.. The Unit which includes, a manager, four anti social behaviour officers, two anti social behaviour support officers and two seconded Police Officers, takes enforcement action against perpetrators and works to protect witnesses most at risk. The Unit also takes preventative action and works closely with partner agencies making referrals where appropriate to agencies such as Social Services and the Youth Service. The Unit also has a youth liaison officer who works with young people who have signed Acceptable Behaviour Contracts.

Enforcement actions taken by officers are:

- Injunctions
- Demoted Tenancies
- Possession proceedings
- Anti-social Behaviour Orders

Confidentiality and Data Protection

Section 115 of the Crime and Disorder Act 1998 allows the Council to share personal data or information to be disclosed to the Police, Probation Service, Social Services, Youth Offending Services, Environmental Health, and Education where it is necessary for the purpose of obtaining an Anti Social Behaviour Order. This information is processed in accordance with the Data Protection Act 1998.

The Council and South Yorkshire Police have protocols to share information and consideration is given to what information is necessary and formal requests are made in writing with an audit trail kept of the request and reply.

Rehabilitation of Perpetrators

Where enforcement action has been taken to deal with anti-social behaviour consideration will be given to any necessary rehabilitation work for the perpetrator. The Council will work with other agencies to ensure that appropriate rehabilitation services are offered to those who have perpetrated anti social behaviour. This could include:

- Referrals to Drug Action Team,
- Rotherham Community Alcohol Service
- Mental Health Team
- Youth Services
- Youth Offending Services
- Social Services
- Youth Liaison Officer

Trained Staff

All front line staff are trained in tackling anti social behaviour, dealing with racial incidents, evidence gathering and the use of pocket books. Further training is identified in their personal development review. Risk assessments are also carried out for the care and protection of staff.

Tenancy Conditions

Rotherham Metropolitan Borough Council makes it clear to new and existing tenants its policy on anti social behaviour. The Tenancy Agreement contains conditions aimed to ensure tenants do not act in an anti social manner or allow other people resident or visiting to act anti socially. The Council has a right to take action to enforce the condition set out if the tenant does not comply with them. All new tenants are advised of the conditions when they sign to accept the tenancy.

Rotherham Council Tenancy Conditions state that:-

- Tenants are responsible for the behaviour of every person living in or visiting their home (including children). Tenants are also responsible for them on surrounding land, in communal areas and in the neighbourhood around their home.
- Tenants, other residents or visitors to their home must not behave in a way that causes or is likely to cause a nuisance, annoyance or disturbance to any other person in the locality of their home.
- The tenant, other residents of their home or their visitors must not harass any other person in the locality of their home (harassment includes racist behaviour or language that offends).
- The tenant, other residents or visitors must not cause damage to Council property or write graffiti on Council property.
- The tenant other residents of their home or visitors must not interfere with any security and safety equipment in communal blocks. For example by jamming security doors or fire doors open or letting strangers in without identification.
- The tenant, other residents or visitors of their home must not be violent or threaten violence against any person, residing with them or living in a Council house. Tenants must not harass, use mental, emotional, physical or sexual abuse to make anyone who lives them leave the home. If a person leaves the home because of domestic violence the Council may take action to end the tenancy.
- The tenant, other residents or visitors to their home must not use abusive or threatening language or act in a violent, aggressive or abusive manner towards the Council's members, officers or agents.

- Pets belonging to the tenant, other residents or visitors of the home must not cause a nuisance or annoyance to other people, or damage to property.

6.0 INVESTIGATING RACIAL INCIDENTS

The Council has adopted the Stephen Lawrence report definition of a “A racist incident is any incident which is perceived to be racist by the victim or any other person”

All Action will be taken in line with the Council’s Tackling Racial Incidents Procedure and will work with MAARI (Multi Agency Approach to Racial Incidents) to rectify issues. Work will also be done to ensure that victims are given support and protection, a plan of action will be agreed between the victim and the officer investigating the case. This may include, dispersed alarms, improvements in security to the complainants home, repairs to any damage, removal of graffiti, temporary rehousing and referral to support groups.

It is the Council’s aim to prevent racial incidents from re-occurring, act quickly and give support to the victim and deal with the perpetrator in the most appropriate way and to encourage reporting of incidents.

7.0 DOMESTIC VIOLENCE

Domestic Violence is where one person acts in a violent way to another member of the household. This will have the effect of the victim having to leave in fear and quite often nuisance to neighbours. The Council is committed to working in line with the Domestic Violence policy and working with other agencies to offer support to the victim. The Council has a duty under the Homeless Act 2002 to treat people claiming homelessness due to the threat of violence as a priority need.

8.0 PUBLICITY

Any action taken will be publicised where it is deemed reasonable and necessary to do so. The general public need to know what a perpetrator is and is not allowed to do and to reassure the community that action is being taken to stop anti social behaviour.

9.0 SAFER ROTHERHAM PARTNERSHIP

Neighbourhood Services is committed to working with partners and forms an integral part of the Rotherham Safer Partnership. One of the aims of the Partnership is to tackle all forms of anti social behaviour across the borough and encourage multi

agency working between partners including Young People's Service, The Rotherham Crime Reduction Programme, Social Services, Youth Offending Services, Probation, South Yorkshire Fire and Rescue Service, South Yorkshire Police, the Probation Service, Education Services and Victim Support.

10.0 RISK ASSESSMENT

It is important that appropriate action and resources is given to tackling anti social behaviour to ensure that good service is given to our customers. Failure to deal with the issue could lead to customers being at risk, feeling threatened and not being able to enjoy the quiet enjoyment of their home.

The Council recognises that for many people it is difficult for them to come forward and complain about the behaviour they are experiencing. It is therefore important that we offer support to complainants and act quickly for those who are too frightened to give evidence.

11.0 REVIEW DATE

This policy will be reviewed in April 2005 with further reviews on an annual basis.

12.0 VISION

It is our vision to provide everyone in Rotherham with a high quality service in tackling anti social behaviour. It is important that people feel safe and enjoy their home, which will make Rotherham the best place to live, learn and work.

Draft Summary of Anti-Social Behaviour Procedures

Introduction

The Anti Social Behaviour Act 2003 placed a duty on all Social Landlords to publish their policies and procedures for dealing with anti-social behaviour by 30th December 2004. Rotherham Metropolitan Borough Council is committed to maintaining safe and sustainable neighbourhoods and recognises the need to work closely with partner agencies, tenants and residents and businesses to achieve this.

The Council is committed to ensuring that its customers are treated fairly and will take prompt and effective action by:

- Supporting Complainants and Victims
- Deterring alleged perpetrators
- Attempting to resolve complaints without the need for formal legal action
- Passing serious cases of anti-social behaviour to the specialist Anti Social Behaviour Unit

What is Anti-Social Behaviour?

For the purpose of this summary of procedures anti social behaviour uses the definition under Section 153 of the Housing Act 1996 which is: 'Conduct which is capable of causing nuisance or annoyance to any person: and directly or indirectly relates to or affects the housing management functions of the Council; or consists or involves using or threatening to use housing accommodation owned or managed by the Council for an unlawful purpose.'

The people to whom the conduct may cause nuisance or annoyance includes anyone who has the right to live in property owned or managed by the Council, those living in any other property in the neighbourhood (for example owner occupiers or tenants of other landlords), and anyone else lawfully in such property or in the locality (e.g. people working or using local facilities).

Examples of Anti-Social Behaviour

Below is a list of such behaviour which can contribute to anti-social behaviour

- Noise nuisance – This can be in the form of parties, noise from children, shouting, noise from televisions, radios and hi-fi equipment
- The use of threatening behaviour and violence
- Harassment – this can be broken down into elements such as race and ethnicity, age, gender, religion, sexual orientation, mental health and disability
- Verbal abuse – foul and abusive language
- Damage to property – in private or council accommodation such as graffiti, damage to walls and fencing and damage to communal areas.
- Drugs – which can include such behaviour as noise, verbal abuse, theft, damage and supply, use or misuse of illegal drugs?

- Boundary disputes – such as the size, type or height of a wall or hedge

The above is not an exhaustive list.

Procedures

All cases reported in respect of anti-social behaviour will be dealt with promptly and sensitively and the Council will take a victim centred approach.

Making a Complaint

- The member of staff receiving complaints of anti-social behaviour will complete an anti-social record sheet with the details of the complainant including name address and contact details.
- Staff will record details of alleged perpetrator(s) including his/her name and address where it is known.
- Members of staff will record details of the complaint on the record sheet including any dates or times of relevant incidents.
- Arrangements will be made to interview the complainant within 5 working days. For racial harassment or more serious anti-social behaviour the interview will take place within 1 working day or when convenient to the complainant.

Interview / Visit Complainant

Interviews will normally be carried out by a Neighbourhood Champion (Housing Officer) who will:

- Interview the complainant to obtain detailed information about incidents and will discuss and agree the form of action that will be taken.
- Arrange support for the complainant if required
- Start a case file in respect of the complaint
- If appropriate arrange mediation to discuss the matter where there is no threat of violence.
- If appropriate issue the complainant with diary sheets to complete
- If the matter is resolved without further investigation, the Neighbourhood Champion will take appropriate action and advise the complainant by letter.

If the complainant does not agree for the Council to contact the alleged perpetrator, the reasons will be clearly recorded in the case file and the consequences will be explained to the complainant.

Interview / Visit of Perpetrator

In most cases the alleged perpetrator will be contacted by letter to invite them to attend an interview or arrange a visit in order to listen to their view of the situation. The interview will be carried out by a Neighbourhood Champion who will advise the alleged perpetrator:

- That complaints have been received
- Details of the complaints
- Consequences of such behaviour
- Conditions of the tenancy agreement

Details of the interview will be recorded and held in the case file. Complainants and perpetrators will be advised in writing of the outcome of the visit.

If necessary further action will be taken and where appropriate Legal action may be instigated but this will be as a last resort.

File Preparation

Neighbourhood Champions will record all information in the case file including diary sheets, information from other agencies; they will also keep contemporaneous notes in respect of the case. Photographic evidence will also be held in the case file of personal damage or damage to property.

Investigations Strategy

Neighbourhood Champions will break down a case and focus attention on the steps that can be taken to modify or stop the behaviour of the perpetrator. If the Neighbourhood Champion is unable to remedy the behaviour a Threshold Test will be applied to the case and the matter will be referred to the Council's specialist Anti Social Behaviour Unit.

The Anti Social Behaviour Unit

The Anti Social Behaviour Unit will only deal with serious cases of anti social behaviour that are referred to them via agencies. The Unit consists of a manager, seconded police officers, anti social behaviour officers, a youth liaison officer and two anti social behaviour support officers.

The unit offers:-

- support and advice to witnesses and complainants.
- A 24 hour help line service to those most at risk.
- Witness protection phones and dispersed alarms.
- Staff trained to carry out a wide variety of surveillance under Regulation of Investigatory Powers Act 2000.

Visits to Complainants / Perpetrators.

Further witnesses may be sought and in line with initial reporting of incidents all matters will be dealt with in confidence.

The Anti Social Behaviour Unit will contact the complainants by telephone or letter and arrange to visit and discuss the complaint and agree an action plan.

Perpetrators will be visited; warnings and formal actions may be given verbally and backed up in writing.

The Unit will not promise to instigate legal proceedings; however appropriate measures will be taken to stop anti social behaviour for the protection of complainants. Complainants and witnesses will be contacted by letter when a case is closed. Files will be returned to the local area housing office and information will be kept on the house file.

Legal / Non-legal Remedies

Several options are available in dealing with anti social behaviour.

Non legal interventions

- Joint visits by Anti-Social Behaviour Officers and South Yorkshire Police Officers to discuss the behaviour.
- Letters to inform the perpetrators that the behaviour that they are displaying is unacceptable and that action may be taken against them.
- Acceptable Behaviour Contracts which are voluntary agreements to address behaviour

Legal Interventions

- | | |
|--------------------------------------|--|
| • Notice Seeking Possession (NSP) | Applicable only to secure tenants. |
| • Notice of Pending Possession (NPP) | Applicable only to secure tenants within the local authority within their 1 st year of tenancy. |
| • Demotion Order | Relegation of a secure tenancy to a non secure status. |
| • Notice to Quit (NTQ) | Applicable to non-secure and assured short hold tenancies. |
| • Abatement order. | Instigated and served by the Environmental Health Officer. |
| • Anti-Social Behaviour Order(ASBO) | Applicable to persons aged 10 years and over. |
| • Tenancy agreement | Rights and responsibility of the tenants and landlord. |
| • Injunction | Prohibitive remedy addressing anti social Behaviour |
| • Undertaking | Agreement to refrain from anti social behaviour without an admission of guilt. |

Environmental Health

Noise pollution should primarily be referred to the Environmental Health Service. This is not an exhaustive list, but would include parties, playing loud music, noise from televisions and hi-fi. Issues relating to problems of a filthy and verminous nature should also be referred to the same Office.

Complaints Procedure

If service users are not satisfied with the service provided in relation to tackling anti-social behaviour complaints can be made via the Corporate Customer Complaints Procedure. Information on how to make a complaint can be found in Council Reception areas.

Contact Telephone Numbers

Maltby Office
01709 812637

Dinnington Office
01909 564171

Wath Office
01709 873678

Swinton Office
01709 570384

Rawmarsh Housing Office
01709 522456

Kimberworth / Munsbrough Office
01709 336917

Town Centre Office
01709 522456

Aston Office
01709 382121

Environmental Health
01709 823114

South Yorkshire Police
01142 202020

Corporate Customer Complaints

Housing & Environmental
Performance and Quality Unit
Eastwood Depot
Chesterton Road
Rotherham

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Environment Scrutiny Panel
2.	Date:	23 rd 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.

- 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

Supporting Corporate Priority - 'A Place to Live' & 'To be a progressive, responsive, accessible and quality service provider'

BV66a Off target	Local authority rent collection and arrears: proportion on rent collection <i>(Simon Bell)</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
	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 <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
	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						
	On target	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2002/03	Past Performance (Cumulative)	2004/05 Qtr 1	
						Target	Actual
	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 as been established for dealing with customer contacts including the standard of acknowledging enquiries within 2 days and providing final replies within 10 working days.

For the period, 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.

1. **Meeting** Environmental Scrutiny Panel
2. **Date of Meeting** 23rd September 2004
3. **Title** ALMO EXCELLENCE PLAN
4. **Originating Officer** Barbara Goodson
Transformation Team Officer
Ext. 2290

5. **Issue**
To report on the progress of the ALMO Excellence Plan.

6. **Summary**

The ALMO Excellence Plan drives forward and monitors the transformation of housing management and repairs services into an ALMO structure with the objective of delivery of excellent customer services through Neighbourhood Management.

The objectives have been divided into five key points:

- ALMO is established and in place by 31 March 2005.
- Tenants are at the heart of our decision process and play a principal role in shaping future service delivery.
- Delivering a continuously improving, high performing, customer focused service.
- The ALMO has a long term strategy for the delivery of neighbourhood management beyond the delivery of decent homes
- Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement

7. **Clearance/Consultation**

- The Plan was discussed at PAMT on 27 May 2004 and approved
- It was passed at the ALMO Project Board meeting on 15 July 2004
- It was passed at the Housing and Environmental Services Panel on the 30th July 2004

8. **Timing**

The Audit Commission will carry out an indicative ALMO inspection in September 2004. Up-to-date plans will assist them in their assessment of how much progress has been made.

