

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

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

Date: Monday, 14 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 Chair is of the opinion should be considered as a matter of urgency.
3. Tarran Newland Properties, Maltby (Pages 1 - 48)
4. 3rd Quarter Performance 2004/05 (Pages 49 - 80)
- note the progress made
5. Recycling Group (Pages 81 - 84)
- to note the minutes of the meeting held on 4th January, 2005
6. Proposed Fees and Charges - Cemeteries and Crematorium (Pages 85 - 91)
- to approve the increase in fees effective from 1st April, 2005

The Chair will be asked to consider the following two urgent items to enable the matters to be processed.

7. Implementation Plan for the "Key Choices" Choice-Based Lettings Service (Pages 92 - 120)
- to consider the introduction of a Choice-Based Lettings Scheme from 4th April, 2005
8. Conference
- to consider attendance
9. Exclusion of the Press and Public
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 7 Part I of Schedule 12A to the Local Government Act 1972 (business affairs of someone except the Council).

10. 2010 Board Members (Pages 121 - 123)

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Housing and Environmental Services
2.	Date:	14th 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>
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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.

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**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
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Rotherham
S65 1UF**

By

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**28560/NP
December 2004**



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

Issue Record

Copy No: 1

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Date: December 2004

Amendment Record

Date	Description of Amendments	Comments
23.12.04	N/a	Draft Issue 1
06.01.05	Costs updated, appendices added & structural details added	Draft Issue 2
28.01.05	Privately owned property numbers amended	Draft Issue 3
18.02.05	Final Issue	Final Issue

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Appendix A Maltby Estate Site Layout

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

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Appendix E Linear Polarisation Corrosion Rate Monitoring Report Prepared by Messrs BGB

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.

Street	Property Nos
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.

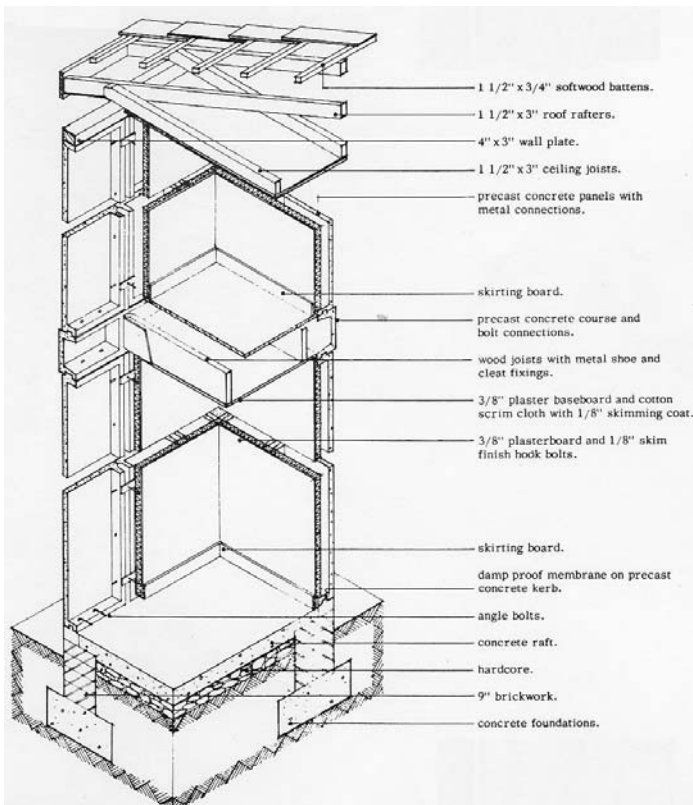
3.0 DESCRIPTION OF ORIGINAL CONSTRUCTION

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

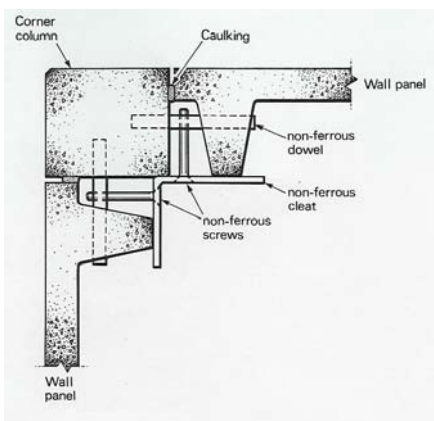
to form an “I” section.

