

CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES

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

Date: Monday, 11 April 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. Minutes of meetings held on 14th and 28th February, 2005
(see Orange delegated powers book dated 4th February-14th March, 2005, pages 1C-15C)
4. Black and Minority Ethnic Housing Strategy 2005-07 (Pages 1 - 48)
- to support the Strategy
5. Implementation Plan for the "Key Choices" Choice Based Letting Service (Pages 49 - 81)
- that the Scheme be introduced

The Chair will be asked to consider the following as urgent items to enable Members to be fully informed

6. Housing Disrepair Claims (Pages 82 - 84)
- to note the report
7. Sheltered Housing and Aged Person's Accommodation Review (Pages 85 - 101)
- to refer to Environment Scrutiny Panel

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1.	Meeting:	CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
2.	Date:	11TH APRIL 2005
3.	Title:	Black and Minority Ethnic Housing Strategy 2005-07
4.	Programme Area:	Neighbourhoods

5. Summary

A Black and Minority Ethnic (BME) Housing Strategy has been developed in partnership with customers and stakeholders with the aim of ensuring that people from BME communities have access to suitable and appropriate housing.

6. Recommendations

THAT THE BME HOUSING STRATEGY IS SUPPORTED

THE BME HOUSING STRATEGY AND ACTION PLAN BE FORWARDED TO CORPORATE MANAGEMENT TEAM

7. Proposals and Details

The Council must by law carry out its functions in a way that eliminates unlawful discrimination and which promotes equality of opportunity and good race relations.

The BME Housing Strategy and Action Plan complements the Corporate Equalities Strategy and the Council's Race Equality Scheme 2, this will assist in the achievement of Level 2 of the Equalities and Diversity Standard.

The Strategy will support the new corporate priorities within the Corporate Plan and the Community Strategy.

The process of compiling the strategy provided a foundation for consultation with stakeholders, interested parties and community groups from BME communities in Rotherham.

The aim of the BME Housing Strategy is to explain and set out what the authority and our partner organisations are seeking to achieve in terms of race equality in housing and will address the main recommendations of recent Audit Commission inspections including the Indicative ALMO Inspection.

The Strategy and Action Plan are focussed around three key objectives:

- **Leadership** – providing an effective framework for the inclusion of BME communities and a reduction in inequalities across all housing services
- **Policies and procedures** – to eliminate inequalities and unlawful discrimination, promote community cohesion and equal opportunities through the development of policies and procedures which embrace equalities and diversity.
- **Service delivery** – services are provided that meet the needs and aspirations of diverse communities

The Council's introduction of a specific BME Housing Strategy also assists the Council to:

- provide a framework for tackling racial discrimination and disadvantage
- provide clarity to the authority, it's partners and service users on what they are seeking to achieve in the field of race equality
- demonstrate to BME communities the authority's commitment to race equality
- set out a number of measurable objectives and performance targets that can be monitored in order to determine how far progress has been made
- set up a BME housing strategy and monitoring group, involving stakeholders and BME tenants to scrutinise the housing strategy and provide a forum for consultation
- set up monitoring systems to identify our customers in terms of ethnicity, age, disability and gender

- participate in the Equip scheme and commitment towards two placements within the programme area
- deliver training around cultural awareness via Mosque visits

The BME Housing Strategy also includes an action plan. This sets out targets against performance for the Local Authority and some of our key partners. The development of the Strategy and Action Plan has evolved over recent months, with support from the corporate Equalities and Diversity team and officers from Programme Areas across the Council. A number of priority actions have already commenced or been completed. These have been retained within the Action Plan to demonstrate progress and provide an audit trail for monitoring performance.

This is Rotherham's first BME Housing Strategy and will continue to evolve and is further developed over time in response to the changing needs of BME communities.

In order to expand and develop our approach with ALL housing providers across the Borough, the Strategic Housing Partnership has commissioned a Neighbourhood Renewal Adviser to assess and report on measures to promote equalities and diversity. This work will take place during April 2005.

8. Finance

The cost involved in the production and distribution of the BME Housing Strategy and associated publicity will be met from existing resources.