9. **Background**

The plan will help shape the ALMO structure, reorganise service, and deliver excellent customer service through Neighbourhood Management. It includes recommendations from the Repairs and Maintenance Inspection in February 2004, areas of weakness identified in the Best Value Review of Housing Management, and gaps which were identified by the 'Preparing for an Indicative ALMO inspection' focus group.

The improvement priorities in the plan have been identified within the Programme Area Performance Plan and the Housing Services Service Business Plan which also link with the Corporate Plan and Strategic Partnerships and Public Service Agreements.

The plan is used to monitor and record progress. It is regularly updated to reflect the milestones and measures achieved and ensures that there is a continual improvement in the delivery of customer service.

10. **Argument**

The ALMO Excellence Plan will support the objective of achieving a two/three star rating of services to enable the ALMO to access funding it needs to achieve Decency by 2010.

11. **Risks and Uncertainties**

Failure to keep to the milestones in the plan will hamper the implementation of ALMO in April 2005, and the ALMO Inspection in November 2005. Not achieving this will mean that we will not achieve the two star rating needed to receive the £233 million to Deliver Decent Homes by 2010. These risks are being managed through fortnightly updates from the Lead Task Managers, with regular one to one meetings to discuss progress and identify any risks at an early stage. The 'Housing Futures Improvement Group' meets regularly to enable Lead Task Managers to discuss any issues they are experiencing with their tasks and a further opportunity to identify any risks. Information from these meetings is reported to PAMT on a regular basis.

12. **Finance**

There is an administration cost to monitor and produce the Excellence Plan.

13. **Sustainability**

The Plan will be regularly updated against the rigorous monitoring process that is in place. It will continue to drive forward and achieve the step change improvements that are needed to become an excellent service to shape the ALMO structure for 2005.

14. **Wards Affected**

All

15. **References**

N/A

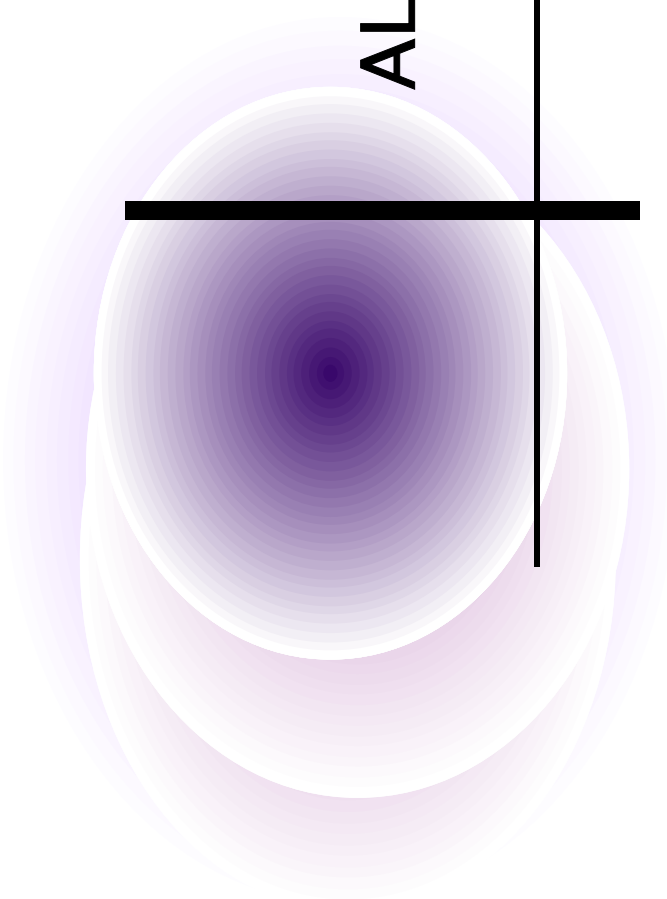
16. **Presentation**

The ALMO Excellence Plan is attached.

17. **Recommendations**

SCRUTINY MEMBER IS ASKED TO NOTE THE ALMO EXCELLENCE PLAN

ALMO Excellence Plan



ALMO EXCELLENCE IMPROVEMENT PLAN

The improvement plan is designed to achieve step change improvements that are **specific, measurable, achievable, and realistic** and timed to coincide with the government and corporate agenda. They are outcome based and while having a lead officer are service owned to achieve maximum delivery.

The plan will shape the ALMO structure in 2005 and reorganise our service to deliver an excellent customer service through Neighbourhood Management. It will do this by acting on the recommendations of the Repairs and Maintenance Inspection in February 2004 and develop areas of weakness identified in the Best Value Review of Housing Management. Other pieces of work such as 'Preparing for an Indicative ALMO inspection' has focused our work on gaps in the service. The Audit Commission have published Key Lines of Enquiries (KLOE's) and Core Data Sets have been invaluable in providing clear standards to aim for if we are to achieve Excellence. Customers will be at the heart of our decision making, so that the service meets their needs and expectations.

The improvements within this plan include other priorities and plans identified within the Programme Area Performance Plan and **Housing Services Service Business Plan*** which link with the Community, Strategy, Corporate Plan, Strategic Partnerships and Public Service Agreements.

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

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

Key Objectives:

- **ALMO is established and in place by 31st March 2005**
- **Tenants are at the heart of our decision making process and play a principle role in shaping future service delivery**
- **Delivering a continuously improving, high performing, customer focused service**
- **The ALMO has a long term strategy for the delivery of neighbourhood management beyond the delivery of decent homes**
- **Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement**

Key Objective 1 ALMO is established and in place by 31 st March 2005						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans
1.1	Establish an Arms Length Management Organisation	April 05	Jim McAusland	<p>Complete</p> <p>Complete</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p>	<ul style="list-style-type: none"> • Establish a Project Board (Jul 03) • Establish Specialist Consultancy Needs (Mar 04) • Determine method of recruiting council representatives and independents. (Oct 04) • Establish the Main ALMO Board 5 tenants, 5 members and 5 independents (Oct 04) • Develop an advertising/marketing/branding strategy for the ALMO (Oct 04) • Establish 3 Area ALMO Boards (Nov 04) • Determine and prepare SLA's between ALMO and LA (Dec 04) • Sect 27 Application (Jan 05) • Produce an ALMO Deliver Plan and Agree Financial Arrangements – Draft (Jan 05) Final (Mar 05) • ALMO Inspection to achieve 2 star rating (Nov 05) • Draw down funding (Jan 06) 	<p>PAPP 3.1</p> <ul style="list-style-type: none"> ▪ Project Board established ▪ Specialist Consultancy in Place

Key Objective 1 ALMO is established and in place by 31 st March 2005							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.2	Restructure Housing Services based on Neighbourhood management principles.	Mar 05	Simon Bunker	Complete	<ul style="list-style-type: none"> Evaluate Pilot Project to enable implementation of good practice across Neighbourhood Offices (June 04) Re-draw Service Area boundaries (July 04) Agree establishment for 7 Neighbourhood Management teams (Oct 04) Allocate staff resources per management area (Oct 04) Complete business process re-engineering exercise within R&M (Dec 04) Each Neighbourhood management area to deliver a consistent and quality one council approach to service delivery (Mar 05) Achieve Top Quartile Customer Satisfaction rating - 83% (Mar 05) Systematic Review, based on Best Value principles, of Services provided on an area basis (Mar 05) 	R & M Sip 2.4 PAPP 2.1 PAPP 4.6 PAPP 2.4	<ul style="list-style-type: none"> Plan in place to Restructure from the top down Boundary lines drawn around the 7 Area Assemblies

Key Objective 1 ALMO is established and in place by 31 st March 2005							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.3	Review Neighbourhood Management arrangements to scope delivery	Mar 05	Tom Cray	Complete Complete	<ul style="list-style-type: none"> Establish corporate task group (Sept 04) Corporate audit of area assembly (Oct 04) Update statistical profiles for each assembly (Oct 04) Baseline assessment carried out (Oct 04) Produce 7 neighbourhood places (Oct 04) Develop neighbourhood standards (Mar 05) Principles for multi-agency approach agreed (Oct 04) Area Assemblies role reviewed (Jan 05) Agree vision for neighbourhood management (Nov 04) BVR of neighbourhood management (Feb 05) Community planning framework strengthened (Feb 05) Report to LSP Chief Exec Group (Oct 04) Report to LSP Board (Nov 04) Report to Cabinet (Feb 05) 		
1.4	Effective budget management is in place for ALMO	Mar 05	Anne Ellis	Complete On Target On Target On Target On Target	<ul style="list-style-type: none"> Compliance with key dates in Business Planning cycle (Mar 05) Review budget management arrangement (Oct 04) Identify training issues for Budget holders (Oct 04) Support Budget Holders to enable systems to be in place to demonstrate VFM and monitor (Nov 04) 	R & M Sip 3.2	

ALMO is established and in place by 31st March 2005

Key Objective 1						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G _r)	Measure/ Milestone	Links to Other Plans
1.5	Effective Budget Management of Capital Programmes is in place for the ALMO	Mar 05	Dave Middleton	On Target On Target	<ul style="list-style-type: none"> Programmes are in place to ensure capital money is spent effectively and efficiently and which link to the Decent Homes Scheme (Oct 04) Investment Plan process-ALMO (Mar 05) 	Completed Task Outcome

Tenants are at the heart of our decision making process and play a principle role in shaping future service delivery.

Key Objective 2						
Outcome Measure : BV75 achieves top quartile by March 2005						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G _r)	Measure/ Milestone	Links to Other Plans
						Completed Task Outcome

Key Objective 2		Tenants are at the heart of our decision making process and play a principle role in shaping future service delivery.					
Outcome Measure : BV75 achieves top quartile by March 2005							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.1	Ensure that the tenants are at the heart of the ALMO investment planning process	March 05	Alison Palmer	On Target On Target On Target	<ul style="list-style-type: none"> Clear scope of functions delivered by the Council (Sept 04) Building tenants capacity to discuss policy issues before they go to strategic level (Oct 04) Investment Planning / Consultation Strategy in place (March 05) 		
2.2	Improve communications and liaison with residents on a neighbourhood basis	Apr 05	Andrew Balchin	Complete On Target On Target On Target On Target On Target On Target On Target On Target	<ul style="list-style-type: none"> Evaluate and Review Consultation and Communication Strategy Action Plan (Sept 04) Develop and incorporate a Community Empowerment Action Plan (Sept 04) Increase tenant newsletter to Bi-monthly (Aug 04) Review and refine policy panels (Sept 04) Implement a Tenant Consultation Panel (Sept 04) Carry out Monthly Customer Satisfaction Survey (Dec 04) BV75 Survey achieve top quartile (Mar 05) Develop local compacts (Mar 05) Strengthen the relationships between TARA's and Area Assemblies (April 05) Increase the number of active Tenants involved in the service and 	PAPP 3.4	<ul style="list-style-type: none"> Review Complete

Key Objective 2		Tenants are at the heart of our decision making process and play a principle role in shaping future service delivery.					Completed Task Outcome
Outcome Measure : BV75 achieves top quartile by March 2005							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Links to Other Plans	
					make representative of the Borough (Dec-04)		
2.3	Develop effective mechanisms for neighbourhood plans and the Councils Community planning processes and empower local residents to influence and shape service delivery	Jan 05	Andrew Balchin	On Target On Target	<ul style="list-style-type: none"> Develop Neighbourhood Plans (Oct 04) Neighbourhood Structure in place to manage through the Community Planning process (Dec 04) Review role of the Area Assembly Staff (Jan 05) 		
2.4	Ensure programmes and services are designed to promote community cohesion and equalities and diversity is embedded.	Dec 04	Andrew Balchin	On Target On Target	<ul style="list-style-type: none"> Programme of Community consultation, covering all needs such as cultural, vulnerable and diversity, to design services (Oct 04) Services compliant with Equality and Diversity Strategy (Dec 04) 	R&M 1.9	
2.5	Identify key strategic and policy issues that need to be addressed by the strategic housing authority	Dec 04	Andrew Balchin	On Target	<ul style="list-style-type: none"> Clear scope of functions delivered by the Council (Sept 04) SLA's developed for retained services being accessed by the ALMO in place (Dec 04) Project plan for reviewing Policy and Strategies (Dec 04) 	PAPP 1.4	

Key Objective 3		Delivering a continuously improving, high performing, customer focused service					
Outcome Measure: 3* ALMO by November 2005							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/Milestone	Links to Other Plans	Completed Task Outcome
3.1	Continue Business Process Re-engineering to streamline the delivery of customer focused services and to deliver positive customer facing outcomes and value for money	Mar 05	Janet Greenwood		<ul style="list-style-type: none"> All key processes and service procedures are tackled through BPR (Mar 05) BPR rolled out (Mar 05) KPI's are developed to measure efficiency (Mar 05) 	Linked to 4.5 of the ALMO Plan, R & M 2.3	
3.2	Improve Income Collection, dealing with arrears recovery and debt counselling	Mar 06	Simon Bunker	<p>Complete</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p> <p>On Target</p>	<ul style="list-style-type: none"> Implement Former Tenant Arrears Debt Collection Agency (Jun 04) Improve advice and prevention procedure with new tenants (Nov 04) Increase take up Direct Debit and Standing Orders for rent payment (increase take up to 16.5% of all rent payments) (Dec 04) Roll out ARBA (automated rent recovery module) (Mar 05) Reduce the level of FTA to 0.98% (Mar 05) BV66a / HES66b Top Quartile (Mar 05) 15% pay by DD/SO Set top quartile targets 05 Best in Class (Mar 06) 		<ul style="list-style-type: none"> External Company 'Rossendales Debt Collection Agency' employed

Key Objective 3		Delivering a continuously improving, high performing, customer focused service					
Outcome Measure: 3* ALMO by November 2005							Completed Task Outcome
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Links to Other Plans	Completed Task Outcome
3.3	Working with safer Rotherham partnership to reduce and tackle Anti Social Behaviour in Rotherham	Mar 06	Mark Ford	On Target On Target On Target	<ul style="list-style-type: none"> Revise and Develop the Policy and action plan for tackling ASB (Sept 04) Action plan to develop working partnerships with RSL's (Oct 04) Implement actions from the ASB Strategy (Mar 05) 		
3.4	Carry out a review of Estate Management including Estate Maintenance	Mar 05	Dave Abbott	Complete Complete On Target On Target On Target On Target On Target On Target	<ul style="list-style-type: none"> Benchmark using House Mark, DEFRA and ENCAMS (Apr 04) Establish Stakeholder group to review procedures (July 04) Produce Estate Management Procedure Guide (Oct 04) Establish a baseline and set challenging targets (Oct 04) Develop response to targets and service standard with Street Pride and Environmental Services with baseline date (Oct 04) Estate Management Unit to conduct Equality and Diversity Impact Assessments (Oct 04) Business Process Re-engineering of the service in partnership with RBT (Mar 05) 		<ul style="list-style-type: none"> Benchmarking for Flytipping done Estate Management Policy Panel and staff, Streetpride