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.

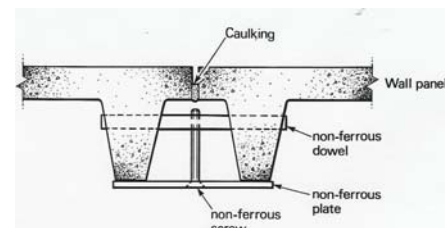


3.4 Corner Columns

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

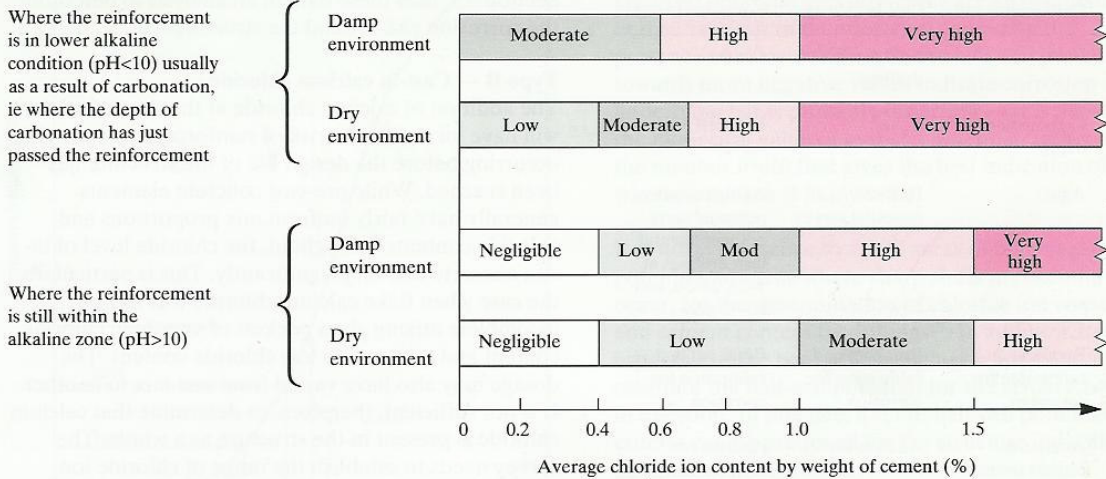




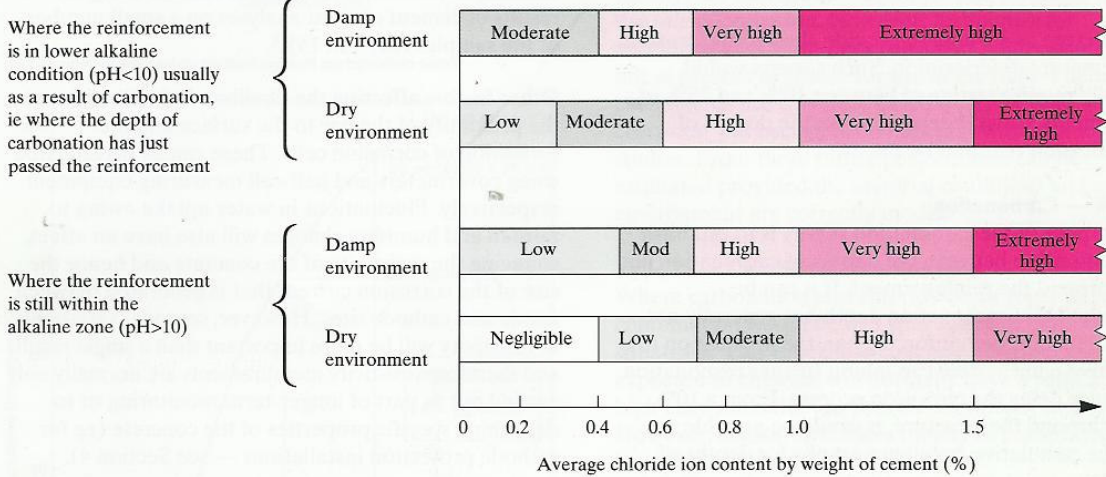
Appendix B – Building Research Establishment (BRE) Digest 444 Part 2, Table 1