9. Risks and Uncertainties

The process of developing, promoting and implementing the strategy must be flexible and adaptable in order to respond to the changing needs of black and minority ethnic communities.

This version of the BME Housing Strategy has been produced as a separate document. However, it does not exist in isolation and must link into a number of other plans and strategies including the broader Housing Strategy and the ALMO Excellence Plan.

A failure to make these links will put this strategy at risk of missing its basic aim of providing equality in housing. In addition, there is a risk that the strategy may fail to deliver improvements to our services that the BME community desires.

We plan to mitigate this risk by continually reviewing the strategy, in consultation with stakeholders and through a process of regular reporting to Cabinet on progress against the Action Plan.

10. Policy and Performance Agenda Implications

The introduction of the BME Housing Strategy is expected to contribute towards:

Regeneration

- Providing sustainable neighbourhoods
- Providing an excellent environment

Equalities

It will:

- provide a framework for tackling racial discrimination and disadvantage
- provide clarity to the authority, its partners and service users on what is being tackled in the field of race equality
- demonstrate the Council's commitment to race equality

The process of compiling the strategy has been assisted by consultation carried out with representatives of BME communities.

Sustainability

- To eliminate unlawful racial discrimination
- To promote equal opportunities for all ethnic groups
- To deliver a high standard of service to people from black and minority ethnic communities within a framework of empowerment and Best Value
- To provide services that are sensitive to differences in needs, language and culture
- To recognise the diversity of local communities and to foster good relations between the communities
- To take positive action to address existing disadvantage and encourage a more inclusive society.

Health Implications

There are a number of housing related issues that affect BME communities to a greater extent than the remainder of the population.

There is an accepted link with housing and health and by addressing the housing issues it is expected there will be a positive effect on some of the health and social inequalities, which affects these communities.

Safer Rotherham

The BME Housing Strategy addresses key community safety issues including tackling racial harassment and crime reduction.

Human Rights Issues

The BME Housing Strategy is about tackling inequalities and promoting equal opportunity. It does this through the main aims of the strategy:

- To eliminate unlawful racial discrimination
- To promote equal opportunities for all ethnic groups
- To deliver a high standard of service to people from black and minority ethnic communities within a framework of empowerment and Best Value
- To provide services that are sensitive to differences in needs, language and culture
- To recognise the diversity of local communities and to foster good relations between the communities
- To take positive action to address existing disadvantage and encourage a more inclusive society

The Council's Priorities

The BME Housing Strategy is a tool to assist the Council in meeting the legal obligations to eliminate disadvantage, promote equality of opportunity and good race relations.

It will, therefore, contribute to the cross cutting issues of sustainable development, equalities and diversity, regeneration and crime and disorder as described above.

11. Background Papers and Consultation

The BME Housing Strategy and Monitoring group has been set up to give opportunity to BME community groups and in the future BME tenants to contribute to realising Rotherham's vision and its transformational goals by providing a forum which involves all housing interests in the Borough and seeks to develop the quality and choice of housing for all of its BME residents.

The group will take a much broader view of housing, looking at how housing provision and services effect BME people in the Borough, irrespective of whether they have their own home or are private, council or housing association tenants. The group will seek to influence, advise and assist at a strategic level as well as at service delivery level.

The Strategy and Action Plan have been reported to the Cabinet Member for Housing and Environmental Services and the Environment Scrutiny Panel. Comments from the Cabinet Member and Scrutiny Panel have been incorporated into the Action Plan.

- (i) Black and Minority Ethnic Housing Strategy 2005-2007
- (ii) Community Consultation Event
Silverwood Miners Welfare Institute – 24th May, 2004
- (iii) Community Consultation Event
Unity Centre, St. Leonard's Road, Rotherham
20th July, 2004

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Black and Minority Ethnic Housing Strategy 2005 - 2007



2002-2003
Fostering Business Growth
2003-2004
Removing Barriers to Work



INVESTOR IN PEOPLE

**Rotherham
BME Housing Strategy and Action Plan**

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1 Foreword

Rotherham Neighbourhoods has made a strategic commitment to identify the housing needs and requirements of Black & Minority Ethnic households and to develop a strategic approach to tackling these needs.