Key Objective 3		Delivering a continuously improving, high performing, customer focused service						
Outcome Measure: 3* ALMO by November 2005								
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Links to Other Plans	Completed Task Outcome	
3.5	Deliver a '3 star – excellent' repairs and maintenance service to support sustainability and regeneration of neighbourhoods	Mar 06	Gary Whitaker	On Target	<ul style="list-style-type: none"> Implement all recommendations from the Repairs and Maintenance re-inspection (Dec 06) 	R & M Sip 2.1 R & M Sip 3.1 ALMO Plan 5.2 PAPP 4.1 PAPP 4.4 PAPP 4.7		
3.6	Develop and implement a multi-agency single assessment process to promote independent living	Dec 04	Angela Smith	Complete Complete Complete On Target On Target	<ul style="list-style-type: none"> Introduce furnished homes scheme (Apr 04) Increase furnished homes scheme to 100 (Mar 05) Develop 'Local Lettings Policies' (Aug 04) Implement 'Local Lettings Policy' (Sept 04) Review and refine management arrangements for supported housing, leaseholders and the delivery of aids and adaptations (Dec 04) HES5 – Target 98% (Mar 05) Implement 'Choice Based Lettings' scheme (April 05) 	R & M Sip 2.6 R & M Sip 2.7	<ul style="list-style-type: none"> Furnished Homes in place on target to increase take up Local Lettings Policies Evaluated and presented to Cabinet September 	

Key Objective 3		Delivering a continuously improving, high performing, customer focused service						
Outcome Measure: 3* ALMO by November 2005								
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Links to Other Plans	Completed Task Outcome	
3.7	Produce a long term strategy to address the repair and maintenance needs of Rotherham's housing stock	Mar 05	Dave Middleton	On Target On Target	<ul style="list-style-type: none"> Suite of documents drawing together all policies and procedures relating to repairs and maintenance (Sept 04) Review Annual Maintenance Plan to ensure it underpins the Decent Homes Program and supports the Sustainability Model (Mar 05) 	ALMO 1.1, 1.5,2.3,2 .4,3.5		

Key Objective 4 The ALMO has a long term strategy for the delivery of neighbourhood management beyond the delivery of decent homes							
Outcome Measure: Succession strategy is in place that delivers services by the ALMO beyond the 2010 decent homes target.							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Links to Other Plans	Completed Task Outcome
4.1	Implement a succession strategy for Neighbourhood Management delivery beyond achieving Decent Homes Targets to support Neighbourhood Renewal	Mar 05	Alison Palmer	On Target	<ul style="list-style-type: none"> • Delivery Plan, Specimens from other LA's to: <ol style="list-style-type: none"> a. Delivery of new style of Neighbourhood Management b. Delivery of Decent Homes c. Gearing up for Neighbourhood Management d. Full Delivery of Neighbourhood Management (Mar 05) e. Contract (Obtain Draft Templates) (Mar 05) 	ALMO Plan 1.1	
4.2	Negotiate SLA's and contracts with local authority and other service providers	Mar 05	Mick Dobson	On Target	<ul style="list-style-type: none"> • Programme of reviews in place (Sept 04) • Managed through ALMO project group (SLA Template) (Dec 04) • SLA'S / contracts in place (Mar 05) 	ALMO Plan 1.1	
4.3	Produce a 'Fit for Purpose' Housing Strategy	Oct 04	Brian Marsh	Complete Complete Complete On Target	<ul style="list-style-type: none"> • Develop five ADF's (Nov 03) • HMRF Pathfinder Strategy (Dec 03) • Draft Housing Strategy (Aug 04) • Strategy in place 'Fit for Purpose' (Oct 04) 		<ul style="list-style-type: none"> • Area Development Framework developed • HMR Pathfinder Strategy submitted to ODPM • Fit for Purpose Strategy now with Audit Commission

Key Objective 4 The ALMO has a long term strategy for the delivery of neighbourhood management beyond the delivery of decent homes							
Outcome Measure: Succession strategy is in place that delivers services by the ALMO beyond the 2010 decent homes target.							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Links to Other Plans	Completed Task Outcome
4.4	Conduct continuous Stock Condition Survey , implement plan to tackle non-decent homes supported by Maintenance Plan Sustainability Model	May 05	Dave Middleton	On Target On Target On Target On Target On Target On Target	<ul style="list-style-type: none"> Conduct rolling Stock Condition Survey and update (Apr 04 to March 09) Programmes are in place to ensure capital money is spent effectively and efficiently (Oct 04) (Linked with 1.5) Conduct Survey (Dec 04) Deliver BV184 Target (Mar 05) Implement plan for non-decent homes (May 05) 	PAPP 4.2	<ul style="list-style-type: none"> Stock Condition Survey ongoing

Key Objective 5 Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement.							
Key: -Red - Not on Target, Amber - On Target, Green - Complete							
Task Ref.	Action	Target date	Task Manager	Task Status (R, A, G.)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
5.1	Apply competition / value for money protocols across the Housing Service	Dec 05	Simon Bunker	On Target	<ul style="list-style-type: none"> Establish our benchmarking criteria across the service (Sept 04) Value for money exercises carried out by (Oct 04) Improve budget information and invoice processing to demonstrate Value for Money (Oct 04) VFM demonstrated across Housing Management sub programme area (Mar 05) Apply principals to Housing Management (Dec 05) 	PAPP 2.3 PAPP 3.3 PAPP 3.5 R&M 3.1 ALMO 4.2	
5.2	Review and revise the bonus scheme	Dec 05	Gary Whitaker	Complete Complete Complete	<ul style="list-style-type: none"> Implement revised scheme (May 04) Increase repairs completed first visit from 75% to 85% (Mar 05) – (HES 8) 85% of workforce are multi-skilled (Sept 04) 	PAPP 4.7 R&M 2.1 ALMO 3.5	<ul style="list-style-type: none"> Flexible working patterns introduced and working. Unions agreed and voted in place on May 7th 2004. First Pay date May 2004

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Environment Scrutiny Panel
2.	Date:	23 September 2004
3.	Title:	Local Lettings Policies All Wards Affected
4.	Programme Area:	Housing and Environmental Services

5. Summary

The report outlines the proposals for the revised Local Lettings Policies previously agreed by Cabinet in September 2003, after consultation with tenants, local Ward Members and partner agencies.

6. Recommendations

THAT REVIEWED LOCAL LETTINGS POLICIES BE APPROVED AND IMPLEMENTED

7. Proposals and Details

The local lettings policies provide Housing Managers with the flexibility to make the best use of properties no longer required by their original target clientele, whilst continuing to address issues relating to allocating in accordance with housing need through transparency and consistency in approach.

Low demand for properties had impacted on the wider sustainability of neighbourhoods and the widening use of the local lettings policies from September 2003 has gone some way to halt the 'spiral of decline'. Another key factor in achieving sustainability is addressing anti-social behaviour, therefore a fair and consistent approach needs to be adopted to combat the issue.

Local Lettings Policies are seen as one of a series of initiatives that are required to generate and sustain interest in Council properties. It is intended that the policies will complement the introduction of Choice Based Lettings in April 2005.

Since the introduction of the Council's Equalities standard it was deemed necessary to subject the local lettings policies to an Equalities Impact Assessment and conduct some consultation targeted specifically at the BME communities.

A review of the policies has highlighted the lack of provision for single persons and separated parents who require accommodation to allow their children to stay with them from time to time. In addition, some areas have no provision for the elderly, therefore in specified areas provision is being sought for these groups by utilising family housing where there is little or no demand - Appended documents will detail these proposals as it not required across the board.

8. Finance

There is an administration cost related to the production of the policies and further cost related to the hire of a venue and refreshments for consultation purposes. However, there are financial gains due to the increase in rental income, reduction in the cost of securing properties and reduction in the cost of vandalism.

9. Risks and Uncertainties

De-designation of properties needs to be supported by monitoring of new tenancies. Anti-social behaviour is a key factor in sustainability. The implementation of the Introductory Tenancies and Demoted Tenancies schemes will help to minimise existing problems and prevent new ones.

10. Policy and Performance Agenda Implications

The rigorous performance management culture within Housing and Environmental Services demands that void turnaround times are reduced to 20 days by March 2005, 15 days by 2005/06 and 12 days by 2006/07, therefore regular review of the local lettings policies are necessary to maintain effectiveness.

Since the implementation of the local lettings policies, turnaround times have reduced from 24 days to the current Borough average of 20.13 days @ 13th August 2004.

The objectives of the proposal for Local Lettings Policies fit within the Council's overall priority 'A place to live' by 'Building Sustainable Neighbourhoods' by delivering a clear achievable housing strategy, which enables the restructuring of housing markets to meet current and future need as well as 'Improving our performance as a landlord' and 'Improving Void turnaround times and optimising income'.

Sustainability can be achieved by ensuring that properties are vacant for the least amount of time, therefore, minimising the impact on the quality of life of those in the community. A new performance indicator has been introduced to measure levels of sustainability on our estates (HES5).

11. Background Papers and Consultation

The local lettings policies have been developed in consultation with local Ward Members, tenant representatives, partner organisations and other stakeholders including a representation of the BME communities in Rotherham.

Discussion and feedback has also been sought from Legal Services and the newly appointed Equalities Officer for Housing and Environmental Services.

Contact Name : Amanda Coyne, Neighbourhood Manager, Extension 2275, amanda.coyne@rotherham.gov.uk

Maltby Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Maltby management area includes the neighbourhoods of **Maltby, Flanderwell, Sunnyside, Bramley, Wickersley, Ravenfield, Whiston, Thurcroft** and **Birks Holt**, totaling 2100 properties under management.
- 1.2 Currently the Maltby area is performing below the target average turnaround period for void properties at 17.89 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to maintain void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Maltby management area has experienced problems relating to: -
 - 1.3.1 Little or no demand for certain aged persons' accommodation on most estates within the management area. By contrast there has been a general increase in demand for two bedroom bungalows.
 - 1.3.2 High demand for single persons' accommodation in the area, particularly from the young, but a low availability of designated single persons' accommodation.
 - 1.3.3 No waiting list demand for properties in some locations, which are perceived as being less desirable places to live. These locations have tended to see a comparatively high rate of tenancy terminations and refusals from housing applicants.
- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the underlying problem of low demand for aged persons' accommodation has remained constant.

- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.
- 1.5.1 In January 2003 Maltby Neighbourhood Office had 12 empty aged person properties classed as low demand. These properties were empty for an average of 50 days, with one property empty for 119 days. In June 2004, Maltby Neighbourhood Office had no empty low demand aged person properties because of the local lettings policy and is letting this type of property in an average of 21 days.
- 1.5.2 In January 2003 there was low demand from eligible aged person applicants requesting ground floor accommodation in the **Maltby, Flanderwell, Sunnyside, Bramley, Wickersley, Ravenfield, Whiston and Thurcroft** areas (39 applicants in total). The average void time being 72 days. In June 2004 there are 65 eligible aged person applicants requesting this type of accommodation. The average void period being reduced to on average 15 days.
- 1.5.3 Estate regeneration of the **Birks Holt** Estate during 2003/4 has resulted in a nil waiting list as at January 2003 being replaced by a short waiting list of eligible applicants requesting this type of property in June 2004. The void period per property in January 2003 was 150 days; this has reduced to on average 20 days.
- 1.6 During the past 12 months 10 ground floor properties have been de-designated with an average void time of 15 days.
- 1.7 Current termination trends for trends for all properties within the Maltby Management area are no higher than other areas of the borough. However of the 245 terminations received between 1st April 2003 and 31st March 2004 a total of 100 were from bungalows and aged person's flats. What has been identified above is that there is little or no demand for such properties from eligible applicants.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria there is little or no waiting list for one and two bedroom ground floor flats and bungalows, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The current Allocations Policy excludes single persons from being allocated the tenancies of houses, unless there is no waiting list. The allocation of houses is done on a quota basis. Single persons are not included in these quotas, although

childless couples are, as they are considered to be a family unit. As such, houses are being let predominantly to families with children. There is, however, some demand from single persons who have access to their children, following the breakdown of their marriage/relationship and this demand needs to be addressed. The concentration of large numbers of families with children within the district has led to management problems, due to limited recreational facilities for the young and a resultant increase in reported neighbourhood problems.

- 2.3 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted where necessary.
- Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.

- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
 - Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
 - Allocate properties taking into account future needs of applicants rather than just immediate needs
- 3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.
- 3.2 Aged persons ground floor flats and bungalows across the management area, where necessary, will be de-designated for letting to a wider range of applicants, under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on.
- 3.2.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.3 The allocation of family houses at **Birks Holt**, will be extended to include the following: -
- priority will be given to applicants with a local family connection;
 - priority will be given to applicants with children;
 - applications from separated parents who require accommodation to allow their children to stay with them from time to time;
 - lone single persons.

- 3.4 Two bedroom houses at **Dunnsdale** and **Charnall Avenue** will be allocated to applicants over the age of 50 years. This measure makes provision for aged persons that want to remain within the area but have no other re-housing option due to the lack of aged persons accommodation in the locality. However, they will need to be assessed as not requiring ground floor or adapted properties.
- 3.5 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties.
- 3.5.1 Section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of unacceptable behaviour without taking into account whether the applicant has made improvements.
- 3.5.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas has and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.
- 4.3 Consultation with Area Housing Panels is and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.
- 4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

- 5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.
- 5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

- 6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.
- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14, HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

Dinnington Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Dinnington management area includes **Laughton Common, Laughton-en-le-Morthern, Dinnington, Firbeck, Gildingwells, Woodsetts, North Anston, South Anston, Thorpe Salvin, Harthill, Diveton Park, Wales** and **Todwick**, being a total of 1729 properties under management.
- 1.2 Currently the Dinnington area is below the target average turnaround period for void properties at 15.57 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to reduce void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Dinnington management area has experienced problems relating to:
 - 1.3.1 Estate regeneration has removed the necessity to let unpopular and defective housing in **Laughton Common** and **Kiveton Park White City**. The remaining areas have medium to strong waiting lists for houses and flats.
 - 1.3.2 Little or no demand for sheltered and non-sheltered aged persons' ground floor flats and one bedroomed bungalows in certain areas of **Dinnington, Laughton-en-le-Morthern, North Anston** (Parker Morris), **Harthill** and **Kiveton Park**. By contrast, there has been a general increase in demand in many other management areas for aged persons' bungalows.
- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the underlying problem of low demand for aged persons' accommodation has remained constant.
- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient

interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria, there is no waiting list for one bedroomed bungalows, and ground floor flats, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted where necessary.
- Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.

- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
- Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
 - Allocate properties taking into account future needs of applicants rather than just immediate needs

- 3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.
- 3.2 Aged persons designated ground floor flats and bungalows will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on.
- 3.3 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas has and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.

4.3 Consultation with Area Housing Panels is and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.

4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.

5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.

6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14, HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.