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

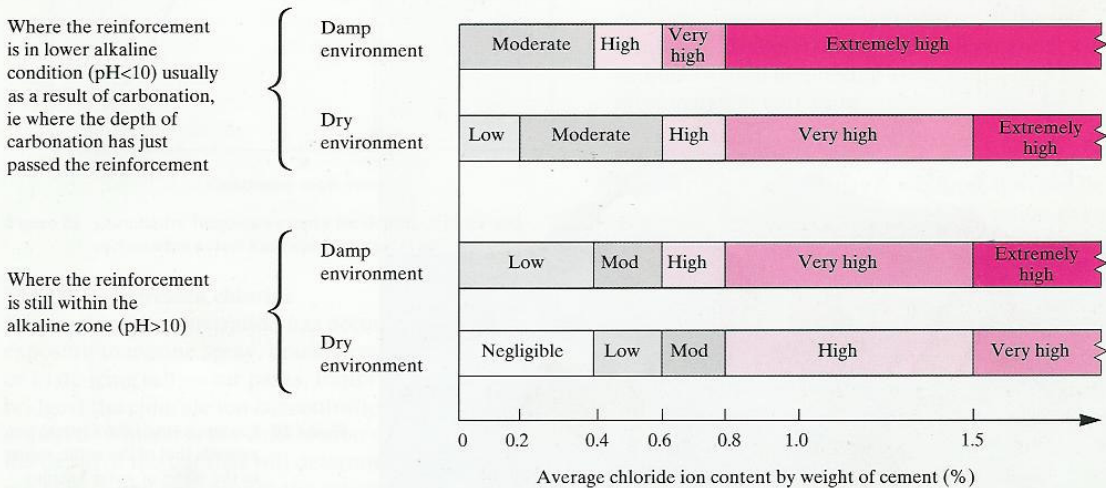
(a) 25-year-old concrete structures



(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	.	.

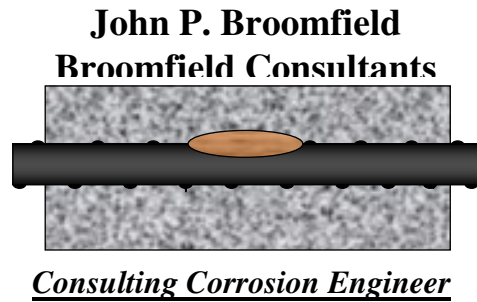


Appendix E

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 ≥ 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

