

ENVIRONMENT SCRUTINY PANEL

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

Date: Thursday, 24 March 2005

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.

FOR INFORMATION

5. Implementation Plan for the "Key Choices" Choice-Based Letting Service (Pages 1 - 28)
- report of Community Services Manager
6. Futrure of Tarran Newland Properties, Maltby (Pages 29 - 76)
- report of Head of Neighbourhood Development
7. Homelessness Strategy 2003-2008 (Pages 77 - 102)
- report of the Community Services Manager
8. Recommendations from the Indicative ALMO Inspection and the ALMO Excellence Plan (Pages 103 - 136)
- report by Janet Greenwood, Special Improvement Manager, Neighbourhoods

FOR MONITORING

9. 3rd Quarter Performance Report 2004/05 (Pages 137 - 168)

- John Mansergh, Performance Champion, Neighbourhoods

10. Cabinet Member for Housing and Environmental Services (Pages 169 - 188)
Minutes of meetings held on 31st January, 14th and 28th February, 2005
(attached)

FOR DECISION

11. Anti-Social Behaviour Clients Review
- to consider the nomination of representatives onto Review Group

12. Estate Regeneration Review
- to consider possible nomination of representative(s) onto Review Group

MINUTES - FOR INFORMATION

13. Environment Scrutiny Panel (Pages 189 - 206)
Minutes of meeting held on 15th and 24th February and 10th March, 2005
(attached)

14. Sustainable Development Action Group (Pages 207 - 211)
Minutes of meeting held on 11th February, 2005

15. Performance and Scrutiny Overview Committee (Pages 212 - 224)
Minutes of meetings held on 11th and 25th February, 2005 (attached)

**Date of Next Meeting:-
Thursday, 21 April 2005**

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. Willoughby, Mr. J. Carr, Sgt. B. Bell and Mr. S. Hawkins

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Housing and Environmental Scrutiny Panel
2.	Date:	24th MARCH 2005
3.	Title:	IMPLEMENTATION PLAN FOR THE “KEY CHOICES” CHOICE-BASED LETTING SERVICE
4.	Programme Area:	NEIGHBOURHOODS

5. Summary

In July 2004 a report “**Choice based Letting Scheme: a Proposal for Implementation**” was presented and approved by Scrutiny Panel for Housing and Environmental Services. The recommendations were for the Council’s existing Allocations Scheme to be amended, and that officers undertake feasibility work on a proposal to develop a ‘Property Shop’, also able to provide other key services. Officers were asked to return with a report outlining the feasibility study for development of a shop, and preparation work undertaken prior to the implementation of the choice- based lettings.

6. Recommendations

- **THAT A CHOICE- BASED LETTINGS SCHEME BE INTRODUCED IN ROTHERHAM FROM THE 4th APRIL 2005;**
- **THAT THE SCHEME AND THE PROPERTY SHOP BE BRANDED AS “KEY CHOICES” AND THE SHOP BE ESTABLISHED AT 20 MOORGATE STREET, ROTHERHAM.**
- **THAT PROVISION FOR THE CAPITAL COSTS OF THE PROPERTY SHOP BE MADE WITHIN THE 2005/06 HOUSING INVESTMENT PROGRAMME AND THAT SUPPORT FOR THE REVENUE COSTS BE MADE WITHIN THE HRA BUDGET.**

7. Proposals and Details

- 7.1 It is proposed that both the Choice-Based Lettings scheme and the Property Shop be known as “**Key Choices**.” The “Key Choices.” lettings service would operate from Norfolk House reception until suitable town centre premises are secured and fitted out.
- 7.2 It is proposed that ‘Key Choices’ be implemented from the 4th April 2005. This means that tenancy termination notices received from Monday 4th April will be part of the new scheme, and that vacant dwellings (unadapted, under 4 bedroom) will be included in the advertising process. The first weekly advertising cycle will commence on Wednesday 20th April 2005.
- 7.3 This report outlines the work undertaken prior to this implementation. This includes:
- Customer and stakeholder consultation exercises;
 - Branding and promotion of the scheme;
 - Policy and procedure guides;
 - Informing applicants how to access the service;
 - Addressing the needs of vulnerable and hard to reach applicants;
 - Aligning the service with the Corporate Access Strategy for the provision of customer services;
 - Customer involvement, staff training and partnership arrangements.
- 7.4 It also includes feasibility work to develop the Property Shop, which showcases all properties available, encourages customer access, increases choice and expands housing options.
- 7.5 The report outlines the aims and objectives of the “Key Choices” Property Shop, its location, how applicants will access the service, how vulnerable applicants will be supported to use the service, how adverts are produced and published, resource implications and roles of staff within the shop.
- 7.6 To maximise the value of the Property Shop to customers, it will provide other specialist housing related advice services. In addition to the Housing Options Team, it is also proposed to have Furnished Homes, Housing Advice, Energy and Efficiency, and Home Improvement Agency advisory staff available.
- 7.7 The “Key Choices” approach will be a key driver in building and sustaining communities and neighbourhoods, with applicants playing the primary role in deciding where they wish to live.

8. Finance

The costs for development of a property shop vary depending on size and condition of the building. Following consideration of premises available, the recommendation is 20 Moorgate Street, which has capital costs of £62,975 and revenue costs of £81,328. It is proposed that provision for the capital costs will be made within the Housing Investment Programme (HIP) for 2005/06 which is

currently being drafted. The revenue cost will be offset by funding of £38,937 sourced from Esco contributions, from Registered Social Landlords and Private Landlords who will pay a fee for use of the service, and savings made on void rent loss and security screening costs

9. Risks and Uncertainties

Any change in allocation policy must ensure that the needs of vulnerable and hard to reach groups are addressed, and the Council's statutory obligations are met. Policies must be delivered in a transparent way to ensure they are fair, and seen to be fair.

10. Policy and Performance Agenda Implications

Choice-Based Lettings, delivered through an easy-to-access central shop, supports the Council's commitment to providing greater accessibility to services, and specifically addresses the diversity agenda, by tailoring services to the needs of hard to reach groups.

11. Background Papers and Consultation

- The Homelessness Act 2002.
- "ALMO inspections and the delivery of excellent housing management services"
- Audit Commission March 2003
- "Key Choices" Consultation timetable
- "Quality and Choice: a decent home for all" – DETR December 2000
- "Piloting choice-based lettings" ODPM, May 2004

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Implementation Plan

for the

“Key Choices”

Choice-based Letting Service

March 2005

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- 5. Recommendations**

1. Background Information

1.1 Current provision within the Council's Allocation Scheme aims to provide a wide range of housing options, increasing choice whilst addressing housing need. However, little control is given to the applicant over deciding when and where they would like to move. The applicant is reliant on the Housing Officer contacting them when a suitable vacant property becomes available that matches the information and waiting time of their application.

1.2 It is now recognised that allocations schemes should move away from allocation of properties to a simpler, transparent method of accessing accommodation, by empowering customers to make choices regarding their accommodation similar to that in the private rented and owner occupied sectors ie. to be 'market' driven.

1.3 The "**Key Choices**" approach will be a key driver in building and sustaining communities and neighbourhoods, with applicants playing the pivotal role in deciding where they wish to live.

1.4 In December 2000, the Government published its White Paper on future housing, "**Quality and Choice: A Decent Home For All**". Chapter 6 dealt with promoting choice-based lettings in social housing, and set out three measures:

- To legislate to facilitate more choice-based lettings (CBL) approaches
- To support and evaluate pilot schemes to test CBL approaches
- To promote CBL more generally

1.5 The Government is committed to the promotion of a Choice-Based Letting approach, and Local Authorities are encouraged to adopt this method. This requires moving from the traditional form of accessing rented accommodation to that of a proactive, estate agent type model, consequently resulting in a Property Shop or similar.

1.6 On the 30th July 2004 a report was presented (Minute no. 43.) to Cabinet Member for Housing and Environmental Services, that a choice-based lettings scheme be adopted, preferably operating from shop premises in the Town Centre of Rotherham. The shop would be acquired by way of a lease and be utilised for advertising/marketing properties and the co-ordination of a choice-based letting approach.

1.7 In addition to the "Key Choices" staffing arrangements who will support customers through the letting process, it is also possible to offer additional services. There is no Home Improvement Agency Service at present in Rotherham, but there is a proposal that one be established; this will be known as '**Rotherham Stay Put**'. This will be an expansion of the services currently proved by Yorkshire Housing Foundation (YHF) and Yorkshire Housing Group (YHG) in Sheffield and Barnsley. It is envisaged that **Rotherham Stay Put** will either be based alongside '**Key Choices**', or alternatively hold drop-in sessions throughout the week.

2. Strategic Context

2.1 These proposals support key elements of the various strategies adopted by Rotherham, including the Community Strategy, Corporate Strategy, Neighbourhood Renewal Strategy, Housing Strategy, and Homeless Strategy.

2.2 The development of a choice-based letting service delivered within the 'Key Choices' Property Shop will support:

- **Regional Housing Strategy for Yorkshire and Humberside (2003).**

Key Choices will support **Objective 1 – Regeneration and Neighbourhood Renewal** and **Objective 4 – Fair access to quality housing for all groups**. In the former, it will enhance customer choice through being customer driven; in the latter, it will improve partnership working with private landlords and Registered Social Landlords on allocation issues and other advocacy services offering support.

- **Rotherham's Community Strategy;**

Key Choices will support **Priority 4 – Safe and Inclusive Communities** – ensuring individuals and communities are offered a better quality of life.

- **The Corporate Plan;**

Key Choices will primarily support **Key Priority 4 – A place to live, Key Priority 6 – A place with active, involved communities, and Key Priority 7 – A place for everyone**.

- **The Housing Strategy;**

Key Choices will support two of the strategy's main challenges i.e. **Develop Neighbourhoods** – to create neighbourhood where people want to live now and in the future; and **Provide Fair Access and Choice** – to ensure that there is a choice of suitable housing that is accessible for all.

- **Shadow Supporting People Strategy;**

Key Choices will support partnerships between Neighbourhoods, Social Services, Health and Probation.

3. The “Key Choices” Lettings Service Implementation Plan

The purpose of the plan is to ensure that all “action points” in the delivery of the “**Key Choices**” letting scheme have been considered and outputs are completed by April 2005, and that officers have a lead role to play in its delivery. In order to make sure that the targets are met continual weekly performance monitoring meetings are held.

The Implementation Plan includes objectives, which are outlined below:

3.1 Objective One - Undertaking a feasibility study to introduce the “Key Choices” lettings scheme:

3.1.1. The July 2004, “CBL Implementation Report “ studied a Government program of 27 CBL pilots which was set up between April 2001 and March 2003, examining different approaches to providing choice in various housing market contexts. Lessons learned and recommendations for good practice were embedded into the report.

3.1.2. Further research has been carried out to identify how specific letting policies and processes have been adopted and how these are accessed. Other authorities with CBL policies already, encourage customers to access re-housing services via policies which are non- restrictive and which attract a diverse range of applicants, such as owner occupiers and persons who would not otherwise consider council housing.

3.1.3. These authorities have also confirmed that their waiting lists have increased, and most have emphasized that since marketing their vacancies through CBL, they no longer have a problem of low demand. Good practice in relation to procedural development has been encompassed into the “Key Choices” Implementation Plan

3.2 Objective Two - Introduce staffing structures to implement the scheme

The new Neighbourhoods structure accommodates the provision of three Housing Options Officers and a Housing Options Co-ordinator, who drive the CBL project. We anticipated that if the scheme were to be effectively organised, the preparation work would take at least six months prior to the launch. Staffing resources had to be acquired in July 04 to assist in the development process.

3.2.1 The Furnished Team Leader manages the project, concentrating 2 days per week on the CBL Project and 3 days per week on the Furnished Project.

3.2.2 It was imperative that a CBL Project Team be established, consisting of staff and residents. Staff within the programme area were offered an opportunity to work on its development. The project required five enthusiastic, well-motivated people to be released from their work area for one day per week. Fifteen members of staff were nominated, but only 7 officers

participated fully offering their services for a 3 month period from July to September for one-day per week.

3.2.3 The Tenant Involvement Unit provided a list of contact details from the 'Key Player' initiative These included resident's who might potentially be interested in participating as they had shown previous interest in getting involved in either policy development or allocations. From the list provided, ten residents joined the team, with seven actively involved.

3.2.4 Work that the "Key Choices" development team has undertaken includes; policy and procedure research; process maps; website development; consultation exercises; cost analysis of services such as advertising; undertaking an analysis of the number of customers currently accessing re-housing, and the development of further access channels, such as SMS text messaging and Digital T.V.

3.3 Objective Three - Undertaking a consultation and CBL education program

A number of consultation methodologies have been investigated. A consultation programme started in July 2004, and has included a timetable of awareness raising sessions, including:

- Roadshows around the Borough, in supermarkets, bus stations etc
- Presentations to Support Agencies
- Presentations to Neighbourhood Staff
- Information Roadshows
- Presentations to Policy Panel meetings
- Presentations at the Managers Away Days
- BME Conference – workshops
- Discussions with officers involved in the development of the one-stop shop provision
- Letter to Members
- Radio Interviews – Dearne Valley – Eastern Air – Radio Sheffield
- Local Newspaper articles
- Letters to waiting list applicants
- Letters to agencies
- Poster displays
- Promotional material – balloons, lapel pins- leaflets
- Key Choices Mascot – KIM "keys in motion, (recycling Reg's new Partner)
- Rotherham Show display – a competition to name the scheme and the Shop

3.3.1 Customer feedback has been positive, and both customers and staff have shown an interest in the new scheme. Comments that have been raised by individuals, which have either been positive suggestions or concerns have been recorded and later embedded into the policy and procedure process.

3.3.2 The following are general comments made by Neighbourhood Staff –

- a simpler and quicker way of allocating properties was welcomed;
- will no longer have to trawl through waiting list, trying to contact people to enquire if they would be interested in a property, often visiting the address to find out that the applicant has sought alternative accommodation and not informed the council of their new circumstances;
- staff felt that the current allocation scheme pressured new tenants into accepting properties that the housing officer had chosen for them. Often the tenancy would be later terminated;
- when offering choice we shouldn't place restrictions, for example owner occupiers, and transfers, however they thought that people living out of the borough should only be eligible to properties with a small waiting list, unless they had a local connection;
- that CBL schemes encouraged sustainability as the person had actually made the decision as to when and where they would like to move
- people only aspire to move to improve their circumstances, if they are happy where they live they might take more ownership in the estate
- some were worried that CBL would create tenancy management problems
- to eliminate risks to the community staff felt that Neighbourhoods should still be able to have control with regard to re-housing known offenders*

**Note – This is embedded in the “Key Choices” Letting Policy - when there is clear evidence that a future tenant poses a serious risk to the community, mechanisms are in place for a Risk Assessment Panel, which will include Neighbourhood Staff to assess their application, consider the evidence and collectively agree with the applicant their future re-housing options.*

Staff will need guidance to understand the concept of “choice” in allocations, and relinquish their “gate keeping role” for one of empowering the customer to make their own informed decision regarding their re-housing.

3.3.3 The following are general comments made by customers which include residents and agencies:

- created an awareness regarding council housing, some thought that only families with “problems” could access the service
- elderly customers were interested in accessing “open access” bungalows
- many thought that you had to wait too long on the waiting list and that to alleviate their immediate housing problem were forced to find alternative accommodation in the private sector
- many engaged with questions - showing interest in the new scheme and requested information leaflets to take away to read later

However, the main concern highlighted by agencies and staff is that we must ensure that vulnerable and hard to reach groups are not excluded and that there are mechanisms in place to support customers who may require help accessing the service.

3.3.4 Vulnerability to exclusion could arise from different issues arising from CBL policies. To protect the interest of vulnerable people, Section 5 in the “Key Choices” lettings policy is dedicated to a support approach. Types of support, which will be offered by the Housing Options Team, are:

- Home visits to explain the letting system;
- Operate a Telephone Help Line;
- Communicate how the scheme works to support agencies;
- Mailing lists of advertised properties;
- Sending property information to carers or advocates;
- Informing applicants to alert them of vacancies arising;
- Officers taking time to explain property and local area information;
- Enabling a proxy to be nominated to bid on behalf of the applicants;
- Viewing a property with an advocate or carer;
- Ensuring vacancy information meets the needs of other language users, people with a disability, and people with sight or hearing impairment;
- Floating Support Referrals;
- Undertaking an Equalities Impact assessment.

3.3.5 Prior to the commencement of “Key Choices”, existing applicants will be automatically transferred to the scheme. Communication regarding the change and explaining how the new system works will be sent out in advance of the commencement date. A telephone help line will be operated to assist customers with queries regarding how to access to the scheme.

4.4 Objective 4 - Development of partnerships arrangements and service level agreements with Housing Associations and Private Landlords

Our aim is for Rotherham B.C, Housing Associations and Private Landlords who have homes to rent in Rotherham to work together to deliver the “**Key Choices**” letting scheme.

It is anticipated that the partnership will include most of the following:

- Rotherham Borough Council
- Anchor Housing Association
- Chevin Housing
- English Churches
- Equity Housing group
- Habinteg Housing Association
- Housing 21
- Johnnie Johnson Housing Trust
- North British Housing Association
- Northern Counties
- Sadeh Lok
- Salvation Army
- Sanctuary Housing
- South Yorkshire Housing Association
- Yorkshire Metropolitan Housing Association

- Accredited Private Landlords

3.4.1 Partnership arrangements relating to “**Key Choices**” lettings procedures are in the early development stage. The Housing Options Team has attended two Housing Association Liaison meetings to outline the scheme and have attended the “Private Landlord Forum” evening meeting.

3.4.2 Housing Association staff who attended were supportive, and stipulated that they want to participate fully in the development process. They were concerned however that they still retain ‘ownership’ of the final letting decision and that the scheme didn’t impact on their performance in relation to relet times.

3.4.3 Private Landlords were sceptical as to why the Council wanted to refer potential tenants to their properties. It was explained that the Council wants an holistic re-housing service to promote a range of housing options, but emphasised that referrals will only be made to landlords that sign up to the Private Landlord Accreditation Scheme.

3.5 Objective 5 - Developing Letting Procedures and a Choice-based Lettings Policy that will compliment the existing Allocation Scheme

3.5.1 The principles of ‘**Key Choices**’ include commitment to simplicity and transparency of processes. The consultation program, the Government pilot program and good practice utilised by other authorities, has informed the details of the scheme.

3.5.2 It is imperative that in offering choice, there is no negative impact on performance. To avoid impact on BVPI 68, the property advertisement cycle must commence during the four week notice period.

Linkages with the existing Allocation Scheme

3.5.3 It is proposed to introduce ‘**Key Choices**’ from 4th April 2005. ‘**Key Choices**’ amends Rotherham’s existing Allocation Scheme by offering applicants a choice of accommodation. The existing Allocation Scheme will continue to be a valuable reference document to assist Neighbourhood Champions with more detailed procedures such as:

- Providing advice and assistance in relation to homelessness
- The verification process to determine eligibility eg. reference to the section concerning “Rent owed to the Council”
- Detailed procedures will assist officers when dealing with “Succession Cases”.

3.5.4 ‘**Key Choices**’ introduces a new way of accessing properties, which includes advertising properties to rent. Applicants can register a preference for the property they are interested in. To ensure there is balance between need (Priority Band) and choice (General Band) a 50/50 approach to

allocation is to be undertaken. This means that every available home will be offered alternatively to Priority and General applicants.

3.5.5. A full '**Key Choices**' lettings procedural guide has been developed, which includes detailed explanation and process maps of:

- Roles and Responsibilities
- How customers apply for properties.
- Time limited Priority Cards
- Void to Let procedures.
- Direct Homes
- Furnished Homes
- Advertising Process
- Bidding Process (special request)
- Selection and verification process
- Offer procedure
- Housing Association nominations
- Private Landlord referrals
- Adapted Properties
- Properties excluded from the scheme
- Customer access channels – RBT Connect – Digital TV – The Property Shop- Neighbourhood Offices- in person or via the telephone.

3.5.6 Roles and Responsibilities - Following the establishment of 2010 Rotherham, it is envisaged that it will be responsible for:

- Pre-termination inspection
- Void repairs
- Notifying the "Key Choices" Housing Options Team of properties coming available, including advert information such as details of property, floor plans, area profiles and local lettings information.
- Identification of adapted, Extra Care units and 4 bedroom properties to be excluded from the "Key Choices" Lettings Scheme.
- Receiving expressions of interest from customers for properties and referring then to the Options Team for co-ordination
- Input property requests onto the OHMS (Needs Module)
- Displaying property adverts in Neighbourhood Offices
- Registering of applications
- Verifying applications
- Making offers of property from a formulated list of interested applicants provided by the Key Choices Team, this will be available at the close of the advertising period
- The Signing- up process for Introductory Tenants
- Management of tenancies
- Decant Homes
- Repairs and maintenance

3.5.7 Within the Neighbourhoods (Community Services Team) restructure there are 3 Housing Options Officers posts, whose role will be to:

- Produce and display advertisements using information provided by the ALMO.
- Collate requests from customers for properties
- Input property requests onto the OHMS (Needs Module).
- Produce advertisements in all media forms.
- Update the Councils website with new property advertisements.
- Send out mailshots.
- Offer support to vulnerable applicants
- Walk the floor of the shop, assisting the customer to consider all housing options available to them.
- Providing Neighbourhood Offices, Housing Associations and Private Landlords with a formulated list of interested applicants at the close of the advertising period.
- Produce Housing Associations and Private Landlord advertisements.
- Marketing initiatives

3.5.8 How will customers apply for properties - The applicant must be registered on the Housing Register and have an application number. **'Key Choices'** will advertise properties to rent every week on the Internet, in Neighbourhood Offices, in the **'Key Choices'** Property Shop and by weekly mailing list. Each Property advert has a closing bidding date. A customer can express an interest for up to 3 properties per week by:

- Emailing via the Internet, www.rotherham.gov.uk
- By telephone
- By text
- By post
- In person

The customer will be advised to check that they meet the letting criteria and that they are sure they would really want the property in the area before they make their request.

3.5.9 Time Limited Priority Cards – Applicants, to whom the authority has a statutory duty, will have a time limited period in which to bid for properties. After that, if they have not been successful, a review of their priority will be undertaken with the applicant. The time limit will be extended if no appropriate properties have been advertised. Conversely, if the applicant has ignored or refused opportunities they may lose their priority

3.5.10 Direct Homes - Properties will be designated as a 'Direct Home' when;

- The property has been advertised and there are no suitable applicants
- Similar properties have been advertised in the last 4 weeks and there were no suitable applicants

Following the close of bidding and no bids having been received, the Housing Options Team will inform the Neighbourhood Offices that the property will

remain on all advertising media. The advertisement will be labelled to read 'Direct Home - 1st Come 1st Served.'

3.5.11 Furnished Homes - Applicants who have been offered a tenancy can choose to have a furniture package. A furnished charge is added to the rent account. The furniture charge is fully covered by Housing Benefit regulations for people on low incomes who would normally qualify. There are different types of furnished packages, which vary in cost. These are:

- Part A – include floor coverings and curtains
- Part B - include floor coverings, curtains, fridge freezer and cooker
- Fully furnished - include floor coverings, curtains, fridge freezer, cooker, settee, armchairs, table and chairs, beds and wardrobes.

If a furnished home becomes vacant, it will be re-let and advertised in the "Key Choices" letting scheme as a furnished home.

3.5.12 Advertising Process – To make informed choices, applicants will be able to view property adverts, which will include property details eg. floor sizes, photographs inside and out, heating type, number of bedrooms, rent and additional charges payable, and details of local amenities. Property labelling is important as it can shape the household types that are eligible to bid. Any restrictions placed upon vacancies eg. age bands, will be published to prevent ineligible bids and so that applicants bid for properties that meet their requirements.

Property advertisement – To advertise weekly in the local press is expensive, costs range from £250 for a full page in the Admag to £6000 for a full page in the Rotherham Star. It is proposed that a half page advertisement is periodically printed in local newspapers, such as the Rotherham Advertiser and Record, the Trader or Guardian, and that regular press releases are forwarded to the press office.

Customers will be able to view individual property advert displays in all Neighbourhood Offices, the "Key Choices" Property Shop, via a mailing list or on Rotherham's website. Future property showcases include Digital T.V, the "One stop Shop Contact Centre," DVD/Video's playing in reception areas and community portholes, with touch-screen facilities. Rotherham will operate a weekly advertising cycle, Following receipt of a termination notice, a Technical Officer will undertake pre-inspection of the outgoing tenant's property, taking a digital photograph and completing a property advertisement form before forwarding to the Housing Options Team. The deadline for receiving information from Neighbourhood Offices will be Friday, 4pm of week one of the termination notice.

The Housing Options Team will prepare the advertisement. Each advert will be accompanied with a photograph of the property. In addition to individual property advert a mailing list will be produced for vulnerable and hard to reach groups. The advertising cycle will commence on Wednesday morning at 10.30am and finish the following Tuesday at 4pm. At this time, the previous

weeks advertisements should be removed from all media types and display boards and replaced with new ones as soon as possible but no later than Wednesday am. Any properties that did not receive a bid in the previous week will remain and be identified as “Direct Homes” allocated on a “First come First served” basis.

3.5.13 Bidding Process (special request) - The applicant must be registered on Rotherham B.C’s Housing Register. There are various ways in which a bid can be made but in all cases the applicant will require their waiting list reference number. Applicants may make up to three bids in any 7-day advertising cycle. Bids can be made by telephone to any Neighbourhood Office, and the ‘Key Choices’ Property Shop. The telephone numbers for each contact centre will be displayed on the property advertisement.

All bids must be recorded immediately onto an official bidding form and input immediately onto the IT system. Applicants will be able to bid for up to a maximum of three properties per week and are still entitled to turn the property down if they feel its not right for them. At the end of the bidding cycle, completed bidding forms should be forwarded via the internal mail to the ‘Key Choices’ Housing Options Team

Rotherham MBC’s website www.rotherham.gov.uk will also contain a link to property advertisements and will include an online bidding form. This can be completed and sent automatically. E-Mails will be received by the “Key Choices” Housing Options Team and input onto the IT system.

3.5.14 Selection and verification process - Following close of bidding on Tuesday at 4pm, all Neighbourhood Offices will be contacted to ensure all bids have been input. A shortlist of applicants registering a bid will be generated from the OHMS matching system. Applicants will be contacted in date order to arrange an interview either home or office based. This interview will be used to verify details on the application form.

Before any offer is made, the Neighbourhood Champion will thoroughly check the applicant meets Rotherham MBC’s allocation criteria, including issues preventing immediate access eg. current and/or former rent arrears, unpaid rechargeable repairs and court costs to Rotherham MBC, and also any Housing Association properties with a Rotherham address. After the criteria have been verified, the property should be offered to the earliest dated eligible applicant in the required quota group

3.5.15 Offer procedure - If an applicant is short-listed for more than one property in the same week, they will be able to view all of these and be asked to choose which they wish to accept. The table below shows the impact on the customer’s application if offers are refused:

Quota Group	No. of suitable offers	The impact on the application, if the property is refused
General Group:	Unlimited	Application redated 4 weeks later for every refusal
Priority group: Statutory Homeless Time limited 28days, can be extended if no suitable property becomes available. Statutory Overcrowded Medical grounds Clearance /Renewal	2 2 2 2	To make 1 final suitable offer. If this is refused the Council will discharge its duty under the 1996 Housing Act and the Priority will be cancelled. One final offer, if refused the Priority will be cancelled. One final offer if refused the Priority will be cancelled. One final offer if refused the priority will be cancelled and legal action maybe taken to repossess the property

3.5.16 Adapted Properties - The Councils Adaptations Policy is designed to help people remain in their own homes through the provision of equipment and adaptations. The Council aims to map existing provision of properties with adaptations through an adapted property database. The Assessment Team will utilise the database and the matching system on OHMS to identify applicants who have received a medical assessment priority and require re-housing to suitable properties with adaptations. The offer will be made to the person who matches the exact medical recommendation.

The Assessment Team will arrange a viewing to ensure the customer would benefit from the adapted accommodation. Once the property is accepted, arrangements will be made for the Neighbourhood Champion to undertake the let. The Assessment Team will also encourage applicants who don't require adaptations but have been awarded Medical Priority to bid for suitable properties. The Assessment Team will receive a weekly mailing list, and the case officer will encourage applicants to bid for the most suitable accommodation to meet their needs.

3.5.17 Properties excluded from the scheme - There are specific circumstances when vacant properties will not be advertised in the normal way through the "Key Choices" letting scheme. These will normally apply to the following situations where the Council and its partner landlords need to use vacant properties for specific management purposes. The allocations will

be made to the earliest dated applicant on the Housing Register who meets the letting criteria. Reasons include:

- people having to move from an area affected by clearance/ demolition
- provision of accommodation for asylum seekers
- emergency re-housing eg. accommodation required following fire, flood or other major incident
- witness protection
- people re-housed through Public Protection Panel
- homeless temporary accommodation
- dispersed homeless accommodation scheme
- adapted properties
- 4 bedroom or over properties
- other exceptional housing management reasons

3.5.18 Customer access channels – Information about a vacancy must be accessible to all applicants. All applicants must know the service exists and information be available to explain how the service works. A leaflet has been developed to assist with the consultation exercises. The Housing Options Team are now developing two additional leaflets to present to the Learning from Customers Forum and the Communication Panel. The leaflets are:

- “Key Choices” Service Standard
- How to apply Customer procedure leaflet

In addition to the existing access channels, the possibility of utilising RBT Rotherham Connect, Digital Television and the “Key Choices” Property Shop is being examined.

3.5.19 RBT - Rotherham Connect – ‘Key Choices’ needs to consider the numbers of customers who will contact the service and how enquiries will be managed. Currently, the telephone is the preferred method of contacting the council. The Government Pilot Schemes found that customer contact rose dramatically and some authorities were not prepared for the increase in telephone calls and face to face enquiries. A re-housing function snapshot, undertaken during August 2004, where all staff in the Neighbourhood Offices monitored services relating to re-housing showed that:

- 1239 telephone calls were received during 1 week.
- 484 appointments relating to allocations during 1 month
- 183 Council properties were vacated during 1 month
- 161 Council properties were let during 1 month

Table below -A snapshot of Re-housing related enquiries

	Area 1	Area 2	Area 3	Area 4	Area 5	Area 6/7	Area 8	Area 9	Area 10
Weekly Tel. Calls (Lettings)	100	99	318	160	100	102	100	121	139

Terminations in Aug 2004	20	11	21	19	23	30	19	27	13
Lettings in Aug 2004	16	15	12	20	20	25	18	18	17
Allocation appointment in Aug 2004	36	12	59	63	70	143	10	51	40

The Rotherham Connect implementation plan identified services to be incorporated into the call centre approach. The impact on “Key Choices” staff would be alleviated by utilising RBT Connect to receive and process customer telephone enquiries relating to the special requests (bidding). It is essential that simple processes be in place for customers who prefer to use the telephone to access re-housing services.

It is estimated that, based on an assumption of an average weekly number of re-housing telephone calls of 1,239, with a process time of 3/5 minutes each, this equates to one x full time Scale 3 post, (£18,663) which would be operational between 8.00am and 8.00 p.m. As the scheme develops, a Golden Telephone Number could be introduced, similar to “Streetpride”.

3.5.20 Announcement of the lettings outcome- Publishing results showing the outcomes of lettings plays a crucial role in CBL’s as it allows subsequent bidders to assess their likely chances of being selected for a property. Results will be published and made available at all Neighbourhood Offices, at the “Key Choices” Property Shop and on the Internet. It is proposed that general feedback will be provided on a weekly basis, and that properties are coded regarding waiting time. The feedback will include:

- The total number of expressions of interest received for the property.
- The general approximate waiting times per locality as below:

A = Direct Homes

B = Waiting time up to 12 months

C = Waiting time over 12 months and up to 2 years

D = Waiting time over 2 years

3.6 Objective 6 - Implement a Training Plan

It is essential that both staff and customers fully understand how the service operates. Overview and awareness raising sessions have been delivered throughout the consultation process. Roadshows and presentations have included; displays of information, PowerPoint presentations and information leaflets regarding the “Key Choices” scheme. Press releases have also contained information specific to the procedure changes.

The Housing Options Team has also communicated regular weekly updates via the “ weekly briefing papers for staff” More intense training for staff is scheduled in March. The planned sessions for staff are:

- Tuesday 15th March 2005 – Neighbourhood Managers
- March - 5 days Needs Module Training Neighbourhoods
- 30th and 31st March- 4 half day sessions procedure training for front line staff

The planned training for customers:

- Thursday 17th March 2005 – Presentation for agencies at the Housing Forum
- W/C 7th March - Letter to all agencies operating in Rotherham
- W/C 7th March and W/c 21 March 2005 - Letter to all waiting list applicants
- During March - Press Releases

4.7. Objective 7 - Develop I.C.T procedures and an interactive ‘Key Choices’ website

In accordance with Government policy targets on E-government, appropriate ICT systems will be used to provide access to choice based lettings. Having robust Information Technology to support ‘**Key Choices**’ is crucial to its success. It is also imperative that Anite’s “Version 33” be in operation prior to the launch. A structured “needs module” training programme will be implemented during March 2005 for all staff involved in the letting process.

The ‘**Key Choices**’ website will be required to interface with the Needs Module. Work on developing an interactive website will be undertaken in conjunction with Anite and RBT.

Information about vacancies needs to be accessible to all applicants, and new applicants must be aware the service exists. Advertising properties on the Internet is a key characteristic of **Key Choices** . It will be the role of the Housing Options Team to update the website, with advertisements of vacant properties on a weekly basis.

5. The “Key Choices” Property Shop

5.1 Many authorities (eg. Sheffield, Oldham, Hereford, Leeds, Lincoln, Mansfield, Barnsley) have developed estate agent style “Property Shops” This is in addition to delivering services through other customer access points, such as one stop shops. They report a transformation in the public’s perception of them as housing providers, when linked to Choice-Based Lettings. Such service outlets move providers from being the housing option only ‘of last resort’ for desperate people, to attracting people and client groups who have not previously considered council housing as a lifestyle choice. The addition of other landlords promoting their properties within a single and

simplified administration process is a further attraction. Consideration to the size of the Property Shop and staffing levels has to be taken into account.

5.2 Other services that will operate from the shop are:

- **Furnished Homes**- enable the provision of furniture contributing to sustainability;
- **Energy Efficiency**- is committed to improving energy and efficiency and wish to be a more accessible service to the customer;
- **Housing Option Team** - to support customers through the letting process;
- **Independent Housing Advice**- to offer Independent Housing Advice
- **Home Improvement Agency**- a new service, not currently in Rotherham.

5.3 The aims and objectives of the “key Choices “ Property Shop are to:

- Increase customer choice;
- Increase customer awareness of the re-housing service;
- Introduce an efficient and cohesive approach to letting properties;
- Provide a wider choice of properties including Housing Association and Private Landlords;
- Provide a comprehensive Letting Service, Independent Housing Advice, Furnished Homes, Energy Efficiency and Home Improvements advice;
- Address barriers to accessing the service for vulnerable and hard to reach people with complex needs;
- To promote rented housing as a lifestyle choice;
- To stimulate new business;
- To maximise income;
- To effectively market low demand vacancies;
- To provide customers with easy access to vacancies via a town centre location.

5.4 Other authorities report success with the estate agent approach, with a dramatic increase in people interested in rented accommodation. Not only have they increased lettings of low demand stock, they also have reduced rent loss on void properties, resulting in shops becoming self-financing.

5.5 **Barnsley ‘Homechoice’** – The shop opened in 2004, with a staffing structure of five who operate the ‘Homechoice’ Scheme offering housing advice and processing the advertising of low demand properties. There are six assessment officers inputting and verifying applications, processing change of circumstances, and managing the waiting list including undertaking reviews. Since the shop opened, their waiting list has increased by 1500.

5.6 **Mansfield ‘Moveahead’**- The shop, which only advertises low demand properties opened in 2002. Opening hours are 9.30-4.30 Monday to Friday, closed on Saturdays.

5.7 Sheffield Property Shop – This is adjacent to the One Stop Shop at Howden House. The opening hours are Monday, Wednesday, Thursday and Friday 9.-5pm. On Tuesdays the shop closes at 4pm to coincide with the close of bidding. Saturday's opening times are 10.00am to 1.00pm. The average number of customers (ie footfall) seen each week during August was 921 and over 1500 telephone calls were taken. There are 30 staff involved in taking bids for void properties; on average they advertise between 60 and 80 homes per week, the production of the advert, and managing the Housing Register.

5.8 “Key Choices” Property Shop - Customer access arrangements

5.8.1 In the “Year ahead Statement 2004-2005” the First Stop Shop and Contact Centre approach are a priority of the Council. In view of the need for ‘Key Choices’ to be separate from 2010 Rotherham, and the specialist areas of work undertaken by the teams, it is imperative it be located away from the traditional Council building, and to encourage a new estate agent based approach.

5.8.2 The Council is considering its strategy for delivering customer services, which includes the main areas that make up the delivery and how services should be delivered. Rotherham's strategy is to create a series of face to face contact points in key localities, which provide a range of both council and partner services. The one stop shops will focus on reaching a broad customer range, whilst incorporating transactional, informational, sign posting and surgery based services.

5.8.3 It is clear that whilst the one stop shop provision caters for a range of services, the provision of services in relation to homelessness advice services, re-housing and housing advice services is quite specific to customers needs. It is proposed that these services are located separate from the one-stop shop, and operate independently.

5.8.4 Integration with one-stop shop centres would be via the provision of information leaflets, the display of “Property Adverts” and the provision of specialist re-housing surgery services either by arranged appointment surgeries or by employing video conferencing technology. This would provide face to face access and would eliminate the need for both the customer and staff to travel.

5.8.5 The introduction of **Key Choices** must not exclude or disadvantage members of vulnerable or hard to reach groups such as older people, persons with mobility problems, homeless households, people with disabilities, young people at risk, victims of harassment and those fleeing violence. To avoid potential exclusion, it requires the scheme to be accessible in a focal town centre location, retaining links to all internal and external statutory, non-statutory and voluntary agencies who provide support and advocacy services.