7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need

Wath Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Wath management area includes **Wath, West Melton, Brampton, Harley and Wentworth** being a total of 2,103 properties under management.
- 1.2 Currently the Wath area is slightly above the target average turnaround period for void properties at 23.56 days at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to reduce void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Wath management area has experienced problems relating to: -
 - 1.3.1 Little or no demand for sheltered and non-sheltered aged persons' ground floor flats and one bedroomed bungalows in areas of **Wath, West Melton and Brampton**.
 - 1.3.2 High demand for single persons' accommodation in the area, particularly from the young, but a low availability of designated single persons' accommodation.
 - 1.3.3 No waiting list demand for properties in some locations, which are perceived as being less desirable places to live. These locations have tended to see a comparatively high rate of tenancy terminations and refusals from housing applicants.
 - 1.3.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the underlying problem of low demand for aged persons' accommodation has remained constant.
- 1.4 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient

interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria, there is no waiting list for one bedroomed bungalows, and ground floor flats, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The current Allocations Policy excludes single persons from being allocated the tenancies of houses, unless there is no waiting list.
The allocation of houses is done on a quota basis. Single persons are not included in these quotas, although childless couples are, as they are considered to be a family unit. As such, houses are being let predominantly to families with children. There is, however, some demand from single persons who have access to their children, following the breakdown of their marriage/relationship and this demand needs to be addressed. The concentration of large numbers of families with children within the district has lead to management problems, due to limited recreational facilities for the young and a resultant increase in reported neighbourhood problems.
- 2.3 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted where necessary.
- Allow greater flexibility for allocations staff in the letting of properties to

achieve a reduced void period and achieve performance targets.

- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.
- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
- Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than move on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
 - Allocate properties taking into account future needs of applicants rather than just immediate needs

3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.

3.2 The original Local Lettings Policy, formulated and approved in January 2003, has resulted in properties within the named areas being allocated and has therefore reduced the number of long term void properties. There are no long-term void properties in the Wath area.

3.3 With the exception of **Almond Place** it is not intended to remove any of the areas from the original Local Lettings Policy. **Almond Place** and the flats on **Poplar Drive, Cherrytree Place** and the bungalows on **Oak Avenue** and **Cherrytree Place** are the subject of a Housing Cabinet Report for a decision on their future as part of the Sheltered Housing Review currently being undertaken. For this reason allocation is currently suspended to these properties.

- 3.4 Aged persons designated bungalows on **Barnsley Road, West Melton** will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on.
- 3.5 Aged persons bungalows on the **Ann Rhodes Warden Scheme** (one bedroomed properties) on **Bierlow Close** and **Spring Drive** will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on.
- 3.6 Aged persons bungalows on **Saville Road** are currently being remodelled from one bedroomed bungalows into two bedroomed bungalows under the Wath Regeneration Programme. As there are very few applicants on the waiting list for properties in this area, 6 in total, it is anticipated that once the existing tenants on the estate have been rehoused to allow their properties to be remodelled and the waiting list is exhausted allocation to future vacant properties will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on.
- 3.7 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.8 Due to the lack of single person accommodation being available within the Wath Management area it is intended to allocate two bedroomed houses on **Keble Martin Way** to single people. Allocation will be made within a quota of one single person allocation to two family applications. Where there are no family applications for these properties allocation will be made to single persons.
- 3.9 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties.
- 3.9.1 New section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of

unacceptable behaviour without taking into account whether the applicant has made improvements.

- 3.9.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas has and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.
- 4.3 Consultation with Area Housing Panels is and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.
- 4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

- 5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.
- 5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

- 6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy which is implemented.

- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14 and HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

Swinton Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Swinton management area includes the neighbourhoods of **Swinton** including the **Fitzwilliam estate** and the **Meadowview** area of Kilnhurst.
- 1.2 Currently the Swinton area is above the target average turnaround period for void properties at 25.79 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to reduce void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Swinton management area has experienced problems relating to: -
 - 1.3.1 The **Fitzwilliam Estate** has had substantial environmental and property improvements within the last 6 – 9 years, however, there is still a perception amongst local people of an area with problems. The Fitzwilliam Estate scores highly in the deprivation indicators in view of the number of families qualifying for state benefits. There are still pockets of anti-social behaviour relating to drug nuisance which are being tackled by the Estate Management Team and Anti-Social Behaviour Team.
 - 1.3.2 Low demand for 1 bedroom aged persons' bungalows and flats throughout the management area.
 - 1.3.3 Low demand for bedsits and one bedroom flats in the **Albany Road** area of **Meadowview**.
 - 1.3.4 There is increasing demand for single persons' accommodation in **Swinton**, particularly from the young, but there is a low availability of single persons' flats.
 - 1.3.5 In view of low demand and subsequent neighbourhood problems, work is ongoing to look at regeneration of the bedsits, maisonettes and one bedroom flats on **Albany Road**. Whilst this is being undertaken, properties of this type are not currently being let.
 - 1.3.6 Statistics show a healthy waiting list for houses in the area but little to no demand for the properties above. As a result, converting these properties to family

housing is being considered.

- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the underlying problem of low demand for aged persons' accommodation has remained constant.
- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria, there is no waiting list for one bedroomed bungalows, and ground floor flats, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted

where necessary.

- Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.
- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
- Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population

3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.

3.2 De-designate **all one bedroom bungalows** within the management area to applicants over 50 years of age.

3.2.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.

- 3.3 De-designate flats at **Brameld Road** and the following 2 bedroom cottage style flats at **Fosters Close, St. Johns Road, Storey Street, Birdwell Road, Holywell Road** to applicants over 50 years of age.
- 3.3.1 However, requests for such accommodation from aged persons would be given priority. Additionally, the age mix of the scheme will be regularly reviewed in order to ensure that persons over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.4 All other cottage style two bedroom flats within the area should be de-designated as single persons accommodation for both ground floor and upper floor flats. These are non-sheltered and many have been individually de-designated over a number of years. In view of possible lifestyle clashes, selection of applicants would take into account the age of the other tenant of the block. This would include the following, **Hatherley Road, Piccadilly Road and Valley Road**.
- 3.5 Following the estate improvements, a policy was adopted allowing tenants of the **Fitzwilliam Estate**, to retain their original date on the rehousing list if they had accepted a property on the estate to alleviate their housing circumstances. Again this practice is in keeping with creating sustainable communities and should be retained.
- 3.6 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties in key areas of the district. These areas include **Meadowview** and the **Fitzwilliam estate**.
- 3.6.1 New section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of unacceptable behaviour without taking into account whether the applicant has made improvements.
- 3.6.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas is and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.
- 4.3 Consultation with Area Housing Panels has been and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.
- 4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

- 5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.
- 5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

- 6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.
- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

Rawmarsh Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Rawmarsh management area includes the neighbourhoods of **Manor Farm, Monkwood, Rawmarsh (central), Ryecroft, Parkgate, Sandhill** and **Kilnhurst** village totaling 2450 properties
- 1.2 Currently the Rawmarsh area is slightly above the target average turnaround period for void properties at 23.4 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to reduce void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Rawmarsh management area has experienced problems relating to:
 - 1.3.1 Little or no demand for sheltered and non-sheltered aged persons' ground floor flats and one bedroomed bungalows in the management area.
 - 1.3.2 Falling demand for houses in some parts of the management area, such as **Oates Avenue, Ingshead Avenue, St. Marys Road** and **Ash Grove** are predominantly due to youth nuisance, accumulation of litter, dumped rubbish and drug activity.
 - 1.3.3 **Rockingham House** is a block of 15 flats', that was refurbished two years ago. It is currently designated as aged persons and disabled persons accommodation but vacancies have been difficult to fill.
 - 1.3.4 Major problems are being experienced in the **Ryan Place** where there is single persons accommodation surrounded by mixed tenure properties. **Parkgate** is well known for its high level of drug activity and the associated problem of burglary. Some of these properties are neglected and intensive housing management, including the involvement of the neighbourhood warden scheme is taking place.
 - 1.3.5 **Manor Farm** is an estate with a wide variety of properties with a good community spirit and an active tenants and residents group. Over recent years there have been a number of new tenants who have created problems on the estate, i.e.

youth nuisance and drug misuse.

- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the underlying problem of low demand for aged persons' accommodation has remained constant.
- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria, there is no waiting list for one bedroomed bungalows, and ground floor flats, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted

where necessary.

- Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.
- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
- Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
 - Allocate properties taking into account future needs of applicants rather than just immediate needs

3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.

3.2 One bedroom bungalows at **Manor Farm, Sandhill, Kilnhurst** village and **Parkgate**, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by offering to applicants with a minimum age of forty.

3.2.1 However, requests for such accommodation from aged persons would be given priority. Additionally, the age mix of the scheme will be regularly reviewed in order to ensure that persons over the age of sixty are not disadvantaged in any

way because of de-designation.

- 3.3 Flats at **Rockingham House** will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on.
- 3.3.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.4 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties in key areas of the district. These areas include **Oates Avenue, Ingshead Avenue, St. Marys Road, Ash Grove, Ryan Place, Rawmarsh House, Goosebutt House** and **Manor Farm**.
- 3.4.1 New section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of unacceptable behaviour without taking into account whether the applicant has made improvements.
- 3.4.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas is and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.

4.3 Consultation with Area Housing Panels has been and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.

4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.

5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.

6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.

7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

Going Local Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Going Local management area includes **Greasbrough, Munsbrough, Wingfield, Rockingham, Kimberworth Park, Kimberworth, Richmond Park, Meadowbank, Blackburn** and **Thorpe Hesley** with a total of approximately 4,500 properties under management.
- 1.2 Currently the Going Local area is above the target average turnaround period for void properties at 23.91 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to reduce void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Going Local management area has experienced problems relating to:
 - 1.3.1 No demand for sheltered bedsits and ground floor flats at **Munsdale** and **Dawson Croft**. In addition there is little or no waiting list for sheltered and non-sheltered ground floor flats at **Munsbrough, Rockingham, Wingfield, Kimberworth Park** and **Richmond Park**.
 - 1.3.2 Little demand for certain areas due to the perception that these are less desirable places to live. These areas are **Whitegate Walk, Rockingham, Munsbrough estate** and **St. Johns Green, Kimberworth Park**. Monitoring has shown that the high rate of refusals and turnover in tenancies is often due to estate management and anti-social behaviour problems coupled with the rehousing of vulnerable applicants without adequate support packages.
- 1.4 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria, there is no waiting list for one

bedroomed bungalows, and ground floor flats, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.

- 2.2 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted where necessary.
- Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.
- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
- Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy

terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:

- Prevent tenancy abandonment
- Encourage secure tenants to maintain their tenancy rather than move on.
- Provide tenancy support to prevent indebtedness and the need for serious enforcement action
- Provide suitable housing options for an ageing population
- Allocate properties taking into account future needs of applicants rather than just immediate needs

3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.

3.2 Aged persons designated ground floor flats and bungalows will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years (but will exclude those currently subject to the sheltered housing review). This will be done sensitively by progressively offering to under 60's, then under 50's and so on.

3.2.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.

3.3 The allocation of family houses at **Thornton Street** and **Thornton Terrace, Meadowbank**, will be extended to include a quota bracket for separated parents who require accommodation to allow their children to stay with them from time to time.

3.4 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties in key areas of the district. These areas include **Munsbrough, Whitegate Walk** and **St. Johns Green**.

3.4.1 New section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the

authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of unacceptable behaviour without taking into account whether the applicant has made improvements.

- 3.4.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas has and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.
- 4.3 Consultation with Area Housing Panels is and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.
- 4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

- 5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.
- 5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

- 6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.
- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14, HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

East Herringthorpe Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The East Herringthorpe management area includes **East Herringthorpe, Dalton, Thrybergh and Hooton Roberts**, being a total of 2,110 properties under management.
- 1.2 Currently the East Herringthorpe area is slightly below the target average turnaround period for void properties at 18.58 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to reduce void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the East Herringthorpe management area has experienced problems relating to:
 - 1.3.1 Little or no demand for sheltered and non-sheltered aged persons' ground floor flats and one bedroomed bungalows at East Herringthorpe, Dalton, and Thrybergh. By contrast, there has been a general increase in demand in many other management areas for aged persons' bungalows.
 - 1.3.2 Falling demand for houses in some parts of the management area, such as **Bradstone Road, Mallory Road and Beckwith Road**, East Herringthorpe.
 - 1.3.3 High demand for single persons' accommodation in the area, particularly from the young, but a low availability of designated single persons' accommodation.
 - 1.3.4 No waiting list demand for properties in some locations, which are perceived as being less desirable places to live. These locations have tended to see a comparatively high rate of tenancy terminations and refusals from housing applicants.
- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure

that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the underlying problem of low demand for aged persons' accommodation has remained constant.

- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system.

- 2.1 Due to the current Allocation Policy criteria, there is no waiting list for one bedroomed bungalows, and ground floor flats, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst de-designation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The current Allocations Policy excludes single persons from being allocated the tenancies of houses, unless there is no waiting list. The allocation of houses is done on a quota basis. Single persons are not included in these quotas, although childless couples are, as they are considered to be a family unit. As such, houses are being let predominantly to families with children. There is, however, some demand from single persons who have access to their children, following the breakdown of their marriage/relationship and this demand needs to be addressed. The concentration of large numbers of families with children within the district has led to management problems, due to limited recreational facilities for the young and a resultant increase in reported neighbourhood problems.
- 2.3 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.

- Ensure that properties are let rapidly but appropriately and that potential management and social problems are minimised.
- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted where necessary.
- Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
- Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
- Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.
- Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
- Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
 - Allocate properties taking into account future needs of applicants rather than just immediate needs

3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.

3.2 Aged persons designated ground floor flats and bungalows will, where necessary, be de-designated for letting to a wider range of applicants under the age of 60 years. This will be done sensitively by progressively offering to under

60's, then under 50's and so on.

- 3.2.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.3 In respect of aged persons properties, any existing tenant who wishes to transfer to another similar demand aged persons property within the area, thereby releasing a property which can be de-designated for rapid and appropriate letting to a younger person, will be considered with a degree of priority. This is to allow for the better management of the stock, grouping remaining aged persons dwellings and de-designated dwellings to minimise management problems, due to potential lifestyle conflict.
- 3.4 The allocation of family houses at **East Herringthorpe (Beckwith Road, Mallory Road and Bradstone Road**, will be extended to include a quota bracket for separated parents who require accommodation to allow their children to stay with them from time to time.
- 3.5 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties in key areas of the district. These areas include **Lady Oak Road, Chesterhill Avenue, Bradstone Road, Mallory Road and Beckwith Road**.
- 3.5.1 New section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of unacceptable behaviour without taking into account whether the applicant has made improvements.
- 3.5.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

- 4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.
- 4.2 Consultation with residents representatives in the identified areas is and will be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.
- 4.3 Consultation with Area Housing Panels has been and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.
- 4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

- 5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.
- 5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

- 6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.
- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14, HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the

Town Centre Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Town Centre management area includes **East Dene, Herringthorpe, Eastwood, Springwell Gardens (part), St Anns, Wharncliffe, Wellgate, Broom Valley, Beeversleigh, Masbrough, Henley, Holmes and Thornhill.**
- 1.2 Currently the Town Centre area is above the target average turnaround period for void properties, at 25.28 days, as at 30th July 2004 . From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to achieve void turnaround targets and assist in the effective management of the stock. The local lettings policy forms part of a robust action plan to address overall void performance issues in the Town Centre district.
- 1.3 For some time, the Town Centre area has experienced problems relating to: -
 - 1.3.1 Low demand for sheltered and non-sheltered aged persons' flats and one bedroom bungalows in some locations, specifically **Wharncliffe, Masbrough, Herringthorpe, East Dene, Eastwood, Henley and Broom Valley.** By contrast, there has been a general increase in demand in other areas for aged persons' bungalows.
 - 1.3.2 Falling demand for houses in some parts of the management area, such as **Eastwood.**
 - 1.3.3 There is increasing demand for single persons' accommodation in town centre locations, particularly from the young, but there is a low availability of single persons' flats.
- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible; to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the

underlying problem of low demand for aged persons' accommodation has remained constant.

- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicants, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.
- 1.6 With regard to areas experiencing social and management problems, effective letting strategies need to be in place to contribute towards stabilising these areas and sustaining the local neighbourhoods.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria, there is no current waiting list for some vacant properties which are, in the main, one bedroom bungalows, one and two bedroom ground floor flats and upstairs flats, designated specifically as accommodation for applicants over the age of 60 years.
- 2.2 The current Allocations Policy excludes single persons from being allocated the tenancies of houses, unless there is no waiting list. In the case of Eastwood generally, there is still a waiting list for houses from applicants with children. The allocation of houses is done on a quota basis. Single persons are not included in these quotas, although childless couples are, as they are considered to be a family unit. As such, houses are being let predominantly to families with children. There is, however, some demand from single persons who have access to their children, following the breakdown of their marriage/relationship and this demand needs to be addressed.
- 2.3 The reduction in demand for properties from eligible groups is leading to the emergence of management problems, whilst eligible applicants are being sought for vacancies.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties,
- Ensure that property types meet waiting list demands and explore the alternative use of properties,
- Ensure that properties are let rapidly but appropriately and that potential management and social problems are avoided,

- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives being developed where necessary,
 - Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
 - Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
 - Ensure that lettings decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless and tackling low demand in the public sector.
 - Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which suggest that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
- 3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.
- 3.2 Aged person designated ground floor and upper floor flats at **Wharnccliffe Hill** will, where necessary, be de-designated for letting to applicants under the age of 60 years. This will be done sensitively by progressively offering to applicants aged under 60 years of age, then under 50 years of age and so on.
- 3.3 Ground floor and upper floor flats at **Mile Oak Road, Guest Road and Guest Place, Broom Valley**, will, where necessary, be de-designated for applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Applicants under the age of 40 years will not be offered these properties, to minimise any potential for estate management problems. This approach will be subject to monitoring and further consultation, should variation become necessary.

- 3.4 Aged persons designated ground floor and upper floor flats at **Masbrough**, will, where necessary, be de-designated for applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Applicants under the age of 30 years will not be offered these properties, to minimise any potential for estate management problems. This approach will be subject to monitoring and further consultation, should variation become necessary.
- 3.5 Aged person designated ground floor flats, upper floor flats and one bedroom bungalows at **Henley**, will be de-designated, where necessary, for applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Properties will not be allocated to applicants under the age of 30 years, subject to further monitoring and consultation.
- 3.6 Aged persons designated ground floor flats at **The Lanes, East Dene**, will, where necessary, be de-designated for applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Applicants under the age of 30 years will not be offered these properties, subject to further monitoring and consultation.
- 3.7 Aged persons designated ground floor flats at **Herringthorpe Valley Road, East Dene**, will be de-designated, where necessary, for applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Applicants under the age of 30 years will not be offered these properties, subject to monitoring and further consultation.
- 3.8 Aged persons designated first floor flats at **Longfellow Drive, Herringthorpe**, will be de-designated, where necessary, for applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Applicants under the age of 30 years will not be offered these properties, subject to monitoring and further consultation.
- 3.9 Aged persons designated one bedroom bungalows at **Eastwood** will be de-designated, where necessary, for housing applicants under the age of 60 years. This will be done sensitively by progressively offering to under 60's, then under 50's and so on. Applicants under the age of 40 years will not be offered these properties, subject to monitoring and further consultation.
- 3.10 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely effect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.

- 3.11 The allocation of family houses at **Eastwood**, will be extended to include an allocation quota for single persons who have access arrangements to their children.
- 3.12 In respect of points 3.2 to 3.9 any existing tenant who wishes to transfer to another similar demand aged persons property within the area, thereby releasing a property which can be de-designated for rapid and appropriate letting to a younger person, will be considered with a degree of priority. This is to allow for the better management of the stock, grouping remaining aged persons dwellings and de-designated dwellings to minimise management problems, due to potential lifestyle conflict.
- 3.13 In respect of points 3.2 to 3.9, in attempting to identify suitable applicants from the target applicant group, registered social landlords will be notified of vacancies. This may generate interest from their waiting list applicants or existing tenants who would be interested in taking council accommodation. Where interest is expressed, priority will be given to applicants who are within the aged persons target group, as this will reduce the need for the de-designation of properties. In addition, in identifying younger applicants for dedesignated properties, applicants with a health problem who would benefit from ground floor accommodation will be considered with a degree of priority ahead of general needs applicants. However, such lettings will be done sensitively to ensure that tenancies are appropriate and sustainable.
- 3.14 In order to ensure that properties at **Beeversleigh** are allocated appropriately, to meet both housing need and to ensure that the building and it's community is sustainable, the following local letting conditions will be applied: -
- The minimum age for applicants will be 40 years.
 - Applicants with children under the age of 16 years, will be counseled on alternative housing options.
- 3.15 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a **proven** history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties in key areas of the district. These areas include **Warwick Street, York Road, Eldon Road, St. Anns, Eastwood, Wharncliffe Hill and Broom Valley**.
- 3.15.1 New section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of

unacceptable behaviour without taking into account whether the applicant has made improvements.

3.15.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.

4.2 Consultation with residents representatives in the identified areas has and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.

4.3 Consultation with Area Housing Panels is and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.

4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

5.1 To ensure that there is a general awareness of local lettings policies, the policy has been communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration Unit, and other appropriate Programme Areas. All lettings staff are aware of all local lettings strategies in place throughout the Borough.

5.2 Local lettings policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include other housing providers, who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy which is implemented.

- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local lettings policy, will be it's impact on performance against the Best Value Performance Indicators HES5, HES14 and HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

Aston Neighbourhood Office

Local Lettings Policy

1. Introduction

- 1.1 The Aston management area includes the neighbourhoods of **Aston, Aughton, Brinsworth, Canklow, Catcliffe, Orgreave, Swallownest, Treeton** and **Ulley**.
- 1.2 Currently the Aston area is performing well below the target average turnaround period for void properties at 8.63 days as at 30th July 2004. From April 2004 a 20-day average turnaround time, reducing to a 15-day turnaround time by 2005/06, must be achieved. This latter target is based upon the department's commitment to achieve an agreed performance target of 12 days by 2006/07. It is important, therefore, that initiatives, such as Local Letting Policies, are explored to maintain void turnaround targets and assist in the effective management of the stock.
- 1.3 For some time, the Aston management area has experienced problems relating to: -
 - 1.3.1 Little or no demand for certain aged persons' accommodation on most estates within the management area.
 - 1.3.2 Houses in **Canklow** have recently been improved to meet the Decent Homes standards. This has generated some renewed interest in the estate but further initiatives are required to increase demand.
 - 1.3.3 High demand for single persons' accommodation in the area, particularly from the young, but a low availability of designated single persons' accommodation.
 - 1.3.4 No waiting list demand for properties in some locations, which are perceived as being less desirable places to live. These locations have tended to see a comparatively high rate of tenancy terminations and refusals from housing applicants.
- 1.4 In the past, in order to address some of these issues, aged persons flats have been de-designated, on an ad-hoc basis, for letting to younger persons, following discussions with ward members, who have generally supported de-designation, where sensible and appropriate lettings can be achieved quickly. The allocation of such properties has then been carried out as sensitively as possible, to ensure that there are no resultant management problems created by, for example, a clash of lifestyles. Whilst this has allowed vacant properties to be let, the

underlying problem of low demand for aged persons' accommodation has remained constant.

- 1.5 The Housing Needs Unit has carried out marketing of such properties, but these initiatives, whilst attracting some applicant interest, have not attracted sufficient interest from aged person applicants, to reverse the trend and establish a waiting list.

2. Drawbacks of the current system

- 2.1 Due to the current Allocation Policy criteria there is little or no waiting list for one and two bedroom ground floor flats and bungalows, as they are designated specifically as accommodation for applicants over the age of 60 years. Whilst dedesignation has been undertaken to let these properties to younger applicants, this has been done on a property by property basis, following consultation with ward members.
- 2.2 The current Allocations Policy excludes single persons from being allocated the tenancies of houses, unless there is no waiting list. The allocation of houses is done on a quota basis. Single persons are not included in these quotas, although childless couples are, as they are considered to be a family unit. As such, houses are being let predominantly to families with children. There is, however, some demand from single persons who have access to their children, following the breakdown of their marriage/relationship and this demand needs to be addressed. The concentration of large numbers of families with children within the district has led to management problems, due to limited recreational facilities for the young and a resultant increase in reported neighbourhood problems.
- 2.3 The reduction in demand for properties from eligible groups is leading to management problems, whilst efforts are being made to identify suitable applicants for vacant properties.

3. Local lettings policy proposals

The following Allocations Policy local letting variations are designed to address the above issues and also achieve the following objectives: -

- Tackle low demand and stimulate demand for unpopular properties.
- Ensure that property types meet waiting list demands and explore the alternative use of properties to meet housing needs and widen choice.
- Ensure that properties are let rapidly but appropriately and that potential

management and social problems are minimised.

- Ensure that new tenancies and communities are sustainable, with support packages and management initiatives developed and actively promoted where necessary.
 - Allow greater flexibility for allocations staff in the letting of properties to achieve a reduced void period and achieve performance targets.
 - Ensure that Council services are adaptable and meet the changing needs and demands of our customers and the communities we serve.
 - Ensure that letting decisions support key corporate themes, such as support for vulnerable people and creating revitalised, inclusive and safe communities. Also, that they support strategic housing objectives, such as improving access to social housing, meeting the needs of the homeless, tackling low demand in the public sector and creating revitalised, inclusive and safe communities.
 - Maintain a strong element of housing provision according to need, but also recognise social and community need, in order to contribute to sustaining local neighbourhoods and tenancies.
 - Ensure that the policy reflects and provides measures to improve the sustainability of tenancies. Recent statistical data regarding tenancy terminations has demonstrated trends, which indicate that there is still a need to carry out continued work to:
 - Prevent tenancy abandonment
 - Encourage secure tenants to maintain their tenancy rather than moving on.
 - Provide tenancy support to prevent indebtedness and the need for serious enforcement action
 - Provide suitable housing options for an ageing population
 - Allocate properties taking into account future needs of applicants rather than just immediate needs
- 3.1 The following recommendations have taken account of these issues and have also been developed in accordance with the local lettings policy guidance issued by the Head of Housing Services, knowledge of open access properties and local area management problems.
- 3.2 Non-sheltered ground floor flats at **Aston, Aughton, Catcliffe, Orgreave, Swallownest, Treeton** and **Brinsworth** be de-designated as general purpose single persons accommodation with two waiting lists – general single persons in date turn order and a priority list. General applicants incorporating urgent and

transfer categories. Priority being defined as homeless, medical priority, cabinet decisions and compulsory purchase orders.

- 3.2.1 However, requests for such accommodation from aged persons would be given priority. Additionally, the age mix of the scheme will be regularly reviewed in order to ensure that persons over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.3 Sheltered ground floor flats at **Aston, Aughton, Catcliffe, Orgreave, Swallownest, Treeton** and **Brinsworth** be de-designated as general person single persons accommodation within age bands of ten years, i.e. from sixty to fifty, forty, thirty etc. Allocations will be made equally to a general single person's waiting list and a priority list, as in paragraph 3.2. It will also include applications not currently eligible due to relationship breakdown, i.e. matrimonial and cohabiting partners, where there is evidence they are living separately.
- 3.3.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely affect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.4 Non-sheltered and sheltered bungalows in **Aston, Aughton, Catcliffe, Orgreave, Swallownest** and **Treeton** be de-designated as general persons accommodation for single persons and couples over the age of forty with no dependants. Allocations will be made equally to applications from a general waiting list and priority groups as in paragraph 3.2. Applications will also be considered from single persons not currently eligible due to relationship breakdown, i.e. matrimonial and cohabiting partners, where there is evidence they are living separately.
- 3.4.1 However, aged person applicants will still take priority over the single person waiting list and this policy will exclude any allocations that adversely affect properties eligible for concessionary TV license, until this policy issue is resolved. Additionally, the age mix of any scheme affected by de-designation will be regularly reviewed in order to ensure that people over the age of sixty are not disadvantaged in any way because of de-designation.
- 3.5 The allocation of family houses at **Canklow**, will be extended to include the following: -
- applications from separated parents who require accommodation to allow their children to stay with them from time to time will be eligible for two and three bedroom properties;
 - Lone single persons will be eligible for two bedroom properties;
 - Aged persons will be considered for two and three bedroom properties where

they are assessed as not needing ground floor of adapted properties.

3.6 In order to stabilise existing communities and contribute to a revival of those communities, applicants with a proven history of unacceptable behaviour, serious enough to make them unsuitable to be a tenant, will not be allocated properties in **Canklow, Aston, Aughton and Swallownest.**

3.6.1 Section 160A(7) of the Housing Act 1996 allows a local housing authority to treat individual applicants as ineligible if they meet three tests. First, the applicant or a member of the household must have been guilty of unacceptable behaviour. Secondly, the authority must be satisfied that the behaviour is serious enough to make the applicant unsuitable to be a tenant of the authority. Thirdly, the authority must be satisfied that the applicant is unsuitable to be a tenant because of that behaviour, at the time that his or her application for housing is considered. Ensuring that exclusions are not made merely because of a past record of unacceptable behaviour without taking into account whether the applicant has made improvements.

3.6.2 Decisions to exclude an applicant would need to be made by the Housing Assessment Panel in order to adopt a fair and consistent approach throughout the authority.

4. Consultation

4.1 Consultation regarding this document has and will continue to be conducted on an annual basis with local ward members, relevant partner agencies, tenants and residents groups and the area housing panels.

4.2 Consultation with residents representatives in the identified areas has and will continue to be essential in order to gain support for the suggested local lettings policy and to deflect possible criticism.

4.3 Consultation with Area Housing Panels is and will continue to be required, together with TARA representatives in the affected areas and other stakeholders, so that their views can be incorporated.

4.4 Feedback from consultation has and will continue to be analysed and incorporated into the finalised Local Lettings Policy.

5. Publicity

5.1 To ensure that there is a general awareness of local letting policies, the policy will be communicated to all other neighbourhood housing offices, the Housing Needs Unit, Housing Strategy Unit, Housing Regeneration

Unit, and other appropriate Programme Areas. All letting staff are aware of all local lettings strategies in place throughout the Borough.