1.	Meeting:	Delegated Powers: Cabinet Member for Housing and Environmental Services
2.	Date:	14 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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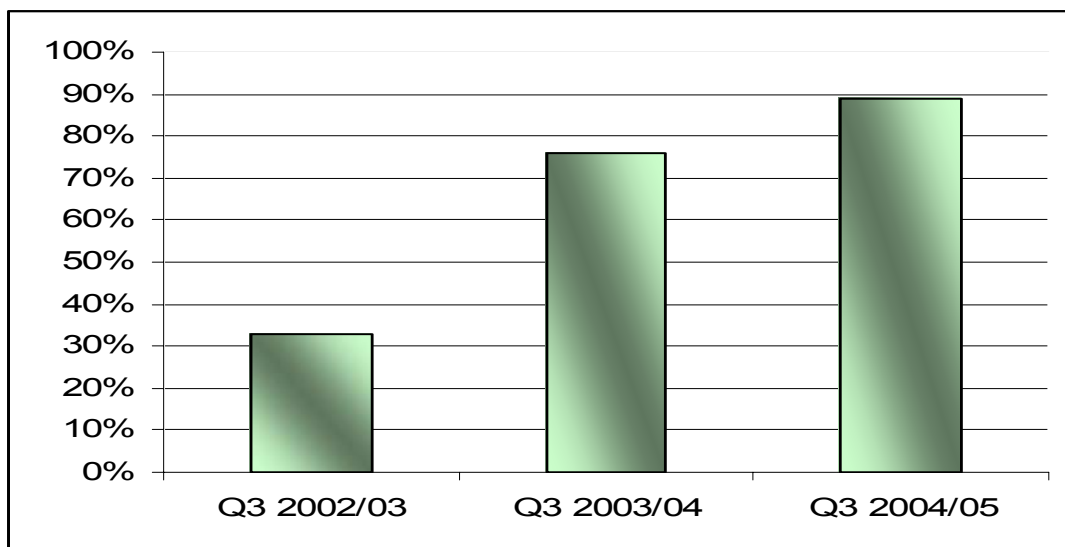
Executive Summary

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			

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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>)					
	2003/04 Actual	2004/05 Target	Mets/All Eng Top 25% 2003/04	Past Performance (Cumulative)	2004/05 Qtr 3	
					Target	Actual
On target	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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BV82b On target	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	
	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 On target	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	
	85.1%	82% (Lower is better)	N/A 73.44%	78.2% (Q1) 77.5% (Q2)	81.9%	78.5%
	All England – Top Quartile			Metropolitans – N/A		

BV84 Off target	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	
	475	483 (Lower is better)	421 390	553 (Q1) 540 (Q2)	496	507
	All England – Bottom Quartile			Metropolitans – Bottom Quartile		

BV86 On target	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	
	£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		

BV87 On target	Cost of waste disposal per tonne for municipal waste (Adrian Gabriel)					
	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 (Adrian Gabriel)					
	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 (Adrian Gabriel)					
	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

- 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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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			

3rd Quarter Performance Monitoring Report – 2004/05
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			

3rd Quarter Performance Monitoring Report – 2004/05
Neighbourhoods

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

<i>Supporting Corporate Priority 'A Quality Service'</i>
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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.

3rd Quarter Performance Monitoring Report – 2004/05
Neighbourhoods

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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Neighbourhoods

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.

3rd Quarter Performance Monitoring Report – 2004/05

Neighbourhoods

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.

**RECYCLING GROUP
TUESDAY, 4TH JANUARY, 2005**

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

Tony Clabby, Chief Executive, Creation Recycling, was in attendance at the invitation of the Chairman.

An apology for absence was received from Councillor Senior.

1. MINUTES OF MEETING HELD ON 9TH SEPTEMBER, 2004

The minutes of the meeting held on 9th September, 2004, were agreed as a true record.

2. WASTE STRATEGY CONSULTATION

The Waste Strategy Manager submitted a report on the consultation process which had been undertaken on the initial option appraisal relating to the Municipal Waste Management Strategy.

A mailing to all premises on the Council's address database seeking their views on reducing waste, recycling waste and ranking the treatment options available had resulted in 12,000 responses with 1,700 indicating a wish to be further involved with the process. A further letter and information pack had been sent to the 1,700 seeking their views on the Best Practical Environmental Option criteria. The completed form could be returned through the post or by attending 1 of the 3 drop in sessions held throughout the Borough. A stakeholder consultation day was also held with attendees including Rotherham Chamber of Commerce, industry representatives, neighbouring local authorities, the Local Strategic Partnership, the Environment Agency, Planning and Neighbourhood Services.

A Health Impact Assessment seminar and workshop, in conjunction with the Primary Care Trust, was held on 1st December, 2004.