5.8.6 For some such as women fleeing domestic violence, having the courage to seek re-housing and advice services is often a traumatic event. The

customer must be confident that when they approach the service, staff will have an understanding of their complex needs and are able to deal with individual cases in a safe environment if required.

5.9 Options for the Location of the “Key Choices” Property Shop

5.9.1 Best Value principles have been applied to the procurement of premises. The approach adopted is that ‘**Key Choices**’ requires a town centre shop, that is accessible, cost effective and fit for purpose.

5.9.2 The options below relate to locations of the Key Choices Property Shop. There are numerous vacant shops in Rotherham Town Centre, but many are “under offer” to other interested clients or there are significant variations in annual rent charges, ranging from £17,000 up to £75,000 per annum.

5.9.3 Consideration must be given to the size, cost and location, with a need to be located in busy commercial/retail centres with significant numbers of passing pedestrians. e.g. close to bus and train stations are favoured locations, and being in the heart of future Town Centre Plans.

5.9.4 Facilities within the shop will be consistent with other council buildings and will include:

- decoration to be compliant with the corporate colour scheme;
- clear signage;
- disabled access;
- reception and customer waiting area;
- displaying leaflets and brochures in all formats;
- private interview rooms;
- hearing loops in reception and interview rooms;
- children’s play area;
- interpretation services;
- opening hours to meet public demand.

5.9.5 Below are included two proposals, which show the variance of costs. It is recommended to pursue Option B, 20 Moorgate Street, which is considered offers value for money and meets all requirements.

5.9.6 Option A - 31 Effingham Street – 25 year shop lease for assignment

The shop is extremely prominent and a prime location on the pedestrian area of Effingham Street at its junction with Howard Street. The premises also benefit from rear servicing. Immediate adjacent shops include large stores such as Boots, Index and Superdrug. It is close to the bus station, and the main multi storey car park.

The premises are held by way of a 25-year full repairing and insuring lease from 25th December 1990 at a **current rent level of £75,000 per annum**, this

is subject to upward rent reviews every 5 years. The rateable value is £62,500 with **rates payable of £28,500.**

Access to the shop is fully compatible with the obligations of the Disability Discrimination Act. There is access to the upstairs via an internal stairwell or a lift, which is located in the other part of the Town Hall. There is scope to include at least 3 private interview rooms and a ground floor back office to use as a meeting room. There are 2 large rooms downstairs. On the second floor there are 2 large rooms, 1 rest area adjacent to a kitchen, separate ladies and gents toilets.

Negotiations with the landlord regarding refurbishment and rental incentives to offset the rent will be undertaken if funding is sought. The cost of refurbishment would be expensive due to large floor areas for carpet coverage and the installation of 3 interview rooms. Planning Surveyors charges range from £300 to undertake a survey, this increases if the Structural Engineer is required. There is air conditioning and heating installed, which would have to be tested. An estimate of at least £30,000 to £35,000 for refurbishment should be made.

The capital costs from RBT of £18,637 for the installation of network and telephone lines, the revenue costs for line rental and support from RBT of £3,159 and £9,688 for furniture will remain the same.

Following a fire safety inspection by the Fire Safety Officer, Barnsley, recommendations are made to replace 1 fire safety door and to install fire extinguishers throughout the building. The Fire Alarms are connected to the adjacent shops within the Old Town Hall. There is a set procedure, which is co-ordinated by the security guard.

5.9.7 Option B - 20 Moorgate Street

The shop is located in the heart of the town's professional/commercial area near to solicitors, accountants and estate agents with the town's High Street only a short distance away from the property. Future plans for Rotherham's Town Centre focus on new homes, shopping, leisure and offices being located in this part of town.

The property comprises of a three-storey office building of traditional construction (with an additional small basement.) The property benefits from a prominent frontage display facility with an attractive newly blocked paved external road and pavement.

The size of the unit would accommodate the number of staff and space would allow for the provision of 2/3 private interview rooms. There is also scope for the shop to facilitate other support agencies to undertake drop in sessions.

The accommodation is as follows:

Ground floor - approximately 950 square ft (Split into 3 large office areas and kitchen)

First floor - approximately 638 square ft (Split into 4 large office areas and toilets)

Second floor - approximately 260 square ft (Split into 2 office areas and toilets)

The property required substantial works, which the landlord has undertaken at no extra cost to the council, and the refurbishment of the shop is now near to completion. Other requirements that have been identified are that the landlord alters the shop entrance to enable the shop access to meet the requirements of the Disability Discrimination Act and that the electric supply be improved to allow for our required staffing levels. The landlord has also agreed to undertake the additional work to meet service requirements.

The work already undertaken has included:

- Laying new floors
- Suspended ceiling
- Lighting
- Heating
- Removal of stud walls if required to accommodate our requirements
- Fit a small kitchen and w/c downstairs
- Decorate
- Provide carpets to match the corporate colour scheme
- Install smokes alarm system.
- Ramped access to front entrance to enable the shop is fully compatible with the obligations of the Disability Discrimination Act.
- Complete Rewiring

The work will be undertaken by the landlord on the condition that a 3 - 5 year lease with cost of rent of £9.50 per square feet. This equates to 1848 feet
£9.50 = **£17,556 Rent per annum**. Costs would include office furniture to the upstairs, customer seating and desks to the ground floor interview rooms to the value of £9,688.

The capital costs are estimated from RBT of £18,637 for the installation of network and telephone lines, reconnection of P.C's from Norfolk House to the Property Shop, shared network drives and patch leads and revenue costs for line rental and support of £3,159 remain the same. The rates payable is currently £1732, but following refurbishment and a revaluation this could increase to the maximum of rates payable of £5000 per annum.

The landlord has one other interested party who has offered £17,000 with no further costs to him. There is the possibility that the landlord may not be prepared to wait for a decision from the Council and he may let the unit to the other interested party.

A number of shops in the town, both Council and Private Rented have been considered that are in a poor state of repair, too small, lacking natural light, too expensive and refurbishment costs are extortionate. **Key Choices** is a

Flagship Project and another unit to match Option B (its size, condition and cost). It is therefore recommended to negotiate the terms of the lease.

5.9.8 Financial Implications - 'Key Choices' Property Shop would be a major investment by the Council. A detailed scheme design estimates that for the preferred Option B the capital expenditure is £62,975 and revenue cost is Year 1 £81,328 and Year 2 £84,266. Staffing implications for the operation of the **Key Choices** Shop are contained in the new restructure for Community Services

5.9.9 Income - There are savings to the Council through the Property Shop concept via reductions in average relet times, saving void rent loss and security costs, and furnished homes will contribute to profitability.

5.9.10 Further income will be generated from Esco. The Council is committed to improving energy efficiency and tackling fuel poverty. In year 2000 Rotherham B.C was one of twelve partnering local authorities in the Northern Consortium project to develop an Energy Services Company (Esco.) This will be underwritten by Scottish Power and will provide cheaper energy to Council tenants. When a property becomes void its gas and electricity supply is signed over to Esco and the Council receives £15 for one and £35 if both utilities suppliers are changed over. It is estimated this will generate income of £57,600 per annum. If the Energy Efficiency Team is based in the Property Shop, part of the funding of £38,937 can contribute to the annual running cost of their work area.

5.9.11 It is anticipated that the use of 'Key Choices' for advertising by Housing Associations and Private Landlords will generate income. Negotiations will be undertaken to agree a fee for administration and advertising of properties. Financial implications are summarised over the page:

Financial Implications for the “Key Choices” Property Shop

Expenditure	Capital		Revenue			
	Shop A	Shop B	Shop A Year 1	Shop A Year 2	Shop B Year 1	Shop B Year 2
Refurbishment	35,000	7,000				
Furniture	9,688	9,688		500		500
Planning	50	50				
Survey	500	500				
Legal Costs	500	500				
Signage	1000	1000				
Fire Precautions	1000	1000				
Wiring of PC's Hearing loop	4000	4000				
Distribution Board	600	600				
Alarm system	3000	3000				
RBT (Connect) S.3			18,663	19,222	18,663	19,222
R.B.T – I.C.T	18,637	18,637				
R.B.T. support			3,159	3,254	3,159	3,254
Colour Printer	10,000	10,000				
Annual Rent			75,000	77,250	17,556	18,082
Rates Payable			28,500	29,355	5,000	5,150
Repairs and maintenance			4000	4120	4000	4120
Utility Bills - elec			1,500	1,545	1,250	1,287
Utility Bills - gas			2,000	2,060	1,600	1,648
Utility charge- Water			2,000	2,060	1,500	1,545
Cleaning of shop			6,000	6,180	6,000	6,180
Telephone calls			4,000	4,120	4,000	4,120
Marketing -	3,000	3,000	1,000	1,030	1,000	1,030
Consultation	4,000	4,000	400	412	400	412
Adverting - Black			15,600	16,068	15,600	16,068
Stationery			1,000	1,030	1,000	1,030
Insurance			600	618	600	618
Total	90,975	62,975	163,416	168,824	81,328	84,266

Key – (A) 31 Effingham Street - (B) 20 Moorgate Street

Year 2 allows for 3% inflation and operational costs

Annual income from Esco - of £38,937

6 Conclusion

6.1 The concept of '**Key Choices**' embraces choice and flexibility, The corollary of this is sustainability of communities and neighbourhoods. The establishment of the Property Shop as the hub of the promotional, partnership working, marketing and rebranding of the letting service, is an essential element to its successful delivery.

6. Recommendations

- **THAT THE CHOICE- BASED LETTING SCHEME BE INTRODUCED IN ROTHERHAM ON THE 4TH APRIL 05**
- **THAT THE CHOICE- BASED LETTING SCHEME AND THE PROPERTY SHOP BE KNOWN AS "KEY CHOICES" AND THE SHOP BE ESTABLISHED AT 20 MOORGATE STREET, ROTHERHAM**

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Environment Scrutiny Panel
2.	Date:	24th March 2005
3.	Title:	Future of Tarran Properties at Maltby
4.	Programme Area:	Neighbourhoods

5. Summary

This report informs Members of the outcome of an independent structural assessment of non-traditional Tarran Houses in Maltby and the costs associated with refurbishment and demolition.

6. Recommendations

- (a) To note the independent structural assessment undertaken by Curtins Consulting.**
- (b) To note the independent assessment of the costs associated with refurbishment or demolition of the properties**
- (c) To re-affirm the decision made on 19th July 2004 to approve:**
 - the demolition and redevelopment of the site**
 - the granting of re-housing priority to residents of the Tarrans**
 - the commencement of negotiations regarding the re-purchase of owner-occupied properties on the estate.**
- (d) To request a further report be presented to the Cabinet Member for Housing and Environmental Services outlining the feasibility of providing “home swap” arrangements for owner occupiers of Tarran Newland properties in Maltby.**

7. Proposals and Details

7.1 On 19th July 2004 the Cabinet Member for Housing and Environmental Services recommended that approval be granted for the demolition and redevelopment of the non-traditional Tarran site, giving priority to re-housing along with commencing negotiations to acquire owner occupied properties.

7.2 Subsequently, three residents contacted the Audit Commission raising questions about an apparent disparity in the figures being used to assess the relative costs of refurbishment and demolition.

The Audit Commission have investigated the claim and due to the inaccuracies found, have recommended that a further report be produced for Members informing them of the true costs of all options to allow them to make a more informed decision.

7.3 Curtins Consulting Engineers were commissioned by Rotherham Metropolitan Borough Council on 1st December 2004, to undertake investigations of the council owned Tarran properties to assess the current structural condition and consider the options and costs for refurbishment and demolition.

Curtins Consulting Engineers are national specialists in the assessment of non-traditional Tarran Houses. Their investigations involved a combination of visual inspections and intrusive exploratory works.

Consideration was also given to a previously undertaken condition survey together with the comments made by the Audit Commission. Costs and recommendations have been prepared in respect of the following alternative options.

a) Identify repair and upgrade works required for the properties to achieve full mortgageability status.

b) Also identify alternative repair schemes to achieve a limited form of mortgageable status. (A limited number of building societies are prepared to offer mortgages on properties with a life span of approximately 30 years).

c) Identify repair and upgrade works required to ensure a life span of 30 years and satisfy the requirements of the Decent Homes Standard.

A copy of the report can be found at Appendix A.

7.4 The report findings are summarised below:

Present condition:

Foundations exposed during the investigations do not meet current standards with respect to depth, width and quality of concrete. However they appear to have performed adequately to date. Continued long-term performance cannot

be guaranteed as they could be affected by flooding, drainage failure or by the addition of extra load from a change in wall construction.

On the basis of the investigations undertaken, it is considered that the properties are in reasonable condition but have begun to deteriorate. Whilst the test results indicate that the concrete is in a reasonable condition, it is clear that there are a number of areas where poor quality construction techniques could cause further reinforcement corrosion. Consequently it is considered that as further moisture ingress occurs, so the number of instances of reinforcement corrosion will occur.

It is therefore not possible to guarantee the future performance of these properties without undertaking repair works.

Options for Repair and Refurbishment

Curtins Consulting outline the work required under the three options set out above:

Full mortgageability

In order to obtain full mortgageability on these properties, it is necessary to undertake a PRC licensed repair scheme, such as PRC Licence Repair Scheme 081, designed specifically for the repair of Tarran Houses and intended to attract the widest range of mortgage providers.

This scheme involves the removal of the existing PRC frame which is replaced by traditional cavity wall construction giving a guaranteed life in excess of 50-60 years.

These works are reasonably complex and it is usually necessary for tenants to be relocated temporarily.

Alternative mortgageability

Some lenders are now willing to provide limited mortgages on overcladding schemes that retain the existing PRC elements. The scheme requires a bespoke repair solution, which, if approved, results in an insurance policy being granted in a similar fashion to NHBC and a number of lenders will normally provide mortgages at restricted rates.

This scheme is intended to provide a life of at least 30 years.

Decent Homes Repairs

In their current condition the properties satisfy the structural requirements of the Decent Homes Standard. However, it is considered likely that within the foreseeable future deterioration of the frame will occur to such an extent that the properties would no longer be considered structurally stable and would subsequently not satisfy the requirements of the standard.

It is therefore recommended that the concrete elements should be kept dry and warm to avoid further deterioration of the frame.

If mortgageable status is not required, the overcladding specification can potentially be reduced thereby reducing costs. In order to satisfy the Decent Homes Standard, it is recommended that an insulated over render system be applied to the properties.

Conclusions

The properties are in a reasonable condition but have begun to deteriorate.

Each of the three repair schemes considered will ensure a minimum future life of 30 years and meet the requirements of the Decent Homes Standard.

If finance were available, it is recommended that the PRC Licensed repair scheme be adopted offering a projected lifespan of at least 60 years.

If financial constraints exist, the two alternative schemes provide a lifespan of at least 30 years. With the CGU scheme mortgages are available from some lenders. However, future sales of the properties in say 20 years may prove problematic.

The costs associated with each of the three options are set out at Section 7.0 (Page 15) of their report. In each case Curtins Consulting have included reference to the figures considered by the Audit Commission together with budget costs based on actual current contractors costs obtained by Curtins.

Demolition costs

Curtins Consulting have provided an independent assessment of the costs of demolition works. These have been assessed at £9,200 per property.

The total costs including Home Loss Costs and Disturbance Costs are set out on Page 16 of the report.

It was not part of the brief provided to Curtins Consulting to obtain costs for the re-acquisition of the 16 privately owned properties on the estate.

A valuation of 16 properties was commissioned from Merryweathers Valuers. Their valuations were carried out between 13th and 16th December. The full market value of the properties averages £58,000.

8. Finance

The financial costs associated with each of the repair options using actual current contractors costs are summarised as follows:

PRC Licensed Repair Scheme	£3,963,750
CGU 2000 Mortgageable Repair Scheme	£3,043,250
Decent Homes Repair Works	£2,815,750

The costs of acquisition and demolition are:

Acquisition of 16 private properties	£928,000
Home Loss Costs	£266,000
Disturbance Costs	£43,000
Demolition	£791,200

<u>Total</u>	<u>£2,028,200</u>
---------------------	--------------------------

The repair figure for the Decent Homes Standard includes a total of £12,750 recommended by Curtins Consulting for concrete repairs and over-rendering together with the costs of asbestos removal. This represents an increase of over 50% on the assessed core Decent Homes Standard costs provided by Curtins Consulting of £21,075.

The costs associated with each of the three repair options exceeds the costs of acquisition and demolition. The differences are outlined below:

Full mortgageability:	$£3,963,750 - £2,028,200 = £1,935,550$
CGU 2000 Scheme:	$£3,043,250 - £2,028,200 = £1,015,050$
Decent Homes Standard:	$£2,815,750 - £2,028,200 = £787,550$

Members are reminded that the opinion provided by Curtins Consulting states that under the CGU Scheme, obtaining mortgages in 20 years time (considerably less if a 30 year lifespan is envisaged) will be problematic and the Decent Homes Standard provides no mortgageability at all. Only the full repair scheme provides a guaranteed 60-80 year life span.

It is therefore concluded that in financial terms the costs of repair and refurbishment significantly exceed the costs of demolition. In addition, the Decent Homes Standard and CGU 2000 Scheme offer no or limited mortgageability respectively, thus hindering the aspirations of tenants who may in future wish to exercise the right to buy.

The acquisition and demolition of the properties is the recommended option for ensuring the long term sustainability of the estate.

This conclusion is reached taking account of all the relevant factors including value for money.

In addition to the report commissioned from Curtins Consulting, advice was obtained from Central Government and the Government Office for Yorkshire and the Humber (GOYH) as to the availability of Government finance to assist with one or more of the options under consideration. Government Office have confirmed that there are no Government grants available to assist with the costs of refurbishment.

The Government has however informed the Council of the potential availability of funds to assist with the purchase of former right to buy properties. A Government scheme is available to purchase properties that have structural defects that restrict the owner's ability to sell their property or limit the ability of a prospective purchaser obtaining a mortgage.

Government may provide assistance with 35% of the total purchase costs, subject to an annual excess of £50,000.

9. Risks and Uncertainties

There are two risks evident at this moment in time.

A programme to develop the estate has yet to be established.

Another uncertainty regards the decent homes element. If this option was considered the properties would not be fully mortgageable thus hindering the future right to buy.

10. Policy and Performance Agenda Implications

The redevelopment will ensure the community remains sustainable for a longer period of time than would have been possible had the Tarran properties remained.

It will make a significant contribution to the Council's decent homes strategy and ensure that there is a continued supply of high quality affordable housing for rent in the area in the long term.

11. Background Papers and Consultation

'A structural assessment of the non-traditional Tarran houses owned by Rotherham Metropolitan Borough Council in Maltby, Rotherham', Curtins Consulting Engineers.

Independent Valuation information from Merryweathers, Chartered Surveyors

Consultation previously carried out through a one to one social survey questionnaire following guidance from local residents, the Tarran Action Group and Ward Members.

Contact Name : Andrew Balchin, Head of Neighbourhood Development
Andrew.balchin@rotherham.gov.uk



**A Structural Assessment Of
The Non-Traditional Tarran Houses
Owned By Rotherham Metropolitan Borough Council
In Maltby, Rotherham**

For

**Rotherham Metropolitan Borough Council
Civic Building
Walker Place
Rotherham
S65 1UF**

By

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**A Structural Assessment Of
The Non-Traditional Tarran Houses In Maltby, Rotherham
For Rotherham Metropolitan Borough Council**

Issue Record

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Amendment Record

Date	Description of Amendments	Comments
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06.01.05	Costs updated, appendices added & structural details added	Draft Issue 2
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1.0 INTRODUCTION TO THE INVESTIGATION

Curtins Consulting Engineers were commissioned by Rotherham Metropolitan Borough Council on 1st December 2004, to undertake investigations of the council owned Tarran properties located in Maltby.

These investigations involved a combination of visual inspections and intrusive exploratory works in order to assess the current structural condition of the properties.

In addition to the investigations described above, consideration has also been given to the previously undertaken condition survey together with the comments made by The Audit Commission.

On this basis, costs and recommendations have been prepared in respect to the following alternative options.

- a) Identify repair and upgrade works required for the properties to achieve full mortgageability status.
- b) Also identify alternative repair schemes to achieve a limited form of mortgageable status. (A limited number of building societies are prepared to offer mortgages on properties with a life span of approximately 30 years.)
- c) Identify repair and upgrade works required to ensure a life span of 30 years and satisfy the requirements of the Decent Homes Standard.

It is understood that there are 86 Tarran properties on the estate, 70 of which remain in the ownership of Rotherham Metropolitan Borough Council. The estate layout is shown in Appendix A.

2.0 INVESTIGATION STRATEGY

2.1 Background

A previous assessment of the condition of these properties was undertaken in February 2004, making recommendations on their future lifespan and need for repair. The report suggested that the external PRC structure should be removed and replaced with a new insulated cavity wall on extended foundations.

The purpose of this supplementary investigation is to undertake a more extensive and representative sampling pattern consisting of external visual surveys of all properties combined with intrusive surveys of void properties.

2.2 Methodology

The table below lists the properties where intrusive surveys were undertaken.

<i>Street</i>	<i>Property Nos</i>
Braithwell Road	59, 61, 63, 65 , 69, 71, 73, 75, 77, 81, 83, 85 , 87, 91, 93, 95, 97
Chadwick Drive	1, 3, 4, 5 , 7, 8, 9
Newlands Avenue	1 , 2 , 3 , 4, 5, 6 , 7 , 8, 9, 10, 11, 12, 14, 15 , 16, 17, 19, 21, 23, 24, 25 , 26 , 27, 28, 29, 30 , 31, 32, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51 , 52, 53 , 55, 57, 59

The properties where inspections were undertaken as part of this assessment are highlighted in ***bold italics***. The site layout shown in Appendix A indicates the location of the council properties on the estate.

In all instances, intrusive investigations were undertaken within void properties to minimise disruption to tenants.

The present risk assessment is confined to consideration of the principal structural elements. The condition of non structural elements, such as doors, windows, guttering, rainwater goods, canopies, outbuildings and external fixtures and fittings, together with gas, water and electrical services, central heating, flues, bathroom and kitchen fittings and internal decorations are all excluded from consideration.

Opening up work to expose hidden elements was carried out in those areas considered most likely to be suffering from degradation or deterioration. The results obtained are used as the basis of the recommendations and are given as being representative of the stock as a whole. However, as the entire structural fabric of every building cannot be inspected, there is no guarantee that the worst or most aggressive areas of degradation have been identified.

Whilst sub-soil investigations were excluded from the investigations, small trial pits were dug to assess the size and form of the existing strip footings. Moreover, evidence of structural movement associated with foundation instability was recorded during the visual inspections, if present. Whilst many of the foundation solutions adopted at the time of construction would

not comply with current standards, it is most likely that any settlement due to inadequate foundation size or depth would have already occurred. However, this does not exclude the potential risk of future movement, for example, as a result of flooding or drainage failure.

The structural risk assessments exclude items of a geotechnical and environmental nature.

No testing for asbestos has been carried out during the preparation of this report, nor any assessment, comment or testing for levels of toxic mould.

2.3 Background to Corrosion of Concrete in PRC

Deterioration associated with reinforced concrete elements relates to corrosion of the steel reinforcement and degradation of the concrete matrix either independently or as a result of the steel corrosion. Concrete is inherently alkaline and this alkalinity protects the encased steel reinforcement from corrosion. However, the protection can be reduced by the action of acidic gases present in the air (such as carbon dioxide and sulphur dioxide). This process is called carbonation. If the depth of carbonation is greater than the concrete cover surrounding the reinforcement steel, the risk of reinforcement corrosion increases, reducing the integrity of the concrete and leading to a reduction in structural capacity. The corrosion process can be exacerbated by the presence of high levels of chloride ion in the concrete. This was sometimes used during the construction process.

The following characteristics need to be assessed in order to determine the structural condition and future durability of the concrete.

- Chloride Content
- Cement Content
- Carbonation Depth
- Cover to Reinforcement

2.3.1 Chloride Content

The chloride content of concrete is measured by potentiometric titration in accordance with BS1881: Pt 124; 1998. A concrete dust sample is obtained by drilling a unit and collecting the material for analysis.

In total 132 concrete samples were taken.

2.3.2 Cement Content

The dust samples are tested under laboratory conditions to establish the percentage of cement by weight of concrete dust. This can then be used to express the chloride ion content as a percentage by weight of cement.

2.3.3 Carbonation Depth

The depth of carbonation in concrete is determined by spraying the surface of the drilled hole with Phenolphthalein indicator. This liquid turns uncarbonated concrete purple, such that the colourless zone can be measured to determine the carbonation depth.

2.3.4 Cover to Reinforcement

Electronic cover meters can be highly inaccurate especially when determining cover in relatively thin units that may be held in position with ferrous metal nails / screws. For this reason cover was established through opening up of the units and drilled holes.

2.3.5 Linear Polarisation Corrosion Rate Monitoring (LPCRM)

Curtins experience indicates that whilst high levels of chloride ion may be present in a concrete element, the rate of corrosion may not necessarily be high. Projections of remaining component life span using only the levels of chloride ion can therefore give pessimistic (i.e. short) results. A more specialist testing approach can be undertaken, which measures the actual rate at which the reinforcement is corroding. This allows a more targeted assessment of the future performance of the structure to be assessed.

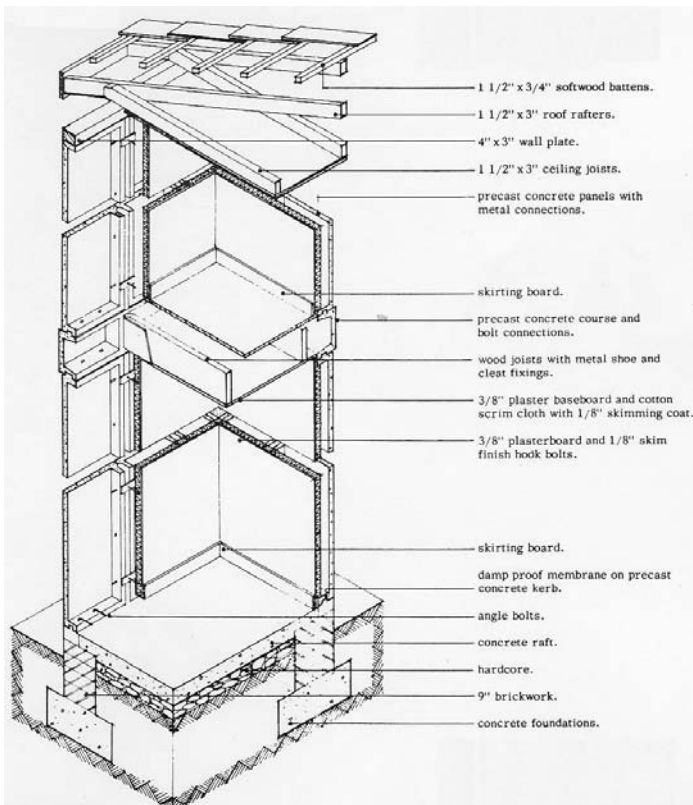
3.0 DESCRIPTION OF ORIGINAL CONSTRUCTION

3.1 General

Robert Greenwood Tarran, a building contractor in Hull in the 1930's, developed a modular building system of storey height concrete wall panels, which was adopted by the government in 1944 for use as temporary houses. Subsequently, the design was developed into a number of variants, including the Tarran Newland. Whilst the properties in Maltby are classified as Tarran houses, they should not be confused with one of the many variants developed by Tarran.

The Tarran Newland system is classified as defective by Part XVI of the Housing Act of 1985.

3.2 Structural Form



The Newland system of construction comprises precast reinforced concrete storey-height tray-shaped panels, which are joined by precast reinforced concrete columns at corners and party walls. Steel channel floor units are bolted together to form a continuous steel ring beam.

The panels and corner columns are clamped together and are located at ground level on precast reinforced concrete kerb units. At first floor level the steel channel ring beam is fixed to the upper and lower storey wall panels with hook bolts. Timber bearing plates are sandwiched between the ring beam and wall panels.

The vertical joints between wall components are caulked internally and mortar pointed externally.

At eaves level a timber wall plate is bolted to the panels.

The roof is a steel truss design constructed from steel angles. It is fixed down to the timber wall plate and is clad with profiled asbestos cement tiles.

At first floor, the prefabricated steel-channel floor units span from the front and rear walls to the centre of the house where they are supported on tubular steel columns. Where the steel channels of the floor units abut other units, (ie. at the centre of the house over the support wall and at junctions between adjacent units) the back-to-back channels are bolted together

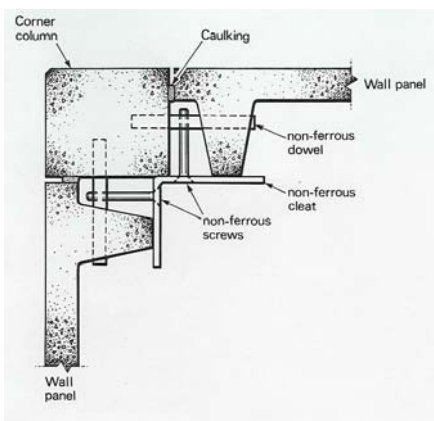
to form an "I" section.

The floor therefore comprises a complete steel grillage with the periphery channels forming the ring beam for the external walls.

3.3 Overall Stability

The construction of a pair of Newland semi-detached houses is unusual insofar as two separate concrete box structures are formed by clamping together adjacent panels, which are additionally connected by the steel ring beam at first floor level and a wall plate at roof level. The stability of each house therefore relies upon the wall units remaining connected and forming a box, which will carry the vertical loading and withstand horizontal forces.

The steel grillage provided at first-floor level provides an effective diaphragm which should eliminate the possibility of local lateral failure of the walls, and will distribute vertical loads onto adjacent wall panels should individual panels become weakened by reinforcement corrosion.

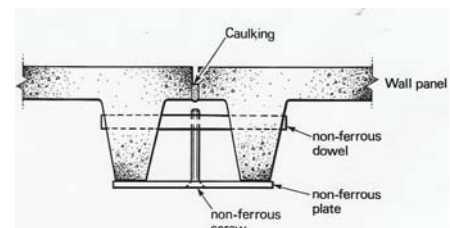


3.4 Corner Columns

The storey-height columns are reinforced with stirrups and four ¼ in. (6mm) diameter steel rods. Holes are cast in the columns to take the fixing dowels from the panels. The columns share the vertical loading with the panels but their prime function is to tie the corner wall panels together providing continuity to the external wall. If deterioration of the post occurs such that the continuity of the concrete box is lost, the steel ring beam at first-floor level and the wall plate at eaves level should prevent immediate further damage.

3.5 Panels

The reinforced panels are of a thin section and corrosion of the steel resulting in spalling and disruption of the panel will reduce its load-bearing capacity. Disruption of the concrete between the clamping members of the fixing could put the fixing under strain or if the concrete fails, the fixity could be lost.



3.6 Kerbs

The precast reinforced concrete kerbs provide support and location for the wall units. Disruption due to corrosion of the reinforcing steel could result in lifting or dropping of panels putting increased load on the fixings and causing distortion of the ring beam.

4.0 INVESTIGATION FINDINGS

4.1 Concrete

Generally the concrete elements were found to be in reasonable condition on all properties. Carbonation tests and reinforcement cover depth checks were undertaken on the concrete elements at each property. This revealed that the average depth of carbonation is between 0 – 10mm and is not greater than 15mm in any of the elements tested. This is not considered to be excessive, particularly given the age of the structure and suggests that the concrete is particularly dense. However, the cover to the reinforcement in a number of the existing concrete columns is particularly low and it is therefore considered that the carbonation front is at, or approaching the embedded reinforcement in a number of locations. Consequently, a number of the existing columns, particularly corner columns, were observed to be spalling as a result of corrosion of the embedded reinforcement. This corrosion has occurred as a result of the carbonation front reaching the reinforcement and it is considered that an increasing amount of reinforcement corrosion will occur with time, if appropriate repair works are not undertaken.

The analysis on the samples retrieved from the reinforced concrete elements found that the chloride ion content varied between 0.6% and 1.1% as a percentage of the total cement content, with an average content of 0.75%.

In accordance with the Building Research Establishment (BRE) Digest 444 Part 2, it is possible to assess the risk category of corrosion to reinforcement, which is dependent upon chloride content, carbonation depth, environment and concrete cover (Figure 4 in BRE Digest 444 Part 2 refers). *In this instance, an average chloride content by weight of cement less than 0.6% is not considered to pose a significant risk of corrosion of the reinforcement. Chloride levels up to 1.0% can be tolerated, providing the concrete remains dry. It is therefore considered that the levels of chlorides recorded do not present a significant risk of corrosion of the reinforcement.*

On the basis of the above, it is considered that deterioration of the concrete frame is attributable to a combination of the reinforcement being displaced or poorly placed during the original construction and variability of the concrete mix. As a consequence of the reduction in the alkalinity of the concrete through carbonation, corrosion of the embedded reinforcement has begun.

The present state of corrosion is not considered sufficient to materially affect the overall stability of the structures providing steps are taken to stabilise the environment surrounding the PRC components.

4.2 Trial Pit Excavations

Trial pits were excavated to expose the foundations at four properties to establish their depth, dimensions and condition, together with condition of the underlying strata. The excavations at 5 Chadwick Drive indicate that the foundation is approximately 150mm deep and the formation level is approximately 400mm below ground level. The remaining excavations at 6 Newlands Avenue, 7 Newlands Avenue and 85 Braithwell Road indicate that the external walls are built off the existing rock strata.

The British Geological map sheet 100 indicates that the underlying stratum is the Lower Magnesian Limestone overlain by boulder clay.

4.3 Linear Polarisation Corrosion Rate Monitoring (LPCRM)

Linear Polarisation was undertaken in three locations on all void properties listed in Section 2.2, namely the corner post, lintel and wall panel. The tests indicated that the embedded reinforcement is in reasonable condition and that the rate of corrosion is in the region of 0.1mm per year, which is considered to be low.

Where the concrete cover is particularly low and corrosion of the reinforcement is currently ongoing, it is not practical to measure the rate at which corrosion is occurring.

The full LPCRM report provides full details of the tests undertaken on site and can be found in the appendices of this report.

5.0 RECOMMENDATIONS

5.1 Present Condition

These investigations indicate that the properties have remained in a safe structural condition to date. Evidence of concrete spalling and reinforcement corrosion is apparent to some corner posts and wall panels. This is considered to be attributable to a combination of the reinforcement being displaced or poorly placed during the original construction and variability of the concrete mix.

Further investigations of the embedded reinforcement suggest that the rate of corrosion is low. Therefore, providing the concrete is kept dry, the structure should continue to perform adequately if they are to be retained.

Foundations exposed during the investigations do not meet current standards with respect to depth, width and quality of concrete. In some instances, the external walls are built directly off the existing rock strata. However, they appear to have performed adequately to date without showing signs of differential settlement. Continued long term performance cannot be guaranteed as they could be affected by flooding, drainage failure or by the addition of extra load from a change in wall construction.

There are localised, non structural defects that any refurbishment works should address. These include localised deterioration of timber fascias, window units, door frames and rain water goods.

On the basis of the investigations undertaken, it is considered that the properties are in reasonable condition but have begun to deteriorate. Whilst the test results indicate that the concrete is in reasonable condition, it is clear that there are a number of areas where poor quality construction techniques could cause further reinforcement corrosion. Consequently, it is considered that as further moisture ingress occurs, so the number of instances of reinforcement corrosion will occur. It is therefore not possible to guarantee the future performance of these properties without undertaking repair works.

5.2 Recommended Repairs

Based on the results of these investigations it is considered that providing the concrete is kept dry, these properties will continue to provide a safe structural life for a further 30 years. However, there are a number of options for increasing the useful life of these properties, depending upon the level of repair required.

5.2.1 Full Mortgageability

The nature of the existing construction is such that none of the major lending institutions will provide a mortgage on these properties in their original condition. **In order to obtain full mortgageability on these properties, it is necessary to undertake a PRC licenced repair scheme, such as PRC Licence Repair Scheme 081, designed specifically for the repair of Tarran houses and intended to attract the widest range of mortgage providers.**

Typically, these schemes involve the removal of the existing PRC frame, which is replaced with a traditional cavity wall construction, thereby guaranteeing a future life in excess of 50 – 60 years.

Whilst these repair works will ensure a future life of the properties in excess of 50 – 60 years, they are reasonably complex and dictate that alterations are undertaken to existing drains, foundations, rainwater goods and services. It is usually necessary for tenants to be relocated temporarily during such extensive works.

5.2.2 Alternative Mortgageable Repairs

Rather than undertake a full PRC licenced repair scheme, it is possible to achieve a more limited mortgageable status by adopting a reduced repair specification. Curtins Consulting, together with panel of three consulting engineering practices, prepared the Non Traditional Homes Appraisal Scheme (NTHAS), in conjunction with some of the major lending institutions. This aimed to repair non-traditional properties in an appropriate and cost effective manner, by considering the current condition of the property.

Generally, NTHAS involves extensive testing of the existing concrete to verify its condition and implement appropriate repair works. A statistical analysis of the results is undertaken to ensure that a 95% confidence level can be guaranteed. These results are then compared with the five pre-determined repair categories designed to achieve a minimum 30 year life expectancy.

From the results of these investigations, the properties fall into NTHAS Category 4, which dictates that the PRC elements should be removed, in a similar fashion to the repair scheme described in Section 5.2.1 above. **It is therefore considered that an NTHAS repair solution offers no benefit in this instance.**

Whilst the PRC Licenced Repair Scheme and NTHAS are generally recognised as mortgageable repairs, some lenders are now willing to provide limited mortgages on overcladding schemes that retain the existing PRC elements. Basically, the scheme requires that a bespoke repair solution is developed and offered to CU2000 Insurance Providers, to ensure that they are satisfied with the proposed repair scheme. Providing the repair scheme is approved, a CU2000 insurance policy is granted on the scheme in a similar fashion to NHBC, and a number of lenders will normally provide mortgages at restricted rates. Whether or not mortgages are taken up, the repair scheme is intended to provide a life of at least 30 years but with the likelihood of a much longer life.

In addition to the installation of an overcladding system, it will also be necessary to undertake various internal upgrade works to ensure the internal PRC elements are also kept dry and warm. These include new double glazing complete with trickle vents and appropriate ventilation to toilets and bathrooms.