Our clear intention is to develop a strategy that addresses local Black & Minority Ethnic needs whilst contributing to regional and national priorities. This document has been influenced by the Government's agenda for building and maintaining sustainable communities, by housing market conditions at a regional and sub-regional level and by local housing issues

We recognise that Rotherham is a diverse community and that we have a particular responsibility to ensure our services are equally accessible to all. We need to support Black & Minority Ethnic individuals and groups who may be isolated and therefore more prone to social exclusion and more vulnerable to racist abuse and attacks. We have a responsibility to challenge the 'everyday racism' that Black & Minority Ethnic households and communities often have to put up with.

Rotherham is a multicultural town with a diverse Black & Minority Ethnic population, characterised by communities from different cultures, religions and with different languages. This Strategy sets out the priority housing needs of Rotherham's Black & Minority Ethnic communities and how housing providers in the Town can address these needs. It represents the outcome of extensive consultation and discussion around practical ways in which these needs can be met and demonstrates a strong commitment towards achieving this.

On behalf of Rotherham Metropolitan Borough Council we would like to thank all the partners who have contributed to the development of this document and look forward to seeing the effective delivery of the outcomes.



Sue Ellis
Cabinet Member
Neighbourhoods



Tom Cray
Executive Director
Neighbourhoods

1.2 Vision

Our Black and Minority Ethnic (BME) Housing Strategy and Action Plan seeks to contribute towards the achievement of Rotherham Metropolitan Borough Council's (RMBC) mission, which is as follows:

Rotherham Borough Council exists to provide community leadership – representing, serving and involving people and organisations throughout the Borough – so that the quality of life for everyone is improved.

The Council will seek to ensure that everyone benefits from high quality services that respond to the needs and priorities of all those who live, learn and work in Rotherham.

Our BME Housing Strategy and Action Plan also seeks to contribute towards the aim of the Council's Corporate Plan and its vision which is built around 5 priority themes which direct the future work of Council services and 2 cross –cutting themes which need to underpin everything the Council does.

Our Priority Themes

Rotherham Learning

Rotherham people will be self-confident and have a sense of purpose. They will aspire and develop to achieve their full potential in their chosen careers, work, leisure and contributions to local life. Learning and development opportunities will be available and accessible to all, Rotherham people will be recognised as being informed, skilled and creative, innovative and constructively challenging.

Rotherham Achieving

Rotherham will be a prosperous place, with a vibrant mixed and diverse economy, and flourishing local businesses. Inequalities between parts of the borough and social groups will be minimised. There will be an excellent town centre known for the high quality design of its public spaces and buildings, specialist and quality shops, markets, and cultural life for all age groups. There will be a wide choice of sustainable transport. Villages and rural areas will be revitalised and provide wonderful quality of life amongst Rotherham's beautiful countryside

Rotherham Alive

Rotherham will be a place where people feel good, are active, live life to the full, and have fun. Rotherham will celebrate its history -building on the past, and creating and welcoming the new.

People will be able to express themselves and be involved in many high quality cultural, political, artistic, physical and creative activities. The media, arts and literature will flourish. People will enjoy good health and live healthy lives. As a society we will invest in the next generation.

Rotherham Safe

A place where neighbourhoods are safe, clean, green and well maintained, with good quality homes for all, and accessible local facilities and services. There will be attractive buildings and public space; peaceful and thriving communities free from crime, drugs and fear of crime and anti-social behaviour. Environments and people will be protected and nurtured, children will be safe from harm and neglect; a preventive approach will be taken to minimise crime, accidents and hazards; and to further strengthen resilience and thus safeguard all Rotherham citizens.

Rotherham Proud

Rotherham people and pride in the borough are at the heart of our vision. Active citizenship and democracy will underpin how Rotherham works. Equalities and diversity will be highly valued. We will be renowned for our welcome, our friendliness and commitment to the values of social justice. Rotherham will be a caring place; the most vulnerable will be supported. Rotherham will be made up of strong, sustainable and cohesive communities, both of place and interest, and there will be many opportunities to be involved in civic life and local decision making.

Cross Cutting Priorities

There are two themes, which underpin and cut across all the priorities in the vision

Sustainable development

Ensuring all development is sustainable, does not harm the environment or people both now and for the future.