The final document was to be submitted to the Cabinet Member of Housing and Environmental Services in February, 2005.

The consultation exercise had been an outstanding success. It was encouraging that so many members of the public were aware of the issue and had responded. The Youth Cabinet had been asked to consider including the Waste Strategy in their work programme for the year.

The Chairman reported that in another forum consideration was being given to E-consultation which would have the benefits of being quicker and also target a particular audience i.e. young people/schools.

Agreed:- (1) That the consultation initiatives being undertaken to inform the development of the Municipal Waste Management Strategy be noted.

(2) That the issue of e-consultation be referred to the Citizenship Education Review Group.

3. SCHOOLS WASTE ACTION CLUB/CRED BID

The Waste Strategy Manager submitted a report on the above.

A bid to the CRED Fund had been declined in September, 2004. Following their feedback, the Unit had worked with Waste Watch to revise the Schools Waste Action Club completely with the new project focussing entirely on waste that was produced at home not in schools. The new 'Taking Home Action on Waste' (THAW) bid (approximately £220,000) had been submitted to CRED for funding from April, 2005, for 2½ years. The project content had been developed to meet National Curriculum aims and subject matter with lesson plans and resources support for teachers. A decision was expected during February, 2005.

An Expression of Interest had also been submitted to the DEFRA Community Fund by Waste Watch as a contingency in case the bid to CRED was unsuccessful. The Waste Management Unit had submitted an outline business plan for consideration in the Council's Medium Financial Term Financial Plan for funding sustainable education in the longer term.

The Chairman reported receipt of the final report for Rotherham Schools Waste Action Club which included the background to and delivery of the project and full details of schools involved with and activities delivered.

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

(2) That the Rotherham Schools Waste Action Club be referred to the Lifelong Learning Scrutiny Panel for information.

4. HOME COMPOSTING

The Waste Strategy Manager submitted an update report on the Waste and Resources Action Programme (WRAP) Home Composting Scheme.

Phase 1 of the Home Composting partnership between WRAP and the Council had ended on 31st December, 2004. The original 22 Councils had been selected to continue into phase 2, together with an additional 20 new partners. At present, Rotherham would remain in the group with Lincoln and North Lincolnshire and was likely to be joined by Sheffield as a new partner. The second phase commenced on 1st January, 2005.

Approximately 7,000 compost bins had been sold and distributed in the Rotherham Area. WRAP were particularly pleased with the Rotherham

scheme mainly as a result of the consistent sale of bins throughout the latter part of the year and had been used as a model on phase 2 for advertising and publicity. Each partner had to provide WRAP with a list of planned advertising.

Discussion ensued on advertising with suggestions including banners on lampposts and advertisements in community newsletters

WRAP had been requested to provide feedback on the pilot areas and the test areas of the Borough but it had not been forthcoming as yet.

Tony Clabby reported that targeted work in the Eastwood area had started to pay off and an increase in recycling seen. Various efforts had been made to raise participation including the sponsoring of an Eid party where a number of female muslims had attended. It had lead to a massive increase the following week.

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

(2) That the Waste Strategy Manager contact WRAP and stress the importance of a feedback report.

(3) That any analysis from Creation Recycling be submitted to the Group for information.

5. BLUE BOX RECYCLING SCHEME

The Waste Strategy Manager submitted an update report regarding participation rates on the Blue Box recycling scheme.

The scheme now covered the majority of the Borough, offering an alternate week service to over 101,000 premises. Participation rates on the first 50,000 premises on the scheme were manually logged by the crews with premises on the second phase having being issued with tagged/chipped boxes. However, there were ongoing problems with the reliability of the scanners, therefore, the information was having to be logged manually to ensure continuity of credible data.