5.2.3 Decent Homes Repairs

The following section provides a brief overview of the application of the Decent Homes Standard to the Tarran Newland houses in Maltby, and is based on the findings of Curtins intrusive and visual inspections only. For further details of the general requirements of the

Decent Homes Standard, refer to Section 6.0.

Given that Curtins investigations were undertaken within void or decommissioned properties, the comments made should be used as guidance only. Clearly, void properties will not satisfy the requirements of the Decent Homes Standards.

It is considered that in their current condition, the properties satisfy the structural requirements of the Decent Homes Standard. However, it is considered likely that within the foreseeable future deterioration of the frame will occur to such an extent, that the properties would no longer be considered structurally stable and would subsequently not satisfy the requirements of the standards. It is therefore recommended that the concrete elements should be kept dry and warm to avoid further deterioration of the frame.

If mortgageable status is not required, the overcladding specification can potentially be reduced, thereby reducing costs. In order to satisfy the Decent Homes Standard, it is recommended that an insulated over render system be applied to the properties.

The provision of an insulated render system will clearly also improve the thermal performance of the properties.

The standards offer guidance on the nature of the heating systems adopted within properties and the associated levels of insulation required. It is recommended that the council review its records to determine the nature of the heating systems provided within these properties. It is considered however, that the provision of an insulated render system should provide sufficient insulation to satisfy the requirements of the standards.

In addition to the above considerations, it will also be necessary to consider the condition of facilities such as kitchens, bathrooms, heating, electrics etc and determine if these need replacing to satisfy the Decent Homes Standard. The assessment of these facilities is considered to be beyond the scope of this report. However, for the purposes of preparing budget costs, it has been assumed that the following works will be undertaken, as used within the original condition report.

- Replacement / Upgrade of Central Heating System
- Replacement Kitchens
- Replacement Bathrooms
- New External Doors
- New Windows
- Electrical Re-wire

5.2.4 Demolition

In addition to costs for the repair works recommended above, consideration has also been given to the costs of demolishing the properties. The costs for buy back of properties where tenants have previously exercised their Right To Buy and now own the properties, are considered to be beyond the scope of this appointment. Preliminary demolition costs are included in Section 7.0.

6.0 DECENT HOMES STANDARD

The following section provides a brief interpretation of the requirements of the Decent Homes Standard. This section is intended as guidance only and any recommendations made to comply with the Standard, with the exception of those relating directly to the structure, are considered beyond the scope of this report.

Requirements of the Decent Homes Standard

The government has established a target to *“ensure that all social housing meets set standards of decency by 2010, by reducing the number of households living in social housing that does not meet these standards.”*

The Decent Homes Standard is a minimum standard that all social housing should meet by 2010. However, landlords are not expected to make a home decent if this is against a tenant's wish.

It should be noted that landlords are not expected to undertake only that work which contributes to making homes decent, and should address elements not considered within the standard but may be considered high priority in some areas (i.e. environmental works, security etc).

A decent home is described as one, which is wind and weather tight and has modern facilities and should meet the following criteria, as outlined within the standards:

It meets the current statutory minimum standard for housing.

The current minimum standard for housing is the Fitness Standard (Section 604, Housing Act 1985 as amended). Dwellings deemed unfit under this legislation fail this criterion. In summary, the requirements constitute the minimum deemed necessary for a dwelling house to be fit for human habitation. They are that a dwelling house should:

- be free from serious disrepair
- be structurally stable
- be free from dampness prejudicial to the health of the occupants
- have adequate provision for lighting, heating and ventilation
- have an adequate piped supply of wholesome water
- have an effective system for the drainage of foul, waste and surface water
- have a suitably located WC for exclusive use of the occupants
- have a bath or shower and wash-hand basin, with hot and cold water
- have satisfactory facilities for the preparation and cooking of food including a sink with hot and cold water

The Fitness Standard applies to both houses and flats, but the legislation also states that flats can be considered unfit if the building, or part of the building outside the flat, fails to meet any of the following requirements:

- the building or part is structurally sound
- it is free from serious disrepair
- it is free from dampness
- it has adequate provision for ventilation
- it has an effective system for the drainage of foul, waste and surface water

The government intends to replace the Fitness Standard with the Housing Health and Safety Rating System (HHSRS), which will assess the health and safety risks in dwellings. The system is unlikely to come into force before 2005. Guidance on the use of HHSRS has been prepared by the Office of the Deputy Prime Minister, in order to assist landlords in the assessment of their housing.

It is in a reasonable state of repair

Dwellings deemed as failing to meet these criterion are those where either:

- One or more of the key building components are old and, because of their condition, need replacing or major repair; or
- Two or more of the other building components are old and, because of their condition, need replacing or major repair

Key building components are those which, if in poor condition, could have an immediate effect on the integrity of the building and cause further deterioration in other components. They are the external components plus internal components that have potential safety implications and include external walls, roofs, windows and doors, chimneys, central heating boilers, gas fires, storage heaters and electrics. If any of these components are old and need replacing, or require immediate attention or repair, then the dwelling is not considered to be in a reasonable state of repair and remedial action is required.

Other building components are those that have a less immediate impact on the integrity of the dwelling. If two or more of these components are old and need replacing, or require immediate attention or repair, then the dwelling is not considered to be in a reasonable state of repair and remedial action is required.

A component is defined as 'old' if it is older than its expected or standard lifetime. The Decent Homes Standard offers guidance on component lifetimes to be used in the disrepair criterion.

Components are deemed to be in 'poor condition' if they need major work, either full replacement or major repair. The Decent Homes Standard offers guidance on definitions of poor condition of various components, to be used in the disrepair criterion.

It should be noted that one or more key components, or two or more other components, must be both old and in poor condition to render the dwelling non-decent on the grounds of disrepair. Components that are old and in good condition, or those in poor condition but not old, would not, in themselves cause the dwelling to fail.

It has reasonably modern facilities and services

Dwellings deemed as failing to meet these criterion are those which lack three or more of the following:

- a reasonably modern kitchen (20 years old or less);
- a kitchen with adequate space and layout;
- a reasonably modern bathroom (30 years old or less);
- an appropriately located bathroom and WC;
- adequate insulation against external noise (where external noise is a problem);
- adequate size and layout of common areas for blocks of flats.

In some instances there may be limiting factors such as physical or planning restrictions that make improvements necessary to meet this criterion impossible. A dwelling would not fail this criterion where it is impossible to make the required improvements to components for planning reasons.

It provides a reasonable degree of thermal comfort

This criterion requires dwellings to have both effective insulation and efficient heating

Efficient heating is defined as any gas or oil programmable central heating or electric storage heaters or programmable LPG/solid fuel central heating, or similarly efficient heating systems that may be developed in the future.

Due to the differences in efficiency between gas/oil heating systems and the other heating systems listed, the level of insulation required differs.

For dwellings with gas/oil programmable heating, cavity wall insulation, or at least 50mm loft insulation is deemed to offer an effective package of insulation.

For dwellings heated by electric storage heaters / LPG / programmable solid fuel central heating, a higher specification of insulation is required; at least 200mm of loft insulation and cavity wall insulation.

The Decent Homes Standard offers guidance on effective means of improving energy efficiency. Where new heating systems are being installed, the standards recommend that measures be taken to increase the energy efficiency of the dwelling, wherever possible.

7.0 BUDGET COSTS FOR REPAIR SCHEME

The table below indicates the costs suggested within the original Audit Commission report. The costs have been adjusted to reflect the nature of structural works involved in each of the repair schemes. Additionally, alternative costs have been provided for refurbishment works such as kitchens and bathrooms, to reflect the difference the specification of these elements can have on the final cost of the works.

	<i>Original Audit Commission Report Costs</i>	<i>PRC Licenced Repair Scheme</i>		<i>CGU 2000 Mortgageable Repair Scheme</i>		<i>Decent Homes Repair Works</i>	
		<i>Original Audit Commission Report With Alterations To Structural Costs</i>	<i>Budget Costs Based On Actual Current Contractors Costs</i>	<i>Original Audit Commission Report With Alterations To Structural Costs</i>	<i>Budget Costs Based On Actual Current Contractors Costs</i>	<i>Original Audit Commission Report With Alterations To Structural Costs</i>	<i>Budget Costs Based On Actual Current Contractors Costs</i>
Central Heating	£ 3,200.00	£ 3,200.00	£ 3,200.00	£ 3,200.00	£ 3,200.00	£ 3,200.00	£ 3,200.00
Kitchen	£ 2,700.00	£ 2,700.00	£ 4,225.00	£ 2,700.00	£ 4,225.00	£ 2,700.00	£ 4,225.00
Bathroom	£ 1,500.00	£ 1,500.00	£ 2,500.00	£ 1,500.00	£ 2,500.00	£ 1,500.00	£ 2,500.00
External Doors	£ 1,200.00	£ 1,200.00	£ 1,200.00	£ 1,200.00	£ 1,200.00	£ 1,200.00	£ 1,200.00
Windows	£ 1,900.00	£ 1,900.00	£ 1,500.00	£ 1,900.00	£ 1,500.00	£ 1,900.00	£ 1,500.00
Electric Re-wire	£ 1,800.00	£ 1,800.00	£ 2,750.00	£ 1,800.00	£ 2,750.00	£ 1,800.00	£ 2,750.00
Demolish & Prop	£ 1,700.00	£ 1,700.00	£ 1,750.00	£ -	£ -	£ -	£ -
Foundations	£ 1,400.00	£ 2,000.00	£ 2,000.00	£ -	£ -	£ -	£ -
Walls	£ 8,750.00	£ 15,000.00	£ 15,000.00	£ -	£ -	£ -	£ -
Party Wall	£ -	£ 3,000.00	£ 3,000.00	£ -	£ -	£ -	£ -
Roof / Drains	£ 2,200.00	£ 2,200.00	£ 2,000.00	£ -	£ -	£ -	£ -
Scaffold	£ 1,000.00	£ 1,000.00	£ 1,200.00	£ 1,000.00	£ 1,200.00	£ 1,000.00	£ 1,200.00
Externals	£ 1,000.00	£ 1,000.00	£ 1,000.00	£ -	£ -	£ -	£ -
Plaster and paint/decoration	£ 900.00	£ 2,000.00	£ 3,000.00	£ -	£ -	£ -	£ -
Concrete Repairs	£ -	£ -	£ -	£ 1,000.00	£ 1,000.00	£ -	£ -
Structural Cladding	£ -	£ -	£ -	£ 11,000.00	£ 11,000.00	£ -	£ -
Concrete Repairs	£ -	£ -	£ -	£ -	£ -	£ 1,000.00	£ 1,000.00
Over Render	£ -	£ -	£ -	£ -	£ -	£ 7,750.00	£ 7,750.00
Re-roof	£ -	£ 4,500.00	£ 4,500.00	£ 4,500.00	£ 4,500.00	£ 4,500.00	£ 4,500.00
Asbestos Removal (Roof)	£ 12,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00
Asbestos Removal (Internal)	£ -	£ 2,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00	£ 2,000.00
Management to 2010	£ 2,800.00	£ 2,800.00	£ 2,800.00	£ 2,800.00	£ 2,800.00	£ 2,800.00	£ 2,800.00
Annual Repairs	£ 3,600.00	£ 1,000.00	£ 1,000.00	£ 3,600.00	£ 3,600.00	£ 3,600.00	£ 3,600.00
Total per property	£ 47,650.00	£ 52,500.00	£ 56,625.00	£ 40,200.00	£ 43,475.00	£ 36,950.00	£ 40,225.00
Total for 70 properties	£ 3,335,500.00	£ 3,675,000.00	£ 3,963,750.00	£ 2,814,000.00	£ 3,043,250.00	£ 2,586,500.00	£ 2,815,750.00

The above costs exclude professional fees, disturbance allowance/decanting, VAT, contractors preliminaries etc.

£2,000 cost for foundations is considered to be an average, as some dwellings may not need extra foundations if walls are built directly off the existing bedrock.

£15,000 external wall cost is based on the construction of a new cavity wall with insulation.

The Audit Commission findings have also requested that costs of demolition works be considered. Whilst the costs for re-acquisition of privately owned properties is considered beyond the scope of this assessment, the cost of all demolition works are listed below.

The original condition survey report assumed demolition costs of £3,500 per property. However, it is considered that the following costs should be used when making an assessment of any demolition proposals.

Preliminary Demolition Costs

Demolition Works*	£4,500
Asbestos removal (internal)	£1,500
Asbestos removal (roof)	£2,000
Disconnection of services	£1,200
Total	<u>£9,200 per property</u>
Total (for 86 properties)	<u>£791,200</u>

* Demolition works includes removal of slabs and foundations, re-grading of gardens etc, and disconnection of services.

The above costs exclude professional fees, disturbance allowance / decanting, VAT, contractors preliminaries etc.

The following costs for acquisition of 14 private have been transferred directly from the re-calculated costs contained in the Audit Commission report dated 11 November 2004. Costs for home loss compensation and disturbance costs have been transferred directly from the original condition report.

	<i>Property Value £22,000</i>	<i>Property Value £44,000</i>	<i>Property Value £55,000</i>	<i>Property Value £62,000</i>
Acquisition of 16 private properties	<i>£352,000</i>	<i>£704,000</i>	<i>£880,000</i>	<i>£1,056,000</i>
Home Loss Costs	<i>£266,000</i>	<i>£266,000</i>	<i>£266,000</i>	<i>£266,000</i>
Disturbance Costs	<i>£43,000</i>	<i>£43,000</i>	<i>£43,000</i>	<i>£43,000</i>
Demolition	<i>£791,200</i>	<i>£791,200</i>	<i>£791,200</i>	<i>£791,200</i>
Total	£1,452,200	£1,804,200	£1,980,200	£2,156,200

The above costs exclude professional fees, disturbance allowance / decanting, VAT, contractors preliminaries etc.

The costs shown in italics above have been taken directly from the original reports as discussed above.

8.0 CONCLUSIONS

On the basis of the investigations undertaken, it is considered that the properties are in reasonable condition but have begun to deteriorate. Whilst the test results indicate that the concrete is in reasonable condition, it is clear that there are a number of areas where poor quality construction techniques could cause further reinforcement corrosion. Consequently, it is considered that as further moisture ingress occurs, so the number of instances of reinforcement corrosion will occur. It is therefore not possible to guarantee the future performance of these properties without undertaking repair works.

There are three repair schemes considered within these report, each of which will ensure a minimum future life of 30 years and meet the requirements of the Decent Homes Standards. The choice of solution is primarily a financial one and depends upon the individual circumstances of the local authority or RSL. If finance were available, it is recommended that a PRC Licensed Repair Scheme be adopted. This scheme removes the PRC elements and effectively converts the dwellings into traditional houses, with a projected lifespan of at least 60 years, but in all probability up to 80 years. However, it is possible that many more tenants will exercise their right to buy once the costly work has been undertaken.

If financial constraints exist, either of the two alternative schemes will provide a life span of at least 30 years. The render finish provided under the CGU scheme tends to be more robust than that used in the basic scheme. Whilst mortgages are available from some mortgage lenders, future sales of the properties, in say 20 years, may prove problematic.

Foundations exposed during the investigations do not meet current standards with respect to depth, width and quality of concrete. In some instances, the external walls are built directly off the existing rock strata. However, they appear to have performed adequately to date without showing signs of differential settlement. Whilst the continued long term performance of any foundations cannot be guaranteed, as they could be affected by flooding or drainage failure, the risk of any future movement is considered to be low

It is recommended that a proportion of the annual repair budget is used to inspect the drains adjacent to the dwellings and relay any damaged pipes as necessary.



Appendix A – Maltby Estate Site Layout

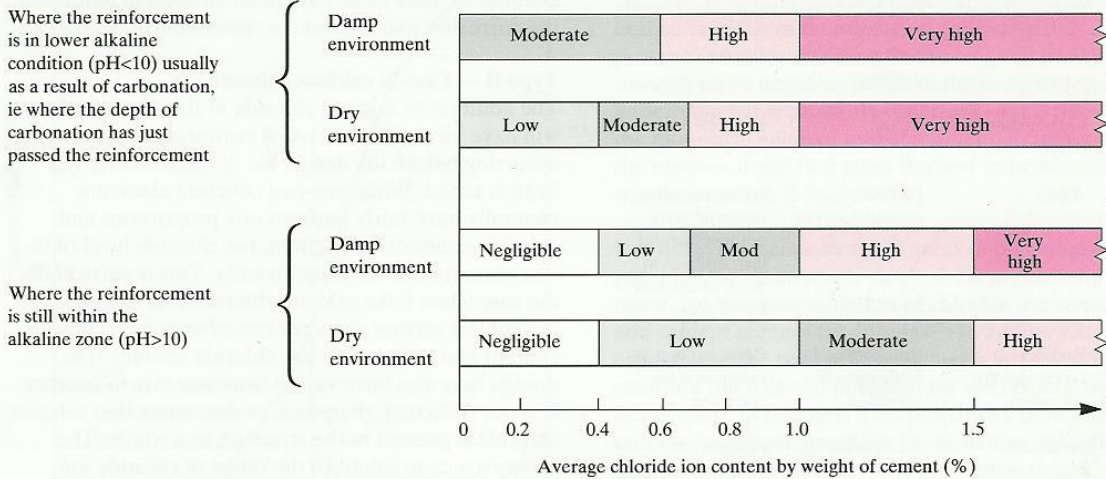




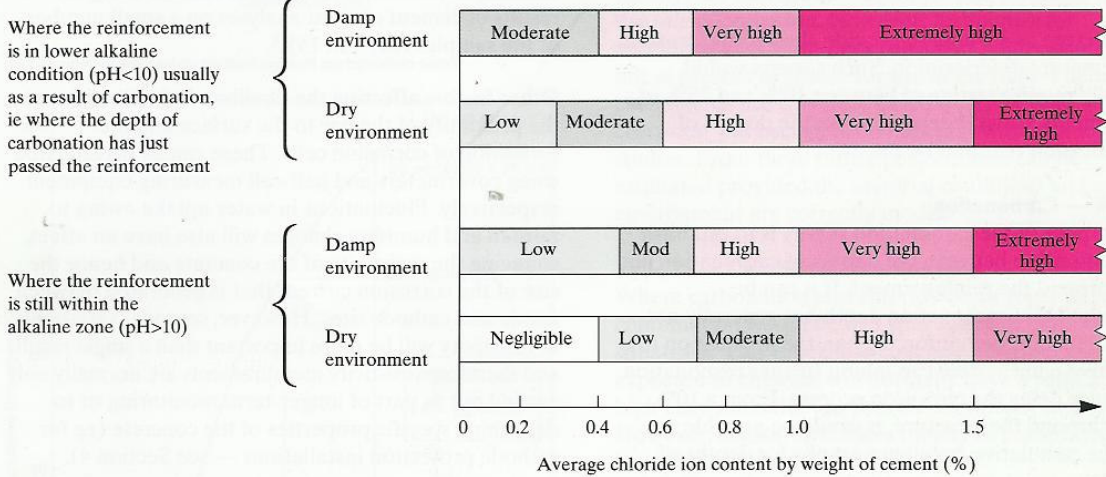
Appendix B – Building Research Establishment (BRE) Digest 444 Part 2, Table 1

Table 1 Estimated risk of corrosion in concrete structures with estimated cube strength of 35 N/mm² or above, relative to carbonation, chloride content and environment

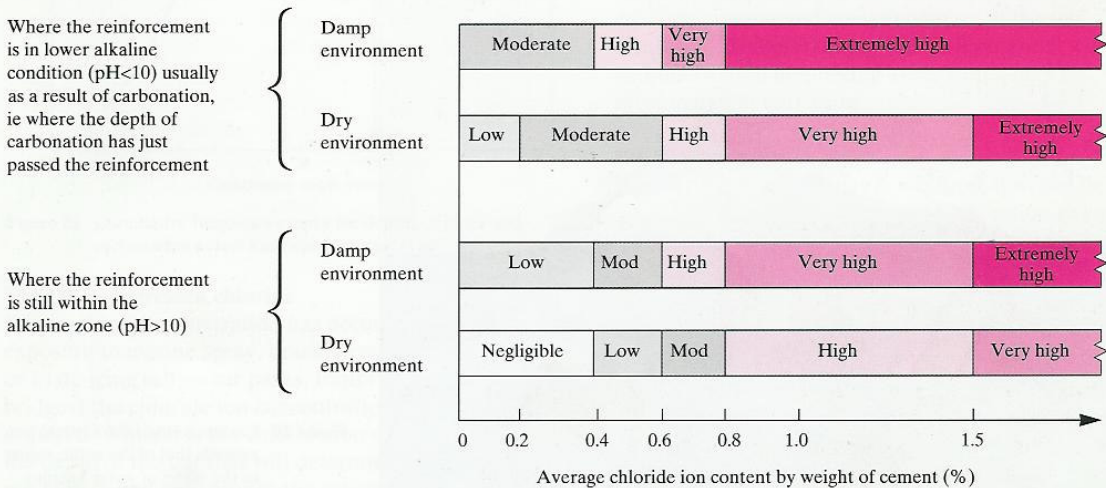
(a) 25-year-old concrete structures



(b) 40-year-old concrete structures



(c) 60-year-old concrete structures (extrapolated data)





Appendix C Site Photographs



Photograph 1 – Typical Front Elevation of Tarran Newland House



Photograph 2 – Vertical Cracking Of Corner Post



Photograph 3 – Spalling Of Corner Post



Photograph 4 – Linear Polarisation Corrosion Rate Monitoring



Appendix D Laboratory Analysis Results

Sample Ref	Address	Member Type	% Cement Content	% Chloride Content	% Cl in Cement	BRE Categorisation, Risk Due to Chloride Content in Cement		
1	26 Newland Avenue	Corner Post	16.37	0.136	0.83	.	MEDIUM RISK	.
2	26 Newland Avenue	Long Panel	15.39	0.126	0.82	.	MEDIUM RISK	.
3	26 Newland Avenue	Short Panel	15.39	0.136	0.88	.	MEDIUM RISK	.
4	26 Newland Avenue	Long Panel	15.39	0.087	0.57	.	MEDIUM RISK	.
5	26 Newland Avenue	Lintel	15.39	0.143	0.93	.	MEDIUM RISK	.
6	26 Newland Avenue	Corner Post	16.37	0.143	0.87	.	MEDIUM RISK	.
7	26 Newland Avenue	Long Panel	15.39	0.126	0.82	.	MEDIUM RISK	.
8	26 Newland Avenue	Long Panel	15.39	0.126	0.82	.	MEDIUM RISK	.
9	26 Newland Avenue	Long Panel	15.39	0.101	0.66	.	MEDIUM RISK	.
10	26 Newland Avenue	Long Panel	15.39	0.126	0.82	.	MEDIUM RISK	.
11	26 Newland Avenue	Long Panel	15.39	0.136	0.88	.	MEDIUM RISK	.
12	26 Newland Avenue	Long Panel	15.39	0.098	0.64	.	MEDIUM RISK	.
13	26 Newland Avenue	Ring Beam	15.39	0.094	0.61	.	MEDIUM RISK	.
14	26 Newland Avenue	Long Panel	15.39	0.094	0.45	.	MEDIUM RISK	.
15	26 Newland Avenue	Short Panel	15.39	0.105	0.50	.	MEDIUM RISK	.
16	26 Newland Avenue	Plinth	19.1	0.091	0.43	.	MEDIUM RISK	.
17	30 Newland Avenue	Long Panel	15.39	0.103	0.49	.	MEDIUM RISK	.
18	30 Newland Avenue	Short Panel	15.39	0.119	0.77	.	MEDIUM RISK	.
19	30 Newland Avenue	Corner Post	16.37	0.066	0.31	LOW RISK	.	.
20	30 Newland Avenue	Plinth	19.1	0.052	0.25	LOW RISK	.	.
21	30 Newland Avenue	Long Panel	15.39	0.101	0.48	.	MEDIUM RISK	.
22	30 Newland Avenue	Long Panel	15.39	0.101	0.48	.	MEDIUM RISK	.
23	30 Newland Avenue	Short Panel	15.39	0.098	0.64	.	MEDIUM RISK	.
24	30 Newland Avenue	Ring Beam	15.39	0.136	0.65	.	MEDIUM RISK	.
25	30 Newland Avenue	Lintel	15.39	0.206	0.98	.	MEDIUM RISK	.
26	30 Newland Avenue	Long Panel	15.39	0.126	0.60	.	MEDIUM RISK	.
27	30 Newland Avenue	Ring Beam	15.39	0.077	0.37	LOW RISK	.	.
28	5 Chadwick Drive	Plinth	19.1	0.087	0.46	.	MEDIUM RISK	.
29	5 Chadwick Drive	Long Panel	15.39	0.047	0.31	LOW RISK	.	.
30	5 Chadwick Drive	Corner Post	16.37	0.062	0.38	LOW RISK	.	.
31	5 Chadwick Drive	Long Panel	15.39	0.048	0.31	LOW RISK	.	.
32	5 Chadwick Drive	Short Panel	15.39	0.035	0.23	LOW RISK	.	.
33	5 Chadwick Drive	Short Panel	15.39	0.06	0.39	LOW RISK	.	.
34	5 Chadwick Drive	Lintel	15.39	0.056	0.36	LOW RISK	.	.
35	5 Chadwick Drive	Long Panel	15.39	0.043	0.28	LOW RISK	.	.
36	5 Chadwick Drive	Ring Beam	15.39	0.089	0.58	.	MEDIUM RISK	.
37	9 Chadwick Drive	Long Panel	15.39	0.043	0.28	LOW RISK	.	.
38	9 Chadwick Drive	Short Panel	15.39	0.048	0.31	LOW RISK	.	.
39	9 Chadwick Drive	Corner Post	16.37	0.047	0.29	LOW RISK	.	.
40	9 Chadwick Drive	Lintel	15.39	0.105	0.68	.	MEDIUM RISK	.
41	9 Chadwick Drive	Plinth	19.1	0.015	0.07	LOW RISK	.	.
42	9 Chadwick Drive	Ring Beam	15.39	0.062	0.30	LOW RISK	.	.
43	9 Chadwick Drive	Short Panel	15.39	0.056	0.27	LOW RISK	.	.
44	9 Chadwick Drive	Long Panel	15.39	0.085	0.40	.	MEDIUM RISK	.
45	53 Newland Avenue	Plinth	19.1	0.021	0.11	LOW RISK	.	.
46	53 Newland Avenue	Corner Post	16.37	0.052	0.25	LOW RISK	.	.
47	53 Newland Avenue	Ring Beam	15.39	0.079	0.38	LOW RISK	.	.
48	53 Newland Avenue	Long Panel	15.39	0.039	0.19	LOW RISK	.	.
49	53 Newland Avenue	Short Panel	15.39	0.041	0.20	LOW RISK	.	.
50	53 Newland Avenue	Long Panel	15.39	0.079	0.51	.	MEDIUM RISK	.
51	53 Newland Avenue	Lintel	15.39	0.12	0.57	.	MEDIUM RISK	.
52	53 Newland Avenue	Short Panel	15.39	0.058	0.28	LOW RISK	.	.
53	51 Newland Avenue	Plinth	19.1	0.012	0.06	LOW RISK	.	.
54	51 Newland Avenue	Ring Beam	15.39	0.029	0.14	LOW RISK	.	.
55	51 Newland Avenue	Short Panel	15.39	0.064	0.42	.	MEDIUM RISK	.
56	51 Newland Avenue	Long Panel	15.39	0.052	0.34	LOW RISK	.	.
57	51 Newland Avenue	Long Panel	15.39	0.052	0.34	LOW RISK	.	.
58	51 Newland Avenue	Corner Post	16.37	0.014	0.09	LOW RISK	.	.
59	51 Newland Avenue	Lintel	15.39	0.133	0.86	.	MEDIUM RISK	.
60	51 Newland Avenue	Long Panel	15.39	0.03	0.19	LOW RISK	.	.
61	25 Newland Avenue	Long Panel	15.39	0.051	0.33	LOW RISK	.	.
62	25 Newland Avenue	Short Panel	15.39	0.05	0.32	LOW RISK	.	.
63	25 Newland Avenue	Ring Beam	15.39	0.077	0.50	.	MEDIUM RISK	.
64	25 Newland Avenue	Plinth	19.1	0.055	0.29	LOW RISK	.	.
65	25 Newland Avenue	Short Panel	15.39	0.059	0.38	LOW RISK	.	.
66	25 Newland Avenue	Long Panel	15.39	0.027	0.18	LOW RISK	.	.
67	25 Newland Avenue	Corner Post	16.37	0.083	0.51	.	MEDIUM RISK	.
68	25 Newland Avenue	Lintel	15.39	0.118	0.56	.	MEDIUM RISK	.

Sample Ref	Address	Member Type	% Cement Content	% Chloride Content	% Cl in Cement	BRE Categorisation, Risk Due to Chloride Content in Cement		
69	15 Newland Avenue	Short Panel	15.39	0.053	0.25	LOW RISK	.	.
70	15 Newland Avenue	Ring Beam	15.39	0.046	0.22	LOW RISK	.	.
71	15 Newland Avenue	Long Panel	15.39	0.031	0.15	LOW RISK	.	.
72	15 Newland Avenue	Long Panel	15.39	0.036	0.23	LOW RISK	.	.
73	15 Newland Avenue	Short Panel	15.39	0.036	0.17	LOW RISK	.	.
74	15 Newland Avenue	Lintel	15.39	0.069	0.33	LOW RISK	.	.
75	15 Newland Avenue	Corner Post	16.37	0.015	0.07	LOW RISK	.	.
76	15 Newland Avenue	Plinth	19.1	0.013	0.06	LOW RISK	.	.
77	7 Newland Avenue	Ring Beam	15.39	0.036	0.23	LOW RISK	.	.
78	7 Newland Avenue	Long Panel	15.39	0.065	0.31	LOW RISK	.	.
79	7 Newland Avenue	Lintel	15.39	0.067	0.32	LOW RISK	.	.
80	7 Newland Avenue	Short Panel	15.39	0.065	0.31	LOW RISK	.	.
81	7 Newland Avenue	Plinth	19.1	0.032	0.15	LOW RISK	.	.
82	7 Newland Avenue	Long Panel	15.39	0.053	0.34	LOW RISK	.	.
83	7 Newland Avenue	Short Panel	15.39	0.044	0.29	LOW RISK	.	.
84	7 Newland Avenue	Corner Post	16.37	0.005	0.03	LOW RISK	.	.
85	5 Newland Avenue	Ring Beam	15.39	0.061	0.40	LOW RISK	.	.
86	5 Newland Avenue	Lintel	15.39	0.096	0.62	.	MEDIUM RISK	.
87	5 Newland Avenue	Short Panel	15.39	0.126	0.82	.	MEDIUM RISK	.
88	5 Newland Avenue	Long Panel	15.39	0.061	0.40	LOW RISK	.	.
89	5 Newland Avenue	Corner Post	16.37	0.031	0.19	LOW RISK	.	.
90	5 Newland Avenue	Lintel	15.39	0.134	0.87	.	MEDIUM RISK	.
91	5 Newland Avenue	Long Panel	15.39	0.057	0.37	LOW RISK	.	.
92	5 Newland Avenue	Plinth	19.1	0.038	0.20	LOW RISK	.	.
93	1 Newland Avenue	Long Panel	15.39	0.009	0.06	LOW RISK	.	.
94	1 Newland Avenue	Lintel	15.39	0.067	0.44	.	MEDIUM RISK	.
95	1 Newland Avenue	Short Panel	15.39	0.061	0.29	LOW RISK	.	.
96	1 Newland Avenue	Plinth	19.1	0.011	0.05	LOW RISK	.	.
97	1 Newland Avenue	Corner Post	16.37	0.017	0.08	LOW RISK	.	.
98	1 Newland Avenue	Ring Beam	15.39	0.055	0.26	LOW RISK	.	.
99	1 Newland Avenue	Short Panel	15.39	0.093	0.60	.	MEDIUM RISK	.
100	1 Newland Avenue	Long Panel	15.39	0.076	0.36	LOW RISK	.	.
101	6 Newland Avenue	Ring Beam	15.39	0.019	0.09	LOW RISK	.	.
102	6 Newland Avenue	Lintel	15.39	0.127	0.60	.	MEDIUM RISK	.
103	6 Newland Avenue	Corner Post	16.37	0.03	0.14	LOW RISK	.	.
104	6 Newland Avenue	Plinth	19.1	0.024	0.13	LOW RISK	.	.
105	6 Newland Avenue	Long Panel	15.39	0.054	0.26	LOW RISK	.	.
106	6 Newland Avenue	Short Panel	15.39	0.048	0.23	LOW RISK	.	.
107	6 Newland Avenue	Long Panel	15.39	0.048	0.23	LOW RISK	.	.
108	6 Newland Avenue	Short Panel	15.39	0.050	0.24	LOW RISK	.	.
109	2 Newland Avenue	Ring Beam	15.39	0.036	0.23	LOW RISK	.	.
110	2 Newland Avenue	Lintel	15.39	0.164	1.07	.	.	HIGH RISK
111	2 Newland Avenue	Long Panel	15.39	0.104	0.68	.	MEDIUM RISK	.
112	2 Newland Avenue	Short Panel	15.39	0.057	0.37	LOW RISK	.	.
113	2 Newland Avenue	Plinth	19.1	0.019	0.10	LOW RISK	.	.
114	2 Newland Avenue	Corner Post	16.37	0.042	0.26	LOW RISK	.	.
115	2 Newland Avenue	Long Panel	15.39	0.061	0.40	LOW RISK	.	.
116	2 Newland Avenue	Short Panel	15.39	0.081	0.53	.	MEDIUM RISK	.
117	85 Braithwell Road	Ring Beam	15.39	0.034	0.22	LOW RISK	.	.
118	85 Braithwell Road	Lintel	15.39	0.058	0.38	LOW RISK	.	.
119	85 Braithwell Road	Short Panel	15.39	0.098	0.64	.	MEDIUM RISK	.
120	85 Braithwell Road	Long Panel	15.39	0.174	1.13	.	.	HIGH RISK
121	85 Braithwell Road	Short Panel	15.39	0.108	0.70	.	MEDIUM RISK	.
122	85 Braithwell Road	Long Panel	15.39	0.050	0.24	LOW RISK	.	.
123	85 Braithwell Road	Corner Post	16.37	0.019	0.09	LOW RISK	.	.
124	85 Braithwell Road	Plinth	19.1	0.013	0.06	LOW RISK	.	.
125	65 Braithwell Road	Ring Beam	15.39	0.019	0.09	LOW RISK	.	.
126	65 Braithwell Road	Short Panel	15.39	0.123	0.80	.	MEDIUM RISK	.
127	65 Braithwell Road	Long Panel	15.39	0.098	0.47	.	MEDIUM RISK	.
128	65 Braithwell Road	Lintel	15.39	0.118	0.56	.	MEDIUM RISK	.
129	65 Braithwell Road	Corner Post	16.37	0.013	0.06	LOW RISK	.	.
130	65 Braithwell Road	Plinth	19.1	0.030	0.14	LOW RISK	.	.
131	65 Braithwell Road	Long Panel	15.39	0.040	0.26	LOW RISK	.	.
132	65 Braithwell Road	Short Panel	15.39	0.038	0.18	LOW RISK	.	.

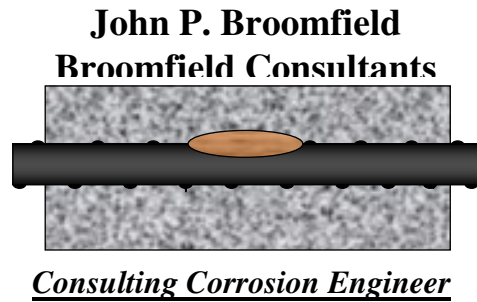


Appendix E

Linear Polarisation Corrosion Rate Monitoring Report Prepared by Messrs BGB

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**Corrosion Rate Survey
For Curtins Consultants
Maltby**

December 2004



Corrosion Rate Measurements Taken by Dr. K. Hladky
Report Written By Dr. J. P. Broomfield

Report No. JPB/0501/001

1.0 Introduction

Broomfield Consultants were requested by Mr. Ray Anderson of Curtins Consultants to undertake a survey of system built houses at Maltby Near Rotherham. Arrangements for access and for labour to break out steel was made by Mr Neil Parkinson of Curtins Leeds office. Previous surveys undertaken by Curtins had revealed the presence of chlorides in the concrete and carbonation to, or approaching, reinforcement depth. Both can lead to reinforcement corrosion. In combination the likelihood of corrosion is enhanced.

The survey was undertaken using the Bigfoot Polarisation Resistance Probe (small probe) which measures the instantaneous corrosion rate of reinforcing steel embedded in concrete. A brief description of the equipment, its use and interpretation of results is given in Appendix 1.

There are 86 Tarran houses on Newland Avenue, Braithwell Road and Chadwick Drive. They are precast concrete single family houses. A total of thirteen were the subject of this investigation.

2.0 Investigation,

The following houses were surveyed on 14 and 15 December 2004:

1, 2, 2, 15, 25, 26, 51 and 53 Newland Avenue
5 and 9 Chadwick Drive
65 and 85 Braithwell Road

A reinforcing bar in an external column, beam (window lintels) and a panel was exposed at each location by Curtins appointed personnel. All measurements were external. The condition of the steel was recorded. An electrical connection was made to the steel and the reference electrode potential (half cell potential) recorded. The polarisation resistance was recorded by the equipment and then converted to a corrosion rate in micrometres per year ($\mu\text{m}/\text{y}$) steel section loss as described in Appendix 1. Measurements were made at three locations on each of the 15 houses

Vertical upright - Either front or back, corner measured if possible. Measurement was not on the corner rebar, as it was often with very low cover and corroded, but on one of the other accessible bars. Two or three readings were taken in a vertical run above and below the excavation. It is possible that some of these hit horizontal ties. The bar was very thin (assumed to be 5mm) in all of them. Overall little corrosion, occasional small rust spotting.

Panel - Adjacent to the vertical. There is a reinforcement round the edges of the panel, again very thin. Took 2-3 readings on a vertical above and below the rebar connection opening.

Window lintel - Curtins advised that they had measured high chlorides in these units. Steel exposed by drilling to one corner in each. Usually a thicker rebar (assumed to be 8mm) found there. Measurements taken at 2-3 locations near the rebar connection.