Fairness

All individuals in Rotherham will have equality of opportunity and choice. We will treat each other with fairness and respect, and our diverse needs and qualities will be understood and valued. Rotherham will actively challenge all forms of prejudice and discrimination and ensure that all the priorities encompass an equalities approach.

In addition, our BME Housing Strategy and Action Plan seeks to:

- Ensure housing services are accessible to all
- Ensure provision is based on both identified needs and informed choice
- Realise the potential of everyone in Rotherham to take up opportunities and influence the future of the area in which they live and work
- Promote Rotherham as a place where people from all backgrounds want to live, responding to the future needs and aspirations of existing communities and attracting new people into the area
- Celebrate diversity, taking account of and responding to particular needs of all groups and individuals whilst promoting cohesive communities

2 Introduction

2.1 Why we need a Black and Minority Ethnic Housing Strategy

The foreword clearly indicates our commitment to meeting the local needs of people from our Black and Minority Ethnic communities.

We have a legal obligation to provide services in such a way that they contribute towards the elimination of unlawful discrimination and the promotion of equality of opportunity and good race relations. Legislative requirements are detailed in section 6 of the Strategy. The development of our local strategies, sensitive to differences in the needs and preferences of local communities, will achieve these aims.

Our BME Housing Strategy and Action Plan is essential to ensure we meet these requirements.

Our BME Housing Strategy and Action Plan sets out how RMBC will realise its vision ensuring that all communities will wish to live in the Rotherham area and have access to suitable and appropriate housing. The first part of the Strategy outlines the objectives that RMBC is working towards. These are, in broad terms, what the Strategy is seeking to achieve. An Action Plan is then presented providing a range of actions that work towards achieving the objectives outlined above. Many of these actions will have corresponding Indicators that can be used to measure progress against the action and, taken together, against the Strategy as a whole.

It should be noted that this Strategy is concerned primarily with equality in relation to colour, race, and nationality, ethnic or national origins. Unless stated otherwise, where we refer to 'groups' or 'communities' we are referring to all those that are covered by the above categories. However, the principles underlying the Strategy and the good practice suggested can be applied to any group who may be disadvantaged or have differing needs.

Our BME Housing Strategy and Action Plan addresses the fundamental factors that led to the disturbances in Bradford, Burnley and Oldham in the summer 2001, were different communities in the same city were leading parallel lives, living, working and socialising separately.

The differences between the communities were further accentuated by inequalities in opportunities in housing. This Strategy contributes towards Rotherham's Community Cohesion Strategy to address these inequalities.

3 Background Information

3.1 Context

Both nationally and locally Black and Minority Ethnic communities face discrimination in accessing services. Nationally, over two-thirds of the BME population live in the 88 most deprived wards (Census 2001). This deprivation is linked to factors such as low income and lack of access to employment and training opportunities, amongst others. Housing is one of many factors, therefore, that is important in improving the situation and life chances of disadvantaged communities.

3.2 Rotherham's context

This draft Strategy has been developed in response to the recommendations of the REC's 'Barriers to Accessing Housing Services Report', findings of surveys carried out locally', (e.g. the Housing Needs Survey and the Holmes Housing Market Renewal Survey) and feedback received from the consultation process described in paragraph 3.3.

The 2001 Census¹ puts the population of Rotherham at just over 248 000. In terms of ethnicity, the large majority of the population class themselves as 'White'. The table below shows the proportion of the population by ethnicity for both Rotherham and the UK – using the five broad ethnic group headings.

Table 1 – Rotherham and England Population by Ethnic Group (%)

	Rotherham	England
White	96.89	90.92
Mixed	0.49	1.31
Asian/Asian British	2.23	4.57
Black/Black British	0.16	2.30
Chinese or Other Ethnic Group	0.23	0.89

Clearly Rotherham has a relatively small non-White population compared to England. The largest ethnic group is Pakistani at 4704 people (1.9% of the population).

With regard to religion in Rotherham, the most common religion is Christianity (79.4%) with Islam the second most common (2.2%).