Despite similar levels of publicity prior to the launch, the second phase of the scheme had had a much lower take up. During September/October a targeted communications campaign had been developed specifically for non-participating households with the leaflets delivered on 8th and 15th November. The initial data appeared to indicate that this had had minimal impact as yet. A more hard hitting approach was outlining the potential consequences for both Rotherham residents and the environment as a result of continued non-participation was now being considered. New technical posts created as part of the Programme Area restructure would allow resources to be directed into the community. This would involve 'door knocking' and working at ground level to raise awareness of the Blue Box scheme and removing barriers to use.

Tony Clabby reported that they had tried 'door knocking' but had found it had not had significant impact. Creation Recycling were currently putting their operatives through a NVQ in Customer Care which was funded as part of the Workforce Development.

It was suggested that if new schools were being targeted for the SWAC Scheme, this should be in areas of low participation. It was considered this may lead to pupils in schools becoming 'Waste Champions'?

Agreed:- That the report be noted.

6. DATE OF NEXT MEETING

Agreed:- That a further meeting be held on Tuesday, 1st March, 2005, commencing at 10.00 a.m.

ROTHERHAM BOROUGH COUNCIL – Delegated Powers Housing & Environmental Services
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1.	Meeting:	Delegated Powers Housing & Environmental Services
2.	Date:	^{14th} March 2005
3.	Title:	Proposed Fees & Charges Cemeteries & Crematorium
4.	Programme Area:	Neighbourhoods

5. Summary

In line budget setting process for the program area and following budgets considered by the Corporate Management Team, fees and charges for cemetery & crematorium fees effective 1st April 2005 require consideration. Proposed fees and charges are shown in the table at appendix 1.

6. Recommendations

6.1 Cabinet Member approves the increase in fees effective from the 1st April 2005

7. Proposals and Details

In considering the budget requirements for 2005 / 06, regard has been taken of the requirement to increase all income by 2%. In addition pressure on the cemetery & crematorium budget through additional costs have been considered. Specifically an additional £92K increase in costs incurred through the re tendered grounds maintenance contract. General price inflation is currently 3%, salaries have risen by 2.95% and superannuation rates have risen significantly - from 13.8% to 15.1%

The proposed fees and charges shown at appendix. 1, represent an overall increase of 13.5%, with the exception of cremation fees, which have risen by 11.75%.

Currently Rotherham's cremation fees are 2.5% below our benchmarked group and in line with our neighbouring Authorities of Barnsley, Doncaster & Sheffield. Currently Rotherham's burial fees are 1.7% below our benchmarked group and in line with our neighbouring Authorities. Since this benchmarking some of our neighbouring authorities have applied further increases in fees. This suggests that a rise in fees in cremation services would be sustainable within the market. Appendix 2 shows benchmarking information with Yorkshire Burial & Cremation Authorities

8. Finance

The additional fees and charges will achieve a balanced budget position at the same time as returning the required 2% additional income from the unit.

9. Risks and Uncertainties

There could be a risk of cross boundary drift if Rotherham's cremation fees become out of line with those of our neighbors. This will be kept under review.

10. Policy and Performance Agenda Implications

NA

11. Background Papers and Consultation

Officers of the Programme Area Finance Team have been consulted

Contact Name : *Richard Gibson, Manager & Registrar, 850344, or ext 3103, richard.gibson@Rotherham.gov.uk*

Appendix 1 Proposed Cemetery & Crematorium fees and charges.

Cemeteries fees	Current fee	Proposed from 1 April 2005
Purchase of Exclusive rights of burial		
• In an earthen grave for 100 years	£346	£393
• In a cremation plot for 100 years	£227	£258
Interments		
• Of a non-viable-foetus, still born child or child not exceeding two months of age	£29	£33
• Of a child exceeding two months but less than than eighteen years of age	£55	£62
• Of a person exceeding Eighteen years of age	£521	£591
• Of cremated remains (removal of turf will constitute an interment)	£247	£280
• Scattering remains on a grave	£54	£61
• Extra depth for additional burials over two people	£34	£39
• Extra width where a grave is excavated for a coffin 28" or larger	£66	£75
• Adult grave lining Muslim section	£319	£362
• Childs grave lining Muslim section	£159	£180