All the reinforcement was very soft steel, sometimes with a 'twist' profile. On all the houses with visible corrosion this is due to very low cover (typically believed to be 1-2 mm). Those measured usually had a better cover (approximately 10 mm). On one of the houses the vertical had split in a number of places, probably due to a leaky gutter over many years. Curtins also did their own chlorides and carbonation tests (typical carbonation depth 10-15 mm).

3.0 Results and Discussion

The results of the corrosion rate, reference electrode potential and visual observations are recorded in Table 1, along with the steel diameter which was used to correct the reading for the surface area over which the corrosion current is measured. Table 2 records the statistics of the results. There is a high correlation between bars showing rust and measurements of 1.0 $\mu\text{m}/\text{y}$ section loss or more (highlighted in red in Table 1).

Simple arithmetic shows that at the highest corrosion rate recorded it will take 1000 years for a corrosion rate of 5 $\mu\text{m}/\text{y}$ to corrode through a 5mm diameter reinforcing bar. Even allowing for only 25% section loss for structural purposes there is still 250 years to reach a critical level.

While the rate of section loss is not likely to lead to structural problems in the foreseeable future, there is a risk of cracking and spalling of concrete which would happen sooner and lead to potential hazards of falling concrete, unsightly appearance and ingress of the elements into the structure. However, as described in Appendix 2, we can predict the time to first cracking and the time to spalling from the corrosion rate, steel diameter, cover depth and concrete compressive strength.

The results may be summarised as follows:

Cover	25 mm	25 mm	12 mm
Bar Diameter	5 mm	8 mm	8 mm
Compressive Strength	25MPa	25 MPa	50 MPa
Time to First Crack	25 y	20 y	1.2 y
Time to Spall	27 y	22 y	3.2 y

Thus it can be seen that using the worst corrosion rate measured, the time to cracking is 20 to 25 y for a 25 MPa concrete but only 1.2 y for a harder and therefore more brittle 50MPa concrete. The time to spalling is around 22 to 27 y for the 25MPa concrete reducing to 3.2 y for a 50MPa concrete with only 12mm cover.

The equations used were developed in the laboratory and have had only limited field validation. They do not take into account the geometry of the reinforcement, e.g. corners, or closely spaced bars which could accelerate cracking, delamination and spalling.

It can therefore be concluded from the corrosion rates measured and the information available that if the cover is generally 25mm there is a reasonable time to cracking and spalling of the concrete at the observed corrosion rates, assuming that they are

representative of the average corrosion rate throughout the year. However, in locations where the cover reduces to 12 mm or less, the time to cracking could be as low as one year, with spalling in 3.2 years.

However, if we look at a more typical high corrosion rate of say 1 $\mu\text{m}/\text{y}$ the figures increase by a factor of 5 giving a worst case time to cracking of about 6 years and a time to spalling of 16 years.

Measurements were taken at locations that had not cracked or spalled and where the cover was beyond 1-5 mm. Therefore to rehabilitate the houses it will be necessary to conduct repairs of damaged concrete and control ingress of moisture by cladding and waterproofing to bring the remaining service life up to useful levels. These corrosion rates are low (see Appendix 1) and should be controllable by conventional repair and enclosure. However given that the carbonation depth has reached the steel in many locations, extensive repairs will be needed.

4.0 Conclusions

1. Corrosion rate measurements were undertaken at 126 locations lintels, columns and panels in 13 “Taran” precast concrete houses in Maltby, Rotherham.
2. Corrosion rates ranged from 0.1 to 4.7 $\mu\text{m}/\text{year}$ section loss per year.
3. Even at the highest corrosion rate the time to structurally significant section loss would be hundreds of years.
4. However, times to cracking and spalling would be only a few years if the cover is 12 mm or less at the highest corrosion rate, and 6 to 16 years to cracking and spalling if a typical high corrosion rate of 1 $\mu\text{m}/\text{year}$ section loss is used. This rate was measured at 19% of the locations.
5. Extensive concrete repairs and efforts to enclose the concrete to protect it from moisture ingress will be required to preserve the houses for any significant useful life.

**TABLE 1 – REFERENCE ELECTRODE POTENTIALS
(E_{CORR}) AND CORROSION RATE**

E_{corr} [mV Ag/AgCl]	Est. Diameter [mm]	Rate Corrected [µm/year]	Location	Comments
1 Newland Avenue				
17.3	5	2.3	Vertical	Some very slight rust spots
24.8	5	1.5	Vertical	
1.5	5	1.8	Vertical	
76.6	5	1.8	Vertical	
78	5	2.0	Panel	Slight rust spots
16.8	5	1.5	Panel	
39.6	5	1.8	Panel	
38	5	1.5	Panel	
65.7	5	0.3	Lintel	Clean steel
65.3	5	0.3	Lintel	
3 Newland Avenue				
88.2	5	0.8	Vertical	Clean steel
101.3	5	0.8	Vertical	
123.1	5	0.7	Vertical	
22.8	5	0.2	Panel	Clean steel
71.2	5	0.2	Panel	
90.5	5	0.4	Panel	
124.5	8	0.4	Lintel	Slight rust spots
147.8	8	0.5	Lintel	
6 Newland Avenue				
-29.7	5	1.5	Vertical	Slight rust spots
-14.6	5	1.5	Vertical	
-10.6	5	1.7	Vertical	
39.5	5	0.8	Panel	Clean steel
39.3	5	0.7	Panel	
45.4	8	0.5	Lintel	Clean steel
64.3	8	0.4	Lintel	

2 Newland Avenue				
-13.3	5	0.8	Vertical	Slight rust spotting
-11.4	5	0.4	Vertical	
-49.3	5	0.6	Vertical	
120.5	5	0.3	Panel	Slight rust spots
123.7	5	0.3	Panel	
78.8	8	0.1	Lintel	Clean steel
60	8	0.2	Lintel	
7 Newland Avenue				
123.7	5	0.2	Vertical	Clean steel
118.6	5	0.2	Vertical	
110	5	0.2	Vertical	
22.8	5	0.2	Panel	Clean steel
40.9	5	0.1	Panel	
33.2	5	0.2	Panel	
-175.5	8	0.5	Lintel	Clean steel
-188.2	8	0.3	Lintel	
-190.6	8	0.6	Lintel	
15 Newland Avenue				
46.8	5	0.6	Vertical	Slight rust spots
71.6	5	0.4	Vertical	
30	5	0.1	Panel	Clean steel
68.3	5	0.1	Panel	
149.7	8	0.1	Lintel	Clean steel
93.4	8	0.1	Lintel	
25 Newland Avenue				
-20.7	5	1.8	Vertical	Some very slight rust spots
-37.2	5	1.3	Vertical	
-26	5	1.0	Vertical	
126.5	5	0.8	Panel	Some very slight rust spots
130	5	0.6	Panel	
137.1	5	0.6	Panel	
76.4	8	0.3	Lintel	Clean steel
73.5	8	0.3	Lintel	

26 Newlands Avenue				
-105.2	5	1.9	Vertical	Slight rust spots
-72.5	5	1.0	Vertical	
-32.7	5	1.1	Vertical	
-55.9	5	0.3	Panel	Some very slight rust spots
-41.9	5	0.3	Panel	
-33.5	5	0.3	Panel	
-74.3	8	0.3	Lintel	Clean steel
-49.7	8	0.3	Lintel	
-8.3	8	0.2	Lintel	
30 Newland Avenue				
128.7	5	1.1	Vertical	Slight rust spots
136.3	5	1.6	Vertical	
147	5	0.8	Vertical	
99.9	5	0.3	Panel	Clean steel
124.3	5	0.3	Panel	
126.4	5	0.2	Panel	
38	8	0.4	Lintel	Clean steel
55.9	8	0.2	Lintel	
67	8	0.2	Lintel	
51 Newland Avenue				
-173.1	5	1.0	Vertical	Some very slight rust spots
-180.6	5	0.8	Vertical	
-164.5	5	1.1	Vertical	
4.3	5	0.1	Panel	Clean steel
53.2	5	0.1	Panel	
87.3	5	0.2	Panel	
125.4	8	0.2	Lintel	Clean steel
118.4	8	0.1	Lintel	
53 Newland Avenue				
192.1	5	1.5	Vertical	Rust spots
256.3	5	4.7	Vertical	
208.9	5	1.2	Vertical	
35.8	5	0.2	Panel	Clean steel
44.9	5	0.2	Panel	
27.9	5	0.2	Panel	
44.7	8	0.3	Lintel	Clean steel
27.7	8	0.2	Lintel	
48.6	8	0.3	Lintel	
5 Chadwick Drive				

-92	5	0.4	Vertical	Some very slight rust spots
-74.5	5	0.3	Vertical	
-87	5	0.4	Vertical	
49.9	5	0.2	Panel	Clean steel
79.7	5	0.2	Panel	
75.6	5	0.2	Panel	
-96.9	8	0.2	Lintel	Clean steel
-99.3	8	0.1	Lintel	
-38.6	8	0.1	Lintel	
9 Chadwick Drive				
55.6	5	0.4	Vertical	Some very slight rust spots
68	5	0.4	Vertical	
70	5	0.3	Vertical	
70.7	5	0.2	Panel	Clean steel
66	5	0.1	Panel	
20.6	5	0.1	Panel	
15.6	8	0.0	Lintel	Clean steel
115.2	8	0.2	Lintel	
106.3	8	0.2	Lintel	
65 Braithwell Road				
97.3	5	0.9	Vertical	Some very slight rust spots
102.7	5	0.9	Vertical	
105.1	5	0.7	Vertical	
120.3	5	0.5	Panel	Some very slight rust spots
113.4	5	0.4	Panel	
160	5	0.3	Panel	
45	8	0.2	Lintel	Clean steel
64.1	8	0.2	Lintel	
109.9	8	0.2	Lintel	
85 Braithwell Road				
115.7	5	0.8	Vertical	Some very slight rust spots
109.2	5	0.7	Vertical	
113.9	5	0.7	Vertical	
127	5	0.5	Panel	Some very slight rust spots
153.9	5	0.5	Panel	
170.3	5	0.6	Panel	
140	8	0.2	Lintel	Clean steel
110.2	8	0.1	Lintel	
143.8	8	0.1	Lintel	

Table 2 – Statistics of corrosion rate measurements.

Average	0.6 $\mu\text{m}/\text{y}$
Maximum	4.7 $\mu\text{m}/\text{y}$
Minimum	0.1 $\mu\text{m}/\text{y}$
Number of Measurements	126
Number $>1.0 \mu\text{m}/\text{y}$	24
Percentage $\geq 1 \mu\text{m}/\text{y}$	19%

APPENDIX 1

*Measuring the corrosion rate of reinforced concrete
using linear polarisation resistance*

Concrete Society Current Practice Sheet 132

See Also Concrete Society Technical Report 60
Electrochemical tests for reinforcement corrosion

**APPENDIX 2 – CONVERSION OF SECTION LOSS RATES
TO TIME TO CRACKING AND TIME TO SPALLING**

Section loss to achieve first crack is given by:

$$x_o = 83.8 + 7.4c/d - 22.6f_{c,sp} \quad \text{See reference 1 – Gonzalez et al. 1996}$$

where x_o = radius reduction (= 1/2 of section loss)
 c = cover (mm)
 d = bar diameter (mm)
 $f_{c,sp}$ = tensile splitting strength = $0.3(\text{compressive strength})^{2/3}$ (Ref. 2).

However, 1st crack is not a delamination or a spall. Typically spalling occurs when cracks are over 0.1mm wide.

This can be calculated from the formula

$$w = 0.05 + B[x - x_o] \quad \text{See reference 1 – Gonzalez et al. 1996}$$

were w = crack width ≤ 1 mm
 B = 0.01 for top cast steel and 0.0125 for bottom cast steel
 x = bar radius reduction for crack width w
 x_o = bar radius reduction for 1st crack as above

Therefore

$$x = x_o + (w - 0.05)/B$$

Therefore Time to first cracking is $2x_o/S$
Time to spalling is $2x/S$

Where S is the corrosion rate in micrometres section loss per year

REFERENCES

1. Rodriguez, J. Ortega L. M. Casal J. and Diez J. M. Corrosion of Reinforcement and Service Life of Concrete Structures. 7th Intl. Conf on Durability of Building Materials and Components. 1996; Stockholm.
2. Neville, A. M. Properties of Concrete. 1995; 4th Edition. pp309, 310.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Housing and Environmental Scrutiny Panel
2.	Date:	24th March, 2005
3.	Title:	Homelessness Strategy 2003-2008. Report on Current Progress against Action Plan Wards affected: All
4.	Programme Area:	Neighbourhoods

5. Summary

The Council's Homelessness Strategy was published on 31st July, 2003 and identifies three Strategic Objectives:-

1. To reduce homelessness through appropriate prevention measures.
2. To ensure appropriate accommodation and support services are available.
3. To improve information and service quality.

The Action Plan attached to the Strategy identifies the work needed to achieve the three Objectives. An updated Action Plan, showing progress to date, is attached (Appendix A).

An evaluation by Government Office on the homelessness five-year strategy and action plan concluded with significant praise on the documents vision and content in respect of fit with other strategies, national, regional and local agenda. Furthermore radically changing the culture in which homelessness operates in conjunction with the development and delivery of services. Delivery of the action plan has been set within a context of extreme staffing difficulties, however despite this the team have successfully achieved against its performance indicators whilst developing and delivering against areas of work in the action plan which will have maximum impact for improvement on services delivery.

6. Recommendations

THAT THE REPORT IS RECEIVED AND THE PROGRESS TO DATE AGAINST THE ACTION PLAN IS NOTED.

7. Proposals and Details

The present situation with regard to the Homelessness Strategy is shown in Appendix A, with details given against the individual action points.

The position is, to some extent, of an interim nature as with the previous staffing levels/use of Agency staff within the Homelessness Team there have been limited opportunities for progress since the previous progress report in May 2004. However, this situation has been addressed with the restructuring of the Community Services Unit and the establishment of the Prevention and Support Team.

Nevertheless, there are a number of areas where significant progress has been made e.g. mediation, elimination of the use of bed and breakfast accommodation for families, development of furnished tenancies, etc. and ongoing monitoring is being undertaken to ensure that this progress is sustained.

However, there are also areas where progress is behind target and these will be addressed by the newly formed team. The Homelessness Team is now the Prevention and Support Team with the emphasis on preventing homelessness rather than the present reactive service. The development of the Choice Based Lettings Scheme and of the Housing Advice Team will also have a positive impact on the Homelessness Strategy.

In August 2004, the Office of the Deputy Prime Minister published the results of an independent evaluation of local authorities' Homelessness Strategies which was carried out by Housing Quality Network Services (HQNS). Their summary of Rotherham's Homelessness Strategy is attached at Appendix B.

Their overall assessment is that Rotherham's Homelessness Strategy is an inclusive document which reflects an extensive multi-agency approach and shows a clear picture of homelessness in the area. The Action Plan is assessed as being clear, achievable and deliverable.

Two areas of weakness were identified in the evaluation:-

1. Lack of direct consideration of the health needs of the homeless.
2. Lack of identified involvement of homelessness staff within the review strategy process.

We will be looking to address these weaknesses during the coming financial year.

8. Finance

The staffing resources used are met from the Housing General Fund and the Housing Revenue Account.

Some funding is available through the Homelessness Directorate of ODPM, particularly to help authorities reduce bed and breakfast usage for families, reduce levels of rough sleeping and reduce the use of temporary accommodation for homeless families. The grant for the present financial year for Rotherham is

£31,000. (£31,000 per annum was received for the years 2002/03 and 2003/04). A grant of £31,000 has now been confirmed for the year 2005/06.

Funding is also available through the Supporting People Framework with a number of successful areas of development during 2004 which have had a positive impact on homelessness including:-

1. Supported housing project at Flanderwell for young mothers/mothers-to-be in conjunction with YWCA and Hallam Housing Association.
2. Development of new premises with increased number of bedspaces for Rotherham Women's Refuge in conjunction with Hallam Housing Association.
3. Fourteen units of supported interim accommodation for single homeless applicants at Elliott Court in conjunction with Action Housing and Hallam Housing Association.
4. Employment of a Project Support Worker to work with homeless applicants placed in temporary accommodation.

9. Risks and Uncertainties

Staffing resources within the Homeless Team have been difficult over the last 12/18 months with reliance on temporary agency staff to maintain day to day performance. However, the restructuring process is now complete and the streamlining of the Team, together with the development of the Choice Based Lettings and Housing Advice Teams, will enable the emphasis of the work to focus on housing advice, housing options and the prevention of homelessness.

The risk analysis contained within the Strategy identifies two high risk factors:-

- lack of resources
- opposition from local communities in connection with accommodation and support provision.

Resource availability must be considered and, if a shortfall is identified, priorities and timing within the Action Plan will need to be re-established to ensure actions are not started unless funding is available.

The successful establishment of the Supported Housing Project for young mothers at Flanderwell has eventually overcome the considerable obstacle of opposition from local communities. However, other vulnerable groups which are perceived as presenting a greater threat to local communities e.g. drug/alcohol abuse, could find local opposition overwhelming.

With the development of the ALMO from 1st April, 2005, robust service level agreements will need to be in place between the Community Services Unit and the Neighbourhood Offices to ensure that sufficient suitable council accommodation will be made available for homeless applicants and other vulnerable groups.

Further work needs to be carried out to ensure that the service is accessible to and meets the need of minority communities and hard to reach groups.

10. Policy and Performance Agenda Implications

Achieving the Strategic Objectives of the Homelessness Strategy directly supports the aims of the Community Strategy, Corporate Plan, Housing Strategy and Supporting People Strategy.

The objectives of the Homelessness Strategy meet social needs by helping to ensure a better quality of life, improving facilities for fair access and choice, protecting and supporting vulnerable people, reducing factors that contribute to ill-health and improving the life chances of vulnerable children and young people.

There are direct links with “The Year Ahead Statement” and the resolve to strengthen our engagement with disadvantaged groups – to improve access and involvement in the design, delivery and monitoring of services and enable people to thrive and participate fully within the community.

Performance Indicators

At present there are four Performance Indicators which monitor homelessness issues with targets being consistently met in all cases:-

HES 67 Proportion of homeless applicants where decision is made within 33 days

Results: consistently achieving 100%

BV 183 Average length of stay of families in bed and breakfast accommodation

Results: No families placed in bed and breakfast since April 2004

BV 202 Snapshot of number of rough sleepers on a single night

Results: Rough Sleepers Count undertaken in March 2004 found no rough sleepers. Snapshot figures from April to October show two – four persons

BV 203 Percentage change in average number of families in temporary accommodation compared with year 2003/4

Results: Numbers consistently well within target figure

The Audit Commission are proposing to establish two additional Performance Indicators from 1 April 2005.

BV (X16) Households who considered themselves as homeless, who approached the local authority’s housing advice service and for whom housing advice casework intervention resolved their situation.

BV (X17) Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same or another authority within the last two years (which is a measure of repeat presentations).

11. Background Papers and Consultation

Housing Act 1996, Parts VI and VII

Homelessness Act, 2002

Housing Strategy

Homelessness Review

Homelessness Strategy 2003-2008

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ROTHERHAM MBC: HOMELESSNESS STRATEGY - ACTION PLAN

OBJECTIVE: 1: To reduce homelessness through appropriate prevention measures
OUTCOME: Reduction in numbers of homeless applications by 10%, as a result of good quality, timely advice tailored to individuals requirements through the development of an independent Housing Advice Service, Personal Housing Plans and Mediation Service by March 2005

Ref	Action	Priority	Lead Officer	Completion Date	Measure of Achievement/Anticipated Outcome	Progress to Date	Status (Red/ Amber/ Green)
1.1	Market services more effectively	1		1 st October 2003	Develop 5 Year marketing plan	Key component in 5-year plan is to reduce the number of homeless presentations including repeat homeless presentations. This has been the key focus for the Prevention & Support Team. Marketing plan is to be reviewed, effectiveness evaluated and refreshed plan developed during April 2005	Amber
					Establish service directory	Developed, distributed and in use	Green
					Produce leaflets/posters	Developed and in use	Green

APPENDIX A

1.2	Undertake prevention work in schools	2	1 st Jan 2004	Engage head teachers	Ricochet-led Peer Education Project continues – now delivered in 5 comprehensive schools and 2 additional units (Rowan project for school-age mothers & Whiston Grange unit for pupils excluded from mainstream education) Project well received by teachers and pupils with some schools requesting repeat presentations for further groups of pupils.	Green
1.3	Establish clear links with prisons	2	1 st Jan 2004	Establish training/information programme and resources packs	Established as integral part of project – Peer Educators, who are young people with direct experience of homelessness, are using project to obtain B.Tec. qualification. Lottery funding for Ricochet granted for 3 years from Oct. 2004 – includes ongoing requirement to continue Peer Education project Young Persons' Focus Group, which meets monthly at Youth Café, is advertised in all comprehensive schools. As links are established rehousing of ex-offenders will be better planned and tenancies will have improved sustainability	Green

APPENDIX A

				<p>Establish links/outreach programme</p>	<p>Links established at regular meetings of South Yorkshire Resettlement Group. Protocol established to develop consistent approach with ex-offenders across South Yorkshire. Shelter contract for employment of Resettlement Officers established across Yorkshire and Humberside. Resettlement Officers now employed at all local prisons. Joint meeting to take place between Resettlement Officers and Sheffield, Barnsley, Doncaster and Rotherham Homelessness Officers to examine ways forward.</p>	<p>Green</p>
				<p>Develop prison information pack</p>	<p>Prison Information Pack developed in partnership with South Yorkshire Offenders Group, pack to be piloted following agreement with group – June 2005</p>	<p>Amber</p>
				<p>Evaluate effectiveness and benefits</p>	<p>Monitor through above Group to establish number of ex-offenders obtaining and sustaining tenancies</p>	<p>Green</p>

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						To be considered following period of monitoring	Green
1.4	Increase housing advice	1		1 st Nov 2003	Establish gaps in advice/tenancy relations	Drop-in Surgeries established at Community Alcohol Services and Shiloh Project, operational on a monthly basis. Young Peoples' Focus Group held monthly at Youth Café. Portfolio of Private Landlords developed and available for staff use. To be made available for public following consultation with landlords, following links with Private Landlords Forum.	Green
					Agree priority for development of additional services	In-house independent housing advice service established from 1 st October 2004, initially operating from Norfolk House. Staffing of Advice Team now established as part of the restructure. Advice Service will ultimately be delivered from Property Shop which is due to be opened by Spring 2005 (in conjunction with Choice Based Lettings, Home Improvement Agency and Energy Efficiency Team)	Green

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1.5	Establish helpline	1	1 st Nov 2003	Identify cost including free-phone option. Develop resource pack. Train help-line staff. Identify and cost interpreting services. Identify and publicise number. Evaluate – continue if effective.	Free help-line established at all Neighbourhood Offices in private interview room locations giving direct link to Homelessness Team. External free-phone help-line yet to be investigated.	Green
1.6	Develop personal housing plans	3	1 st April 2004	Draft framework for plans Consult service users Run pilot	Initial framework developed Pilot undertaken Outcome of pilot under evaluation by Homelessness Team . Findings developing a framework that will be utilised by Housing Assessment Team and Housing Advice Team.	Green Green Green
1.7	Increase life-skills	3	1 st April 2004	Evaluate – offer service if effective Identify priority client group(s)	Evaluation underway with Housing Assessment Team and Housing Advice Team Priority Group identified – ex-offenders	Amber Green

APPENDIX A

				Develop training/support programme	Outreach services in operation with range of agencies Staff Training completed with Neighbourhood Offices New officers within Prevention and Support Team now in post to undertake training during February and April 2005 Evaluation to be undertaken of training, training package to then be cascaded to partner agencies June 2005	Red
				Identify funding sources	£1,000 training budget identified within Grant for 2005/2006	Green
				Commission service provider for pilot	Commissioning work to be undertaken July 2005	
				Evaluate – continue/expand service if effective	Evaluation November 2005	
1.8	Establish mediation service(s)	1	1 st Nov 2003	Agree priority groups for service Cost service before commissioning Develop performance measures and outputs Commission service provider(s) for pilot Evaluate – continue/expand service if successful	Family mediation service within Homelessness Team Costs of different mediation services investigated Monitor number of referrals and outcomes South Yorkshire Family Mediation Service commissioned to run pilot from April 2004 Results have been monitored and are being analysed following operation of pilot mediation service from April to November. Report submitted to Cabinet	Green Green Green Green

APPENDIX A

OBJECTIVE: 2: To ensure appropriate and timely accommodation and support services are available
OUTCOME: Elimination of use of bed and breakfast accommodation through provision of increase in number of units of temporary and emergency overnight accommodation to 32 units in total by September 2004
Introduction of Choice based letting Scheme by April. 2005 which will facilitate sustained tenancies
Maintenance of referral processes to floating support services through Supporting people programme

Ref:	Action	Priority	Lead Officer	Completion Date	Measure of Achievement/Anticipated Outcome	Progress to Date	Status
2.1	Ensuring appropriate accommodation and support	1		1 st October 2003	Production of a thorough review document of the Out of Hours Service	Preliminary review undertaken effectiveness being monitored	Green
2.2	Provision of direct access services	1		1 st Jan 2004	Identify capital and revenue requirements and resources. Scope the scheme(s) Identify development and service delivery partners. Seek capital and long term revenue funding guarantees. Develop service(s) if funding available.	Rotherham Homeless Project have leased former White Swan premises on Westgate and have commenced refurbishment to provide supported, temporary direct access emergency accommodation and drop in support services. The Project is currently seeking funding and was hoping to open before the end of 2004. There have been delays due to planning difficulties but these have now been resolved and the Project is now hoping to open in Spring 2005. However, funding problems remain an ongoing issue.	Amber Planning issues resolved but delay remains an issue because of funding.

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2.3	Increased temporary housing	1	1 st April 2004	<p>Identify priority groups Identify partners Research and confirm unit needed Identify potential stock Identify housing management costs Cost refurbishment works Identify additional support services needed Cost and resources support services Commission use of accommodation</p>	<p>Units of temporary furnished accommodation increased to 32 (17 RMBC Properties plus 15 through SYHA) Also 3 units of emergency overnight accommodation now in use, which are accessed by door entry codes and are, therefore, available through the “out of hours” service. Furnished house now in use as move-on accommodation from Women’s Refuge Currently investigating 2/3 additional units for people with mental health problems moving on from crisis situations. Fourteen units of supported self-contained accommodation at Elliott Court opened 4.10.04 - interim accommodation let on 12 week license and used whilst homelessness circumstances are investigated &, if duty accepted, alternative rehousing is found.</p>	Green
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APPENDIX A

2.4	Increased permanent accommodation accessible by homeless people	1			<p>Number of homelessness acceptances 2004 to 31st Jan 2005 – 560</p> <p>Number of homelessness acceptances 2003/2004 - 553</p> <p>Number of Voids available for re-let 2004/2005 2039</p> <p>1/3rd of presentations accepted as homeless</p> <p>Average of 600 properties per year required to address homelessness</p> <p>Rigorous monitoring of nominations form RSL's operational now achieving 50% nomination rights</p>	Green
					<p>To be linked with Housing Strategy</p>	
				<p>Maximise use of s.106 agreements and HIP</p> <p>Ensure priorities in line with regional and sub regional priorities to access capital funding</p>	<p>Yorkshire and Humber Government Office regional homelessness forum established to raise profile and joint working regionally and sub regionally</p>	Green
				<p>Identify development partners</p>	<p>All new housing developments, affordable housing pursued with nomination arrangements. Interim Housing scheme developed with Action Housing and Chevin Housing</p>	Green
				<p>Identify and re-designate low demand stock</p> <p>Refurbish stock</p>	<p>Local lettings policy operational</p> <p>Decent Homes programme operational</p>	Green
						Green

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						2.5
15 units of dispersed accommodation with South Yorkshire Housing Association refurbished 20 units of interim accommodation established and operational	Supporting People Floating Support service operational	Green				
ODPM Grants £31,000 utilised to develop temporary and interim accommodation	Green					
Links to be established through Private Landlords' Forum, first meeting 28 th February 2005	Amber					
Identify barriers and opportunities						
Select potential partners						
Establish actions to deliver access to private sector						
Cost and resource actions						
Pilot actions						
Evaluate effectiveness and benefits						
Continue/expand if effective						
Establish choice based lettings pilot for homeless	Approval by Cabinet Member to introduce Choice Based Lettings (CBL) across the Programme Area by April 2005. It is proposed that applicants in the Priority Group, including homeless applicants, will receive priority for 50% of vacancies.	Green				2.6
Engagement with the private sector	2	1 st January 2004			Increase in choice of housing by homeless people	
Increase in choice of housing by homeless people	2	1 st Nov 2003				

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					Develop publicity	Consultation exercise now complete – publicity will be developed to link with with commencement date of CBL	Green
					Implement scheme and monitor outcomes	Scheme to be introduced by April 2005 and outcomes will be closely monitored	Green
					Identify role of property shop and time-scales for implementation	Property Shop will be an integral part of Choice Based Lettings. Suitable premises currently under preparation, to be operational by Spring 2005. Property Shop will also be the base for the newly formed Housing Advice Team.	Green
					Link choice based lettings if successful to property shop services	See above	Green
2.7	Increased provision for women fleeing domestic violence	1	1 st Oct 2003		Identify options with client group. Establish priority of options. Identify partners. Cost options and additional support services. Establish resources. Timetable delivery options. Evaluate effectiveness.	Following successful joint bid to Housing Corporation by Rotherham Women's Refuge and Hallam Housing Association, funding now available for new, purpose built Women's Refuge to be completed by May/June 2005. This will increase the capacity of the Refuge and will enable support to be provided to an increased number of women and children. Additional unit of furnished accommodation now in use as move-on accommodation from Refuge.	Green

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2.8	Furnished Homes project	2	1 st Oct 2003	Establish expected outcomes Monitor effectiveness Continue/expand if successful	Two further units are under consideration	Green
2.9	Availability of storage facilities for homeless people's possessions	1	1 st Oct 2003	Consult on storage needs. Identify and cost options. Decide on most effective option(s) Ensure resources available to meet expectations	Historically there have been few demands on the Homeless Team for storage facilities. Consultation has been undertaken with service users limited interest in proposal. Formal expression of interest to be advertised	Green

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2.10	Lack of access for pets	2	1 st Jan 2004	<p>Storage options identified following benchmarking with Sheffield, Barnsley and Doncaster.</p> <p>Further investigation into most effective option now needed</p> <p>Contact and discussions undertaken with providers in South Yorkshire, limited assistance and availability offered.</p> <p>Further contact work with providers to be undertaken April 2005</p>	Green
				Identify relevant charities to temporarily re-home pets	Amber
				Identify schemes where pets will be allowed	Amber
				Establish ground rules for pets with services users	
				Engage RSPCA/animal welfare charities	

OBJECTIVE: 3: To improve information gathering and service quality

OUTCOME: To develop a streamlined homelessness service with well trained, knowledgeable staff with clear values shared through partnership working and increased customer involvement

Ref	Action	Priority	Lead Officer	Completion Date	Measure of Achievement/Anticipated Outcome	Progress to Date	Status
3.1	Better co-ordination of existing services in particular to reduce offending and substance misuse	1		1 st Nov 2004	Establish directory of all services offered	Guide to overall services in Rotherham compiled – To be distributed February 2005 Ricochet Project are producing a South Yorkshire directory which is due for completion by early 2005	Green
					Obtain agreement of other Services for better co-ordination	Joint protocol established with Social Services for homeless 16/17 year olds. Assessment procedures and joint working practices are being established with Social Services and Bridges Project for care-leavers.	Green

APPENDIX A

				Develop joint working practices and agreed protocols including data sharing linked to reduce offending, substance misuse and training and employment options	Protocol to be established between Homelessness, Probation Service, Youth Offending Team and Supporting People. Links need to be established with Drug Strategy Team – meeting to be arranged for February 2005	Green
				Identify full costs and confirm re-alignment of resources	Not yet applicable	
3.2	Further research into a number of hard to reach groups	2	1 st April 2004	Establish research project plan	Action Plan developed to improve contact with BME groups following issues identified at BME Conference.	Green
				Establish lead research role for each area	Prevention and Support team recruited specialisms allocated operational form March 2005	Green
				Identify and cost what professional research is needed	Special Needs Housing Study commissioned	Green
				Amend/reprioritise Strategy in line with findings and available resources	To be amended following receipt of Special Needs Housing Study findings	Green
3.3	Develop innovative ways of involving customers and stakeholders in identifying services improvements	2	1 st Jan 2004	Research involvement options from existing good practice	Monthly “drop-in” surgeries will lead to improved relationships with customers which will enable this area of work	Green

APPENDIX A

			Establish regular benchmarking information	Performance and Quality Unit constantly monitor Performance Indicators against other local authorities and publish quarterly results	Green
			Develop continuous improvement targets	Three year targets set for all Performance Indicators aiming for continuous improvement	Green
3.4 (b)	Deliver improved quality and continuous improvement	1	Review current structure	Restructuring of Community Services including Homeless Team currently underway	Green Prevention & Support Team established Jan 2005
			Re-align to produce high quality service	Emphasis will be on prevention of homelessness with increased advice available about choice and housing options	Green
3.5	Develop communications/information strategy	1	Establish gaps in effective communication and data sharing following actions in plan to improve co-ordination	Not yet undertaken	Red To be undertaken by Prevention & Support Team in 2005/06
			Improve information availability	Posters and leaflets developed and distributed. Services Standards under review	Green

Appendix B

Housing Quality Network Services

Evaluation of Homelessness Strategies

ROTHERHAM SUMMARY

Narrative Overview including Key Strengths/Weaknesses and Areas of Good Practice.

1. **Main Themes** – the main themes of the strategy are to reduce homelessness through appropriate prevention measures, ensure appropriate and timely accommodation and support services are available and to improve information and service quality.
2. **Fit with Other Strategies** – Many national, regional, internal and external strategies have been considered as part of the review and strategy development and these have generally been inclusive of all client groups.
3. **Strategy Development Process** – There has been an extensive multi-agency approach to both the Review and the development of the Strategy and Action Plan. Large working groups were established to assist in the development of the Strategy and their work has been continued into the delivery of the Action Plan which has enabled a consistent and inclusive approach.
4. **Impact of Contracting Out** – Not relevant at this time.
5. **Link between Review, Strategy and Action Plan** – The key findings of the Review are set out within the Strategy and have informed the strategic objectives. These objectives head individual action plans. The same agencies, of which there are a lot, have been involved in the Review, development of the Strategy and Action Plan.
6. **Strengths and Weaknesses:**
 - **Strengths** – The multi-agency approach to the whole process and the use of relevant working groups to ensure key actions are focused. The Action Plan is inclusive.
 - **Weaknesses** – The lack of consideration of the health needs of the homeless and the lack of involvement of homelessness staff within the review process.
7. **Action Plan** – The Action Plan is inclusive, ensuring that lead officers and agencies are appointed, resources are identified and each action is prioritised.

8. **Mechanisms for Monitoring and Evaluation** – There are clear and effective mechanisms for reporting to key stakeholders, not least through their involvement. Also there are clear reporting routes to the Local Authority including the Cabinet Member and Scrutiny Committee.
9. **Overall Assessment** – An inclusive document which has presented a true picture of homelessness in Rotherham. A holistic approach has been taken with the extensive involvement of key stakeholders which has resulted in an Action Plan which is both achievable and deliverable.
10. **Gaps and Good Practice** –
 - **Gaps** – lack of direct consideration of the health needs of the homeless and the lack of identified involvement of homelessness staff within the Review process.
 - **Good Practice** – The extensive multi-agency approach to the Review, Strategy and Action Plan which has enabled not only a holistic approach to be taken but also has ensured that the document is inclusive and shows a clear picture of homelessness within the area. The Action Plan is also clear, achievable and deliverable.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Environmental Scrutiny Panel
2.	Date:	24th March 2005
3.	Title:	Recommendations from the Indicative ALMO Inspection and the ALMO Excellence Plan All Wards affected
4.	Programme Area:	Neighbourhoods

5. Summary

To report the recommendations for service improvement from the Indicative ALMO Inspection and to discuss the ALMO Excellence Plan, that will achieve the step change.

6. Recommendations

- **SCRUTINY MEMBER IS ASKED TO NOTE THE RECOMMENDATIONS AND THE ALMO EXCELLENCE PLAN**

7. Proposals and Details

The recommendations from the Indicative ALMO Inspection Report have been included in the ALMO Excellence Plan to drive forward and monitor the service improvement of housing management and repairs services into an ALMO structure with the objective of delivering an excellent customer service 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

8. Finance

All issues related to finance to deliver the plan is covered in current budgets.

9. Risks and Uncertainties

Failure to keep to the milestones in the plan will hamper the implementation of ALMO in April 2005, and the two star rating needed from the ALMO Inspection in November 2005, resulting in not receiving the £233 million to Deliver Decent Homes by 2010. These risks are being managed through weekly updates from the Lead Task Managers, at the ALMO Development Board Meeting. A weekly updated is given to Councillor Ellis Cabinet Member for Housing and Environmental Services. Any risks are identified at an early stage.

The above risks are linked to:-

The Programme Area Risk Register

The CMT Risk Register

The Service Risk Register

10. Policy and Performance Agenda Implications

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, the Indicative ALMO Inspection report in December 2004 and areas of weakness identified in the Best Value Review of Housing Management in December 2003.

The priorities in the plan have been identified within the Programme Area Performance Plan and the Neighbourhoods 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 ensure that there is a continual improvement in the delivery of customer service.