- 5.2 Local letting policies will be promoted, to ensure that potential applicants who have not previously approached the Authority, believing that they were not eligible, will come forward and express an interest. This should include RSL's who may have applicants or existing tenants who may be interested in moving to council properties.

6. Monitoring

- 6.1 Regular monitoring will be essential in identifying further necessary changes to any local letting policy, which is implemented.
- 6.2 It will be necessary to conduct a regular review of the effectiveness of the local letting policy, to identify strengths and weaknesses and make any necessary modifications, subject to further consultation, where necessary. An annual review of the policy will be conducted with all stakeholders, with feedback to be included in a final evaluation of the policy. An important part of the local letting policy, will be its impact on performance against the Best Value Performance Indicators HES5, HES14, HES68 and HES69, in addition to local performance indicators measuring customer satisfaction with the service, such as the Houseproud Guarantee.

7. Evaluation

- 7.1 An evaluation report will be required that will confirm whether the Local Lettings Policy will continue, be amended or terminated. The decision should be a local one, ratified in line with established consultation practices and in line with RMBC Allocations Policy.
- 7.2 It will also be necessary to evaluate the effectiveness of the local lettings policy, in terms of its impact on termination and refusal trends. This will indicate whether the measures are being effective, but will also identify the need to modify the policy to meet changing trends.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Environment Scrutiny Panel
2.	Date:	20 September 2004
3.	Title:	Estate Management Procedures
4.	Programme Area:	Housing and Environmental Services

5. Summary

Review of estate management policy and procedures for housing management. All Wards are affected.

6. Recommendations

That Cabinet agree to a full review and implementation of estate management procedures by December 2004

7. Proposals and Details

Estate management procedures need reviewing to take into account changes in Government Policy, Housing Legislation and reflects changes in Community and Corporate strategies. The procedures were last reviewed to reflect the Client-Contractor requirement under Compulsory Competitive Tendering (CCT) and the issue now is to review the procedures.

The solution to this is to have a working set of procedures with delegated powers for Managers to decide on a comprehensive range of estate management issues (see Appendix 1). These include breach of tenancies for example overgrown gardens and waste to properties. The proposed changes will incorporate the new staff procedures for dealing with anti social behaviour.

8. Finance

Cost of reviewing the procedures are contained under staffing and procurement costs within the Housing Revenue Account (HRA)

9. Risks and Uncertainties

The procedures will stop any uncertainties on current estate management interpretation. Staff and stakeholder ownership of the procedures will be developed to cut out any risk or uncertainties at the implementation stage by planning full training sessions.

10. Policy and Performance Agenda Implications

Review of the procedures will support regeneration and help sustain a good neighbourhood environment and improve the quality, upkeep of our housing stock.

Proposed improvements will have no adverse effect on any equality issues and will help to address and improve estate management standards across all our Neighbourhoods.

Changes will help to support crime and disorder by reducing the levels of environmental crimes for example dealing more effectively with fly tipping, abandoned cars as well as complementing strong enforcement action on individual tenancies.

The working procedure will link to one of the key priorities of the Community Strategy "Creating safe and inclusive communities for all, and ensuring that individuals and communities enjoy a better quality of life "and the Council's priorities of a "place to live", "safe place ", "a place for everyone" "a place for enjoyment" as outlined in the examples of improving the environment of our neighbourhoods as part of the review process listed under point 7.

Changes will have a positive contribution toward a good initial assessment under the indicative ALMO in September 2004 and a full inspection due in November 2005. In line with our key target of achieving 3 star rating for housing management by November 2005. This will ultimately help to improve the Comprehensive Performance Assessment (CPA) score for the Council from its current weak rating.

Action plan for the procedures will include completed procedures by 6 September and a full training programme delivered to the appropriate staff by the end of December 2004.

Part of the procedure in particular for dealing with fly tipping and the average relet time to remove fly tips (days) is included in the Best Value Performance Plan 2003 - 2004

11. Background Papers and Consultation

Consultation will take place and is currently in progress with a number of stakeholders these include tenants representatives through the Estate Management Policy Panel, Housing, Environmental Staff, Streetpride, Legal Services, Leaseholder Forum and Ward Members.

Background papers

Anti Social Behaviour Act 2003
DEFRA Fly tipping Strategy
ENCAMS – report on “Broken Windows” Estate Environment
Compulsory Competitive Tendering Procedure Guides
Baseline Assessment Staff Survey
Good Practice Guidelines–Local Authority examples

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Appendix 1

Estate Management Procedures

Contents at a glance

Introduction

- Section 1 Streetpride**
- Section 2 Caretaking – Action sheets and gritting**
- Section 3 Fly Tipping procedure**
- Section 4 Dealing with abandoned vehicles**
- Section 5 Dealing with abandoned properties**
- Section 6 Belongings disclaimer form – when to use**
- Section 7 Succession**
- Section 8 Clearing a property on the death of a tenant**
- Section 9 Unauthorised occupiers**
- Section 10 Land sales**
- Section 11 Sale of miscellaneous property**
- Section 12 Open plan – request to erect fencing**
- Section 13 Tenant alterations**
- Section 14 Request from tenant to see tenancy file**
- Section 15 Mutual Exchanges**
- Section 16 Absence from a property (for over 4 weeks)**
- Section 17 Violence to staff**
- Section 18 Access to Council dwellings**
- Section 19 Running a business from a Council tenancy**
- Section 20 Boundary Disputes**

Section 21 Trees, shrubs and hedges

Section 22 Insurance Claims

Section 23 Gardens – breach of tenancy conditions

Section 24 Request for permission to:

Section 25 Pest Control – disinfestations

Section 26 Right to repair

**CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
6TH SEPTEMBER, 2004**

Present:- Councillor Ellis (in the Chair); Councillor Jack (Policy Advisor).

Apologies were received from Councillors Hall, N. Hamilton and Kaye.

55. STREETPRIDE PERFORMANCE RESPONSE TIMES

The Head of Streetpride submitted the Streetpride performance response times for the second quarter of 2004.

The Streetpride Service had a set of targets covering 'response times' for 26 key services. The actual performance achieved in respect of each of the targets was recorded and monitored on a monthly basis.

80% of the key services were now consistently being delivered within the target response time. Those that did not meet the specified target of 100% were as follows:-

Streetlight out	82%
Removal of flytipping	87%
Removal of burnt out car	75%
Request for a Warden visit	98%
Report of a stray dog	79%

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

(2) That Streetpride continue to monitor performance response times and report to the Cabinet Member on a quarterly basis.

56. ESTATE MANAGEMENT PROCEDURES

The Head of Housing Services submitted proposals to carry out a full review of estate management procedures to take account of changes in Government Policy, Housing Legislation and Community and Corporate strategies.

The review was intended to produce a working set of procedures with delegated powers for Managers to decide on a comprehensive range of estate management issues (Appendix 1 of the report submitted). The proposed changes would incorporate the new staff procedures for dealing with anti-social behaviour.

The changes would have a positive contribution towards a good initial assessment under the indicative ALMO in September, 2004, and a full inspection due in November, 2005. It would ultimately help to improve the Comprehensive Performance Assessment score for the Council.

Resolved:- (1) That a full review and implementation of estate management procedures be carried out by December, 2004.

(2) That the report be referred to the Environment Scrutiny Panel for information.

(3) That the matter be referred to the ALMO Project Board for consideration.

57. A FRAMEWORK FOR THE DELIVERY OF SERVICES IN ANIMAL HEALTH AND WELFARE

The Head of Environmental Health submitted a report on an agreement between Local Authorities, DEFRA and the Welsh Assembly Government covering a framework to deliver risk based approach to Animal Health enforcement.

The local authorities involved in animal health and welfare formed a wide-ranging and diverse group, differing in size, structure and availability of expert resources. Although a national consistency of approach to enforcement of legislation was desirable, the capacity to respond to the risks and requirements inevitably differed among the 200 or more authorities responsible.

In the period following the Foot and Mouth outbreak in 2001, the initiative had been to develop the relationship between local authorities and The Departments. This was being done in partnership by developing and piloting a Framework Agreement to address the above and associated issues. This would help to provide greater consistency and would take account of the increased range of activities required of local authorities. It would also provide much better data and management information for all parties.

The Framework gave The Departments a new opportunity to ensure that local authorities were better informed of their requirements and that key information on veterinary risk and priorities was properly communicated and included. It was an agreement on the principals of how service was delivered. It had benchmarks for service standards and laid down criteria to be met. It was intended to be robust enough to produce comprehensive plans and data, sufficient to link with outcomes and to provide assurance on compliance with legislation at senior levels in Government. It would support bids for finance or other resources whether they were made locally or centrally.

Resolved:- (1) That the report be received and the new working partnership welcomed.

(2) That the offer of a presentation from the State Veterinary Service of

DEFRA to the Environment Scrutiny Panel be accepted.

58. ANNUAL REPORT ON ETHNIC MONITORING 2003/04

The Head of Housing Services submitted the first ethnic monitoring annual report which would be the basis for future reporting on a quarterly basis.

The report identified areas for improvement in monitoring to ensure consistent reporting and to produce information that could be used as a tool to improve the service provided to customers. The amount of multi-agency working had increased, particularly with regard to racial harassment and community safety. There was also more understanding of BME housing aspirations following networking with Rotherham Racial Equality Council and research undertaken with Sadeh Loc Housing Association.

The key areas of weakness and concern were:-

- Data collection and cleansing required so that the ethnic monitoring information held was accurate and up-to-date.
- More staff training with regard to equality and diversity issues required.
- Using ethnic monitoring information from customer satisfaction surveys where the response rate was low meant that information collated may not be representative.

Discussion ensued on the report with the following points highlighted:-

- Information from the 2001 census was being used which did not include any statistics relating to asylum seekers.
- The need to engage with the youth of the BME population.

Resolved:- That the report be received and the progress made noted.

59. EMPLOYMENT OPPORTUNITY - PEOPLE WITH A LEARNING DISABILITY AND THE GARDENS OF OLDER PEOPLE IN COUNCIL HOUSING

In accordance with Minute No. 213(2) of 16th February, 2004, the Head of Housing Services submitted a progress report on the above.

Problems experienced with recruiting tutors had led to a late start for the project with Housing Services having used outside contractors to keep abreast of the demand for the service. Some of the gardens had proved very difficult to clear and progress, therefore, slowed. However, the scheme was now established with a full complement of equipment, transport and volunteer workers.

Resolved:- (1) That the progress of the scheme be noted.

(2) That a further report be submitted including an evaluation of customer satisfaction, the number of gardens that could be dealt with and the possibility of expansion of the service.

60. LOCAL LETTINGS POLICIES

Further to Minute No. 94 of 15th September, 2003, the Head of Housing Services submitted proposals for the reviewed Local Lettings Policies after consultation with tenants, local Ward Members and partner agencies.

The Policies would be reviewed on an annual basis in conjunction with key stakeholders and considered to be particularly timely since the introduction of the Council's Equalities standard. The Local Lettings Policies had been subject to an Equalities Impact Assessment and conducted some consultation targeted specifically at the BME communities.

Each Policy followed the same standard form so they could be measured against each other. They were made accessible to those seeking rehousing and would be posted on the Programme Area's web page.

Discussion ensued on the need to address the demand from single persons who had access to their children, following the breakdown of their marriage/relationship. There was a similar issue with regard to older people wanting larger accommodation than they had previously. It was felt that the word "quota" should be changed.

The Executive Director commented that the policies did not capture people's aspirations particularly in relation to the BME population in terms of their needs for home for life given their specific cultural or religious needs. There was a need for it to link to the Housing Aspirations Study.

Resolved:- (1) That the reviewed Local Lettings Policies be approved and implemented.

(2) That point 3.2 be amended in all the Local Lettings Policies to include the following words ".....under the age of 60 years (but will exclude those currently subject to the sheltered housing review)."

(3) That the word "quota" be changed in all the Local Lettings Policies.

(4) That strategic consideration be given to the schemes being suggested for de-designation as to the options for future uses including other supported housing.

61. HOUSING REVENUE ACCOUNT BUDGET MONITORING APRIL TO JULY, 2004/05

The Finance and Accountancy Manager reported on the Housing Revenue Account budget for the first 4 months of the 2004/05 financial year, April to July.

In 2003/04, 1,507 properties were sold under the Right to Buy Scheme with a further 137 being closed pending demolition. Combined with the level of sales and closures in both 2002/03 and the current financial year, this had resulted in the Authority crossing the threshold of a 10% change in stock numbers requiring the recalculation of Housing subsidy for both the current financial year and retrospectively for 2003/04.

The results of the subsidy recalculations had been significant adjustments to subsidy for both years. In 2003/04 there had been an estimated net increase in subsidy of approximately £0.9M which would be confirmed when the final claim was submitted to the ODPM at the end of September. The gain was composed of a reduction of £0.8M in the Major Repairs Allowance and an increase of £1.7M in revenue resources as a result of the reduction in negative subsidy.

Following recalculation based on estimated sales so far this year (488 sales and 51 closures by the end of July) the level of negative subsidy payable to the ODPM fell from £7.3M to £5.8M. Against this windfall, however, rent income was £1.2M less than originally estimated. Also approximately £0.5M additional miscellaneous income had been identified including increased de minimus capital receipts.

The net effect of the windfall and reduction in rent income had been to provide resources of £2M which could be reinvested in the Housing Service in line with key priorities. It should be noted that it had resulted in a reduction on the MRA for both 2003/04 and 2004/05 of £0.8M and £1.2M respectively. The change had had no effect on the funding of the HIP in 2003/04, however, it had resulted in reduction in balances of unspent MRA carried forward into 2004/05 and on the level of MRA available for 2004/05.

Resolved:- (1) That the report be received and the amendments to the Housing Revenue Account budget, as set out in Appendix 1 to the report submitted, be approved.

(2) That the Cabinet Member for Community Planning and Social Inclusion be informed of the projected budget shortfall on the Area Assembly budget.

62. HOUSING AND ENVIRONMENTAL SERVICES GENERAL FUND BUDGET MONITORING APRIL TO JULY, 2004/05

The Finance and Accountancy Manager reported on the General Fund Revenue budget position for the first 4 months of the 2004/05 financial year, April to July.

It was currently estimated that income and expenditure would be in line with the net budget of £11.8M.

Resolved:- That the report be received.

63. BLACK AND MINORITY ETHNIC HOUSING STRATEGY 2004-07

The Housing Operations Officer submitted the draft Black and Minority Ethnic (BME) Housing Strategy which had been developed in partnership with customers and stakeholders with the aim of ensuring that people from BME communities had access to suitable and appropriate housing.

By law, the Council must carry out its functions in a way that eliminated unlawful discrimination and which promoted equality of opportunity and good race relations. The compilation of the Strategy had provided a foundation for consultation with stakeholders, interested parties and community groups from BME communities in Rotherham.

The aim of the Strategy was to explain and set out what the Authority and partner organisations were seeking to achieve in terms of race equality in housing. It also included an action plan which set out targets against performance for the Local Authority and some of the key partners. It had been informed by a number of Strategies as well as research undertaken in the area such as the Housing Needs Survey and the Housing Market Renewal Research into the Housing Needs and Aspirations of BME Communities in Holmes carried out by Sadeh Lok Housing Group with RBA Research.