Cemeteries fees	Fee from April 2003	Proposed from 1 April 2005
<p>Cemetery Memorials The fees indicated below represent the purchase of the right to erect a memorial, together with administrative charge in respect of verifying the inscriptions on memorials</p> <ul style="list-style-type: none"> • For placing a headstone • For placing a vase, plaque or a tablet • For each additional inscription. 	£125	£142
	£52	£59
	£50	£57
<p>Miscellaneous cemetery fees</p> <ul style="list-style-type: none"> • Certified copy of an entry in the burial register • Use of the cemetery chapel • Searches in registers for genealogical research from : • Photocopies A4 • Photocopies B.4 	£10	£12
	£42.5	£48
	£15	£17
	50p	50p
	£1	£1

Crematorium fees	Fee from April 2003	Proposed from 1 April 2005
Cremation Fees <ul style="list-style-type: none"> • The cremation of an infant not exceeding two months • The cremation of a child exceeding two months and less than 18 years • The cremation of a body exceeding 18 years • The cremation of retained organs (each occasion) new charge • Charge for the cancellation of a booking within 24 hrs of allocated service time 	£30	£34
	£48	£54
	£326	£364
	£53	£60
	£60	£68
Disposal of remains <ul style="list-style-type: none"> • Disposal of remains from elsewhere • Aluminium urn • Polytainer (provided in all cases when remains are collected where an urn is not requested) • Certificate of cremation • Certified copy of an entry in cremation register 	£25	£28
	£23	£26
	£10	£11
	£14	£16
	£14	£16

Crematorium fees	Fee from April 2004	Proposed from 1 April 2005
Books of remembrance		
• 2 line inscription	£33.00	£37.00
• 3 line inscription	£46.50	£52.00
• 4 line inscription	£60.00	£67.00
• 5 line inscription	£73.50	£82.00
• 6 line inscription	£87.00	£97.00
• 7 line inscription	£100.50	£112.00
• 8 line inscription	£114	£127
Cards of remembrance		
• 2 line inscription	£20.50	£24.00
• 3 line inscription	£23.50	£28.00
• 4 line inscription	£26.50	£32.00
• 5 line inscription	£29.50	£36.00
• 6 line inscription	£32.50	£40.00
• 7 line inscription	£35.50	£44.00
• 8 line inscription	£38.50	£48.00
Memorial Plaques		
• Memorial plaque with 10 years lease period	£148.50	£169.00
• Replacement plaque with 2 nd inscription expiry date unaltered	£101.00	£115.00
• Renewal of lease only for 10 years	£75.00	£85.00

Comparison of fees with Benchmarked Authorities 2004 / 05

Authority	A) Burial Rights	Years leased	B) Interment fee	A+ B New grave with 1 st interment	Cremation fee	Headstone Approval	Add inscription
	£	£	£	£	£	£	£
Wakefield	495	100	390	885	325	95	0
Leeds	434	50	468	902	352	118	50
Barnsley	392	99	423	815	316	113	28
Dewsbury	480	50	420	900	320	0	0
Doncaster	636	75	303	939	340	130	30
York	Na		277		455.50	62	43
Halifax	490	75	358	848	321	76	18.50
Sheffield	448	40	393	841	315	109	43
Rotherham	346	100	521	867	326	125	50
Bradford	572	100	426	998	279	84	0
Harrogate	635	50	392	1027	356	113	48
Hull	225	60	450	675	300		0
Average	465.80		402.82	881.54	334.59	105.75	38.81

Note increases of 13% & 6% have 13% & 6% have since been applied to Barnsley Cemetery & Cremation fees respectively respectively

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
2.	Date:	14 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

Content Page

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- 2. Strategic Context**
- 3. The “Key Choices” Lettings Service Implementation Plan**
- 4. Conclusion**
- 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 residents 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**

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

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