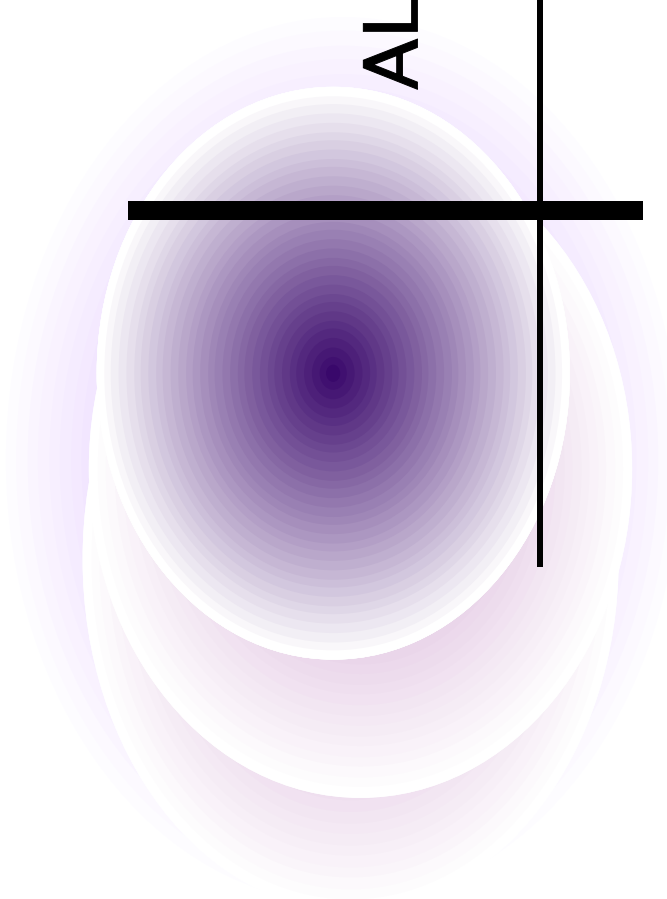
The updated Plan is reported weekly at the ALMO Development Board and monitored through a performance management frame work. It is reported to a wider audience through Foundations and Open House Newsletters.

11. Background Papers and 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
- Cabinet for Housing and Environmental Services. Minute No. 37 of 30th July 2004.
- Reported to Environmental Scrutiny Panel. Minute No. 49 of 23rd September 2004.
- Reported to Environmental Scrutiny Panel. Minute No 97 of 13th January 2005
- Programme Area Performance Plan
- Neighbourhoods Service Business Plan
- Corporate Plan

**Contact Name : Janet Greenwood, Service Improvement Manager,
Neighbourhoods, extension 2206, janet.greenwood@rotherham.gov.uk**

ALMO Excellence 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 the ALMO Indicative inspection in September 2004, developing the 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**
- **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 31st March 2005

Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.1	Establish an Arms Length Management Organisation	April 05	<p>Jim McAusland Supported by Mick Dobson / Andrew Balchin</p>	<p>Complete Complete Complete On Target On Target</p>	<ul style="list-style-type: none"> • Board established (Dec-04) • Demonstrate tenant support (Feb-05) • Section 27 approval sought (Feb-05) • Management Agreement between Council and ALMO (Mar-05) • ALMO live date (Apr-05) • ALMO Inspection to achieve 2 star rating (Nov-05) • Draw down funding (Jan-06) 	PAPP 3.1	<ul style="list-style-type: none"> ▪ Project Board established ▪ Specialist Consultancy in Place ▪ Leadership in place ▪ Method of recruitment agreed • Complete – Test of Opinion response received 5,508 which is 24% of the tenants. 5,192 in favour 94.3% ▪ Complete – Submitted on the 18th Feb. comments back with very minor issues

Key Objective 1 ALMO is established and in place by 31st 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	<p>Jim McAusland</p> <p>Supported by Richard Walker / Odette Stringwell</p>	<p>Complete</p> <p>On Target</p>	<ul style="list-style-type: none"> • Evaluate Going Local Pilot Project, and Eastwood NIM Pathfinder to enable implementation of good practice across Neighbourhood Management service area. (Dec 04) • Draw Neighbourhood Management Area boundaries in line with Area Assemblies, create seven management teams, and allocate staff resources (Mar 05) 	<p>R & M Sip 2.4 PAPP 2.1 PAPP 4.6 PAPP 2.4</p>	<ul style="list-style-type: none"> ▪ Plan in place to Restructure from the top down ▪ Boundary lines drawn around the 7 Area Assemblies ▪ Restructure phase 1 complete – staff in post (12/01/05), (phase 2 to be completed by end of Jan)

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 Supported by Andrew Balchin / Janet Greenwood/ Steve Holmes	Complete Complete Complete Complete Complete On Target On Target On Target On Target	<ul style="list-style-type: none"> Establish corporate task group (Sept 04) Principles for multi-agency approach agreed (Oct 04) Corporate audit of area assembly (Nov 04) Update statistical profiles for each assembly (Nov 04) Baseline assessment carried out (Nov 04) Produce 7 neighbourhood plans (Nov 04) Area Assemblies role reviewed (Jan 05) BV Scoping Review of neighbourhood management (Mar 05) Community planning framework strengthened (Mar 05) Agree vision for neighbourhood management (Mar 05) Develop neighbourhood standards (Mar 05) Report to LSP Chief Exec Group (Mar 05) Report to LSP Board (Mar 05) Report to Cabinet (Mar 05) 		<ul style="list-style-type: none"> Corporate task group established Reviewed draft paper with Tom Cray Draft final report produced w/c 14th March.

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
1.4	Robust budget monitoring and management systems are in place to ensure that money is spent appropriately and systems are in place to forecast overspends (AC R&M Recommendation)	Mar 05	<p>Jim McAusland</p> <p>Supported by Mick Dobson / Anne Ellis</p>	<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> <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"> Review budget management arrangement (Jan 05) Commission PWC to carry out a due diligence review (Jan 05) Evaluation of the HRA carried out to identify VFM and efficiency gains (Mar 05) Cost centre based information developed (Mar 05) Robust budget commitment process implemented and at local level (Mar 05) Budgets for strategic housing authority and ALMO are separated (Mar 05) Management fee agreed (Mar 05) Identify training issues for Budget holders (Mar 05) Financial commitment accounting in place (Mar 05) Robust mechanisms in place for recharges to HRA (Mar 05) Commissioning costs for all aspects of Neighbourhoods is available (Mar 05) Support Budget Holders to enable systems to be in place to demonstrate VFM and monitor (Mar 05) Devolved and cost centre arrangements for new management areas established (Mar 05) Financial management arrangements reviewed (Mar 05) Define new accounting arrangements (Mar 05) Compliance with key dates in Business Planning cycle (Mar 05) 	<p>R & M Sip 3.2</p> <ul style="list-style-type: none"> Budgets and financial structures are under review Due diligence Review has been complete, Second draft available Development of cost centre based information delayed pending supply of information relating to re-organisation – Completion by March 31. This is being introduced on an RMBC wide basis in April To be completed by mid-March, delayed because of above. To be completed by 31 March 	

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
1.5	Develop effective Investment Plan for future Capital Programmes	Mar 05	Mick Dobson Supported by Mark Johnson	Off Target On Target On Target On Target On Target On Target	<ul style="list-style-type: none"> Investment plan for Decent Homes and all other capital programmes in place (Feb 05) Deliver BV184 Target (Mar 05) Conduct rolling Stock Condition Survey and update (Apr 04 to March 09) HES 12 (performance on capital spend) 100% (Mar 05) Develop decanting procedures for customers having Decent Homes and/or other major improvement works carried out (Mar 05) Develop and report alternative strategy for non-decent homes (Mar 05) 		<ul style="list-style-type: none"> Martin Smith producing final plan for submission to cabinet 31st March PLAN IS COMPLETE but is awaiting decision on packaging due to Audit Commission changes to CPA BV184 (% stock made decent) on target

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
1.6	Implement a succession strategy for Neighbourhood Management delivery beyond achieving Decent Homes Targets to support Neighbourhood Renewal	Apr 05	Andrew Balchin Supported by Alison Palmer	On Target	<ul style="list-style-type: none"> Succession Strategy in place including: <ol style="list-style-type: none"> Delivery of new style of Neighbourhood Management Delivery of Decent Homes Gearing up for Neighbourhood Management Full Delivery of Neighbourhood Management (Mar 05) Contract (Obtain Draft Templates) (Mar 05) Build up understanding and capacity of vision for neighbourhood management (Apr 05) Confidence in Council as community leader developed (Apr 05) Potential benefits through ALMO identified (Apr 05) Role of Almo to deliver NM (sect 27) Deliver decent homes Management agreement 	ALMO Plan 1.1	<ul style="list-style-type: none"> ALMO Delivery Plan and Management Agreement complete and approved by CMT and Cabinet Member – incorporating future role of ALMO in delivering Neighbourhood Management. Section 27 application complete – future vision for Neighbourhood Management
1.7	Produce a 'Fit for Purpose' Housing Strategy	Feb 05	Andrew Balchin Supported by Alison Palmer / Brian Marsh	Complete Off Target	<ul style="list-style-type: none"> Draft Housing Strategy (Aug 04) Strategy in place 'Fit for Purpose' (Feb 05) 		<ul style="list-style-type: none"> Area Development Framework developed HMR Pathfinder Strategy submitted to ODPM Further work being undertaken on the Strategy to ensure Fit For Purpose - currently being reviewed by GOYH Government promised feedback 18th march

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	Improve and widen tenant and resident participation (AC R&M Recommendation)	March 2005	Andrew Balchin Supported by Steve Holmes	Complete Complete Complete Complete Complete Complete On Target On Target	<ul style="list-style-type: none"> Review Tenant Policy Panels, including Repairs and Maintenance Panel (Dec 04) Carry out monthly Customer Satisfaction Survey (Dec 04) Benchmarking with other LA's/ALMO's established (Dec 04) Produce community empowerment strategy and action plan – to include increase in customer involvement from BME and other excluded groups (Jan 05) Review Consultation and Communication strategy action plan (Jan 05) Implement a Tenant Consultation Panel (Jan 05) Increase tenant newsletter to bi-monthly (Mar 05) Develop local neighbourhood compacts (Mar 05) 		<ul style="list-style-type: none"> Draft Empowerment Strategy to discuss at 'Council Housing Futures Group' on 7th Feb 05 Draft Community Empowerment Strategy amended agreed by tenant reps on Council Housing Futures on Monday 7th Feb 05 sent to Andrew Balchin with confirmation. Panel Implemented ongoing work to develop Borough Wide Tenant Forums. Proposal with the Design Studio for newsletter. PS Consultants issued monthly newsletter to tenants including test of opinion survey. Regular newsletters have been produced by PS Consultants including issue relating to the test of opinion. this will now be progressed by the newly appointed Community Development Managers.

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
2.2	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 Supported by Steve Holmes	Complete Complete Complete	<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 (Feb 05) 	<ul style="list-style-type: none"> 7 Area plans completed review summaries with Andrew Balchin Review of Community planning framework to include draft agreement for integrating community planning into borough-wide decision making Neighbourhood Managers are acting as Area Assembly Officers with immediate effect.
2.3	Identify key strategic and policy issues that need to be addressed by the strategic housing authority	Mar 05	Andrew Balchin Supported by Alison Palmer	Complete Complete Off 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 (Feb 05) Project plan for reviewing Policy and Strategies (Dec 04) All policies and strategies reviewed (Mar 05) 	PAPP 1.4

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
2.4	Equalities and Diversity is embedded into Neighbourhood Management and all services are designed to promote community cohesion (AC R&M Recommendation)	Dec 05	Andrew Balchin Supported by Mahmood, Hussain.	Complete Complete Complete Complete Complete	<ul style="list-style-type: none"> Deliver a SMART BME Strategy and action plan (Nov 04) Corporate equalities policy in place (Oct 04) Review all policies and procedures in line with equality and diversity issues (Oct 04) Monthly monitoring of satisfaction of BME is in place, feeding into service improvement (Dec 04) All staff, members and tenant representatives are trained on Equality and Diversity issues and achieving the standard (Oct 05) Corporate Equalities Action Plan delivered against to achieve Level 2 (Mar 05) Level 3 (Dec 05) Monitoring arrangements for CRE Code of Practice is strengthened with data collected acted upon (Mar 05) Action plan for developing representative workforce (Mar 05) Service Standard for monitoring and dealing with racist incidents (Mar 05) BV164 (compliance with code of practise) Achieved (Mar 05) 		<ul style="list-style-type: none"> BME Housing Strategy completed, with SMART action plan Monthly monitoring of satisfaction of BME is in place <p>Level 1 achieved Level 2 (Mar 05) Level 3 (Dec 05) Anite upgrade followed by monitoring data requested from all tenants and leaseholders.</p>

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
2.5	Implement Learning from Customers across the Programme Area including all levels of customer feedback ensuring they deliver clear, discernable user benefits (AC ALMO Recommendation)	Mar 05	Dave Roddis Supported by Jasmine Speight / Tim Brown.	Complete Complete Complete Complete Complete	<ul style="list-style-type: none"> Review current Learning from Customers process (Jan 05) Gaps identified and forum revised (Jan 05) Systems implemented to capture all customer feedback (Jan 05) Ensure systems for testing QA is incorporated (Jan 05) Learning from Customers Action Plan Developed (Feb 05) Service User benefits are identified and reported to all stakeholders on a monthly basis (Mar 05) 		<ul style="list-style-type: none"> Review carried out with forum/customers. Gaps identified. Systems implemented. Action Plan developed incorporating QA and reality checks.
2.6	Routinely collect information including diversity, about customers and analyse to improve customer information, identify and address barriers to access and improve overall satisfaction (AC ALMO Recommendation)	Sept 05	Andrew Balchin Supported by Mahmood Hussain	On Target On Target On Target	<ul style="list-style-type: none"> Framework implemented to capture customer profile (Mar 05) Framework implemented for reporting the monitoring of service usage to Cabinet (Mar 05) All surveys monitor ethnicity (Mar 05) 		

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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, as part of the best value review of housing services, to streamline the delivery of customer focused services and to deliver positive customer facing outcomes and value for money	Mar 05	Janet Greenwood Supported by Tim Brown	Complete Complete On Target On Target On Target On Target	<ul style="list-style-type: none"> Develop a template for all pilot studies that clearly sets out performance against objectives, service benefits, VFM and customer satisfaction (Dec 04) Undertake BP Mapping on services carried out by the ALMO (Feb 05) All key processes and service procedures are tackled through BPR (Mar 05) Using Best Value Principles/EFQM BPR rolled out (Mar 05) KPI's are developed to measure efficiency (Mar 05) Benchmarking framework in place (Mar 05) 	Linked to 4.5 of the ALMO Plan, R & M 2.3	<ul style="list-style-type: none"> Template for pilot studies complete BP mapping complete/report to Cabinet member Feb 05 	

Key Objective 3	Delivering a continuously improving, high performing, accessible and 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
3.2	Improve Income Collection, dealing with debt recovery, by developing effective systems to profile rent arrears and target remedial action, including	Mar 05	Mick Dobson Supported by Simon Bell	Complete Complete On Target	<ul style="list-style-type: none"> • Appoint Former Tenant Arrears Debt Collection Agency (Jun 04) • Increase take up of Direct Debit for rent payment, including additional monthly DD cycle (increase take up to 16.5% of all rent payments) (Dec 04) • Develop strategy for effective, customer-focused income collection and debt 		<ul style="list-style-type: none"> ▪ External Company 'Rossendales Debt Collection Agency' employed

Key Objective 3	Delivering a continuously improving, high performing, accessible and 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
	debt counselling, income maximisation, money advice and advocacy (AC ALMO Recommendation)			<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>recovery, in line with corporate policy, with revised procedures, performance management framework and action plan (Mar 05)</p> <ul style="list-style-type: none"> • Review and revise claw back processes for HB, and develop more effective working relationship with HB service (Mar 05) • Roll out ARBA (automated rent recovery module) (Mar 05) • Level of write-offs reduced (Mar 05) • Reduce the level of FTA to 0.98% of current arrears (Mar 05) • BV66a / HES66b Top Quartile (Mar 05) • 15% pay by DD/SO Set top quartile targets 05 Best in Class (Mar 06) 		

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.3	Working with safer Rotherham partnership to reduce and tackle Anti Social Behaviour in Rotherham Retained function	Apr 05	Bob Crosby Supported by Mark Ford / Helen Nixon / Janet Greenwood / Richard Walker	Complete Complete On Target On Target Complete On Target On Target On Target On Target On Target On Target On Target Complete On Target Complete Complete Complete On Target On Target On Target On Target	<p>Policy and Procedures</p> <ul style="list-style-type: none"> Develop an approved S12 Housing Related Policy and Procedures Document (Dec 04) Procedure in place for 'Introductory Tenancy' ASB Cases to be sent to legal and then Review Panel (Feb 05) Refine domestic violence arrangements to include ASB issues (Mar 05) Review of published Housing Related Policy and Procedure Document for ALMO adoption. (May 05) <p>Performance Management</p> <ul style="list-style-type: none"> Set classification for ASB incidents (Feb 05) Establish IT System and admin to monitor and manage ASB notification (Mar 05) Utilise customer satisfaction information at all levels to inform service improvement (Mar 05) Involve customers in monitoring ASB performance (Mar 05) Establish estate management response standards (Mar 05) Develop PI's and Targets for reducing the incidence of ASB (Mar 05) Assess the effectiveness of ASB strategies (Mar 05) <p>Partnership</p> <ul style="list-style-type: none"> Develop a strategy to deal with ASB in partnership with the SRP including: (Mar 05) Gross cutting data analysis (Jan 05) Publicity programme (Mar 05) Clear definition of ASB (Jan 05) Intelligence using cross cutting GIS data analysis Assessment of Hallam University report (Feb 05) Identify links to Cleaner Neighbourhoods Bill (Jan 05) Diversionary strategy for youth nuisance (May 05) Review ASB based on BV principles (police to lead) and develop SIP (June 05) CCTV Strategy in place (?) One reporting channel for customers (Sept. 05) Develop protocols for working with: <ul style="list-style-type: none"> RSLs (May 05) ALMO/ASBU (Mar 05) Police (Mar 05) Social Services (Mar 05) Youth Services (Mar 05) Mediation Services Guarantee (May 05) <p>Mediation services guaranteee</p>	<ul style="list-style-type: none"> Policy and procedures completed Customer Satisfaction now undertaken <ul style="list-style-type: none"> To go to SRP Pre-planning meeting on Monday 14th Feb. then to full SRP on 22nd Feb Crime and Disorder Act definition for Strategy To be included in Strategy 	

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.4	Improve Tenancy and Estate Management services raising customer satisfaction from 26% (Mar 04) to 50% (Mar 05)	Mar 05	Simon Bunker Supported by Richard Walker	Complete On Target On Target Complete	<ul style="list-style-type: none"> Establish Stakeholder group to review tenancy and estate management procedures (Oct 04) Review of tenancy management with action plan and performance management framework, reported and implemented (Mar 05) Review of estate management with action plan and performance management framework reported and implemented (Mar 05) Review the gardening service to vulnerable customers (Mar 05) To improve customer satisfaction from 26% (Mar 04) to 50% (Mar 05) 		<ul style="list-style-type: none"> Benchmarking for Flytipping done Estate Management Policy Panel and staff, Streetpride Garden scheme reviewed – Report to Cabinet 28th Feb for Housing and 4th March for Social Services
3.5	Develop an effective, value for money, responsive approach to providing the Neighbourhood Warden service	Mar 05	Bob Crosby Mark Ford/John Parks/ Tony Robertson External challenge Service Improvement	Complete Complete Complete Complete On Target On Target	<ul style="list-style-type: none"> Develop response to targets and service standard with Streetpride and Env Servs with baseline data. Long term financial strategy for Neighbourhood Wardens (Dec 04) Consult residents to determine the roll out of Neighbourhood Wardens (Dec 04) Clear Service Standards in place for Neighbourhood Wardens (Feb 05) Undertake a strategic review of the Neighbourhood Warden service that will underpin our approach to crime and grime issues (Mar 05) Undertake a strategic review of caretaking services including VFM Caretaking/Community Safety service charge assessment (Mar 05) 		<ul style="list-style-type: none"> Response targets developed Waiting budget determination Completed as part of Community Planning and NW expansion Project development

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.6	Deliver a 3 star – excellent' repairs and maintenance service (AC R&M Recommendations)	Nov 05	Simon Bunker Supported by Gary Whitaker & Keith Bradley	Complete Complete Complete On Target On Target On Target	<ul style="list-style-type: none"> Implement remaining recommendations from R&M Inspection (Feb 04): Bonus-related pay structure replaced with salaried pay scales, linked to introduction of multi-skilling (May 04) Reduce 10 week access process for gas servicing to 3 weeks (Jan 05) Evening and Weekend Appointment system in place for all none-emergency repairs (Mar 05) KPI 2004/05 targets achieved: <ul style="list-style-type: none"> BV 72 – 97% HES 73 – 13 days BV 185 – 77% HES 7 – 99% HES 8 – 85% Hand held technology Implemented for Decent Homes survey work (Apr 04) * Pilot for R&M (Sep 05). R&M achieves ISO9001 (Dec 05) 	R & M Sip 2.1 R & M Sip 3.1 ALMO Plan 5.2 PAPP 4.1 PAPP 4.4 PAPP 4.7	<ul style="list-style-type: none"> Bonus-related pa structure in place Gas Servicing has reduced 3 week access KPI's are on target *Hand held technology implemented for Decent Homes April 04

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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	Develop and implement a multi-agency single assessment process to promote independent living	Apr 05	Bob Crosby Supported by Angela Smith	Complete On Target On Target Off Target On Target Complete & On Target On Target On Target	<ul style="list-style-type: none"> Introduce furnished homes scheme (Apr 04) Review and refine the support provided to vulnerable households during the course of their application and after care arrangements (Mar 05) Sheltered Housing Action Plan implemented (Apr 05) Implement Personal Housing Care Plans for people moving into Sheltered Housing (Jan 05) Housing Needs Study action plan implemented (Mar 05) Increase furnished homes scheme to 100 and ensure VFM and customer satisfaction (Mar 05) Implement Younger Persons Strategy (Mar 05) Develop the Choice Based Lettings procedures including risk assessment processes and introduce refined service standards. Introduce Choice Based Letting Scheme (Apr 05) Rothercare PMF implemented (Apr 05) 	R & M Sip 2.6 R & M Sip 2.7	<ul style="list-style-type: none"> Undertaken value for money exercise within supporting people framework Report undertaken currently under re-assessment Sheltered Housing Review being undertaken. 	
3.8	Produce a long term strategy and action plan, linked to the Investment Plan, to manage the repair and maintenance needs of Rotherham's housing stock	Feb 05	Mark Johnson Supported by Paul Edwards	Complete Complete	<ul style="list-style-type: none"> Produce suite of documents comprising all policies and procedures relating to repairs and maintenance (Dec 04) Revise former Annual Maintenance Plan to become seven year Stock Maintenance Plan, supporting the Decent Homes Investment Plan and informed by the Sustainability Model (Feb 05) 	ALMO 1.1, 1.5,2.3,2.4, 3.5	<ul style="list-style-type: none"> Should come in with the ISO9000 procedures Quality may need coming up to spec. Mark to Quality Check. Feb 05. (Needs to match into investment plan.) Plan is available but is awaiting final details from Finance section regarding the 05/06 HIP programme 	

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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	
3.9	Performance Management Arrangements developed to enable ALMO to be monitored Council retained function	Mar 05	Dave Roddis Supported by John Mansergh	Complete On Target On Target On Target	<ul style="list-style-type: none"> Key Performance standards and measures identified in conjunction with customers (Feb 05) Performance management arrangements in place (Mar 05) Reporting arrangements for LA agreed (Mar 05) ALMO requirements developed (Sept 05) 			
3.10	Attain Charter Mark accreditation for: <ul style="list-style-type: none"> Neighbourhood Management Repairs and Maintenance Environmental Health Waste Management Council retained function	Mar 06	Dave Roddis Supported by John Mansergh / Jasmine Speight	Complete Complete On Target On Target On Target	<ul style="list-style-type: none"> Core group established (Dec 04) Charter Mark Action Plan established following gap analysis (Feb 05) Action Plan delivered against (Sept 05) Application submitted (Dec 05) Charter Mark accreditation achieved (Mar 06) 	R&M 2.9	<ul style="list-style-type: none"> Core Group established, (group of 6) current performance and assessment requirements identified. (Meet every 2 to 3 weeks) Action Plan to be developed end Feb, following gap analysis at away day. 	

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.11	Improve services and information delivered to Leaseholders and Right to Buy Customers	Feb 05	Simon Bunker Supported by Alison Palmer.	Complete	<p>Leaseholders</p> <ul style="list-style-type: none"> Develop Leaseholders service policy, procedure and action plan (Dec 04) Leaseholders News section in every Open House (Dec 04) Review service charges for tenants and leaseholders (Jan 05) Additional services programme identified and rolled out to broaden choices for leaseholders (Jan 05) Gas servicing offered to leaseholders (Feb 05) <p>Right to Buy</p> <ul style="list-style-type: none"> Develop customer satisfaction survey for RTB's and feed findings into service improvement (Nov 04) Tri-annual RTB impact assessment established (Dec 04) Develop RTB procedure manual (Dec 04) Revise RTB handbook and distribute (Dec 04) RTB Service Standard including historical performance information (Jan 05) 		<ul style="list-style-type: none"> Leaseholder service policy, procedure developed Leaseholder news in Open House Customer Satisfaction for RTB now underway <p>ODPM issue handbook which is given to tenants requesting RTB</p>
	Council retained functions			Complete			

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.12	Customers are delivered receipts for all business transactions Service Improvement	Mar 05	Janet Greenwood Supported by Tim Brown	Complete On Target	<ul style="list-style-type: none"> Scope areas for receipting (Dec 04) All customer transactions are receipted at Neighbourhood Offices (Mar 05) 	3.16	<ul style="list-style-type: none"> Areas for receipting scoped Anite upgrade will allow receipts to be printed from the system (April 05)
3.13	Delivering a one contact customer focused approach to Aids and Adaptation	Apr 05	Bob Crosby Supported by Angela Smith	Off Target Complete Off Target On Target On Target On Target On Target On Target	<ul style="list-style-type: none"> Targets for delivering equal service to public and private sector established (Dec 04) Customer Satisfaction Surveys carried out with finding fed back into service improvement (Dec 04) Establish Adapted Properties register and make available to all staff (Feb 05) Review carried out on Aids and Adaptations based on Best Value principles: (Mar 05) <ul style="list-style-type: none"> Service delivers Value for Money Develop PMF Carry out BPR Budgets assessed in line with demand Establish one council adaptation team Home Improvement Agency developed which eligible for funding (Mar 05) Develop Service Standards (Mar 05) 		<ul style="list-style-type: none"> Report being produced for Cabinet Member and PAMT Survey fed back into Review Service Standards Complete for the 4th March

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.14	Translation services provided for all customer requests, receipts and other key information.	January 2005	Andrew Balchin Supported by Mahmood Hussain	Complete Complete On Target	<ul style="list-style-type: none"> • Language line available at: <ul style="list-style-type: none"> - Neighbourhood offices (Sept 04) - Rotherham Connect (Sept 04) - On-site with operatives (Oct 04) • All repairs literature translated including repair receipt (Oct 04) • All other ALMO service literature translated or Interpreted (Jan 05) • Review Language line to ensure VFM (Mar 05) 		<ul style="list-style-type: none"> • Language line available at all neighbourhood offices, R Connect and operatives trained

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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
3.15	Develop a value for money Access and Accommodation Strategy. (AC ALMO Recommendation)	Nov 2005	Simon Bunker Supported by Richard Walker/ Marie Ingham / Adrian Cheetham	Complete Complete Off Target On Target On Target	<ul style="list-style-type: none"> Investigate and evaluate potential of free-phone number including benchmarking (Nov 04) Complete customer consultation re office accommodation, opening hours and service accessibility (Dec 04) Access and Accommodation Strategy and action plan reported and agreed by ALMO Board.(Jan 05) Implement revised local opening times (Mar 05) Offices are DDA compliant (Nov 05) Develop ALMO Access & Accommodation Strategy, incorporating 1st Stop Shop principles (Mar 05) 		<ul style="list-style-type: none"> Evaluation concluded that free-phone number was not an option Customer consultation on office accommodation completed A draft ALMO Access and Accommodation Strategy has been produced by Simon Bunker, we are currently checking this before sign off to Cabinet. The opening hours will also fit into the take up of the ALMO Access Strategy

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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	
3.16	Ensure that the service is E-government compliant	March 2006	Janet Greenwood Supported by Dean Kerry	Complete Complete On Target	<ul style="list-style-type: none"> Develop an E:government strategy and action plan (Dec 04) Action plan monitored and reported monthly to Programme Area Management Team (Feb 05) Revise internet reporting facility for the whole service (Mar 05) All customer transactions are compliant with e:government (Mar 06) Increase internet reporting uptake 0% (Mar 04) to 2% (Jun 05) to 5 % (Mar 06) BV157 is compliant (Mar 06) 		<ul style="list-style-type: none"> E:government action plan completed and actioned against 	
3.17	Ensure that current IT systems are effective and up to date to aid service improvement through the provision of detailed financial and management information and to improve the way we deal with vulnerable customers (AC R&M Recommendation)	Mar 05	Janet Greenwood Supported by Steve Kilcommons.	Complete Complete On Target On Target On Target	<ul style="list-style-type: none"> Call centre IT systems has access to vulnerable data at point of accessing the property database (Dec 04) New IT package are Upgraded (Anite) (Jan 05) New IT package are Upgraded (Rocc) (June 05) All staff trained on new IT packages (Anite) (Mar 05) IT systems are up to date v34 (Mar 05) 		<ul style="list-style-type: none"> Call centre IT system is now updated with vulnerable flag 	

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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	
3.18	Revise current offer procedures to reduce levels of refusals for empty properties and improve void turnaround times (AC R&M Recommendation)	Mar 05	Simon Bunker Supported by Angela Smith / Lynne Hamshaw	Complete Complete Complete	<ul style="list-style-type: none"> Review and revise current offer procedures (Dec 04) Revise Houseproud standard (Dec 04) Implement 'Buddy Scheme' (Dec 04) Reduce refusals levels from 33.25% (Mar 04) to 20% (Mar 05) Reduce HES 68 (average void relet time) from 22.84 days (Mar 04) to 20 days (Mar 05) 		<ul style="list-style-type: none"> Reviewed with 'Choice Based Lettings' 'Buddy Scheme' analysis by end of Feb 05 Houseproud standard printed in March. 	
3.19	Review the system of decoration allowances. (AC R&M Recommendation)	Feb 05	Simon Bunker Richard Walker Supported by Richard Walker / Jill Jones	Complete Complete On Target	<ul style="list-style-type: none"> Review current Decoration Allowance procedure, including allowances (Dec 2004) Report and implement Decoration Allowance policy, procedures and action plan with service standard (Feb 05) Review and re-report to Scrutiny as requested on results of review (July 05) 		<ul style="list-style-type: none"> Decoration Allowance reviewed presented at Scrutiny - Accepted 	
3.20	Deliver the PDR process consistently to ensure staff contribute towards service targets and objectives (AC R&M Recommendation)	Feb 05	Simon Bunkers Supported by Richard Walker / Kath Amies	On Target On Target	<ul style="list-style-type: none"> Carry our PDR's for whole Neighbourhood Management workforce, including Clear performance targets for service delivery at individual level (Mar 05) Six monthly review programme (July 05) Annual review (Feb 06) 		<ul style="list-style-type: none"> Set appointments for 2% of staff to undertake QA interviews relating to PDR's. NC's and NSO's trained in setting SMART targets to support PRD process. 	

Key Objective 3		Delivering a continuously improving, high performing, accessible and 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	
3.21	Address sickness levels through robust monitoring and reporting (AC R&M Recommendation)	Mar 05	Simon Bunker Supported by Richard Walker / Odette Stringwell	Complete Off Target	<ul style="list-style-type: none"> Utilise new corporate technology to produce robust sickness monitoring information for action and reporting purposes (Jan 05) Reduce sickness level for 'Neighbourhoods' from 16.5 days (Mar 04) to 11 days (Mar 05) 		<ul style="list-style-type: none"> Training produced for Managers Not projected to reach the target but will reduce from last year 	
3.22	Develop clear service standards and informative service information in conjunction with customers (AC ALMO Recommendation)	Mar 05	Dave Roddis Supported by Jasmine Speight / John Mansergh	Complete Complete On Target On Target On Target	<ul style="list-style-type: none"> Review current service standards and customer information (Feb 05) Consult with customers and stakeholders on all standards (Feb 05) Revise and distribute the tenants handbook (Mar 05) Service improvement. Implement clear and measurable service standards across the Programme Area (Mar 05) Performance against standards reported to customers (Mar 05) 		<ul style="list-style-type: none"> Current standards reviewed. Consultation carried out with learning from customers forum. Meeting arranged with a Design Company mid Feb to discuss tenants handbook review. 	

Key Objective 4 <i>Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement.</i>							
Task Ref.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
4.1	Review value for money options for procurement of repairs and maintenance services. (AC R&M Recommendation)	March 2005	Simon Bunker Supported by Gary Whitaker/ Mick Dobson 24/01/04	Complete Complete On Target On Target	<ul style="list-style-type: none"> Develop a clear and transparent process for market testing (Sept 04) Complete a soft market test of the construction industry to identify the most appropriate procurement strategy (Jan 05) ALMO Project Board to agree procurement strategy (Mar 05) Issue of OJEU notice (April 05) 		<ul style="list-style-type: none"> Strategy for soft market test approved (Sep 04) Meeting with potential market held in December Met with 14 Partners, to address competition. Revisit time scales. RE-evaluate report to cabinet. New Procurement strategy, Ojec notice possible July 05. Report to members, with soft market testing. Need to move to a full competitive test.

Key Objective 4 <i>Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement.</i>							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
4.2	Review value for money of all services (other than R & M) which will be delivered by the ALMO.	Mar 05	Simon Bunker Supported by Janet Greenwood & Richard Walker	On Target	<ul style="list-style-type: none"> Establish work groups for each service, to review VFM (ie. income management, estate management, tenancy management, voids and allocations, leaseholder arrangements) establishing a VFM template and benchmarking criteria. (Mar 05) Value for money reviews complete with action plans, reported to ALMO Project Board (Mar 05) Improve budget information and invoice processing to demonstrate Value for Money (Mar 05) 	PAPP 2.3 PAPP 3.3 PAPP 3.5 R&M 3.1	<ul style="list-style-type: none"> Benchmarking criteria agreed
4.3	Contractual arrangements between LA and RBT reviewed and agreed	Mar 05	Jim McAusland Supported by Mick Dobson	On Target	<ul style="list-style-type: none"> Cessation and renegotiation to facilitate ALMO established (Mar 05) New business opportunities identified (Mar 05) 		
4.4	Leadership of LA strategic functions is established	Apr 05	Andrew Balchin Supported by Alison Palmer / Janet Greenwood	Complete	<ul style="list-style-type: none"> Action in place and performance managed (Dec 04) LA strategic role is adequately resourced (Apr 05) Service improvement plan for Strategic and Enabling in place (Apr 05) 		

Key Objective 4 <i>Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement.</i>							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
4.5	Establish Risk Management register for LA and ALMO incorporating regular review and monitoring arrangements	Nov 05	Dave Roddis Supported by John Mansergh	Complete Complete On Target	<ul style="list-style-type: none"> • Programme of monitoring and review established (Sept 04) • Risk Assessment Template established (Nov 04) • Existing risk register reviewed and separated (Nov 05) • Corporate issues migrated (Nov 05) 		<ul style="list-style-type: none"> • Risk Management register for N/hoods in place • Monitoring agreed (monthly), review (quarterly) – PAMT, report to Cabinet
4.6	Identify and resolve implications for LA democratic and governance arrangements	Dec 04	Andrew Balchin Supported by Steve Holmes	Complete Complete Complete Complete	<ul style="list-style-type: none"> • Review of LA constitution and political structure fed into (Dec 04) • Scheme of delegation amended (Dec 04) • Roles of members adequately separated (Dec 04) • Members community leadership role identified (Dec 04) 		<ul style="list-style-type: none"> • Scheme of delegation completed and submitted to ODPM Feb 05 following approval from Cabinet Member and CMT. • Members roles separated and reflected in Code of Conduct and S27 application • Community Leadership Manager appointed Feb 05 to drive forward work.
4.7	Reduce overall costs and deliver a value for money Repairs and Maintenance Service through increasing programmed and reducing emergency repairs	March 2006	Gary Whitaker Supported by Keith Bradley / Robin Walker	On Target	<ul style="list-style-type: none"> • HES9 (% of programme/responsive repairs – 55/45 (Mar 05), 60/40 (Mar 06) • Reduce emergency from 27% to 17% (Mar 05) to 10% (Mar 06) 		

Key Objective 4						
Ensuring our services demonstrate value for money to our customers, through the application of competition and procurement.						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Links to Other Plans
4.8	SLA's are in place following review and consultation with customers to ensure VFM and that it addresses customers needs (AC ALMO Recommendation)	Nov 2005	Mick Dobson Supported by Andrew Balchin	Complete Complete On Target On Target On Target	<ul style="list-style-type: none"> Programme of reviews in place in consultation with the customer (Sept 04) Managed through ALMO project group (SLA Template – SMART, reference to service quality and customer care and are clearly articulated) (Dec 04) Agree period for review and renegotiation (Mar 05) Review completed, addressing VFM and customer needs (Apr 05) SLA's for all services procured (Nov 05) 	ALMO Plan 1.1
						<ul style="list-style-type: none"> Programme of reviews established SLA template developed On target for the end of Feb or at the latest end of March – Decision by CMT made.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Environment Scrutiny Panel
2.	Date:	24 March 2005
3.	Title:	3rd Quarter Performance Report, 2004/05 All Wards Affected
4.	Programme Area:	Neighbourhoods

5. Summary

The report details the Neighbourhoods Programme Area performance set against relevant performance indicators during the third quarter of this financial year.

6. Recommendations

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

7. Proposals and Details

This report provides evidence that our excellent performance results are being sustained, that our quarterly control profiles are robust and that we are set to deliver our best ever performance results at the end of the year. At the end of the quarter, 40 (89%) Key Performance Indicators (KPIs) are achieving their control target, but action is in place to ensure all the year-end targets are achieved. 5 (11%) are not achieving their quarterly control targets.

At the same stage last year, 76% of our indicators were on target. The latest 2003/04 quartile data was released by the Audit Commission in January 2005. This provides a more reliable picture of how our performance compares with the best authorities. Performance across the country is continually improving and it is encouraging that our programme area is maintaining pace with the top 25%. When compared to the new All England figures, 6 indicators are in the top quartile, compared to 5 in the last quarter. The indicator that has moved into the top quartile relates to rent collection and reflects the improvement made to our performance management arrangements in this area.