The Acting Head of Neighbourhood Services reported that he had been looking at the Programme Area's current approach to engagement and how perhaps it could move away from expecting people to come along and participate in the Council's structures. More outreach work was required where people were currently participating in parts of the Council structure and give them the skills to participate in the decision making processes.

Resolved:- (1) That the Black and Minority Ethnic Housing Strategy be adopted.

(2) That the completion dates stated on the Action Plan be revisited.

(3) That copies of the Strategy be circulated to all Members of the Council, members of the Strategic Housing Partnership, all Programme Areas, all managers within Housing and Environmental Services and other stakeholders and interested parties.

(4) That the Strategy be published on the Council's intranet and internet site.

(5) That links be established with the Rotherham Primary Care Trust and District General Hospital.

64. ANTI-SOCIAL BEHAVIOUR POLICY AND SUMMARY OF PROCEDURES

The Head of Housing Services submitted a report regarding the Anti-Social Behaviour Act 2003 (Section 12 introduced a new provision in the Housing Act 1996 (Section 218A)). This new provision required public landlords (local housing authorities, housing action trusts, registered social landlords) to prepare a policy in relation to anti-social behaviour and a summary for dealing with occurrences of anti-social behaviour by 30th December, 2004.

It set out the policies and procedures that Rotherham used and drew together the various actions that had been taken over a period of years.

Resolved:- (1) That the policy document and summary procedures for tackling anti-social behaviour, in line with the Anti-Social Behaviour Act 2003, be adopted subject to (2) below.

(2) That the report be referred to the ALMO Project Board for consideration.

(3) That the Cabinet agree a corporate response to anti-social behaviour with a presentation being given to full Council.

65. VOID PROPERTY MONITORING

The Head of Housing Services submitted an update on void property re-let performance and associated issues for the period 5th July to 27th August, 2004.

The number of voids as at 27th August, 2004, had decreased by 30 from the start of the period to 251. The majority of voids, 195, were voids currently excluded from HES68 and included properties such as those awaiting renovation and disposal. The number of voids that met the criteria to be included within HES68 had decreased during the period to 56.

Overall performance against the Indicator had improved from 20.85 days to 19.60 days during the said period.

The performance on allocating open access properties had continued with 18 open access properties being let in the period. The overall performance if all open access properties were removed from the Indicator would be 20.01 days.

There had been 319 terminations in the period of which 288 met the

criteria to be included in HES68 and 293 lettings. The cumulative figures for the year were 762 terminations and 801 lettings. In addition there had been 33 new tenancies created by mutual exchange since April, 2004. The number of available to let properties at the start of the period was 35.

The amount of rent income lost on voids up to 27th August, 2004, had improved from 1.33% at the last report to 1.21%. This performance continued to place the Authority in the upper quartile for Metropolitan Authorities.

Resolved:- That the report be received.

66. EXCLUSION OF THE PRESS AND PUBLIC

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

67. WATH HOUSING REGENERATION PHASE 6 - NEGOTIATED TENDER

The Project Manager, Economic and Development Services, submitted a report seeking authority to accept a negotiated tender submission for Phase 6 of the Wath Housing Regeneration Project.

It was intended to start on site on 4th October, 2004.

Resolved:- That the negotiated tender figure of £813,400.37, submitted by Bramall Construction on 6th August, 2004, for Phase 6 of the Wath Housing Regeneration, be approved.

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

68. WASTE COLLECTION DSO AND HOUSING SERVICES ORGANISATION BUDGET MONITORING APRIL TO JULY, 2004/05

The Finance and Accountancy Manager submitted a report on the budget position in respect of the Waste Collection DSO and the Housing Services DSO trading accounts for the first 4 months of the 2004/05 financial year.

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

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

69. HOUSING AND ENVIRONMENTAL SERVICES COMPLAINTS PANEL HELD ON 9TH AUGUST, 2004

It was noted that a meeting of a Complaints Panel had been held on 9th

August, 2004, comprising of Councillors Pickering (in the Chair), Hall and Swift. The Panel heard a complaint received from Mr. H. regarding his request for financial assistance to remove a timber conservatory at the rear of his property, which was in a state of disrepair, and replaced with a ground floor extension, incorporating a bathroom.

The Panel had not upheld the complaint.

(Exempt under Paragraphs 4, 5 and 7 of the Act – services provided by the Council/application for financial assistance and financial affairs of a third person)

70. DEMONSTRATING COMPETITIVENESS IN RESPONSIVE REPAIRS AND MAINTENANCE SERVICES OF HOUSING SERVICES DSO

The Head of Housing Services submitted a report on the obligation of the Council and ALMO to demonstrate that its service delivered value for money to service users. The report addressed the procurement issues facing the Repairs and Maintenance Service and set out the arguments for and against the various options available.

Resolved:- That a market analysis and consultation action plan be developed for gauged the strength of the market and identify issues that could help scope the subsequent competitive process.

(Exempt under Paragraphs 1 and 8 of the Act – employees of the Council/provision of work or supply of goods/services)

71. PETITION - ANTI-SOCIAL BEHAVIOUR, CATCLIFFE

The Democratic Services Manager reported receipt of a petition, containing 70 signatures, from residents of Catcliffe requesting action be taken to prevent anti-social behaviour, use of off-road bikes and damage to their property. They requested that their estate be classed as a hotspot area and that resources were deployed to improve their quality of life.

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

(2) That investigations take place into the issues raised with a further report being submitted in 1 month's time.

(Exempt under Paragraphs 3 of the Act – accommodation provided by the Authority)

ENVIRONMENT SCRUTINY PANEL
26th August, 2004

Present:- Councillor Atkin (in the Chair); Councillors Burke, Clarke, Hall, Hodgkiss, Jackson, McNeely, Nightingale, P. A. Russell and Vines. together with Mr. D. Alderson (Housing Tenant Panel Representative), Mr. J. Carr (National Society for Clean Air), Mr. J. Lewis (Rotherham Chamber of Commerce) and Mr. D. Willoughby (Housing Tenant Panel Representative)

An apology was received from Councillor Rushforth.

34. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS.

There were no questions from the member of public.

35. URGENT ITEM - RENAMING OF THE PROGRAMME AREA

The Panel considered the possibility of “calling in” the decision of the Cabinet held on 25th August (Minute No. 37 refers). However, under the terms of the Constitution, a recommendation to the Council could not be called in. A report on the restructuring of the Programme Area was to be submitted to the September meeting of this Scrutiny Panel where further consultation would take place on the renaming of the Programme Area.

36. DECLARATIONS OF INTEREST.

There were no declarations of interest made at the meeting.

37. TENANTS' INSURANCE SCHEME - PROGRESS REPORT

The Executive Director of Housing and Environmental Services submitted a progress report on the Tenants' Home Content Insurance Scheme.

The Scheme had commenced in July, 2002, with the appointment of AON as the broker and Norwich Union as the Scheme's underwriter, to meet the need for a reasonably priced affordable policy that did not discriminate against tenants living in high risk areas.

There were currently 1,299 tenants who held insurance through the Scheme – 6% of all tenants. The Scheme offered a flat rate across the Borough irrespective of postcode with two different policies; the standard policy and the accidental damage policy. There was a different rate for those over the age of 60.

The benefits of the Scheme were actively publicised by advertising on the rent card, repairs slip, in Open House and by mail shots. Negotiations were ongoing with Rotherham Connect to have them telephone canvass potential new customers and the possibility of widening the Scheme to include those tenants who had exercised the Right to Buy was to be

explored with AON.

Discussion ensued on the Scheme with the following points made:-

- Housing Benefit Regulations did not cover the cost of tenants' contents insurance
- It was contents insurance only and not the building with the same level of cover provided for those over the age of 60
- Leaflets advertising the Scheme were included in the Introduction Packs
- Adverts were to be included on the plasma screens in Council reception areas.

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

(2) That the project plan be submitted to this Scrutiny Panel when appropriate.

(3) That copies of the leaflets advertising the Scheme be supplied to Members of the Scrutiny Panel.

(4) That the Scrutiny Panel's best wishes for the Scheme's future success be noted.

38. DECLARATION OF AIR QUALITY MANAGEMENT AREAS

The Head of Environmental Health reported that, in accordance with the Environment Act 1995, the Council was to declare new Air Quality Management Areas in areas of poor air quality identified along Fitzwilliam Road, Wellgate and Wortley Road in Kimberworth before 31st August, 2004.

The Department of Food, Environment and Rural Affairs had recently accepted the Council's findings of the Detailed Assessment of Air Quality which was completed by the deadline of 30th April, 2004. A three month consultation was then allowed for determining the most appropriate boundaries. The Planning and Transportation Service was consulted as road traffic on Local Authority controlled roads was the major source of pollution.

Further monitoring was to be carried out and an action plan produced as to what the Local Authority and local communities could do to reduce the particular pollutants.

Discussion took place with the following points made:-

- The Air Quality Management Area did not give the Authority any additional powers. The Authority had powers to stop and test vehicles and such exercises were conducted in conjunction with the Police and Inspectors.

- There was close working between Environmental Health and Planning.
- The Declaration was the start of the process of raising the public's perception.
- It was a balance between regeneration/social regeneration and the environment.
- Extensive work still took place between Rotherham and Sheffield with regard to migratory pollution.

It was noted that the action plan would be submitted in 12 months' time.

Resolved:- (1) That the declaration of 4 Air Quality Management Areas be noted.

(2) That an update report be submitted to a future meeting on the effect of the Decent Homes Programme on sulphur dioxide emissions in Brampton.

39. FLY TIPPING REVIEW

Councillor Hall presented the final report of the Scrutiny Review Group set up to review fly tipping following concerns that fly tipping was having a negative impact on the quality of life for residents and tenants across the Borough.

The review looked at the current arrangements within the Council for reporting fly tipping and the response to such reports, how responsibilities were shared across the Council and whether resources were adequate to meet demand. Representations were taken from the Environment Agency, EnCams, the Cabinet Members for Housing and Environmental Services and Economic and Development Services as well as officers from the 2 Programme Areas and Green Spaces in Education, Culture and Leisure.

The report had been issued to Audit Commission's Inspectors on 11th August.

A summary of the Review Group's findings and recommendations was set out in the report.

Discussion took place on the Review Group's investigation/findings with the following comments made:-

- The Bulky Items Collection Service charged £8 for 3 items, extra items such as window frames were charged at £22 for 3 items with a further £22 for each subsequent item. Sheffield and Barnsley did not charge for such a service. The Executive Director of Housing and Environmental Services undertook to investigate this issue.
- Explore the possibility of involving Rotherham Furniture Plus with regard to the recycling of white goods.

- The need to publicise the fact that members of the public could purchase vouchers for household recycling sites to enable them to use trailers.
- Almost all Regulations came from Europe. If the Government failed to meet its direct target of “Diversion from Waste” it would be fined. The Government had already indicated that the fine would be passed onto local authorities.
- A meeting should be set up with Magistrates to discuss the level of fines for the perpetrators of fly tipping.

The Executive Director reported that correspondence had recently been received from DEFRA praising the Authority on its approach to recycling. Rotherham was one of the Authorities that had exceeded the 10% target and had been recognised nationally for its performance.

Resolved:- (1) That the Review Group’s report and findings be received.

(2) That the report be forwarded to the Corporate Management Team to identify the risk/benefits of implementing the proposals.

(3) That the Corporate Management Team respond with their comments to the October meeting of this Scrutiny Panel for consideration.

40. STRATEGY FOR DISINVESTMENT IN NON-TRADITIONAL AND MISCELLANEOUS ACQUIRED HOUSING STOCK

The Executive Director of Housing and Environmental Services submitted a report on the options and implications for disinvestments in non-traditional and miscellaneous acquired dwellings owned and managed by the Council.

The average costs of refurbishment of such properties were 2.33 times higher than the cost of traditionally built properties which represented a major barrier to the Council’s objective of achieving the Decent Homes Standard for 100% of its housing stock by 2010.

There were several options available and the complexity of the stock would require more than one solution to ensure the best consideration for the Council was achieved where stock was disposed of or demolished whilst at the same time ensuring an adequate supply of affordable housing to meet demand. The following may all have a role to play in achieving the long term disinvestments in stock:-

- Demolition
- Transfer to RSLs (trickle or total transfer)
- Disposal of vacant dwellings (RSL or open market)
- Incentives to existing occupiers to purchase (enhanced Right to Buy package)

There was a need for a clear policy to dispose of the miscellaneous properties to minimise rent loss. Many of the properties fell within the Market Renewal Pathfinder Area and the potential to investigate support for the future refurbishment of miscellaneous properties.

An action plan and timetable had to be prepared setting out the best course of action for all sites by 2010.

Concern was expressed that when the Option Appraisal Group had met with the Cabinet Member, as part of the ALMO consultation, last year the recommendation for proceeding with the ALMO bid was “all stock”. One of the options proposed was the transfer of properties to a RSL (trickle or total transfer).

The Executive Director stated that the Authority had to submit a business plan to the Office of the Deputy Prime Minister to draw down funding. Not only had the Council to demonstrate value for money, they would be asked what they wanted to leave as a legacy in terms of quality buildings for the future. It was a sensitive issue that needed to be considered but mindful of the value for money issue.

The Programme Area had to go back to the Option Appraisal Group on the issues raised and sheltered provision but also around issues where it was thought very high costs may bring down the whole business plan for the ALMO.

Resolved:- That the development of plans to disinvest in non-traditional and miscellaneous acquired stock be supported.

41. MINUTES OF MEETINGS OF THE CABINET MEMBER OF HOUSING AND ENVIRONMENTAL SERVICES HELD ON 30TH JULY AND 6TH AUGUST, 2004

The Panel noted the decisions made under delegated powers by the Cabinet Member for Housing and Environmental Services held on 30th July and 6th August, 2004.

Arising from Minute No. 38 (Repairs and Maintenance Service Improvement Plan) it was noted that the Excellence Plan was to be submitted to this Scrutiny Panel.

Arising from Minute No. 43 (Choice Based Lettings) it was noted that the report was to be submitted to this Scrutiny Panel.

Arising from Minute No. 54 (Restructuring of the Programme Area), the Scrutiny Panel required consultation on the issue of changing the Programme Area’s name to “Neighbourhoods”. It was noted that a report was to be submitted to the Panel’s September meeting where further debate would take place on this issue.

42. MINUTES OF SCRUTINY PANEL HELD ON 29TH JULY, 2004

The minutes of the meeting held on 29th July, 2004, were noted.

The Chairman reported that a training session would be held for Scrutiny Panel Members on the performance report in September. Members would be contacted in due course.

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
FRIDAY, 23RD JULY, 2004**

Present:- Councillor Stonebridge (in the Chair); Councillors Doyle, Hall, Hussain, G. A. Russell, Sangster, St. John and Whelbourn.

Apologies for absence were received from Councillors Clarke, License and R. S. Russell.