The Black and Minority Ethnic population in Rotherham has a younger age profile than the White population with a higher proportion of young people generally. However, there are differences between groups, for example the Black British population has the lowest proportion of population under 24 years old.

In relation to housing, the Asian/ Asian British population in Rotherham has a higher level of owner occupation than all other ethnic groups (73%). The White and Chinese/Other communities have similar levels (68% and 66% respectively), as do the Black/Black British and Mixed population (55% and 53%).

The proportion of the Asian/Asian British population living in council accommodation is significantly lower than the level for the population as a whole - 9% compared to 21.5%.

With regard to types of housing, a larger proportion of the Asian community live in a house or bungalow with larger proportions of the Black and Chinese/other communities living in a flat, maisonette or apartment.

There are a number of housing related issues that affect minority ethnic communities to a greater extent than the White population. Table 2 shows the levels of overcrowding and having no central heating for different communities.

Table 2 – Extent of No Central Heating and Overcrowding (%)

	White	Mixed	Asian/Asian British	Black/Black British	Chinese/ Other
No Central Heating	3.1	4.7	11.2	3.5	4.2
Overcrowding	5.0	10.9	23.1	14.1	20.7
No Central Heating and Overcrowding	0.2	1.9	4.5	0.7	2.3

Clearly these issues affect Black and Minority Ethnic communities to a greater extent than the White population. The proportion of 'non-white' ethnic groups living in accommodation classed as overcrowded is significantly higher than the district average. This is particularly true of the Asian community where 23% are living in overcrowded accommodation.

Settlement patterns of BME communities in Rotherham show the largest concentration of BME communities to be in the Central, Park, Broom, Boston and, to a lesser extent, Herringthorpe.

3.3 The Consultation Process

An initial draft of our Strategy and Action Plan was developed in April 2004. This draft was widely circulated for comments and in advance of the first of two consultation events, held on 24th May 2004 at the Silverwood Miners Welfare Centre in Rotherham.

The purpose of the first event was to involve stakeholders in developing the Strategy and was attended by over 70 delegates from the public, private, community and voluntary sectors. Interpreters were also in attendance and the event was introduced by Zafar Saleem the Council's Equalities and Diversity Manager. Following an opening address by Councillor Sue Ellis, Cabinet Member for Neighbourhoods, 'the purpose of the day' speech was delivered by Tom Cray, Executive Director of Neighbourhoods.

The day was split into two sessions. In the first session, delegates formed groups identifying potential barriers and improvements to previously identified key areas of the service. In the second session, delegates formed groups to consider the key areas of the draft Strategy in detail.

The draft Strategy and Action Plan was revised to take account of feedback from the event.

The second consultation event was held on 20th July 2004 at the Unity Centre, Rotherham. This event was again well attended with delegates from the public, private, community and voluntary sectors and was held in a workshop format to review the key areas of the revised draft Strategy and Action Plan. The draft was again revised to take account of feedback from the event.

Following the events, the draft Strategy and Action Plan was again widely circulated and revised in the light of further comments and amendments.

¹ Census and other data in this section taken from *Rotherham's Ethnic Minority Communities: An Analysis of Data from the 2001 Census*, 2003

4 Objectives of the Strategy

In this section we have identified initially some of the key issues that are required to take the work forward. We then go on to present four key objectives for the Strategy.

4.1 Key Priorities and Actions

Achieve Vision – The key priority for this Strategy is to work towards the vision set out at the start of this document. All of the subsequent objectives and actions are intended to contribute to this Vision.

Appointment of an Equality & Diversity Officer – The appointment of an Equality & Diversity Officer is needed to take forward many of the actions outlined in this Strategy and Plan and to ensure the implementation of others. The Officer will have responsibility for producing or amending policies, monitoring their implementation and producing quarterly data and annual reports on performance against the Strategy. The Officer will also have responsibility for providing support to services other than Housing, in delivering their agreed actions, emphasising the value of the Strategy and Action Plan in capturing and recording all progress in relation to equality and diversity.

Reporting on Equality Performance – The responsibility of the Performance & Quality Team, this report would measure progress against the Strategy and Action Plan. Monitoring data, as well as local contextual data, would be presented. Monitoring data would be analysed and presented to ensure services were reaching all sections of the community. Progress against each action would be updated, and the Action Plan reviewed where appropriate. It is recommended that monitoring takes place quarterly and a report published annually. Performance measured would include both legislative and locally identified requirements.