The areas of significant improvement this quarter relate to Neighbourhoods' Local Public Service Agreement (LPSA) targets. Members were particularly keen on improving the repairs by appointment performance indicator during the last quarter. We have held two performance clinics during the quarter to ensure that all our repairs indicators were improved. They are now back on target.

The clinics were used to review and evaluate performance against objectives and targets. All repairs managers were required to present details of progress towards key objectives and present details of the actions they propose to make to address areas for improvement. The term 'clinic' is used to analyse, scrutinise and challenge current performance to identify how it can be improved. It describes face to face discussions that take place between the performance manager and Programme Area Management Team. A series of 'mini clinics' underpin this process at the operational level. These clinics are prepared for in advanced and is structured around the following questions:

- Have targets been met?
- If they have not been achieved, why?
- What can be done to turn this around?
- Is there another method of completing the work?
- Is the performance problem caused by a lack of capability?
- What needs to happen before the next session?

Performance clinics play a pivotal role within our performance management arrangements. Most importantly, they deliver an outcome of performance improvement. This is seen as good practice nationally and within the authority.

8. Finance

There is an administration cost to producing the reports.

9. Risks and Uncertainties

We are progressing well with the organisational changes taking place within the programme area. In some cases, new people are in charge of delivering services that are measured by Key Performance Indicators. Within this context, the immediate risks are to deliver against the stretching targets that were set for each Performance Indicator at the start of the year. These risks are being managed by implementing an ambitious learning and development plan and placing extra performance management controls in place. This will ensure that the best results are achieved for the end of the year and that the programme area continues to develop better public services for people in Rotherham.

10. Policy and Performance Agenda Implications

The Neighbourhoods Programme Area contributed enormously to the improvement in the Council's Comprehensive Performance Assessment (CPA) score in 2004. Performance management and robust improvement planning was crucial to this success as we delivered top scores for Performance Indicators in 2004. These latest performance results are encouraging as the 2005 CPA methodology places a greater importance on Performance Indicators than ever before. It is vital that performance continues to improve and that each indicator improves its quartile position.

11. Background Papers and Consultation

The report will also be discussed with Service Managers and Performance Indicator Managers.

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Neighbourhoods

Quarter 3
(October to December 04)
Performance Report
2004/05

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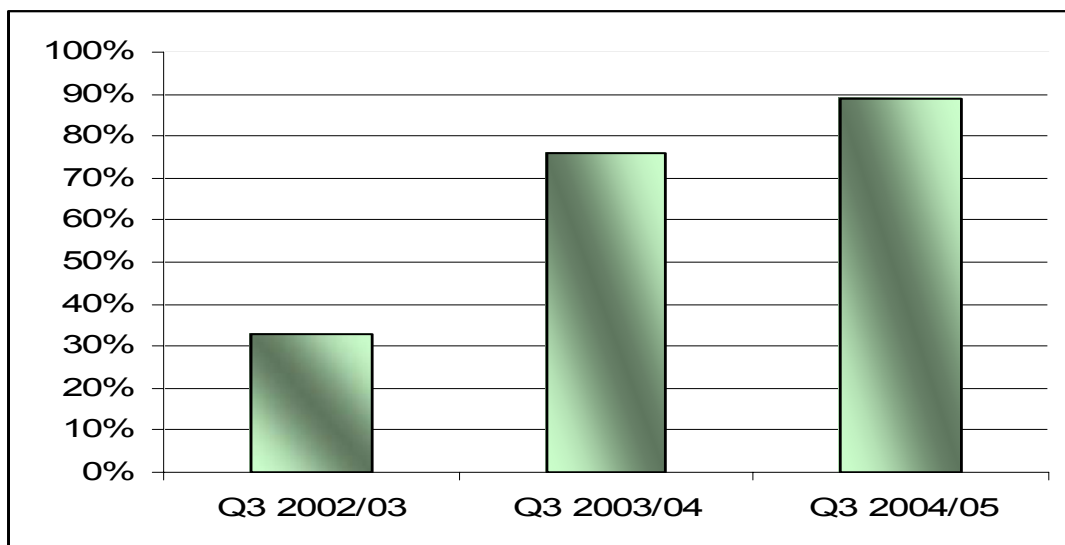
Executive Summary

Overview

In December, 40 (89%) KPIs are on target and have achieved the monthly control target that was agreed by the PI Manager. 5 (11%) are not achieving monthly control targets. This compares to 89% of KPIs being on target in the last quarter. When compared with the newly released All England figures 6 indicators are in the top quartile, compared to 5 in the last quarter. The indicator that has moved into the top quartile relates to rent collection and reflects the improvement made to our performance management arrangements.

Direction of Travel

The graph below illustrates the direction of travel on performance outturns over the last two years. The Programme Area is delivering continuous improvement and the trend is encouraging for the prospects for further improvement.



Significant Improvements

Our best news stories this quarter relate to improvements in performance with all Neighbourhoods' Local Public Service Agreement (LPSA) targets. Members were particularly keen on improving the repairs by appointment performance indicator during the last quarter. We have held two performance clinics during the quarter to ensure that all our repairs indicators were improved and are now on target.

Actions for Improvement

During the quarter we have developed a comprehensive Learning and Development Plan, ensuring that the ALMO makes a positive contribution to the Council's priorities from day one. As such, this training plan has a key role to play in terms of risk management, providing sufficient insurance against potential dips in performance. This is why we have invested a lot of planning and research time into delivering a needs-led 'fit for purpose' training plan.

This training plan has a number of key objectives which have been informed by our service plans, learning from the experience of other ALMOs and adopting an action learning set approach by reviewing the neighbourhood management pilot (Going Local). Performance is crucial to this and, as such, is the key driver of the training plan. The training plan supports the selection process arising from the restructure, enabling our workforce to deliver against short term and medium term business objectives.

To clarify, these are:

- **Short term** - Delivering continuous improvement in performance and service quality –
 - Achieving top quartile aims for all Key Performance Indicators and improvements in customer satisfaction by April 2005.
 - Continuously improving our part of the Council's CPA score within the Housing Block, making sure we move from 'fair' to 'good' by December 2005.
 - Achieving our PSA targets by March 2006.
 - Achieving Charter Mark for Repairs and Maintenance and Neighbourhood Management by March 2006.
 - Delivering a '3 star – excellent' ALMO by November 2006.
 - Delivering our part of the Neighbourhoods' Business Plan objectives between 2004 and 2007.
- **Medium term**
 - Achieving the ODPM's National Floor Target of bringing all of our homes up to the decent homes standard.

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. All figures are cumulative, i.e. quarter 3 figures relate to performance between the start of the year to the end of the third quarter. By reporting it this way it gives members a better picture of performance levels and the likelihood of year-end targets being achieved.

Strategic Objective 1 – Delivering Housing Market Renewal to stimulate the local economy.***Supporting Corporate Priorities - 'A Place to Live'***

BV 62 On 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	3.21%	4.3% (Higher is better)	6.42% 4.32%	0.82% (Q1) 2.72% (Q2)	3.39%	3.63%
All England – Upper Middle Quartile			Metropolitans – Upper 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	92	35 (Higher is better)	N/A	5 (Q1) 23 (Q2)	30	30
	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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
22.84	20 Days (Lower is better)	N/A	24.62 days (Q1) 18.45 days (Q2)	24 days	16.53 days	
All England ALMOs – Top Quartile						

HES 69 On target	Percentage of rent lost through local authority dwellings becoming vacant (<i>Andrew Leigh</i>)					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	1.58%	1.25% (Lower is better)	N/A	1.33% (Q1) 1.19% (Q2)	1.31%	1.07%
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>Andrew Leigh</i>)					
On target	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	a)1.55 b)0.60	a) 1.54% b) 0.5% (Lower is better)	N/A	a) 1.2% (Q1) 1.11% (Q2) b) 0.31 (Q1) 0.23% (Q2)	a)1.54 b) 0.5%	a)0.97% b) 0.25%
	All England – N/A			Metropolitans – N/A		

BV 62 - Unfit private dwellings made fit/demolished

- This indicator is on target due to the Group Repair Scheme for Eastwood, which is the main contributor, being ahead of target.
- All demolition programmes are contributing as planned.

BV 64 - Private vacant dwellings occupied/demolished

- We are currently on target with this indicator.
- Performance overall looks set to be achieved due to our commitment to the Decent Homes - Home Energy Saving Scheme and other insulation and related works to complement heating conversions. Some of this is achieved by accessing funding from the utilities Energy Efficiency Commitment Programme and the British Gas Warmer Life Scheme.

HES 68 - Average void relet time

- We are near to achieving the 2005/06 target within 2004/05.
- We have further reduced average turn round times in this period by 2 days.
- Work is already underway to ensure that any remaining inefficiencies are squeezed out of the void management process. We have already identified improvements as a result of the recent restructure involving new managers bringing fresh approaches to areas. The impact of Choice Based Lettings, to be introduced in 2005/06, will be closely monitored to ensure that it does not have a negative impact on this indicator.

HES 69 - Rent loss through voids.

- Performance continues to improve, with rental loss currently at an all time low.
- The ability to take quick and decisive action on low demand voids, through the use of delegated powers, has led to significant improvements with this indicator.
- The outcome of the sheltered housing review should make a further impact in 2005/06, following the disposal of some problematic schemes .

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 On target	Local authority rent collection and arrears: proportion on rent collection (Simon Bell)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	97.72%	98.3% (Higher is better)	97.23% 98.19%	92.07% (Q1) 97.22% (Q2)	98.77%	98.77%
All England – Top 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 (Simon Bell)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	1.75%	1.73% (Lower is better)	N/A	1.99% (Q1) 2.22% (Q2)	2.09%	2.00%
	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? (Andrew Leigh)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	Yes	Yes	Yes	Yes (Q1) Yes (Q2)	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 (Helen Nixon)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	a) 97% b) 98% c) 100%	a)98% b)99% c)100% (Higher is better)	N/A	97% (Q1) 100% (Q2) 99% (Q1) 99% (Q2) 100% (Q1) 100% (Q2)	98% 99% 100%	98% 98% 100%
	All England – N/A			Metropolitans – N/A		

HES 5	% of new tenancies that last more than 12 months (Dave Abbott)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
Off target	97.5%	98% (Higher is better)	N/A	95.17% (Q1) 95.88% (Q2)	97.5%	96.70%
All England – N/A			Metropolitans – N/A			

HES 11	% cost of tenant rechargeable repairs which has been recouped (Simon Bell)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
On target	27.7%	30% (Higher is better)	N/A	31% (Q1) 45.36% (Q2)	28%	43.47%
All England – N/A			Metropolitans – N/A			

BV66a - Rent collected

- We are ahead of target with this indicator, and this is the best performance for a third quarter since this indicator was introduced.
- There has been a significant increase in take up of Direct Debit (Standing Orders also rose in this period) which helps staff concentrate on weekly payers.

HES 66b - Rent arrears of current tenants

- We are ahead of target with this indicator, and this also is the best performance for a third quarter since this indicator was introduced.
- We have set up the third Direct Debit Cycle for the 1st of the month, we now offer 1st, 12th & 24th as payment dates. The first new payments are due on 1st March, with 30 new tenants joining us for the first cycle. This follows a recommendation by the Housing Inspectorate which has improved performance on rent collection in other areas of the country.

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

- Current performance is on target with the action plan and has contributed to the Council achieving Level 1 of the Local Government Equality Standard.
- Progress against all equality and diversity objectives will be presented to cabinet member at quarterly intervals. The ALMO will also contribute to our equality and race equality action plans. This approach has been approved by the Housing Inspectorate.
- All policies and procedures have been prioritised into an action plan set against the relevant criteria of the Race Relations (Amendment) Act.

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

- We are on target on parts a and c of this indicator.
- Performance has continuously improved due to tighter monitoring controls.
- Following a recommendation within the “indicative ALMO” report, this indicator will be upgraded in 2005/06 to provide better qualitative and quantitative measures, which will in turn provide a more robust analysis of anti-social behaviour at the local level in which to inform both the strategy and service delivery.

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

- This indicator is slightly behind the stretching quarterly control target, which has been designed to demonstrate the sustainability of neighbourhoods as well as tenancies.
- The transformation to neighbourhood management should further improve performance in the medium to long term. We are targeting resources to tackle the causes of tenancy failure, with key issues such as money and debt advice, new tenancy support, the Decent Homes programme (the Rotherham Standard incorporates Secure By Design standards in new doors and windows), further community safety initiatives and use of new powers under the Anti-Social Behaviour Act are at the heart of future service delivery plans.

HES 11- % of recouped rechargeable repairs

- Performance levels are well ahead of target.
- Current recovery levels compared with the same period in 2003/04 show a collection rate of £39,383 by the end of quarter 3 compared to £36,514 last year.
- The ability to take quick and decisive action, through streamlined recovery procedures, has contributed to a better outturn this year.

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 On target	Percentage of the total tonnage of household waste arisings which have been recycled (<i>Adrian Gabriel</i>)					
	Comprehensive Performance Assessment Indicator					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	10.7%	13.5% (Higher is better)	8.83% 16%	12% (Q1) 12.7% (Q2)	12.7%	13.2%
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

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Neighbourhoods

BV82b	Percentage of the total tonnage of household waste arisings which have been composted (<i>Adrian Gabriel</i>)					
	Comprehensive Performance Assessment Indicator					
	Local Public Service Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
On target	4.2%	4.5% (Higher is better)	1.89% 6.01%	9.8% (Q1) 9.8% (Q2)	5.4%	8.3%
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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3
	0%	0%	N/A 10.72%	0% (Q1) 0% (Q2)	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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	On target	85.1%	82% (Lower is better)	N/A 73.44%	78.2% (Q1) 77.5% (Q2)	81.9%
All England – Top 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	Off target	475	483 (Lower is better)	421 390	553 (Q1) 540 (Q2)	496
All England – Bottom Quartile			Metropolitans – Bottom Quartile			

BV86	Cost of waste collection per household (<i>Adrian Gabriel</i>)						
	2003/04 Actual	2004/05 Target	Mets/All Eng Average 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3		
					Target	Actual	
	On target	£40.21	£45.77 (Lower is better)	£32.48 £38.91	£46.06 (Q1) £45.99 (Q2)	£46.01	£45.94
	All England – N/A			Metropolitans – N/A			

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Neighbourhoods

BV87 On target	Cost of waste disposal per tonne for municipal waste <i>(Adrian Gabriel)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Average 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	£29.48	£29.30 (Lower is better)	£36.24 £39.18	£25.99 (Q1) £26.54 (Q2)	£28.45	£28.09
All England – N/A			Metropolitans – N/A			

HES 88 On 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	25	24 (Lower is better)	N/A	28 (Q1) 24 (Q2)	24	22
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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	96.4%	96.4% (Higher is better)	96% 100%	96.4% (Q1) 96.4% (Q2)	96.4%	96.4%
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

BV 82a Performance – % of waste recycled

- We are currently exceeding the target for this indicator.
- Recycling performance at the Household Waste Recycling Centres remains very good, currently almost 14% higher than forecast.
- Refuse round waste collected in December was lower than forecast for the first time since July 2004 and residual waste from the Household Waste Recycling Centres was 16% lower than forecast. This reduction puts us in a strong position to achieve the year-end target.

BV 82b Performance – % of waste composted
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- We are on track to hit the target for this indicator.
- The kerbside green waste service continues to be very successful. The tonnage of compostable material collected continues to exceed our forecasts. The kerbside scheme changed to a monthly collection from December and has collected 17% higher than our estimate.

- December is normally the month with the lowest green waste tonnage and with the growing season now ended this indicator will continue to fall towards the year-end. However, the strong performance to date puts us in an excellent position in relation to our action plan and we are still confident in significantly surpassing our year-end target.

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

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

BV 82d Performance – % of waste landfilled

- We are on target with this indicator.
- 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, if successful, will ensure the action plan targets for this indicator are met.

BV 84 Performance – Kg's of waste per head

- Performance is behind the quarterly control target for this indicator, but actions taken during the quarter has seen a big improvement.
- We have delivered huge successes in our recycling performance (LPSA) through increasing recycling facilities such as the 'blue box' and 'green bin'. But this has had a 'knock-on' effect of contributing to more waste as households have more storage capacity (more bins) to throw out rubbish. We have also collected more green waste (2500 tonnes last year) at the household waste recycling centres. This is the trend nationally.
- Based on current trends, we anticipate that we will out turn at 493 Kg's per head (target 483 Kg). Our efforts to promote waste minimisation are continuing, but these remain long-term educational initiatives. We are taking a long-term approach to preventing household waste; with a series of actions including a year long partnership with other authorities in South & West Yorkshire to develop a radio based recycling and waste minimisation campaign. This will be a year long campaign, with costs shared by all councils.

BV 86 Performance – Cost of waste collection per household

- We are currently on target with this indicator.
- We have now undertaken a detailed budgetary analysis, which has updated our projected cost of waste collection per household.
- Projected costs of the waste collection service to the year-end show only a marginal increase on the original budget forecast (less than £9,000).

- Higher recycling rates have increased costs which are based on actual tonnage of recyclables collected. When divided by the actual number of households in the Authority (which remain lower than the forecast figure), these collection costs result in a slightly higher than anticipated unit cost.

BV 87 Performance – Cost of waste disposal per tonne

- Performance is currently exceeding the target.
- We have now undertaken a detailed budgetary analysis, which has updated our projected cost of waste disposal.
- The third quarter figure is better than the control target (£ 28.42) and we now anticipate achieving our year-end target for this indicator.

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

- This indicator continues to remain on target.
- The onset of winter and the associated vehicle problems that can occur as a result of adverse weather conditions can have a significant impact on performance and the situation will continue to be closely monitored to ensure that this does not have a negative impact on this customer care indicator.

BV 91 Performance – % population served by a kerbside recyclable collection

- We have achieved our year-end target.
- We have now completed our survey of the various multi-occupancy areas in the borough looking at the various options (banks, blue boxes etc.) which may be feasible for recycling schemes in those areas.
- We are looking to implement any necessary changes in the recycling arrangements for these areas early in the new year (to avoid any confusion with any changed arrangements over the Christmas and New Year period).

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, 2004					
	b) The percentage change in proportion of non-decent homes between 1 April 2004 and 1 April 2005 (<i>Dave Middleton</i>)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
a) 47.07%	78%	40% 21%	-	-		
b) 18.78%	11.28% (Higher is better)	15.45% 23.8%	2.53% (Q1) 6.14% (Q2)	9.4%	9.43%	
All England – Lower Middle Quartile			Metropolitans – Lower Middle 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	2223	2050 (Lower is better)	N/A	465 (Q1) 1128 (Q2)	1636	1733
	All England – N/A			Metropolitans - N/A		

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

- Performance is on target.
- Work is under way on the decent homes programme at West Melton, Richmond Park, Beeversleigh and Blackburn. Works are completed at Eastwood, Wath, Whiston, Aston, Longfellow Drive and East Herringthorpe.
- Regeneration work has commenced is ongoing at Wath White Bear and Wharncliffe.
- Further areas have been identified for surveying; these areas include Herringthorpe and an area within Swinton for the 2005 programme.

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 (<i>Paul Maplethorpe</i>)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	58	59 (Higher is better)	60.5 65	58 (Q1) 58 (Q2)	58	59
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

HES 72 On target	The percentage of urgent repairs completed within Government time limits (<i>Gary Whitaker</i>)					
	Comprehensive Performance Assessment Indicator					
	Local Public Sector Agreement Target					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
93.55%	97% (Higher is better)	N/A	91.12% (Q1) 93.22% (Q2)	95%	95.46%	
All England ALMOs – Lower Middle Quartile						

HES 73 On target	The average time taken to complete non-urgent responsive repairs (<i>Gary Whitaker</i>)					
	Comprehensive Performance Assessment Indicator					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	14.85 Days	13 Days (Lower is better)	N/A	10.33 (Q1) 11.74 (Q2)	13 days	13 days
All England ALMOs – Upper 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
65.3%	77% (Higher is better)	67.7 85.58	78.53% (Q1) 74.15% (Q2)	76%	76.05%	
All England – Upper Middle Quartile			Metropolitans – Top Quartile			

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Neighbourhoods

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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	a) 291 b) 183	a) 220 b) 140 (Lower is better)	N/A	a) 234 (Q1) 203 (Q2) b) 172 (Q1) 143 (Q2)	a) 225 b) 145	a) 201 b) 133
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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	98.11%	100% (Higher is better)	N/A	43.14% (Q1) 66.39% (Q2)	88%	89.83%
All England – N/A			Metropolitans - N/A			

HES 8 Off target	% of repairs completed on the first visit (<i>Gary Whitaker</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	75.83%	85% (Higher is better)	N/A	77.57% (Q1) 80.37% (Q2)	85%	79%
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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	49%	55% (Higher is better)	N/A	44% (Q1) 47.81% (Q2)	52%	52.2%
All England – N/A			Metropolitans - N/A			

HES 12 Off target	Performance of spend on Capital Programmes (<i>Dave Middleton</i>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	100%	100% (Higher is better)	N/A	8% (Q1) 30.64% (Q2)	70%	60.84%
All England – N/A			Metropolitans - N/A			

BV 63 Performance – Energy Efficiency SAP rating

- 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. Some of this has been achieved by accessing funding from the utilities Energy Efficiency Commitment Programme and the British Gas Warmer Life Scheme.

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

- Performance is currently on target for this LPSA indicator.
- A quality assurance audit has been completed which has identified some inefficiency within the records system. This has now been cleansed and has resulted in an improvement in performance with this performance indicator.
- A performance clinic was held in December to identify further improvements. A new weekly monitoring proforma now allows depot managers the ability to concentrate resources on jobs before they go out of time and enable managers to target individuals whose productivity levels are slipping. This has resulted in an improvement in performance and should ensure that we beat our year-end target.

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

- Performance is on target.
- A performance clinic was held in December to identify further improvements. A new weekly monitoring proforma now allows depot managers the ability to concentrate resources on jobs before they go out of time and enable managers to target individuals whose productivity levels are slipping. This has resulted in an improvement in performance and should ensure that we beat our year-end target.

BV 185 Performance – Repairs by Appointment

- At the last scrutiny panel, members advised that they wanted action taken to get this indicator back on target. Following analysis, we acted to realign resources to target appointments; this LPSA indicator is now back on target.
- A performance clinic was held in December to reinforce the message to managers that this indicator is of particular importance to customers and members. This will be followed up every month to ensure that the year-end target is achieved.

HES 6 Performance – Time taken to process adaptations**6a**

- Performance for the third quarter is on track to meet the year-end target.
- A best value review of adaptations has commenced to ensure that we improve service quality, speed and value for money by utilising customer feedback of the service.

6b

- Performance is on target.
- The best value review will ensure that there is greater equity within the current adaptations system so that the time taken to receive an adaptation is the same in both the public and private sector.

HES 7 Performance – % of properties gas serviced

- Performance is on target to achieve the 100% target for the first time.
- We have sustained progress due to the impact of revised working arrangements, added to the ability to gain rapid access to properties which have previously prevented a 100% return.

HES 8 Performance – % of repairs completed on first visit

- This indicator is below target, however an action plan is in place to recover the position. The plan considers deployment of labour related to performance and outputs, and also examines collection, recording and reporting of information to ensure accurate management information.
- Tool Box briefings concentrating on performance take place weekly, focussing the workforce themselves on this indicator.
- Continuous improvements on issues like repairs by appointment, and empowerment of operatives, will have a sustained positive impact.

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

- Current performance levels are above target and the evidence suggests that we will meet the year-end target. This is particularly encouraging as the indicator will come into the national set in 2005/06.
- Expenditure at the end of September shows £2,872,021 spend on responsive repairs and £3,129,766 spend on programmed giving an overall spend of £6,001,789.
- Our spending commitment profiles suggest that this indicator will continue to improve.

HES 12 Performance – Spend on Capital Programme

- Performance is currently off target, when compared to the quarterly control profile, but we fully expect that the year-end target will be achieved.
- All schemes are now up and running and are expected to complete by the year-end but are slightly behind our project plan.
- Weekly monitoring meetings are now taking place between heads of sections, and under performance of budget holders are being tackled through the ALMO Development Board meetings.

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 target	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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	99.8%	91% (Higher is better)	N/A	85% (Q1) 95% (Q2)	91%	96%
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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	77%	80% (Higher is better)	N/A	6.15% (Q1) 44.86% (Q2)	55%	71.53%
All England – N/A			Metropolitans - N/A			

HES 1 On target	% of visits to collect syringes and needles discarded in public places undertaken within 3 hours <i>(Mark Ford)</i>					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	100%	95% (Higher is better)	N/A	100% (Q1) 100% (Q2)	95%	100%
All England – N/A			Metropolitans - N/A			

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Neighbourhoods

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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	4.24	4.5 (Higher is better)	N/A	1 (Q1) 2.44 (Q2)	3.52	3.66
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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	11.72	12.5 (Higher is better)	N/A	3.08 (Q1) 7.96 (Q2)	9.72	11.85
All England – N/A			Metropolitans - N/A			

HES 16 On target	% 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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	100%	90% (Higher is better)	N/A	30.47% (Q1) 64.84% (Q2)	72.66%	85.94%
All England – N/A			Metropolitans - N/A			

HES 18 Performance – % of food inspections – high risk

- We are currently exceeding the target with this indicator.
- Performance has been achieved due to targeted enforcement activity, which resulted in the closure of one club, two prosecutions against takeaway premises and 11 food hazard warnings.

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

- Performance is on target and we predict an outturn of 95%.
- Whilst work has concentrated on high risk visits and other work must now be programmed, recent successful recruitment provides a sound basis for forecasting that the year end target of 80% high risk visits will be met.

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

- Performance is ahead of target.
- The across Council performance of 100% exceeds the annual target of 95% of visits to collect drug litter in public places being made within 3 hours. For the year to date 199 deposits of drug litter have been notified for clean up.

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

- Performance is slightly ahead of target.
- Current performance for the year stands at 3.66/10,000 population which equates to the service of 92 fixed penalty notices. Profiled target is 3.5/10,000 – 88 notices.

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

- Performance currently exceeds the control target.
- Current performance for the year stands at 11.85 notices/10,000 population which equates to the service of 298 fixed penalty notices. Profiled target is 9.66/10,000 – 243 notices.

HES 16 Performance – Industrial process emission control programme

- Current performance levels are on target.
- The target of 100% the programme of compliance visits being carried out over the year equates to 128 inspections.
- The total for the year stands at 110 inspections which is 85.94% of the programme (profiled target is 93 inspections (77.66%).

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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	100%	100% (Higher is better)	N/A	100% (Q1) 100% (Q2)	100%	100%
All England – N/A			Metropolitans - N/A			

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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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 2	
					Target	Actual
	a) 0.71 weeks	0.29 weeks (Lower is better)	0 1	0.36 (Q1) 0.29 (Q2)	0.29	0.29
b) 0	0 (Lower is better)	0.8 1	0 (Q1) 0 (Q2)	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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	NEW	4 (Lower is better)	n/a	1 (Q1) 4 (Q2)	2	2
	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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
	NEW	64% (Higher is better)	n/a	74% (Q1) 79% (Q2)	64%	72%
	All England – N/A			Metropolitans - N/A		

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

- Current performance levels are on target.
- Performance against target is being maintained due to the improved procedures in the decision making process. Improved monitoring systems help the Homeless Team to consistently achieve 100% performance.
- An internal target of reaching decisions within 20 days was set in January 2003, with the unit consistently achieving 100% of this target. This is well within the legislative requirement of 33 days. Consistent performance is maintained as a result of improvements in the investigating process of homeless cases and the continued commitment and focus of the team.

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

- Performance is on target for both parts of this indicator.
- The guidance notes for the indicator state that households are counted when their Section 193 homeless duty is discharged, i.e. when a household secures suitable long-term accommodation. This means that cases where decisions were made in previous years can affect current performance figures.
- The homelessness duty has now been discharged to **all** families who have spent time in bed and breakfast accommodation. Homelessness Unit is committed to ensuring, whenever possible, neither single people nor families are placed in bed and breakfast accommodation.

BV 202 - Number of individuals sleeping rough

- Performance is currently on target.
- The current figure of two is based on knowledge and information from other agencies (e.g. The Well Centre and Rotherham Homelessness Project) who are aware of a small number of rough sleepers using derelict buildings.
- The guidance for this indicator states that local authorities must use information from relevant local agencies in reporting on this indicator.
- Ongoing work continues to ensure that all rough sleepers have access to the available support from the local authority's Homelessness Unit and other relevant support agencies if they wish to use it.

BV 203- Number of families in temporary accommodation

- Current performance is on target.
- The reduction in the use of temporary accommodation for families has mainly occurred because of the fact that we no longer use non-secure tenancies, except occasionally in emergencies.
- On a cautionary note, the number of families may rise as the number of units of emergency overnight accommodation increases and with the expansion of the women's refuge accommodation. This policy decision has been made in response to the Government's policy on minimising the use of bed and breakfast accommodation.

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% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3
	97.7%%	97% (Higher is better)	N/A	98.3% (Q1) 99.1% (Q2)	98.7%
	All England – N/A			Metropolitans - N/A	

Summary of complaints

Between 1 October and 31 December 2004, 45 formal complaints were received. This compares to 57 in the previous quarter.

There have been 160 complaints received so far this year, compared to 220 at the same stage last year. The table below shows the number of complaints received during the quarter by service and subject area.

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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	2	1	0	0	0	0	0	3
Building & Renovations Unit - Technical	0	5	0	2	2	0	0	9
Building & Renovations Unit - Agency & Grants	0	0	0	2	0	0	0	2
Policy and Planning	0	0	0	0	0	0	0	0
Housing Management	1	12	0	0	10	1	2	26
Environmental Services	1	0	1	0	0	0	0	2
Waste Management	0	0	0	0	0	0	0	0
Health & Commercial Standards	4	0	0	0	0	0	0	4
Asset Management	0	2	0	0	0	0	0	2
Regeneration	1	1	0	0	0	0	1	3
Legal	0	0	0	0	0	0	0	0
Rent	0	0	0	0	0	0	0	0
Anti Social Behaviour	0	0	0	0	0	0	0	0
Total	9	21	1	4	12	1	3	51

As 50% of complaints related to Housing Management, the following table breaks down the Housing Management complaints into area office and complaint subject.

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Service Area	Grounds Maintenance	Anti-Social Behaviour Neighbour Issues	Responsive Repairs	Allocations	Customer Care Issues	Total
Maltby	0	0	2	0	1	3
Dinnington	0	0	0	0	1	1
Wath	1	0	0	4	0	5
Swinton	0	0	1	0	0	1
Rawmarsh	0	0	0	0	1	1
Going Local	0	0	4	2	0	6
East Herringthorpe	0	0	0	0	0	0
Town Centre	0	0	6	1	1	8
Aston	0	1	0	0	0	1
Total	1	1	13	7	4	26

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	2	5	1	1	5	0	1	15
Not upheld	5	11	1	0	4	1	3	25
Part upheld	4	2	0	0	3	0	0	9
N/A	1	1	1	1	1	0	0	5
Total	12	19	3	2	13	1	4	54

5 Ombudsman complaints were received during the period. They related to the quality and financing of regeneration works, the Council's response to a vermin request, the handling of an application form and the Rothercare charge.

Overall, 10 cases were investigated during the period. 8 cases were resolved and two cases were upheld. One of these resulted in a local settlement of £500 compensation and the other resulted in the re-dating of a housing application. 6 cases were not upheld, no maladministration was found by the Ombudsman.

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Housing Needs	0	0	1	3	0	0	0	0	0	4	3
BRU – Technical	0	0	3	3	0	0	0	0	0	6	4
Agency & Grants	0	0	1	1	0	0	0	0	0	2	1
Housing Management	0	0	56	55	0	8	2	0	2	123	85
Environmental Services	0	0	3	0	0	0	0	0	0	3	2
Waste Management	1	0	2	1	0	0	0	0	0	4	3
H & C Standards	0	0	1	0	0	0	0	0	0	1	1
Housing Strategy	0	0	0	0	0	0	0	0	0	0	0
Regeneration	0	0	0	0	0	0	0	0	0	0	0
Central Management	0	0	0	0	0	0	0	0	0	0	0
ASB	0	0	0	1	0	0	0	0	0	1	1
P&Q	0	0	0	0	0	0	0	0	0	0	0
TOTAL	1	0	67	64	0	8	2	0	2	144	
Percentage	1	0	47	44	0	6	1	0	1		

As over three quarters (85%) 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	0	2	1	0	1	0	0	0	0	0	1	0	0	0	1	8	7
Dinnington	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	5	4
East Herringthorpe	2	0	6	1	1	1	0	0	0	0	0	0	0	0	3	4	18	15
Going Local	4	5	2	2	2	1	0	0	0	0	0	0	0	0	0	0	16	13
Maltby	1	0	2	5	1	3	0	0	0	0	0	0	0	0	1	2	15	12
Rawmarsh	0	0	0	3	0	1	0	0	0	0	0	1	0	0	0	2	7	6
Swinton	3	0	2	1	0	1	0	0	0	0	0	0	0	0	0	6	13	11
Town Centre	8	4	9	5	2	2	0	0	0	0	0	1	0	0	1	2	34	28
Wath	0	1	1	1	1	1	0	0	0	0	0	1	0	0	0	1	7	6
Total	21	10	25	19	8	11	0	0	0	0	0	4	0	0	5	20	123	

Rotherham Connect Enquiries

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

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

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

For the period, 87 enquiries were received and 97.7% were responded to within 10 days. When compared to the last quarter, 76 enquiries were received and 98.6% of these were responded to within 10 days.

Two enquiries (one more than the last quarter) were not responded to within ten days. One enquiry related to detailed information about waste and the cost of waste recycling. This enquiry would now be dealt with under the Freedom of Information Act. The other enquiry was delayed due to the Christmas closure.

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
31st January, 2005

Present:- Councillor Ellis (in the Chair); Councillors Hall (Environment Scrutiny Panel) and N. Hamilton (Policy Advisor).

151. DISPOSAL OF NO. 168 SCHOLES LANE, SCHOLES

The Head of Housing Services presented a report proposing the disposal of No. 168 Scholes Lane, Scholes.

The property was a pre-1914 2 bedroom end terrace stone cottage and was the sole remaining Council rented property in Scholes village. It was 1 of 36 transferred into the ownership of Rotherham Council in 1980 from Wentworth Estates. The property had been managed as a Council tenancy ever since.

It had been adapted throughout to meet the needs of the last occupant approximately 15 years ago. The adaptations included an extension to provide a bedroom and a bathroom and a ground floor WC.

The property had been surveyed on 14th January, 2005, to assess both the cost of bringing the property back to the existing habitable standard and to current Decent Homes standards. The estimated works for the former was approximately £15,000 (including £1,500 contingency) with the bulk of estimate being for the replacement of kitchen units, bathroom suite, damp remedial work and a new roof. To bring the property up to current Decent Home standards an estimated further £8,000 would be required to include new secure by design windows and doors, electrical rewiring and heating. Aspirational standards envisaged under the revised Decent Homes would likely increase the amount further.

The property was valued on the open market value at £100,000 in its present condition and £125,000 if brought up to current Decent Homes standard. However, it was noted properties recently disposed of at auction had achieved considerable higher capital receipts than anticipated.

Resolved:- That No. 168 Scholes Lane, Scholes, be disposed of at auction.

152. 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.

153. DALTON COMPULSORY PURCHASE ORDER - OUTCOME

The Senior Housing Officer presented a report on the findings of the Secretary of State in relation to the Doncaster Road, Dalton (Compulsory Purchase Order).

It was proposed that prior to any future action being considered relating to the use of Compulsory Purchase powers, the following points be fully considered and used as guidance (they had been defined using fuller comments laid down by the Planning Inspector in his report to the Secretary of State):-

- Scheme justification and impacts
- Benefits to the authority if CPO was approved
- Objector's description of the proposed public amenity area as being cosmetic was accepted
- Retention of the property did not affect the bus lane works or environmental improvements
- Visual impact and appearance
- Human Rights Act

Resolved:- (1) That the findings in the report made by the Secretary of State be noted.

(2) That the content and recommendations of the report be adopted for guidance prior to entering into the course of action for any future proposals.

(3) That a report be submitted in 6 weeks' time setting out options and associated costs for the future of the remaining properties.

(4) That Neighbourhoods and Economic and Development Services submit a joint best practice procedure on the new Planning and Compulsory Purchase Act 2004 and Human Rights Act by April, 2005.

(Exempt under Paragraphs 7 and 9 of the Act – business affairs of a third party/negotiation of terms)

154. PROGRESS OF THE NEIGHBOURHOODS RESTRUCTURE

The Human Resources Manager submitted an update report on the status of the restructure of the Neighbourhoods Programme Area.

Appendix 1 set out the final structures which had been subject to consultation with staff and trade unions on a continual basis. In the main the changes had been implemented to strengthen the front line services.

Recruitment to the new posts commenced on a phased basis in September, 2004, and to date over 300 interviews had taken place. A

total of 153 full-time equivalents had been successful in obtaining a new post (73% represented a promotion). In terms of job matches, there had been 98 posts remaining the same principally within the Neighbourhood Services departments.

The next phase of recruitment had now commenced with a total of 177 posts to be filled. Recruitment had begun week commencing 24th January, 2005 and expected to be completed by the end of February.

Resolved:- (1) That continued support for the full implementation of the new structure be approved.

(2) That once the recruitment had been completed, a breakdown of local arrangements be supplied to local Members together with contact numbers.

(Exempt under Paragraph 1 of the Act – employees of the Authority)

**CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
14th February, 2005**

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

155. STREETPRIDE PERFORMANCE RESPONSE TIMES

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

Of the 28 key services, 18 had been met 100% of the time throughout the quarter. In December, 2004, only 5 had not consistently met the specified targets as follows:-

Streetlight out		83%
Dangerous defect on footpath	90%	
Removal of flytipping		96%
Removal of dog mess		96%
Request for Warden visit	91%	

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.

156. VOID PROPERTY MONITORING - 3RD-28TH JANUARY, 2005

The Head of Housing Services submitted an update on void property re-let performance and associated issues for the period 3rd to 28th January, 2005.