1. ROLE AND REMIT OF THE COMMITTEE

Cath Saltis gave a presentation on the role and remit of the Performance and Scrutiny Overview Committee which included:-

- its aims and objectives
- its workload
- dealing with cross cutting issues
- review of internal issues and external bodies
- identifying best practice
- the need to raise the profile of scrutiny and improve the accessibility of scrutiny for members of the public

Subsequent comments made reference to :-

(a) whether the scrutiny of the work of outside bodies made any difference. It was accepted that there was no major impact yet but an understanding of the role of scrutiny was being developed;

(b) the involvement of members of the public in the work of scrutiny panels e.g. reviews;

(c) the raising of the profile of scrutiny, it being noted that a Reachout survey was being undertaken to obtain feedback on scrutiny work and that Area Assemblies were being made more aware of scrutiny work;

(d) the possible need for a review of the structure of scrutiny panels and to revisit the "themed" approach.

Particular reference was made to the likely changes for the forthcoming year, as highlighted by the Chief Executive in his recent "The Year Ahead" presentation and the impact of them upon scrutiny.

Resolved:- That the presentation be received and the comments made be noted.

2. BEST VALUE REVIEW OF COMMUNITY SAFETY AND IMPROVEMENT PLAN

Tim Hawkins, Policy Officer for Crime and Disorder, reported that the Best

Value Review of Community Safety was carried out between September, 2003 and February, 2004. It looked at both RMBC's role in relation to community safety and the working of the Safer Rotherham Partnership. The Final Report detailed how the review was carried out and made recommendations for improving the work of RMBC in community safety and for the working of the Safer Rotherham Partnership. The Improvement Plan summarised a plan of action to address the recommendations.

The local authority has a legal obligation to work in partnership with the police and other organisations to address crime and disorder. It discharges this responsibility as a responsible authority in the Safer Rotherham Partnership. The Best Value Review has taken account of this and its focus is chiefly on the working of the Safer Rotherham Partnership. However, there is an additional duty on the local authority under Section 17, Crime and Disorder Act, to do all that it reasonably can to prevent crime and disorder in exercising all of its functions. The review also addressed the promotion of awareness of this duty within RMBC. The review was also asked to take account of the recommendations of the 2003 Environment Scrutiny Panel Report on Housing-related Anti-Social Behaviour.

The Best Value Review Final Report made ten recommendations for improvement. The Improvement Plan was entitled Self-Assessment and Best Value Improvement Plan. The Safer Rotherham Partnership was required by the Home Office to complete a self-assessment and to draw up an improvement plan. To avoid duplication, the self-assessment process was completed as an integral part of the Best Value Review.

Members attention was drawn in particular to the objectives following the baseline assessment, the self assessment process and to the tasks identified.

Comments arising from the report included :-

- member involvement in the process
- the database situation having regard to the alteration to ward boundaries
- the work being undertaken on collating of information

Resolved:- (1) That the report be received and the contents of the Community Safety – Best Value Review Final Report and the Self-Assessment and Best Value Improvement Plan be noted.

(2) That the report be referred to the Democratic and Resources Scrutiny Panel for monitoring purposes.

3. BEST VALUE REVIEW LIFELONG LEARNING

Graham Sinclair submitted a final summary report arising from the Best

Value Review of Lifelong Learning.

The report set out the findings and recommendations arising out of the Best Value Review of Lifelong Learning. The Review examined and made recommendations relating to the activities and services that contribute to the planning, delivery and development of lifelong learning activity within and across the Council. The recommendations arising out of the Review had been developed to form an Action Plan. This set out the Council's lifelong learning objectives and incorporated a comprehensive series of key activities that had been identified as being essential to achieving the objectives set out in the report.

The report identified areas for improvement and development across various age profiles.

Particular attention was drawn to the recommendations and how they would be addressed by the Action and Improvement Plan.

Member involved was addressed, it being noted that the report would be considered in detail by the Lifelong Learning Opportunities Scrutiny Panel.

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

(2) That the recommendations contained within the Action and Improvement Plan be endorsed.

(3) That the implementation of the recommendations contained in the Action and Improvement Plan continue to be monitored by the Lifelong Learning Opportunities Scrutiny Panel.

4. AUDIT COMMISSION - HEALTH SCRUTINY ARRANGEMENTS

Consideration was given to the Audit Commission report into Rotherham's health scrutiny arrangements.

The report highlighted that good progress was being made and also identified areas for further improvement.

The recommendations to improve arrangements included reviewing resources and current structures, strengthening member development, amending the Council's constitution to reflect health scrutiny powers and establishing a work programme specifically for health scrutiny.

An Action Plan was submitted in response to the recommendations.

Members acknowledged that consideration would have to be given to resource implications to take the recommendations forward.

Resolved:- That the contents of the report be noted and the Action Plan be endorsed.

5. CENTRE FOR PUBLIC SCRUTINY BID FOR MONIES TO SUPPORT A SOUTH YORKSHIRE HEALTH SCRUTINY LEARNING PROJECT

Cath Saltis informed members of a bid for monies to support a South Yorkshire wide Health Scrutiny project.

Details of the bid were submitted which was to support an inquiry into child obesity

It was noted that the bid involved approximately £20,000 with Rotherham taking a lead role, supported by the four South Yorkshire MBCs.

Resolved:- That the report be received, further details to be submitted when the outcome of the bid was known.

6. HEALTH EVENT CONFERENCE

Councillor Sangster reported on the content of the above conference which had proved to be successful.

His view was that a similar conference should be organised in the future.

7. DRAFT ANNUAL SCRUTINY REPORT

Consideration was given to the content of the first draft of the Annual Scrutiny Report to Council 2003/2004.

Resolved:- (1) That, subject to the content being reduced as discussed, the report be distributed to all members, partner organisations and be made available on the website.

(2) That an executive summary be made available, this to be provided in leaflet form for members of the public.

8. DRAFT SCRUTINY FORWARD PLAN 2004/2005

Consideration was given to the content of the above draft Plan.

Particular reference was made to strategic objectives and that the Plan had to align with other initiatives and plans.

Resolved:- That the Plan be made available to all members, relevant organisations and be published on the website.

9. MINUTES OF THE PREVIOUS MEETING

Resolved:- That the minutes of the meeting held on 4th June, 2004 be agreed as a correct record.

10. MATTER ARISING - CO-OPTION ON TO SCRUTINY PANELS

It was reported that resources were to be identified for implementing the proposals relating to co-option on to Scrutiny Panels.

It was noted that Scrutiny Panels could co-opt as they felt necessary.

11. CENTRE FOR PUBLIC SCRUTINY CONFERENCE

Members were informed of the issues raised at the above conference, highlighting the work of the voluntary community sector and the role of scrutiny.

It was felt that Scrutiny could be involved in making more strategic, stronger links between local authorities and the voluntary community sector.

Reference was made to the work of some organisations duplicating that of others and having different standards and governance.

Scrutiny could assist in respect of these aspects and offer guidance.

Resolved:- That further information on the matter be obtained from the Office of the Deputy Prime Minister with a view to formulating a way forward.

12. REGIONAL SCRUTINY BODY - WAKEFIELD

Councillor St. John informed members that it had been worthwhile to see this body in operation and felt that Rotherham MBC should become involved.

13. CALL-IN ISSUES

There were no formal call in requests.

14. BT STRATEGIC PARTNERSHIP

Resolved:- That subject to Councillor License wishing to remain involved he be re-nominated to attend meetings of the above Partnership.

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
20TH AUGUST, 2004**

Present:- Councillor Stonebridge (in the Chair); Councillors Clarke, Doyle, Hall, Hussain, G. A. Russell, R. S. Russell, Sangster and Whelbourn.

Apologies for absence were received from Councillors Atkin and St. John.

15. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

16. CORPORATE COMPLAINTS - 2003/04 PERFORMANCE AND LESSONS LEARNED

Consideration was given to a report of the Chief Executive describing the series of improvements being implemented with regard to the corporate approach to complaints made to the Council. The report stated that a Council-wide forum had been established, involving Complaints Officers from all Programme Areas and from RBT (Benefits) and that a key next step was agreed to be the delivery of a Council-wide report on complaints handling and service improvements, detailing information about performance in 2003/04.

Included within the report submitted were the number of complaints received last year, an analysis of performance against handling timescales set out in the Council's Procedure, and details of key lessons learnt for services through the handling, or resolution of complaints.

Members noted some instances where a large number of complaints were received from a relatively small number of sources.

Resolved:- (1) That the report be received and the information on complaints dealt with during 2003/04 be noted.

(2) That the Cabinet, the Chief Executive and the Corporate Management Team examine the development of an organisational learning system, based on the feedback from complaints' handling (including issues raised at Councillors' surgeries), including the way in which RBT may support such a system.

(3) That the next quarterly report about complaints handling be submitted to this Committee during November, 2004.

(4) That the further developments needed, with regard to training about the role of the Local Government Ombudsman and the priority for RBT's consideration of complaints handling within the evolving Customer Contact system, be endorsed.

17. "CHANGE UP : CAPACITY BUILDING AND INFRASTRUCTURE FRAMEWORK FOR THE VOLUNTARY AND COMMUNITY SECTOR" - EXPLORING AN OVERVIEW AND SCRUTINY ROLE

Consideration was given to a briefing report concerning the "Change Up" framework, a Government-led initiative to strengthen the capacity of voluntary and community sector organisations to deliver public services. A copy of the Local Government Information Unit's Policy Briefing report, entitled "Support for the Voluntary and Community Sector After Spending Review 2004" was also submitted. The reports referred to the Government commitment to furthering the development of the voluntary and community sector.

Members discussed the possible establishment of a scrutiny review role in relation to the "Change Up" initiative.

Resolved:- (1) That the reports be received and their contents noted.

(2) That the reports be referred to the Cabinet for further consideration.

(3) That, in order to facilitate the role of the local scrutiny process in this national programme of voluntary and community sector development:-

(a) this Committee shall have discussions with representatives of the Office of the Deputy Prime Minister (ODPM) about the funding schemes available to the voluntary and community sector (including the Futurebuilders Fund);

(b) the Cabinet Member for Community Planning and Social Inclusion, Councillor Robinson, shall attend a future meeting of the Performance and Scrutiny Overview Committee for scrutiny of this matter; and

(c) this Council's representative on the Executive Committee of Voluntary Action Rotherham, Councillor Hodgkiss, shall attend a future meeting of the Performance and Scrutiny Overview Committee for further scrutiny of this matter.

18. INVEST TO SAVE MONITORING REPORT - 1ST APRIL, 2003 TO 31ST MARCH, 2004

Further to Minute No. 167 of the meeting of the Performance and Scrutiny Overview Committee held on 12th March, 2004 and Minute No. 205 (meeting held on 7th May, 2004), consideration was given to a report of the Head of Corporate Finance containing the monitoring forms for each of the six Invest to Save scheme projects which had been approved for the 2003/04 financial year. Officers of the relevant Programme Areas attended the meeting to answer questions about the various Invest to Save projects.

Committee Members expressed concerns that a number of the projects had not yet identified the savings which were expected to result from the investment made.

Resolved:- (1) That the report be received and the contents of the monitoring forms be noted.

(2) That further monitoring reports for the following projects be submitted to this Committee in three months' time and the amount of savings achieved be clearly identified in the reports:-

- Procurement of Inphase Performance Plus Performance Management System
- Upgrading Financial Systems
- Culture, Leisure and Lifelong Learning Marketing Initiatives

(3) That the report and monitoring forms be referred to the Cabinet and this Committee's concerns that the projects listed at (2) above have not yet identified the savings to be made, be expressed at the Cabinet meeting.

(4) That Cabinet Members be reminded of their responsibility to monitor the Invest to Save projects relevant to their portfolios of responsibility.

(5) That the Cabinet be informed of this Committee's view that the Culture, Leisure and Lifelong Learning Marketing Initiatives project is not an appropriate project to benefit from funding from the Invest to Save scheme.

(6) That further monitoring reports for the following projects be submitted to this Committee in twelve months' time:-

- Autism Strategy
- Specialist Fostering
- Supported Living Schemes for People with a Learning Disability

19. FORWARD PLAN OF KEY DECISIONS

Consideration was given to a report of the Head of Scrutiny Services concerning the way in which the Council's Forward Plan of Key Decisions could best inform the Scrutiny agenda. The Committee also considered the report prepared by the Local Government Information Unit, entitled "Key Decisions and Forward Plans – research results on definitions and access", containing information on the definitions of key decisions currently in use, drawing on a survey of 35 Councils.

Discussion took place on the format and content of this Council's Forward Plan. Members noted that the continuing review of the Forward Plan would ensure that the Scrutiny agenda is aligned to the wider Council

agenda.

Resolved:- (1) That the reports, now submitted, be received and their contents noted.

(2) That the Forward Plan of Key Decisions shall be a regular item on the agendas for Scrutiny Panel meetings.

(3) That the Cabinet and the Corporate Management Team be asked to ensure that all Key Decisions are included in the Council's Forward Plan, in accordance with the requirements of the Council's Constitution.

(4) That all Members of the Performance and Scrutiny Overview Committee be provided with a copy of the Forward Plan of Key Decisions, including the monthly updates.

(5) That the following Cabinet Members and Executive Directors attend a future meeting of this Committee for scrutiny of the matters shown, including the reasons for their omission from the Forward Plan:-

(a) Young People's Development – the Way Forward
(Education, Culture and Leisure and Social Services)

(b) Non-traditional ('Tarran') properties at Maltby – proposed demolition
(Housing and Environmental Services)

20. DEVELOPMENT OF SCRUTINY IN ROTHERHAM

The Committee noted that the Cabinet and the Corporate Management Team were shortly to meet and consider the portfolios of the Executive (Cabinet) Members of the Council.

It was agreed that the Performance and Scrutiny Overview Committee arrange a half-day seminar, on a date to be agreed, to consider the outcome of the Executive's review of the portfolios of responsibility and the implications for the Scrutiny process.

21. ESTABLISHMENT OF SCRUTINY REVIEW GROUPS

The Committee agreed to the establishment of the following Scrutiny Review Groups, with the membership shown:-

(1) Members On-Line

The Chairman and Councillors Doyle, Hall, Hussain and R. S. Russell

(2) Members' Support Group

The Chairman and Councillors G. A. Russell and R. S. Russell

(3) RBT Liaison Group

The Chairman and Councillor Sangster

22. MINUTES OF THE PREVIOUS MEETING HELD ON 23RD JULY, 2004

Resolved:- That the minutes of the meeting of the Performance and Scrutiny Overview Committee, held on 23rd July, 2004, be agreed as a correct record.

23. WORK IN PROGRESS

Members of the Committee reported on the following work in progress:-

(1) there would be a joint meeting between Members of the Environment Scrutiny Panel and the Democratic and Resources Scrutiny Panel to consider the effectiveness of Anti-Social Behaviour Orders;

(2) the Regeneration Scrutiny Panel had discussed the imminent preparation of an exit strategy in respect of South Yorkshire Objective 1 funding – it was agreed that the Head of Scrutiny Services submit a report to the next meeting of the Performance and Scrutiny Overview Committee about this issue, such report to include information from the neighbouring local authorities in South Yorkshire.

24. CALL-IN ISSUES

Members noted the probable call-in of the following issue:-

Meeting of the Cabinet Member for Economic and Development Services and Advisers, held on 9th August, 2004 – Minute No. 40 – Middle Lane Traffic Calming Scheme.