Community Engagement Strategy – The issues of equality and community engagement are often closely linked. The production of a Community Engagement Strategy would clarify the position of RMBC Housing Services with regard to how it engages with, consults with, and, informs communities and individuals. Many of the actions outlined in this plan depend on timely and appropriate communication and engagement with communities. There are actions around community engagement in this document, and although these do not form a comprehensive approach, these actions and objectives should inform any Community Engagement Strategy that is produced. This strategy should be integrated within RMBC's Communication and Consultation Strategy and Community Empowerment Strategy.

4.2 Strategic Objectives:

- **Leadership** - Rotherham MBC Neighbourhoods is committed to prioritising and, wishes to benefit from, the development of a framework to ensure the inclusion of Black & Minority Ethnic communities and the reduction of inequalities across all it's functions and activities and thereby contribute to the Corporate Vision of Rotherham as a 'prosperous, inclusive and attractive Borough, where people choose to live, learn and work'.
- **Policies and Procedures** - All policies and procedures will seek to eliminate inequality and unlawful discrimination, recognise and capitalise on the rich

resources BME communities offer and, promote community cohesion, good community relations and equal opportunities.

- **Service Delivery** - To ensure services are provided that support and meet the needs and aspirations of diverse communities.
- **Community Engagement** - To ensure that local residents from all communities are able to influence and shape the delivery of Housing Services in Rotherham and that all decisions are open and transparent and accountable to all Rotherham communities

5 Relationship to Structures, Strategies and Plans

The BME Housing Strategy is an example of how Housing Services is striving to achieve the Council's corporate objectives. The Strategy is based on existing sound and reliable data and enhances the Council's Corporate Housing Strategy.

The Strategy has important links to and complements wider key strategies including those listed below:

- Rotherham MBC Corporate Plan
- Rotherham MBC Corporate Housing Strategy
- Rotherham MBC Race Equality Scheme
- Rotherham MBC Community Empowerment Strategy
- Rotherham MBC Community Strategy
- Rotherham MBC Comprehensive Equality Policy
- Rotherham MBC Corporate Equality Plan
- Rotherham MBC Compact BME Code of Good Practice
- Rotherham REC Barriers to Accessing Housing Services
- Transform South Yorkshire Prospectus
 - Rotherham MBC Housing Market Renewal Pathfinder Area Development Frameworks
 - Rotherham MBC Neighbourhoods Performance Plan
 - Rotherham MBC Community Cohesion Strategy
 - Rotherham MBC Consultation and Communication Strategy

The BME Housing Strategy has been informed by these strategies as well as other research undertaken in the area, for example the Housing Needs Survey and the Housing Market Renewal Research into the Housing Needs and Aspirations of BME Communities in Holmes, carried out by Sadeh Lok Housing Group with RBA Research. More detail is provided in paragraph 7 and Appendix 1 is a list of document references.

6 Legislative Requirements

The **Race Relations Amendment Act (2000)** places a duty on public authorities to tackle unlawful discrimination and promote good race relations between people of different races. Local authorities and other public bodies have duties under this Act and would seek to carry these out through the work they undertake.

The duties set out in the Act and Code relate as much to policy, planning and the delivery of services as employment issues. Under the general duty to promote race equality public bodies must consider the need to:

- eliminate unlawful discrimination;
- promote equality of opportunity;
- promote good race relations between people of different racial groups.

There is a specific duty for public bodies to publish a Race Equality Scheme which

- states the functions and policies that have been assessed as being relevant to the general duty to promote race equality; and
- sets out arrangements for meeting the duty by:
 - (i) monitoring policies for any adverse impact on race equality;
 - (ii) assessing and consulting on, the likely impact of proposed policies;
 - (iii) publishing the results of assessments, consultation and monitoring;
 - (iv) making sure that the public have access to information and services;
 - (v) and training staff on the general duty

Under the specific duty on employment, public bodies must monitor existing staff, and applicants for jobs, promotion and training by their racial group. They also need to monitor and analyse, by racial group: grievances; disciplinary action; performance appraisals (when they lead to benefits or penalties); training and staff leaving the organisation. They are required to publish the results of these ethnic monitoring results every year and also to review their Race Equality Scheme every three years.