The number of voids as at 28th January, 2005, had increased by 28 from the start of the period to 248. The majority of voids, 172, were voids currently excluded from HES 68 and included properties such as those awaiting removal and disposal. The number of voids that met the criteria to be included within HES68 had increased during the said period to 76.

Overall performance against the Indicator had increased by 0.06 days to 16.59 days. The likely cause of the rise was a seasonal one. All 9 Neighbourhood Housing Teams were now operating within the overall target of 20 days.

The performance on allocating open access properties had continued with 6 open access properties being let in the period. The overall performance if all open access properties were removed from the Indicator would be 16.79 days. This indicated that open access properties were no longer having a significant impact on the Indicator.

Performance on HES14 (average time taken to let a void from when 1

tenancy terminated until the next 1 started), which excluded all those properties that were excluded from HES68, was 13.03 days.

There had been 121 terminations in the period, of which 108 met the criteria to be included in HES68, and 108 lettings. The cumulative figures for the year were 1,435 terminations and 1,456 lettings. In addition there had been 66 new tenancies created by mutual exchanges since April, 2004. The number of available to let properties at the start of the period was 21.

The amount of rent income lost on voids up to 28th January, 2005, had improved from 1.07% to 1.06%. This performance continued to place the Authority in the upper quartile for Metropolitan Authorities.

The sustainability of tenancies (HES5) measured the percentage of terminating tenancies in the year that had lasted longer than 12 months. Performance during the 12 months up to the end of December, 2004, was 96.70%. This figure did not include tenancies terminating within 12 months due to transfer, mutual exchanges and death.

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

157. MUNICIPAL WASTE MANAGEMENT STRATEGY 2005-2020

The Waste Strategy Manager presented a report on the above Strategy with the favoured option for the future management of waste. The Strategy had been subject to extensive public consultation and had undergone a Best Practical Environmental Option (BPEO) appraisal required in accordance with Department of Environment, Food and Rural Affairs guidelines.

There were a number of issues to note out of the final document which included:-

- Around 11,500 householders replied to the consultation (10% response rate).
- 88% of respondents to the Strategy would support more ambitious recycling rates up to 45%.
- The public/stakeholder consultation and BPEO technical assessment showed a consistent desire for the Council to develop mechanical biological treatment as the waste processing option for Rotherham. (Approximately £17M capital investment)
- There needed to be a commitment to maximise the potential of existing recycling schemes supported with the development of further recycling options in the future to meet targets.
- The Strategy recognised the need to further develop a kerbside green waste collection service. However, this needed to include for the provision of an alternate week collection service to stem the growth in waste.

- The Municipal Waste Management Strategy had been developed using the latest growth data within Rotherham. It would be necessary to employ a dedicated team to develop educational and waste reduction programmes to support the Strategy. (A bid included within the Medium Term Financial Plan to develop a Team)
- There would be a requirement for waste processing facilities to be in place between 2009-2012 dependent upon the success of maximising recycling and the availability of other sub-regional capacity to treat waste and thus achieve landfill diversion targets. A procurement plan would be developed by December, 2005, to commence contract development with effect from the early part of 2006.
- All current waste contracts expired in August, 2008, therefore, a decision would have to be made in the near future about the future procurement of waste services.

The implementation of the Strategy would require significant long term investment including the acquisition of land and the construction of a waste processing facility, the development of a Waste Minimisation Team, industry specialists to assist in the procurement process and future service developments. Following development of a procurement plan, it would be necessary to employ technical experts to assist the Council in the contracting process for waste processing facilities. An initial requirement for consultancy had been included within the Medium Term Financial Plan 2005/06.

It was noted that the report was to be considered by a special meeting of the Environment Scrutiny Panel on the 15th February, 2005, to which Members of the Regeneration Scrutiny Panel had been invited.

Resolved:- That, subject to the support of the Environment Scrutiny Panel, the Cabinet be asked to approve:-

- (1) the Municipal Waste Management Strategy 2005-2020;
- (2) the development of a procurement plan for Waste Management Services 2008-2020 based on the approved Strategy;
- (3) the development of services in line with the Waste Management Strategy;
- (4) the submission of the Municipal Waste Management Strategy to Government Office.

THE CHAIR AUTHORISED CONSIDERATION OF THE FOLLOWING TWO ITEMS TO ENABLE THE MATTERS TO BE PROCESSED.

158. RE-ASSIGNMENT OF THE LEASE OF ST. ANN'S MEDICAL CENTRE

The Head of Housing Services submitted a report on the request received from Doncaster and South Humber NHS Trust for the re-assignment of the lease of St. Ann's Medical Centre from the existing primary care practice to the Community Drugs Services Team.

The move to the proposed premises would facilitate the required expansion of drug treatment services in Rotherham. The Team's current location at Doncaster Gate was inadequate and restricted the capacity of the Team to deliver and expand service provision.

The Trust had carried out extensive consultation with Ward Members, local residents and local businesses in the area to discuss the proposals and address any issues of concern. A petition had been received containing 160 signatures from local residents and businesses expressing concerns about the proposals. The issues raised by residents concerned security and safety and also the quality of the CCTV system at Shaftesbury House/Square and the door entry systems. Both issues had been addressed by Neighbourhood Management and orders placed to update the existing CCTV system and link to Rothercare for 24 hour 7 day monitoring. The door entry system had also been checked. Local businesses were concerned about the impact on trade due to the nature of the proposed facility.

The proposed relocation was discussed at meetings of the Health Services Working Group. The Group believed that there were sufficiently robust mechanisms in place to prevent any potential adverse impact upon local communities and requested that the DaSH NHS Trust make the necessary arrangements for a liaison group to be established, involving all appropriate stakeholders, in order that any potential problems associated with the proposal could be properly addressed.

The Head of Service reported that no overt objections had been received to the proposal from Ward Members.

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

(2) That the re-assignment of the lease of the St. Ann's Medical Centre from the existing primary care practice to the Community Drugs Services Team be approved.

(3) That Ward Members be allowed the opportunity to join the proposed Liaison Group.

159. PETITION - DAVIAN'S FISH SHOP, MIDDLE LANE, CLIFTON

The Democratic Services Manager reported receipt of a petition submitted by the Clifton Community Partnership regarding the above premises.

Residents living in the vicinity of the fish shop had been complaining about the smells emanating from the establishment for a number of years

and felt that the situation had deteriorated over the past year.

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

(2) That the Head of Neighbourhood Services investigate the matters raised and submit a report thereon in 1 month.

160. 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.

161. WATH NEIGHBOURHOOD REGENERATION SCHEME PHASE 6A ENVIRONMENTAL AND HIGHWAYS WORKS - NEGOTIATED TENDER

Resolved:- That the matter be deferred until 28th February, 2005, for an Economic and Development Services officer to attend and present the report.

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

162. WATH NEIGHBOURHOOD REGENERATION SCHEME PHASE 7 - REFURBISHMENT WORKS - NEGOTIATED TENDER

Resolved:- That the matter be deferred until 28th February, 2005, for an Economic and Development Services officer to attend and present the report.

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

163. DISTRICT HEATING MANAGEMENT CONTRACT - RENEGOTIATED OPTIONS

In accordance with Minute No. 150 of 7th January, 2005, the Principal Maintenance Co-ordinator submitted a report detailing the proposed terms of the extended contract for the management of 15 district heating boiler houses from 1st January, 2005 to 1st January, 2007 together with the structure of the current District Heating Service.

Resolved:- (1) That the renegotiated contract with Dalkia be accepted, with financial benefits, backdated to 1st January, 2005.

(2) That evaluation of the combined heat and power production commence, reporting the outcome back to the Cabinet Member at 6

monthly intervals.

(3) That the service be rationalised and retendered, the new service provider to be effective from 2nd January, 2007.

(4) That the most advantageous way of procuring the service from 2nd January, 2007, be identified using 'Best Value' principals.

(5) That a break in clause of April, 2006, be included for the ALMO.

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

164. HOUSING INVESTMENT PROGRAMME - APRIL TO DECEMBER, 2004

The Finance and Accountancy Manager submitted a progress report on the Housing Investment Programme for April to December, 2004.

Up to the 31st December, 2004, £17.4M had been spent leaving the Programme 60% complete compared with 68% at the same time last year. Details of spending on all projects were attached at Appendix 1.

Approval was sought for variations to the Programme resulting in a saving of approximately £68,000 to the planned spending, an additional £3.5M of schemes which would permit the capitalisation of expenditure on boilers, void properties and programmes of non-urgent repairs and also that £0.1M be allocated from the HIP in 2005/06 to support the "discretionary" element of private sector Disabled Facilities Grants approved in 2004/05.

It was also noted that there was potential availability for further resources from the Transform South Yorkshire (South Yorkshire Housing Market Renewal Pathfinder), the use of freedom to borrow under the Prudential Guidelines and additional capital receipts.

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

(2) That the variations to projects outlined in Appendix 1 be approved.

(3) That the additional £3.5M capitalisations requested be approved.

(4) That the allocation of £0.114M resources from the HIP in 2005/06 be approved to permit work on private sector adaptations funded by Disabled Facilities Grants this financial year to progress.

(5) That the use of £2M unsupported borrowing, as permitted under the Prudential Guidelines, to fund replacement boilers be approved.

(6) That the submission of £3M further bids to Transform South Yorkshire, on the conditions outlined in the report, be approved.

(Exempt under Paragraphs 8 and 9 of the Act – contract negotiations/expenditure proposed to be incurred)

165. FORMATION OF THE ARMS LENGTH HOUSING MANAGEMENT ORGANISATION (ALMO) 2010 ROTHERHAM LTD.

Alison Palmer, Neighbourhood Development, submitted a report on the formation of the Arms Length Management Organisation and the Section 27 Application aided by a powerpoint presentation.

The Council must obtain the Secretary of State's approval under Section 27 of the Housing Act 1985 to appoint the ALMO as its agent for the delivery of housing management services. The Secretary of State will wish to be satisfied about a range of issues including compliance with the ALMO guidance and authorities must complete a prescribed questionnaire (Appendix 1). The deadline for submission was 18th February, 2005.

As part of the Section 27 application, details of the functions to be delegated to the ALMO and to be retained by the Local Authority (Appendix 2) and, once granted, the Authority may formally sign and bring into force the management agreement with its ALMO. A summary and copy of the draft management agreement were appended at Appendices 3 and 4.

Under the terms of the management agreement, the ALMO should produce and regularly update a Delivery or Business Plan setting out its works programme and target. It should be jointly endorsed by the Local Authority and the ALMO and should reflect a partnership delivering continuous improvement to tenants and the delivery of neighbourhood management over the long term. Targets should be clear and measurable and be linked to the key objectives of the ALMO. A draft delivery plan was attached to the report at Appendix 5.

Appendix 6 set out the progress made on Service Level Agreements for the provision of support services from the Council to the ALMO.

The report was to be presented to all All Members Seminars on the 15th, Cabinet on the 23rd, Environment Scrutiny Panel on the 24th February and hopefully adopted by Council on 9th March, 2005.

Resolved:- (1) That, subject to the support of the Environment Scrutiny Panel, the Cabinet be asked to recommend to Council:-

The establishment of the Arms Length Management Organisation (ALMO), 2010 Rotherham on 4th April, 2005.

(2) That the Section 27 application and supporting documentation be submitted to the Office of the Deputy Prime Minister.

(3) That the Head of Legal Services be authorised, in conjunction with the Executive Director of Neighbourhoods, if required, to amend and authorise the final acceptance of the Memorandum and Articles.

(4) That the Head of Legal Services be authorised, in conjunction with the Executive Director of Neighbourhoods, if required, to amend and authorise the final acceptance of the Management Agreement.

(5) That the transfer of housing management functions to 2010 Rotherham Ltd. be approved subject to receiving consent from the ODPM.

(Exempt under Paragraphs 3 and 9 of the Act – accommodation provided by the Authority/negotiation of terms)

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES**28th February, 2005**

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

166. FUTURE OF TARRAN PROPERTIES, MALTBY

34 residents of the Tarran Newland properties attended the meeting with apologies from a further 32 submitted.

In accordance with Minute No. 141 of 10th January, 2005, the Head of Neighbourhood Development submitted a report on the outcome of an independent structural assessment of non-traditional Tarran houses in Maltby and the costs associated with refurbishment and demolition.

Curtins Consulting Engineers were commissioned by the Council on 1st December, 2004, to undertake investigations of the Council-owned Tarran properties to assess the current structural condition and consider the options and costs for refurbishment and demolition. They also considered the previously undertaken condition survey together with comments made by the Audit Commission. Costs and recommendations had been prepared in respect of the following alternative options:-

- A Identify repair and upgrade works required for the properties to achieve full mortgageability status
- B Identify alternative repair schemes to achieve a limited form of mortgageable status (a limited number of building societies were prepared to offer mortgages on properties with a life span of approximately 30 years)
- C Identify repair and upgrade works required to ensure a life span of 30 years and satisfy the requirements of the Decent Homes Standard.

A copy of the consultants' report was attached at Appendix A.

In financial terms, the costs of repair and refurbishment significantly exceeded the costs of demolition. In addition, the Decent Homes Standard and CGU2000 Scheme offered no or limited mortgageability respectively, thus hindering the aspirations of tenants who may in future wish to exercise the right to buy. The acquisition and demolition of the properties was the recommended option for ensuring the long term sustainability of the estate.

Advice was also obtained from Central Government and the Government Office for Yorkshire and the Humber as to the availability of Government finance to assist with one or more of the options under consideration. Government Office had confirmed that there were no Government grants

available to assist with the costs of refurbishment. It had, however, informed the Council of the potential availability of funds to assist with the purchase of former right to buy properties. A Government scheme was available to purchase properties that had structural defects that restricted the owner's ability to sell their property or limit the ability of a prospective purchaser obtaining a mortgage. The Government may provide assistance with 35% of the total purchase costs subject to an annual excess of £50,000.

A question and answer session ensued where it was realised that tenants and residents had not been formally notified that this issue was to be discussed at the meeting. The Cabinet Member felt that the issue should be deferred to enable all to be formally informed of the date of the meeting.

Resolved:- (1) That this issue be deferred.

(2) That all tenants and residents of the Tarran Newland properties be officially notified that this issue will be discussed at the meeting of the Cabinet Member for Housing and Environmental Services to be held on 14th March, 2005.

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

The Director of Learning Disability Service submitted a report on the above Scheme which was a partnership between the Learning Disability Service, Adult Community Learning, Mencap, Housing Services, people with a learning disability and the Valley Partnership. It had proved popular with customers and team members with 30 people having gained valuable employment opportunities and 250 gardens tended.

The project was now to expand with the help of increased Single Regeneration Budget funding and the Valley Partnership. The bid had centred on an all year round scheme and a Development Officer post. The role of the Development Officer was to provide more work opportunities, develop systems and to look at future options of making the teams permanent, employment-based and self-sufficient organisations.

The amount of gardens to be tended within the Valley Partnership was not known but was believed to be over 1,000. At present the project would be unable to take on that amount as well as the 400 requests that Housing Services received each year. It was proposed, therefore, that the project continue with the 50 gardens nominated by Housing Services within the Valley Partnership and the rest dealt with by the traditional method of using outside contractors.

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

(2) That a further report be submitted in 6 months on the viability of the Scheme.

168. CUSTOMER SATISFACTION SURVEY - REFUSE COLLECTION AND RECYCLING SERVICE CONTRACT 2002/08

The Waste Strategy Manager submitted a report on the second customer satisfaction survey undertaken on Waste Collection Services.

The sample survey had been sent to 2,500 premises incorporating domestic and commercial waste collection, bulky items, blue box and green waste recycling collections and the paper recycling service.

945 responses (37%) had been received. The results had been shared within the Waste Management Team to highlight the things done well and recognise areas of good performance. They would be used to identify opportunities for service improvement and development where possible acting upon customer improvement suggestions. The results would be discussed in detail with the waste paper collection service partner, Cutt's Brothers, with the aim of driving continuous improvement in their service delivery.

Resolved:- (1) That the high level of customer satisfaction across all 6 Services be noted.

(2) That the overall increase in customer satisfaction levels from the previous year be noted.

(3) That the main service issues where action was required to continue to deliver service improvements be noted.

(4) That a report be submitted on the options available for the kerbside waste paper collection service.

(5) That a report be submitted on the possible disposal of window panes at household recycling centres.

169. REHOUSING OF HOMELESS APPLICANTS

Pursuant to Minute No. 162 of December, 2003, the Community Services Manager submitted a report on the review that had been undertaken of the homeless waiting list.

The review of the Housing Register undertaken in December, 2003, had highlighted a significant number of outstanding homeless applicants awaiting rehousing. The cases had been reviewed and contact made, wherever possible, by telephone/letter. The number of applicants awaiting rehousing had now reduced to a core of approximately 300.

Improved procedures had been established to assist with rehousing

including:-

- the establishment of a Resettlement Officer within the Prevention and Support Team
- regular daily liaison with Allocation Officers at the Neighbourhood Offices
- improved Nomination Agreements and Protocols with Registered Social Landlords which had resulted in increased numbers of vacancies being offered to homeless applicants
- regular daily contact with Registered Social Landlords
- joint working with relevant agencies e.g. Richochet Project, Robond, Action House, Rotherham Women's Refuge
- increased prevention work to reduce the number of homeless applicants through the use of the pilot family mediation scheme and increased housing advice
- measures put into place to help maintain contact between Allocation Officers at the Neighbourhood Offices and homeless applicants. All homeless applicants accepted for rehousing were issued with a Registration Card which must be stamped at their local Neighbourhood Housing Office on a monthly basis.

It was noted that a Government Circular issued last year had given local authorities more power and control over Registered Social Landlords and the realisation that homelessness was not just for the Council to resolve.

Resolved:- (1) That the report be received and the improved procedures noted.

(2) That the Community Services Manager be congratulated on the work undertaken by her with the Rotherham Women's Refuge.

170. HOMELESSNESS STRATEGY 2003-08 - CURRENT PROGRESS AGAINST ACTION PLAN

The Community Services Manager submitted a report on current progress against the action plan attached to the Homelessness Strategy 2003-08.

There had been limited opportunities for progress since the 2004 progress report due to the previous staffing levels/use of Agency staff within the Homelessness Team. However, the situation had been addressed with the restructuring of the Community Services Unit and the establishment of the Prevention and Support Team.

However, there were a number of areas where significant progress had been made e.g. mediation, elimination of the use of bed and breakfast accommodation for families, development of furnished tenancies and ongoing monitoring was being undertaken to ensure that the progress was sustained.

There were also areas where progress was behind target which would be

addressed by the newly formed team. The Homelessness Team was now the Prevention and Support Team with the emphasis on preventing homelessness rather than the present reactive team. The development of the Choice Based Lettings Scheme and the Housing Advice Team would also have a positive impact on the Homelessness Strategy.

In August 2004, the Office of the Deputy Prime Minister published the results of an independent evaluation of local authorities' Homelessness Strategies which had been carried out by Housing Quality Network Services. Their overall assessment was that Rotherham's Strategy was an inclusive document which reflected an extensive multi-agency approach and showed a clear picture of homelessness in the area. It also identified a lack of direct consideration of the health needs of the homeless and the lack of identified involvement of homelessness staff within the review strategy process as areas of weakness. They would be looked to be addressed within the next financial year.

Since April, 2004 to 25th February, 2005, 2,027 homeless people had presented themselves of which 1,000 had been given advice and a full investigation of 1,022. Full duty had been fulfilled to 520. That was the highest number for some time. Homeless applicants were subject to a very rigorous procedure and were not fast tracked into Council accommodation.

Resolved:- That the report be received and the progress to date against the action plan be noted.

171. PROPOSED FEES AND CHARGES CEMETERIES AND CREMATORIUM

Resolved:- That the report be deferred until the 14th March, 2005.

172. 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.

173. WATH REGENERATION PHASE 6A TENDER REPORT

The Projects and Partnership Manager, Economic and Development Services, submitted a report seeking authority to accept a negotiated tender submission for the environmental and highways works within Phase 6A of the Wath Neighbourhood Regeneration Scheme.

Resolved:- That the negotiated tender figure of £620,493.11, dated 21st January, 2005, submitted by Bramall Construction for Wath Neighbourhood Regeneration Scheme Phase 6A environmental and

highways works, be accepted.

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

174. WATH REGENERATION PHASE 7 - TENDER REPORT

The Projects and Partnership Manager, Economic and Development Services, submitted a report seeking authority to accept a negotiated tender submission for the refurbishment works within Phase 7 of the Wath Neighbourhood Regeneration Scheme.

Resolved:- That the negotiated tender figure of £908,664.57, dated 21st January, 2005, submitted by Bramall Construction for Wath Neighbourhood Regeneration Scheme Phase 7 refurbishment works, be accepted.

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

175. ALLEY GATING PILOT PROJECT

The Senior Regeneration Officer, Neighbourhoods, submitted a report proposing the introduction and implementation of an Alley Gating pilot project in partnership with South Yorkshire Police.

The implementation of alley gates, in partnership with the Police, would introduce additional measures that would assist in the neighbourhood management of communities in both public and private sector areas. Such schemes have proven to be successful in helping to reduce burglary, crime, the fear of crime, preventing problems associated with drug and alcohol misuse, anti-social behaviour, prostitution and motor cross bike offenders.

It was proposed to initially install secure by design lockable gates to rear unadopted passages and some alleys which were intended solely for resident access rather than a main highway route. Other problem areas in Council/private ownership would be gated with the required consent of all owners and necessary planning permissions. It was for this reason, without the use of Stopping Up Orders, that a decision was being sought at higher management level. The formation of a Policy would be required, if permission was given, to gate off adopted stairwells and rear alleys in partnership with the Police.

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

(2) That the proposals to carry out the pilot project in the areas defined in the report submitted be approved.

(3) That the report be discussed with Heads of Service in Economic and Development Services to clarify the proposal to gate off adopted rear alleys and other designated areas affected by high crime and anti-social

behaviour in partnership with South Yorkshire Police without the use of Stopping Up Orders.

(4) That the DLO carry out future maintenance of the gates after the 12 month period and funding sought through the General Fund.

(Exempt under Paragraph 9 of the Act – negotiation of terms for the supply of services)

176. COST COMPARISON FOR BRINGING VACANT PROPERTY SECURITY 'IN HOUSE'

The Head of Housing Services presented an assessment and comparison of the costs of bringing vacant property security in-house at the end of the current contract period. The contract expired on 30th September, 2005.

The current service provided security screening of properties and associated works using metal or plastic screens and doors, deglazing and glazing, net curtains, alarms to some dwellings and a 24 hour responsive service 365 days a year. The rates for the current contract compared with estimated “in-house” rates were shown in Appendix 1 of the report submitted.

Resolved:- That the continuation of the current arrangements to outsource the procurement of vacant property security be approved.

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

177. REPAYMENT OF GRANT MONIES

The Principal Housing Regeneration Officer submitted a report outlining a request received from a grant recipient who now wished to sell the property and had asked that consideration be given to the waiving of the grant conditions based on the disposal clauses of the Housing Grants Construction and Regeneration Act 1996.

The grant recipient wished to sell the property due to a change in his medical circumstances. In total £14,599.44 had been granted with no contribution from the recipient.

The Cabinet Member had the power to agree to a pro rata payment in accordance with the Housing Grants, Construction and Regeneration Act 1996 (Section 45(2)).

Resolved:- That a pro rata payment of the grant be required, assessed as £5,109.80, based on the criteria outlined as to the remaining number of years in the 5 year grant condition period.

(Exempt under Paragraphs 4, 5 and 8 of the Act – contains name and

address of applicant who had received financial assistance from the Authority)

178. COMMERCIAL WASTE COLLECTION REVIEW - PRICES FOR 2005/06

The Waste Strategy Manager submitted a schedule of suggested charges for the collection and disposal of commercial waste and the introduction of a scheme for the separate collection of waste paper from commercial premises for recycling with effect from 1st April, 2005.

Resolved:- (1) That the proposed price changes be approved for implementation from 1st April, 2005.

(2) That the introduction of separate collections of paper for recycling from commercial premises be noted.

(3) That paladin bins be replaced with 1,100 litre wheeled bins.

(Exempt under Paragraphs 8 and 9 of the Act – contractual and trading information)

179. EVENING AND WEEKEND APPOINTMENT SYSTEM FOR NON-EMERGENCY PROJECTS

The Head of Housing Services submitted a report on the Repairs and Maintenance Services provision and overall viability for evening and weekend appointments on non-emergency repairs for Council tenants and customers.

The piloting of the system was to start at the Going Local Area Depot in Rotherham North. The Depot would align its working hours to the 4 day week agreement which would meet evening appointments within the contracted 37 hours for operational staff.

Resolved:- (1) That the Repairs and Maintenance appointments system be extended to weekend and evenings for non-urgent repairs by August, 2005.

(2) That the above be piloted at Rotherham North as part of a Going Local initiative with an evaluation being submitted in June/July, 2005.

(Exempt under Paragraph 1 of the Act – employees of the Council)

180. SHELTERED HOUSING SCHEMES - REDEVELOPMENT PROPOSALS

Resolved:- That the matter be deferred to allow consultation with local Ward Members.

(Exempt under Paragraphs 3, 4 and 8 of the Act – accommodation provided by the Authority/services provided by the authority/expenditure

to be incurred)

ENVIRONMENT SCRUTINY PANEL
15th February, 2005

Present:- Councillor Atkin (in the Chair); Councillors Clarke, Hall, McNeely, Nightingale and Vines together with Mr. D. Alderson (Housing Tenant Panel), Mr. J. Carr (National Society for Clean Air), Mr. J. Lewis (Rotherham Chamber) and Sgt. B. Bell (South Yorkshire Police).

Councillors Jack, R. Russell, Swift and Mr. B. Walker were in attendance for Minute No. 114.

Apologies were received from Councillors Ellis, Hodgkiss, Jackson, Rushforth and P. A. Russell, G. Smith and Mr. D. Willoughby.

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

There were no members of the public present.

113. DECLARATIONS OF INTEREST.

No declarations of interest were made.

114. MUNICIPAL WASTE MANAGEMENT STRATEGY 2005-2020

The Waste Strategy Manager presented a report on the above Strategy with the favoured option for the future management of waste. The Strategy had been subject to extensive public consultation and had undergone a Best Practical Environmental Option (BPEO) appraisal required in accordance with Department of Environment, Food and Rural Affairs guidelines.

There were a number of issues to note out of the final document which included:-

- Around 11,500 householders replied to the consultation (10% response rate).
- 88% of respondents to the Strategy would support more ambitious recycling rates up to 45%.
- The public/stakeholder consultation and BPEO technical assessment showed a consistent desire for the Council to develop mechanical biological treatment as the waste processing option for Rotherham. (Approximately £17M capital investment).
- There needed to be a commitment to maximise the potential of existing recycling schemes supported with the development of further recycling options in the future to meet targets.

- The Strategy recognised the need to further develop a kerbside green waste collection service. However, this needed to include for the provision of an alternate week collection service to stem the growth in waste.
- The Municipal Waste Management Strategy had been developed using the latest growth data within Rotherham. It would be necessary to employ a dedicated team to develop educational and waste reduction programmes to support the Strategy. (A bid included within the Medium Term Financial Plan to develop a Team)
- There would be a requirement for waste processing facilities to be in place between 2009-2012 dependent upon the success of maximising recycling and the availability of other sub-regional capacity to treat waste and thus achieve landfill diversion targets. A procurement plan would be developed by December, 2005, to commence contract development with effect from the early part of 2006.
- All current waste contracts expired in August, 2008, therefore, a decision would have to be made in the near future about the future procurement of waste services.

The implementation of the Strategy would require significant long term investment including the acquisition of land and the construction of a waste processing facility, the development of a Waste Minimisation Team, industry specialists to assist in the procurement process and future service developments. Following development of a procurement plan, it would be necessary to employ technical experts to assist the Council in the contracting process for waste processing facilities. An initial requirement for consultancy had been included within the Medium Term Financial Plan 2005/06.

It was noted that the Corporate Management Team had asked for clarification on a number of issues around comparison risks of the various options especially against waste to energy.

Discussion ensued on the proposal. The following points were raised/highlighted:-

- o Green waste produced by allotments was not included in the Council's Performance Indicators. Allotment users would be encouraged to participate in on-site composting.
- o A bid of £150,000 had been made to the Medium Term Financial Plan for consultancy fees. Wakefield had undergone a similar process and required technical expertise in developing a PFI and indicated fees in the region of £4-500,000.

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- A sub-regional group that reported to the Chief Executives and Leaders of the four Authorities, had been established and was to hold its first meeting shortly.
- The proposed Waste Minimisation Team would work with social and community enterprises to develop collections.
- The Mechanical Biological Treatment (MBT) option had been chosen based on the BPEO. It was a proven technology on the continent. Leicester's plant was now up and running. Gassification was considered more unproven than MBT.
- Planning Policy Guidance No. 10 was subject to review at the present time as the Government realised that it had caused delays in the past. The Government aimed to make it an easier process for developing waste facilities.
- ENVIROS were fully independent consultants who now worked with DEFRA on the waste implementation process and assisted in training schemes and developing seminars in relation to the various technologies available. They also worked with the Environment Agency setting up Waste Demonstrator Programmes.
- The Waste Resource Programme was looking at waste minimisation issues and to develop markets for such things as waste derived fuel which would be needed once plants came on board.
- There would be higher recycling through the kerbside schemes than at present to pull out as much as possible at the "front end" so only the residual waste would be treated by MBT. Biodegradable waste would go to composting.
- Between now and 2020, under the Waste Emissions Trading Bill, the Council had been given an initial target for the amount of biodegradable waste that could go to landfill. Based on the Authority's 2001/02 figures, it was forecast that it would increase from 80/90,000 tonnes to 120,000 tonnes in 2020. Landfill permits could be banked or borrowed up to a limit of 5%. If the Authority exceeded its initial target, taking into account 5% borrowing, there would be a fine of £150 per tonne. There were 3 target years laid down by the European Landfill Directive where biodegradable waste into landfill had to be reduced i.e. 75% of 95 levels in 2009/10, 50% of 95 levels in 2012/13 and 35% of 95 levels in 2019/2020. In 2020 there would be a £500,000 per day fine levied on countries that did not meet the targets.
- Tentative discussions were taking place with Sheffield City Council and Onyx regarding the incinerator.

- Based on current trends, the Authority was approximately 20,000 tonnes off its licence target. The Strategy had been developed to maximise recycling and ensured Rotherham met all its licences and all the outcomes of the Strategy.
- There were economies of scale and opportunities to develop such. There may be certain issues that were better for Rotherham to look at and others in partnership with neighbouring authorities.
- Each Authority had to have its own Waste Strategy.
- At the moment village halls etc. that were hired out for various functions at a charge were classed as a business and, therefore, charged for the removal of commercial waste. Work was underway to ascertain if there were opportunities to place bring sites in convenient locations.
- The Strategy was hoping to set up a dedicated team to concentrate on waste minimisation and, as part of the restructure of the Waste Management Unit, look to develop the role of posts to that of a more pro active role and encourage the public to recycle.
- Flytipping was taken to household recycling centres and sorted into the various skips.

The Procurement Plan was to be developed in 2005 and submitted to the Council for a decision by the end of the year.

Resolved:- (1) That the Scrutiny Panel support:-

(a) the Municipal Waste Management Strategy 2005-2020.

(b) the development of a Procurement Plan for Waste Management Services 2008-2020 based on the approved Strategy.

(c) the development of services in line with the Waste Management Strategy.

(d) the submission of the Municipal Waste Management Strategy for Rotherham to Government Office.

(2) That a joint visit with the Regeneration Scrutiny Panel be arranged to the Leicester MBT plant.

THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEM TO ENABLE THE APPROPRIATE BOOKING TO BE MADE.

115. CONFERENCE

Resolved:- That Councillor McNeeley be authorised to attend a conference entitled "Flytipping Enforcement" to be held in London on 2nd March, 2005.

ENVIRONMENT SCRUTINY PANEL
Thursday, 24th February, 2005

Present:- Councillor Atkin (in the Chair); Councillors Burke, Clarke, Hall, Jackson, McNeely, Nightingale and P. A. Russell. together with Mr. D. Alderson (Housing Tenant Panel)

Councillor Ellis was in attendance at the invitation of the Chairman.

Apologies were received from Councillors Hodgkiss, Rushforth, Vines and The Mayor (Councillor F. Wright).

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

There were no members of the public or press present.

117. DECLARATIONS OF INTEREST.

There were no declarations of interest made.

118. DRAFT CORPORATE PLAN - PROGRESS REPORT

Colin Bulger, Head of Policy and Partnerships, presented the first draft of the Corporate Plan 2005/1010 which set out what the Council planned to do over the next five years to achieve its vision and aspirations for Rotherham.

The Plan described how the Council would strive for excellence in all the services it provided and as an employer of approximately 15,000 staff across the Borough but also how it would work with all its partners to ensure a shared sense of vision and belonging for all communities and residents.

The Community Strategy and Corporate Plan were designed to be co-ordinated and so identify the Council's specific contributions to overall community wellbeing. The revision of the Corporate Plan would set the training process by which the Council Strategy could be refreshed.

The Plan demonstrated how the Council would continue to support:-

- The Rotherham Partnership which brought together public sector organisations across the Borough as well as business, community and voluntary sectors
- The Community Strategy which was the framework by which the Partnership set out its vision for improving economic, social and environmental wellbeing in Rotherham
- The Neighbourhood Renewal Strategy which set out partners' intentions for action in various priority areas within the Borough.

During 2004 the Council and its partners worked together to develop a new vision for the Borough which would steer progress across the Borough over the next five years and still further to the year 2020. The vision was built around five priority themes:-

Rotherham Learning
Rotherham Achieving
Rotherham Alive
Rotherham Safe
Rotherham Proud

And two crosscutting themes which needed to underpin everything the Council did:-

Sustainable Development
Fairness

Details of the timetable for the consultation process, context and challenges and the current position were given.

Discussion ensued on the objectives of the Corporate Plan with the following issues raised/highlighted:-

- The aim was to have a readable document that was easy to understand and track.
- There would be feedback to those that contributed to the consultation process to explain what happened to their input. There was no guarantee that every input would be incorporated but there would be an explanation as to why it was not included.
- An undertaking had been given to return to the Area Assembly meeting upon completion of the document to explain the process that had been undertaken and possibly track some of the changes and the views of the Area Assembly.
- There should be Wardens in all neighbourhoods not just 'hotspots'.

Resolved:- That Colin Bulger be thanked for his attendance and presentation.

119. AIR POLLUTION IN ROTHERHAM

Further to Minute No. 48 of 18th September, 2003, Mark Parry, Manager, Neighbourhood Enforcement, presented a report on the work undertaken by the Air Quality Unit and the changes in national legislation since the joint Environment and Regeneration Scrutiny Panels review into air pollution in Rotherham.

Mark drew attention to the following pieces of work that had taken place since the review:-

- Air Quality Management Areas were declared in November, 2004,

- for Wellgate (nitrogen dioxide), St. Ann's (nitrogen dioxide and particulate matter) and Wortley Road (nitrogen dioxide).
- “Real time” monitoring devices had been installed at St. Ann's and at Bradgate.
 - The nitrogen dioxide diffusion tube survey had been enlarged in partnership with the other South Yorkshire Councils and the South Yorkshire Passenger Transport Executive. In Rotherham they were centred around the A629 between the town centre to Junction 35 of the M1 and also around the Waverley area.
 - “Detailed Assessment” for pollutant lead at the Aldwarke Corus works was completed and submitted to the DEFRA. It concluded that if leaded steel production remained at the current level, exposure of the nearest residents should not exceed the objective for lead in 2008.
 - The “Care4air campaign”, a partnership between the South Yorkshire Councils and South Yorkshire Travelwise, had been created to highlight what was happening in the region on air quality issues.
 - The new formal Local Transport Plan was currently being drafted. A change in Government guidance had meant that air quality was one of the four main themes.

The Panel considered the recommendations of the Review and the work that had, or had not, taken place:-

15.2 Communication with the Highways Agency and Department for the Environment, Food and Rural Affairs

Communication with the Highways Agency had continued on air quality nationally and between the agency and South Yorkshire Councils. The Agency had been closely involved in the M1 Corridor Air Quality Partnership but not directly concerned with air quality issues, however, their brief had been changed and now included specific commitments to take air quality into account when proposing road schemes. The Agency was a key stakeholder in the Local Transport Plan.

15.3 Motorway Speed Restrictions

The major costs of implementing the scheme were concerned with the costs of enforcing a reduced speed limit. It would be necessary to use speed enforcement cameras on the motorway in order to ensure that traffic kept to the reduced speed limit. The estimated set up cost per annual tonne of NO_x emission improvement of the M1 speed restriction measure was £40,000.

15.5 Tree Planting

This was constrained by the lack of suitable available land, however, any tree planting within the Borough would have a positive impact. The Authority was part of the “Care4Air” publicity initiative which rewarded good environmental practice and supported the planting of trees through the “Gift that Grows” scheme.

15.7 Brampton Bierlow

Air quality had improved significantly since the declaration of the Air Quality Management Area. No exceedences of either the 15 minute or 24 hours health based objectives had been monitored during 2004.

15.9 Vehicle Emissions Testing

DEFRA had discontinued the scheme. Consideration was being given in the development of the Local Transport Plan(2) to the possibility of reviving the South Yorkshire Vehicle Emission Testing Programme.

15.10 Orgreave/Waverley

The planning permission included for comprehensive funding of public transport and a requirement for green travel plans for all commuters. Neighbourhood Services were also suggesting the implementation of Low Emission Zones for major schemes such as Orgreave/Waverley.

15.12 New Vehicles

Neighbourhood Services' fleet included several LPG fuel vehicles. The new vehicle acquisition contract awarded in 2004 allowed the flexibility to acquire more "green" vehicles where service demands allowed.

15.16 Conversion to Gas Heating

The 'Achieving Decent Homes' initiative had resulted in the conversion of many Council properties from solid fuel to gas heating.

15.17 Public Health

The Primary Care Trust agreed that they would like to undertake such an analysis although there needed to be considerable further discussion as to how it would be done and how it would be funded.

Discussion ensued on the report with the following points made/clarified:-

- The potential for pollution from an airport was recognised in Government Guidance but was extremely unlikely to be significant unless there were significant passenger movements and guidance suggested that pollution impact would be more likely from the traffic accessing the airport rather than the aircrafts themselves. The pollution they produced was at height, therefore, the impact at ground level was very unlikely to be significant. Dumped fuel was not a pollutant under the national strategy. The development of the Robin Hood Airport could give rise to this type of pollution.
- New cars were more environmentally friendly but the increasing numbers were offsetting the anticipated improvement.
- The St. Ann's AQMA covered the length of Fitzwilliam Road to the Mushroom roundabout. Reduction in pollution with distance was fairly rapid so housing set back even a short distance from the road was less likely to be affected. Hence expanding the AQMA through Dalton (where housing was now set back from the roadside) could not be justified at the present time. However, monitoring in Thrybergh (where residential properties were closer to the road) was

continuing and may show a need to extend the AQMA depending on the results.

- An assessment of the impact of traffic on the Orgreave/Waverley site had been carried out but had been based on the developer's traffic data. No modelled levels of air pollution exceeded the Government standards. No impact study had been carried out on the implications of public transport for the Orgreave/Waverley development.
- When considering a planning application, the impact of possible future development in an area could not be taken into account when deciding an application.

Resolved:- That the report be received.

120. PRIVATE RENTED SECTOR LANDLORD ACCREDITATION SCHEME

Rob Pearce, Principal Policy and Planning Officer, Neighbourhoods, submitted a progress report on the above and steps taken to promote participation in the Scheme.

To date, only three applications had been received from landlords wishing to participate in the pilot scheme. Inspections had been carried out on eight properties covered by the applications all of which met the required standards.

It was proposed that the Scheme be extended for a further six months to provide an opportunity to promote more intensively the benefits of the scheme.

It was noted that a further report was to be submitted to the Cabinet Member exploring more innovative ways to encourage participation in the scheme.

Discussion ensued on the report with the following points made/clarified:-

- The Decent Homes Standard applied to private landlords and owner/occupiers but the Authority had no power to make them comply. It was a case of encouraging them to do so.
- There was difficulty in identifying landlords within an area.
- Incentives were needed to encourage participation in the scheme so that landlords would be at a disadvantage if they were not participants.

Resolved:- (1) That the progress of the Private Rented Sector Landlord Accreditation Scheme introduced in two areas covering Brinsworth and the Neighbourhood Management Pathfinder, Eastwood and Springwell Gardens be noted.

(2) That the additional measures being taken to promote take-up of the Scheme be noted.

121. CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

The Panel noted the decisions made under delegated powers by the Cabinet Member for Housing and Environmental Services held on 10th, 17th and 24th January, 2005.

122. RECYCLING GROUP

The Panel noted the minutes of the above Panel held on 4th January, 2005.

123. MINUTES OF SCRUTINY PANEL HELD ON 13TH AND 27TH JANUARY, 2005

The minutes of meetings held on 13th and 27th January, 2005, were noted.

124. MINUTES OF THE PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE HELD ON 14TH AND 28TH JANUARY, 2005

The Panel noted the minutes of meetings of the Performance and Scrutiny Overview Committee held on 14th and 28th January, 2005.

125. MINUTES OF THE ASYLUM SEEKERS WORKING PARTY HELD ON 2ND FEBRUARY, 2005

The Panel noted the minutes of the Asylum Seekers Working Party held on 2nd February, 2005, attended by Councillors Sharman (in the Chair), Boyes and Ellis.

126. 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 Schedule 12A of the Local Government Act 1972.

127. THE FORMATION OF THE ARMS LENGTH HOUSING MANAGEMENT ORGANISATION (ALMO)

Alison Palmer, Neighbourhood Development, submitted a report on the formation of the Arms Length Management Organisation and the Section 27 Application aided by a powerpoint presentation.

The Council must obtain the Secretary of State's approval under Section 27 of the Housing Act 1985 to appoint the ALMO as its agent for the delivery of housing management services. The Secretary of State will wish to be satisfied about a range of issues including compliance with the ALMO guidance and authorities must complete a prescribed

questionnaire (Appendix 1). The 18th February, 2005, deadline for submission had been met.

As part of the Section 27 application, details of the functions to be delegated to the ALMO and to be retained by the Local Authority (Appendix 2) and, once granted, the Authority may formally sign and bring into force the management agreement with its ALMO. A summary and copy of the draft management agreement were appended at Appendices 3 and 4.

Under the terms of the management agreement, the ALMO should produce and regularly update a Delivery or Business Plan setting out its works programme and target. It should be jointly endorsed by the Local Authority and the ALMO and should reflect a partnership delivering continuous improvement to tenants and the delivery of neighbourhood management over the long term. Targets should be clear and measurable and be linked to the key objectives of the ALMO. A draft delivery plan was attached to the report at Appendix 5.

Appendix 6 set out the progress made on Service Level Agreements for the provision of support services from the Council to the ALMO.

It was noted that the report had been the subject of an All Members Seminars on the 15th, and considered by the Cabinet on the 23rd February, 2005. It would hopefully be adopted by full Council in March, 2005.

Discussion ensued on the document with the following points raised/clarified:-

- The Council had the final say in the event of any disputes as it owned the ALMO.
- If the ALMO defaulted, the Council had to give it time to rectify whatever the fault was. As part of the Agreement, there was an order that could be imposed on them and the service could be taken back. It was not thought that would have any implication on the funding as the service would still be provided and at the level agreed.
- The table in the report projected loss of stock based on Right to Buys over recent years. It was projected that Right to Buy would reduce as stock did not meet the Decent Homes Standard and people did not have the means or desire to exercise the Right. The ODPM would expect the projections to be revised on an annual basis and submitted each year.
- The Right to Buy rules were altering i.e. £25,000 maximum discount and had to have been in the property five years.
- The Government were looking into the freedoms allowed for ALMOs.
- A copy of the updated management arrangements was available in the Members' Room.

Resolved:- That the establishment of the Arms Length Management

Organisation (ALMO), 2010 Rotherham on 4th April, 2005 be supported.

(Exempt under Paragraphs 3 and 9 of the Act – accommodation provided by the Authority/negotiation of terms)

128. HOUSING REVENUE ACCOUNT

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

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

129. THEMED MEETING

It was noted that a themed meeting on the subject of Food Inspections was to be held on Thursday, 10th March, 2005, commencing at 9.30 a.m.

ENVIRONMENT SCRUTINY PANEL**Thursday, 10th March, 2005**

Present:- Councillor Atkin (in the Chair); Councillors Clarke, Hall, Nightingale, Rushforth and P. A. Russell. together with Mr. D. Willoughby (Housing Tenant Panel)

Apologies were received from Councillors Burke, Hodgkiss, Jackson, McNeely, The Mayor (Councillor F. Wright) and Mr. J. Carr.

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

There were no members of the public present.

131. DECLARATIONS OF INTEREST.

No declarations of interest made.

132. NEIGHBOURHOOD STANDARDS - FOOD, HEALTH AND SAFETY

Janice Manning, Principal Environmental Health Officer, introduced her team and explained their roles and responsibilities. The following presentation was then given to the Panel:-

Introduction to the Service

Part of the Neighbourhood Service and, under the new structure, came under Neighbourhood Standards and the Food Health Safety Team. The Unit covered Animal Health, Food Hygiene, Food Standards and Health and Safety.

The staffing of the Unit consisted of an Animal Health Inspector and an Assistant Animal Health Inspector (DEFRA funded), 4 consumer and administration support staff and 2 Principal Officers responsible for 10 Environmental Health Officers and 1 student.

The newly adopted neighbourhood approach streamlined the Service and dealt with food from the "farm to the fork". The public and businesses now had 1 Team to deal with instead of 3. The priority was to "provide effective enforcement and advice which delivers high standards and equality of life in our communities" which would be achieved by:-

- Work with businesses to deliver required standards
- Implement a programme of education, advice and information
- Develop further enforcement programmes
- Ensure the effective introduction of a new enforcement and licensing legislation.

The Service contributed to the Corporate Plan and the new Vision for Rotherham under Rotherham Achieving, Live, Safe and Proud.

Framework of the Legislation

- Food Safety Act 1990
- Health and Safety at Work Act 1974
- Animal Health Act 1981
- Police and Criminal Evidence Act 1984
- Guidance on Legislation
 - Statutory
 - Approved Code of Practice
 - Food Safety Act
 - Health and Safety at Work Act
 - Non-Statutory
 - LACORS
 - HELA
 - FSA
 - DEFRA

Health and Safety

Routine inspections of work places were carried out to identify dangerous activities. Enforcement action was taken where necessary in order to protect public/employee safety.

Food Standards

Extensive food sampling and inspection programme was carried out to ensure the requirements of the Service were met. 250 inspection had been carried out so far.

As well as inspections of food businesses:-

- Advice was given and enforcement action taken where necessary
- Complaints from members of the public were dealt with together with any requests for help from local businesses
- Samples of pre-packed food were taken and tested to ensure it conformed to its label
- Samples of local produced food to check that it was a local business who was complying with the requirements of the Law
- Checking of labels e.g. ingredients, average weight, country of origin, additives
- Testing of alcoholic drinks for ABV and authenticity

Animal Health

The Service was responsible for ensuring that all cattle, sheep, pigs etc. were located in hygienic conditions and a database was kept of all the farms in Rotherham and inspected in accordance with a risk based programme. Enforcement Notices were served on owners/keepers of livestock to rectify contravention of Law.

There were certain actions required to be carried out e.g. humane killing and disposal of animals. Owners/keepers could be prosecuted for specific offences such as animal welfare and/or non-compliance with a Notice. Records were checked for any medicines administered to livestock to ensure public health was not compromised. The Service

also:-

- Placed restrictions on the movement of animals
- Checked animal passports and ensured traceability of animals through the food chain
- Prevent animals going into the slaughterhouse which could affect public health
- Worked closely with DEFRA
- Used a national database to enable information about animals/owners to be shared
- Liaised with the State Veterinary Officer
- Worked with the Cattle Movement Service and provide data regarding animals located in Rotherham and investigate any illegal movements

Food Hygiene Service

There was a programme of food hygiene inspections. The Service dealt with:-

- Registration/licensing and approval of premises
- Food complaints
- Food sampling
- Food hazard warning
- Targeted food safety, advice and information

Framework and Legislation

The Food Safety Act required local authorities to have a Food Service Plan which was set out in the Framework Agreement. The Plan:-

- Explained the purpose of the FHS
- Matches resources against existing Service levels
- Sets targets against each which performance could be measured
- Provided a performance management framework
- It also described the specialist services used including the Public Analyst (West Yorkshire Analytical Services), Food Examiner (Sheffield Public Health Laboratory Service) and the Proper Officer (Consultant in Communicable Disease Control, Dr. K. Perrett).

Performance of the Service

In 2003/04, the Service inspected 843 out of 845 high risk premises in the Programme. In 2004/05, there were 731 high risk premises of which 625 had already been inspected. Premises were risk rated every time they were inspected with the rating setting the inspection frequency:-

Category	A	40)
	B	205) high risk

Category A premises are inspected twice a year and Category B annually.

Category	C	486	inspected every 18 months
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So far 72 Improvement Notices had been served, the majority of which had been complied with. 470 complaints had been dealt with last year with 432 up to the end of February, 2005.

The Service also had the Home Authority Principle. Rotherham acted as the Originating Authority Referral for several major manufacturers e.g. K.P. Foods, Hazlewoods.

In 2003/04 the Service had received 62 warnings and had already received 72 this year. Letters had been sent to over 200 small retailers in response to the recent Sudan 1 contamination warning and a press release was issued.

With regard to food sampling, in 2002/03 197 samples had been submitted to the Food Examiner; this year the Service was on course to meet the target of 150.

Promotional Activity

Activities included the Rotherham Show, issuing of leaflets at Christmas and information packs, in various languages, on a range of subjects.

Infectious Disease

In 2003/04 there were 653 people notified as suspected cases/contacts. The estimate for the current year was 750 and so far there had been 544 reports received. The FSA's target was to reduce food poisoning and food borne illness.

Summary

- The Service was achieving its inspection targets
- It was fulfilling the sampling policy and programme
- It was providing advice to its customers
- It had reduced food poisoning
- It was protecting the public.

Current Issues

- Implementation of EC Legislation.
- Developing a holistic approach to the Service's work
- Public Health White Paper
- Freedom of Information
- Threats – national shortage of qualified EHO's, reduction in resources of external agencies
- Strengths – highly motivated team, dedicated to the work of the Service, meeting targets, ready to meet the need and expectations of the people of Rotherham.

Janice Manning stated that it was proposed to meet the Best Value targets with regard to food hygiene inspections and continue with pro active work. The Service had taken on responsibility for the Food Standards Team And Health and Safety since January and staff had

worked incredible hard and worked out of hours to undertaken the necessary training to carry out the duties. It was envisaged that the target for high risk premises will be met and as many of the medium risk premises visited as possible.

A question and answer session ensued with the following points raised/highlighted:-

- A lot of work had been undertaken with supermarkets as it had come to light that they were not doing certain things as they should. It had been challenged and they were now disposing items in the correct manner. There were a number of exemptions to the disposal of food and a leaflet was in the process of being produced to set out in a clear and concise manner what they could and could not do.
- Mobile vehicles still required registration exactly the same as confined premises and, in fact, were inspected far more. The registration of a mobile vehicle lies with where it was garaged at night so, if a vehicle was inspected and any failings found, that information would be passed to the registered local authority.
- Training had been secured for officers on imported foods in readiness for the opening of the new airport at Finningley. The Service had powers to tackle food products that came into the local authority and if any problems were found with imported food, the FSA would be contacted who in turn would liaise with the country of origin. Legislation was currently changing and different agencies were dealing with different parts. It did not all fall to the local authority to enforce. The new Legislation would be enforced across all the member states for food hygiene standards.
- An officer had attended a number of meetings with respect to Chicken Flu where a number of issues had been raised. Agencies were ensuring that plans were in place for integral working.
- Information was given wherever possible to new businesses free of charge. Basic information was given on the telephone and a number of leaflets sent which would assist them. Visits were made to a number of premises but these were not reflected in the returns to the FSA.

The Chairman thanked Janice and her team for their very informative presentation.

**SUSTAINABLE DEVELOPMENT ACTION GROUP
FRIDAY, 11TH FEBRUARY, 2005**

Present:- Councillor Wyatt (in the Chair); Councillors Hall and Kaye.

Apologies for absence:- Apologies were received from Hodgkiss, Littleboy, Sharman and Wilde.

29. MINUTES OF MEETING HELD ON 10TH DECEMBER, 2004, AND MATTERS ARISING THEREFROM

The minutes of the previous meeting held on 10th December, 2004, were agreed as a true record.

Further to Minute No. 22 (Sustainability Development – A Way Forward), it was noted that some progress had been made with regard to green procurement. Green Procurement Guidance had been produced for local authorities to help move things on.

The Sustainability Position Statement and Strategic Framework had not been submitted to the meeting as it was still work in progress. It was being developed alongside the development of the Community Strategy and Corporate Plan due to the crosscutting vision statements around development. It was hoped the Framework would be submitted to the April meeting.

Further to Minute No. 27(2) (Regional Energy Forum) it was noted that clarification was being sought on representation for the sub-region.

(The Chairman authorised consideration of the following item to enable the Group to be fully informed of the current situation.)

30. CLIMATE CHANGE ACTION PLAN FOR YORKSHIRE AND THE HUMBER

Joanne Wherle, Partnership Officer (Regional Affairs) gave a presentation on the above covering:-

- The national and regional context
- The background to the Action Plan
- Sectors identified
- Approach
- Action Plan
- Consultation questions
- Initial Comments

Joanne invited comments on the presentation which would be fed into the response which had to be with the Government Office by 16th February,

2005.

Discussion ensued with the following points raised:-

- Ascertain how it tied in with the Northern Way
- Make enquiries as to how the NHS impacted at a local level
- The action plan would not only raise awareness of good practice across sectors and organisations but also include the public
- The key was education.

The Chairman thanked Joanne for her presentation.

31. ENVIRONMENTAL ENGAGEMENT INDEX SURVEY SUBMISSION

Dawn Roberts reported that the Authority had performed very well in the survey in the last couple of years with the deadline being 25th February for 2005's. Andrew Towlerton, Dave Rhodes and Adrian Gabriel were working on pulling it together with the Chairman signing it off for submission.

It was felt that the Authority could be relatively positive about the progress made across the board and consideration was being given as how to present the one area of under performance.

Unlike in previous years, there was an opportunity to present a case to demonstrate how the Council had made significant progress. The subject was open for discussion but a view was being put forward that it should be Streetpride in terms of the clean and green agenda or the internal EMAS.

Agreed:- That consideration be given to Streetpride being used as the case study.

32. COMMUNITY STRATEGY/CORPORATE PLAN

Dawn Roberts reported that internal consultation was currently being undertaken on the Community Strategy and Corporate Plan.

Within the Community Strategy and Corporate Plan was the inclusion of the vision for Rotherham which included the crosscutting priority of sustainable development; work was currently underway in terms of what that meant for the LSP and the Council as there were differing views of what sustainable development meant.

The Strategy and the Plan were key documents that would drive both the Council's and LSP's agendas for the next 5 years. Any views would be appreciated on what the key issues should be included in the sustainable development part.

Discussion took place on the issue of sustainable development. There

was an agreement to undertake a sustainable appraisal on all strategy and new key developments. Any report submitted to Members should, within the policy implications section, demonstrate that sustainable appraisal had been carried out where relevant but it was not consistent and there was no tracking process. It needed to be captured in the Corporate Plan and its profile raised.

Agreed:- That Dawn Roberts submit some proposals to the next meeting on how to raise and track the issue of sustainable appraisals.

33. ENVIRONMENTAL MANAGEMENT SYSTEM - INTERNAL TARGETS

Paul Mablethorpe presented a report prepared by David Rhodes which highlighted the outcome of external audit of Council sites and key events in the period up to 11th February, 2005.

It was noted that EMS was to be expanded to include Social Services and Neighbourhood Services.

Agreed:- That the report be noted.

34. ROTHERHAM TRAVEL PLAN

Steve Brown reported that the Travel Plan had been agreed in 2003 but it had got off to a slow start for a number of reasons one on which was the lack of funding. A newsletter, "Getting There", had been distributed across the Council together with a car sharing leaflet. The opportunity had been taken to promote cycling as one part of the Travel Plan by the use of the virtual bike and trials of various pool bikes.

He further reported that:-

- Funding had been made available from the Spending Delivery Grant.
- Looking at installing showers for cyclists/runners/walkers.
- Producing a short film about sustainable travel.
- Promoting Sytravelwise.net care share database.
- Linking initiatives with the care3air campaign.
- Running a PR campaign to promote travel plans to business.
- Part funding sheltered motorcycle parking.
- Input to the new Travel and Subsidy Policy.
- Promoting a "Public Transport First" week in EDS.
- New logo "Making Trax".

An external publicity company was to run the "Making Trax" campaign the essence of which was to offer people other choices of travel than the car and get them to look at more appropriate ways of travel.

Agreed:- That the presentation be noted.

35. DRAFT GEEEN SPACES STRATEGY

Carolyn Barber reported that the final draft of the Green Spaces Audit carried out by external consultants had recently been received. A review group had been formed to look at the recommendations and go forward to the consultation stage for the Strategy.

Discussion ensued on the sustainable appraisal of the document and what support, if any, was available. The Chief Executive's Office may be able to support the process and in due course considered by this meeting.

Carolyn reported that the Biodiversity Plan was approved in 2002 but it had taken a little while to get it printed and into a physical form. The Biodiversity Forum was to meet next week, the first time for a while due to a gap between postholders, which was ultimately responsible for the document. Carolyn was currently seeking external funding to produce a leaflet and a possible display that could be taken to different community events.

Agreed:- That the report be noted.

36. CARBON TRUST PROJECT UPDATE

The Group received an update on the above.

It was noted that the baseline was now complete and included in the Carbon Management spreadsheets. Draft action plans had been developed for all categories within the scope except for transport which would be developed when feasible.

The Authority had volunteered to be involved in the Carbon Management Project with the Carbon Trust. The project was aimed at reducing carbon emissions by forming a baseline and an action plan to reduce emissions. It included energy consumption in Council operational properties and Council residential properties, energy consumption in street lighting and transport (fleet and commuting).

Agreed:- That the report be noted.

37. LOCAL AGENDA/ACTION 21 IN THE COMMUNITY

David Wilde submitted a progress report for the period December, 2004-January, 2005.

Agreed:- That the report be noted.

38. ANY OTHER BUSINESS

The Chairman reported that he was in the process of preparing a report on the recent Sustainability Summit he had attended which would be

circulated to all Members of the Council.

39. FUTURE AGENDA ITEMS

Agreed:- That the following items be included on the April agenda:-

Sustainability Appraisal of Local Development Framework and Update
Completion of Carbon Trust Project/Outcomes
Draft Revision of Environment/Sustainability Strategies
Eco-Schools

40. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Friday, 8th April, in the Town Hall, commencing at 10.30 a.m.

PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
11th February, 2005

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

Apologies for absence were received from Councillors R. S. Russell and St.John.

98. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

99. BEST VALUE REVIEW OF COMMUNITY BASED SERVICES

Helen Best, Project Manager Review of Community Based Services, presented the submitted report on the progress of the Best Value Review of Community Based Services. The review had recently reached its mid-point in terms of allocated time and the report outlined the progress made in meeting the review's targets.

The assessment of service areas was on target and the consultation with staff and stakeholder agencies was ahead of target. The public consultation although behind target was now underway and likely to be completed fully by the end of March, 2005. The inputting of data via SNAP had been delayed due to circumstances beyond the control of those working within the Social Services Department and highlighted were issues relating to inter-agency communication and response times.

The research was focussing on gathering both quantitative and qualitative data about service development and delivery, outcomes for service users and carers and on staff networking.

The report set out :-

- Background to the review
- Best Value Review Group
- Assessment of Service Areas
- Comparison with other Authorities
- Consultation with Service Users, Potential Service Users and Carers
- Finance

Also submitted was an addition to the Action Plan covering activity beyond February, 2005 in draft form for discussion with the Best Value Review Group and Best Value Review Team.

A question and answer session ensued and the following issues were covered :-

- inspection timescales
- need to link in to relevant scrutiny reviews already carried out

- criteria for selecting which Councils to visit
- remit and scope of the review
- input from Neighbourhood Management
- strategic procurement strategy
- impact in terms of Gershon savings
- Commission for Social Care/Inspection

Resolved:- (1) That the information be noted, particularly that the consultations was providing both qualitative and quantitative data and that the response to the questionnaires had so far been encouraging.

(2) That there was a need to link in to relevant scrutiny review work carried out.

(3) That the remit of the review group and scope of the review be clarified.

(4) That consideration be given to linking in the work to the National Service Framework and Strategy for Older People.

(5) That the final draft of the project's report and its recommendations be presented to this Committee.

100. CONNEXIONS : EMERGING ISSUES

Rod Norton , Young People's Service Manager, explained the background to the Connexions service and the reasons for the organisational changes.

Negotiations had commenced in November, 2004 and it was proposed that Rotherham be the host body for Connexions South Yorkshire. The four local authority solicitors had met regarding the Connexions deed and a report was expected shortly for Corporate Management Team which would subsequently be submitted to Members and the Cabinet.

The deed would include the issue of a Rotherham Scrutiny Panel for the Connexions Service in South Yorkshire. The Rotherham Scrutiny Panel could provide information to other scrutiny panels on request.

Discussion and a question and answer session ensued and the following issues were covered :-

- which scrutiny panel should be responsible for Connexions South Yorkshire
- need for a tax avoidance disclosure
- remit of Connexions
- background to Rotherham being proposed as the host organisation

- resource implications
- composition of the Advisory Board
- elected Member representation on the Advisory Board

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

(2) That the principle of Rothe rham leading on scrutiny of Connexions South Yorkshire be agreed.

(3) That Rod Norton and Cath Saltis liaise and incorporate the Committee's views in the report for Corporate Management Team,

(4) That Rod Norton liaise with the Heads of Legal and Democratic Services and Corporate Finance to clarify the position regarding the issue of a disclosure of tax avoidance.

(5) That further reports be submitted as appropriate.

101. PROTOCOLS FOR CROSS CUTTING REVIEWS

Cath Saltis, Head of Scrutiny, referred to checklists for reviews and that, in practice, cross cutting reviews were being carried out. However, there was no formal protocol for such working.

It was felt that any protocol needed to be simple and not prescriptive, giving scrutiny panels the flexibility to initiate a review and communicate at the scoping stage.

Resolved:- That Cath Saltis strengthen the current checklist into the form of a protocol.

102. JOINT SCRUTINY SOUTH YORKSHIRE

The Chairman raised the question of how to tackle South Yorkshire wide issues making reference to such issues as blue light services, health and transport.

It was proposed to build some cross cutting work into the programme for next year.

Resolved:- That the Chairman liaise with the Chairs of the other local authority scrutiny committees with a view to taking this initiative forward.

103. ANNUAL SCRUTINY PLAN : PROGRESS

Cath Saltis, Head of Scrutiny, indicated that scrutiny overall was excellent regarding reviews and outputs and that scrutiny advisers would be working with Chairs and Vice-Chairs of Panels to pull information

together.

Two areas requiring further work were with regard to (a) the policy review programme and (b) scrutiny and area assembly/community involvement working.

The profile of scrutiny had been raised nationally but not so much locally.

Reference was made to the forthcoming request to carry out a review of area assemblies and that such review should be carried out by the Democratic and Resources Scrutiny Panel.

Reference was also made to the need to think about what scrutiny would look like when cabinet portfolios were finalised.

Resolved:- (1) That a Special Meeting take place in April, 2005, to consider the position after portfolios had been finalised.

(2) That, in the meantime, the Chairman pull together models of good practice.

104. MINUTES

Resolved:- That the minutes of the previous meeting held on 28th January, 2005 be approved as a correct record for signature by the Chairman.

105. WORK IN PROGRESS

Members of the Committee reported on the following issues :-

(a) Councillor License reported budget considerations.

(b) Councillor Doyle reported consideration of progress on past reviews and the domestic violence agenda.

(c) Councillor Hall reported ongoing review work regarding Wardens/Caretakers/Rangers and a special meeting next Tuesday regarding the Waste Management Strategy.

(d) Councillor Sangster reported :-

Regeneration Scrutiny Panel

- budget considerations
- consideration of implications of Civil Contingency Act
- consideration of the regeneration of housing estates

- receipt of a letter of thanks from Vaughan Williamson, South Yorkshire Police, regarding the Off Road Motorcycle Nuisance Initiative

Health Scrutiny

- the Health Services Working group were to have a joint scrutiny level meeting

(e) Councillor Stonebridge reported :

- the first part of the review of the LSP was coming to an end. The second part would look at the working of spokes and the work of the voluntary sector
- the use of consultants by the Authority and the possible need for a future cross cutting review

(f) Cath Saltis reported that the Centre for Public Scrutiny had invited Rotherham to participate in a case study regarding how Rotherham engages members of the community in scrutiny reviews and scrutiny work.

106. CALL-IN

There were no formal call in requests.

(The Chairman authorised consideration of the following items to prevent any unnecessary delay in processing the matters referred to)

107. FREQUENCY OF FUTURE SCRUTINY PANEL MEETINGS

Resolved:- That each scrutiny panel consider its own requirements regarding the frequency of future scrutiny panel meetings and report back to this Committee.

108. BUDGET PROCESS

The Committee considered future scrutiny involvement in the budget process.

Resolved:- That scrutiny no longer participates in the budget process in the future but scrutinises the outcomes of the budget linked to performance.

PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
25th February, 2005

Present:- Councillor Stonebridge (in the Chair); Councillors Clarke, Hall, License, G. A. Russell, R. S. Russell, St.John and Sangster.

Apologies for absence were received from Councillors Doyle and Hussain.

109. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

110. CHILDREN ACT 2004

The Executive Director, Children and Young People's Services Development, presented the submitted report relating to the above.

The Executive Director outlined the background and matters set out in the report which summarised that The Children Bill was given Royal Assent on Monday, 15th November, 2004. This followed the publication of the Green Paper 'Every Child Matters' in 2003 which proposed changes in policy and legislation in England to maximise opportunities and minimise risk for all children and young people, focusing services more effectively around the needs of the child, young people and families.

The consultation on the Green Paper showed broad support for the proposals, in particular the intention to concentrate on outcomes that children and young people themselves have said are important rather than prescribing organisational change. This was very much aligned to the views expressed by Rotherham.

The Act had been produced in the light of this consultation and gave effect to the legislative proposals set out in the Green Paper to create clear accountability for children and young people's services, to enable better joined up working and to secure a better focus on safeguarding children.

Discussion ensued and the following issues were covered :

- Safeguarding Board
- Annual Self Assessment
- In depth rigorous inspection sometime between March, 2006 and March, 2007

Resolved:- (1) That the requirements of the Act be noted.

(2) That the proposal, that officers produce papers detailing the individual guidance provided by the DfES around the role of the Lead Member, the Director of Children's Services and the Voluntary Sector etc and that these are consulted upon, be supported.

(3) That the proposal, that the Development Team continues to move forward as agreed in bringing in the integration of children's services in line with the requirements of the Act, be supported.

(4) That this Committee receives regular progress reports regarding planned developments.

111. DRAFT STRATEGY GUIDANCE ON THE ROLE OF THE DIRECTOR AND LEAD MEMBER OF CHILDREN'S SERVICES

The Executive Director, Children and Young People's Services Development, presented the submitted report relating to the above matter.

The Executive Director outlined the matters set out in the report submitted which detailed that, across the central and local government and all agencies that work with children, there is a shared commitment to ensure that every child has the opportunity to fulfil their potential. Achieving this vision would require national and local government to move to a position where :

- The wellbeing of children and young people is at the heart of all policies and all agencies are working together toward shared outcomes
- Clear overall responsibility and accountability exist for services
- Key services are integrated around the needs of the children and young people, and mechanisms are put in place to involve them in determining how their needs are met.

To ensure clear accountability locally, the Children Act 2004 requires every Children's Service Authority (CSA) in England to appoint a Director and lead member for Children's Services (DCS). The DCS and the Lead Member respectively will provide a professional and political focus for children's services. They have three key roles :

- **Responsibility and accountability** for local authority children's services
- **Leadership** to drive change
- **Forging partnerships** to bring together relevant local partners

The DCS and Lead Member are accountable for the Children's Services Authority functions in four main areas :

- a. **education services** – the Authority's functions in its capacity as a local education authority (excluding certain LEA functions for adults)
- b. **social services** – the Authority's social services function insofar as

- they relate to children and the local authority's functions for children and young people leaving care
- c. **health services** – functions exercised by the Authority on behalf of an NHS body, insofar as they relate to children
 - d. **inter-agency co-ordination** – the new functions in the Children Act to build and lead arrangements for inter agency co-operation

Discussion ensued and the following issues were covered :-

- hand over period to the new Senior Executive Director
- responsibility and accountability
- Inspection regimes
- support services
- commissioning arrangements
- value for money elements and performance indicators
- multi-service centres

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

(2) That this Committee supports the following proposals :-

(a) That the wellbeing of children and young people is a priority and placed at the heart of the Community and Corporate Plan and policies related to this agenda

(b) That strategic planning is in place to ensure that all agencies are working together toward shared outcomes.

(c) That consideration is given to new structures which reflect the requirements of the Act following the commencement of the Senior Executive Director for Children and Young People's Services.

(d) That consideration is given to the appointment of an elected member with responsibility for Children and Young People's Services, to coincide with the appointment of the Senior Executive Director Children and Young People's Services.

(3) That Di Billups be thanked for all her work on integrating Children and Young People's Services and she be wished all the very best for the future.

112. DEVELOPING A STRATEGY FOR OLDER PEOPLE IN ROTHERHAM

Colin Bulger, Head of Policy and Partnerships, presented the submitted report which argued that a strategy for older people was required in Rotherham which mapped the known needs of local older citizens, incorporated further needs assessment/research and set out an action

plan to meet local needs and aspirations of current and future older citizens for improved quality of life.

It was proposed that a task group be established to oversee the development of the Strategy involving all Council programme areas, the Council's Older Persons and Health Member Champion, Primary Care Trust, voluntary sector, Rotherham Partnership and all other stakeholders.

The Strategy would be developed in a national and local policy context, which had seen older people issues come to the fore as reflected in the recent Improving the Quality of Life of Older People's Shared Priority agreed between the Government and the Local Government Association. Reflecting a national trend, Rotherham's older population was also forecast to grow significantly over the next twenty years from about 20% of the population to 30%.

Reference was made to the Government's initiative Better Government for Older People which identified the following six priorities :-

- Employment
- Regeneration/Neighbourhood renewal
- Lifelong Learning
- Health and Social Care
- Race and age diversity
- To follow the World Assembly on Ageing Action Plan (the first international agreement that specifically recognised the potential of older people)

Such a policy move was also reflected at the local level.

The report set out the proposals and details covering :-

- Policy context for Older People
- Social Care
- Current service provision within Social Services
- CPA 2005
- Content of the Strategy
- Taking the work forward

Discussion and a question and answer session ensued and the following issues were covered :-

- National Service Framework
- Composition of Task Group
- Reporting of the Task Group
- Involvement of Older People's Champions
- Capturing Learning

Resolved:- (1) That the key statistics, research findings and policy imperatives concerning older people be noted.

(2) That this Committee welcomes that a Strategy is being produced for older people by Summer 2005 led by Rotherham MBC with the Primary Care Trust, Voluntary Sector and other key partners such as Housing and feels that the Strategy should be built on the National Service Framework for Older People already undertaken.

(3) That it be noted that a copy of the report was to be placed before the Rotherham Primary Care Trust, Rotherham Partnership Board and the Local Strategic Partnership for their agreement.

(4) That the Task Group should utilise existing knowledge and experience in the form of Older People's champions.

(5) That a report be submitted on the initial meeting of the Task Group.

(6) That further reports be received as the Strategy develops.

113. POLICY REVIEW - PART 2

Colin Bulger, Head of Policy and Partnerships, presented the submitted report outlining the outcome of a major review of key strategic policies and strategies that were core to the Council's business and critical in ensuring effective corporate governance.

This followed an initial review (completed in August, 2004) of the key policies/strategies that drive the rest of the Council's Corporate Policy Framework, particularly the Community Strategy and Corporate Plan. This second stage of the review provided an assessment of the key service specific and cross cutting strategies that were key to the Council's delivery.

The assessment covered two issues :

- Alignment with Community Strategy and Corporate Plan
- Whether the strategies and polices were "fit for purpose" assessed against a range of quality standards and criteria

A further stage was now underway with a full review of key strategies in line with the new Vision for the Borough.

Discussion and a question and answer session ensued and the following issues were covered :

- the need for a glossary of terms used in the documentation
- hallmarking policy and policy development
- use of web sites and other facilities to make the policy

- more accessible and user friendly
- timescales

Resolved:- (1) That the content of the assessment now submitted be noted.

(2) That it be noted that some strategies/policies/plans were not currently aligned with the existing Community Strategy and Corporate Plan.

(3) That it be noted that the third stage of the Review would be critical in ensuring that the Council's policies and strategies were in line with the new Vision for the Borough.

(4) That the outcomes of the Policy Review 3 be reported to this Committee in due course.

(5) That it be noted that work was underway to develop a policy toolkit that would assist in the process of strengthening and improving the Council's strategies and policies and that this be presented to this Committee along with the outcome of Policy Review 3.

(6) That policy hallmarking be built into policy development and the toolkit.

(7) That Lee Adams attend a future meeting of this Committee and present the timescales.

(8) That a presentation on the accessibility of the policy framework be made to members of the public.

(9) That an overview of strategies be prepared.

(10) That further consideration be given to the role of scrutiny in policy review.

114. POST OF STRATEGIC LEADER, RBT - RECRUITMENT PROCESS

Consideration was given to nominating two scrutiny representatives on to the appointment panel for the above post.

Resolved:- That Councillors Sangster and Stonebridge be nominated to serve on the appointment panel.

115. SCRUTINY FORWARD PLANNING

Resolved:- That arrangements be made for a half day session in April to consider the above.

116. FORWARD PLAN OF KEY DECISIONS 1ST FEBRUARY TO 31ST MAY, 2005

The Committee noted the above.

117. MINUTES

Resolved:- That the minutes of the previous meeting held on 11th February, 2005 be approved as a correct record for signature by the Chairman.

118. WORK IN PROGRESS

Members of the Committee reported on the following issues :-

(a) Councillor St. John reported that the Key Stage 3 SATS review was now complete and would be submitted to Corporate Management Team and subsequently this Committee.

(b) Councillor G. A. Russell reported :

- Corporate Parenting review was ongoing
- the next Panel Meeting was focusing on domestic violence. The voluntary sector providers had been invited to attend. A researcher from the Centre for Public Scrutiny would also be attending the meeting using the domestic violence review as a case study
- the Learning Disability Review Group was being reconvened

(c) Councillor Hall reported :

- ongoing review work regarding Wardens/Caretakers/Rangers
- the next Panel meeting on 10th March, 2005 was to be a themed meeting considering food standards

(d) Councillor Stonebridge reported :

- attendance at a seminar in London regarding 'What Makes for Effective Scrutiny' and 'Conceptualising Scrutiny'
- that, along with Cath Saltis, he had met Colin Cupus to discuss the external review of scrutiny
- a further meeting next week of the LSP Group

(e) Cath Saltis reported a positive response from the other local

authorities regarding joint working.

119. CALL-IN

There were no formal call in requests.

(The Chairman authorised consideration of the following item to keep Members informed)

120. LIFELONG LEARNING OPPORTUNITIES SCRUTINY PANEL

Councillor St. John indicated a request from the scrutiny panel to consider a report prior to it being determined by the Cabinet Member had not been acceded to. He sought clarification of the position.

Reference was made to the availability of the call-in procedure if Members were not happy with a decision. The Chairman reminded Members that Chairs and Vice Chairs of Scrutiny Panels could attend Cabinet Member meetings. The Chairman informed the Committee of a pre-decision call in system operating in some authorities.

Some concerns were however expressed regarding scrutiny becoming involved in issues before they were determined by the Executive in that such involvement could prejudice effective scrutiny after the decision was made.

Resolved:- That the information be noted.