Rotherham MBC has produced a Race Equality Scheme which goes into detail on how this duty is to be met by the authority as a whole.

7 Key Concerns and Issues

There are a number of issues faced by BME communities in Rotherham that this Strategy will seek to address. These include:

- Ensuring BME communities have access to information, support and guidance on all aspects of housing service provision. This must be in appropriate languages and formats and available in different locations.
- Ensuring all staff have an awareness and understanding of issues facing BME communities and their needs and aspirations.
- Ensuring there is a clear policy on racial harassment and support for victims.
- Develop partnership working with community and voluntary sectors as well as other statutory bodies, to ensure the housing needs and aspirations of BME communities are met.
- Ensure that staff working within Housing Services reflect the communities of Rotherham.

Some of the key concerns and issues identified in Rotherham REC's report 'Barriers To Accessing Housing Services', which the Strategy seeks to fully or partially address, include the following:

- Lack of language skills
- Loneliness and isolation
- Discrimination and racial harassment
- Low incomes
- Lack of knowledge of available services
- Diet.
- Few opportunities to acquire property
- Access to public sector housing
- Severe overcrowding
- Negative images
- Meeting religious, cultural and social needs

The Housing Market Renewal Pathfinder research undertaken in the Holmes area identified further issues relevant to the Strategy. Some of the key ones include:

- Although over a third of BME households felt that racism and discrimination needs to be tackled, (28% of White residents also gave this answer) other issues were more important priorities such as crime.
- There is a higher level of owner occupation, particularly amongst the Asian community, with 50% owner occupied and a further 15% saying their property is owned by a family member. With regard to aspirations in this community, 86% would choose owner occupation.
- BME residents were more likely to highlight problems with the repair and maintenance of their homes.
- Asian residents were particularly likely to say they need more bedrooms and were more likely to consider themselves overcrowded.
- Of the BME households that said they were likely to move away from the area, over half gave a housing related reason for doing so. Reasons given included wanting a bigger house.

These issues, and others that impact on BME communities, are explored further and addressed through the implementation of this Strategy and its Action Plan which is presented at Appendix 2.

8. EQUALITY and DIVERSITY POLICY STATEMENT

The Neighbourhoods Directorate is committed to
Rotherham Metropolitan Borough Council's
**Corporate Equality Strategy
and priorities within the
Corporate Plan**

The aim of the EQUALITY AND DIVERSITY POLICY of the Neighbourhoods Directorate is to:

- Create a Rotherham where people have equal and fair access to opportunity and choice so that no-one will be disadvantaged by where they live or who they are.
- Understand the factors which create a cycle of decline in neighbourhoods and to identify the strategies which can turn areas around and set neighbourhoods on the path to stability and prosperity.

We will achieve this by:

- Overcoming barriers to our services so that everyone lives in a neighbourhood that offers work, a home and a secure and attractive quality of life.
- Mainstreaming neighbourhood spending and joined up working to achieve renewal.
- Putting local communities at the heart of decision making drawing on the strengths of the public, private and voluntary sectors.

Performance will be monitored and managed through:

- Compliance with anti-discrimination legislation
- Our service business plans
- National and local equality and diversity performance measures
- Community Cohesion Plan
- 2010 Rotherham Delivery Plan
- Race Equality Scheme and Action Plan
- Corporate Equality Policy and Action Plan
- BME Housing Strategy

All individuals in Rotherham will have equality of opportunity and choice. We will treat each other with fairness and respect, and our diverse needs and qualities will be understood and valued. Rotherham will actively challenge all forms of prejudice and discrimination and ensure that all the priorities encompass an equalities approach. This will be achieved through our role as **community leader, service provider and employer.**

The Neighbourhoods Directorate will achieve this by:

- Setting local equality objectives and targets in service plans, improvement plans, service reviews and personal development plans.
- Specific actions to ensure our services meets the needs of disabled people, lesbian, gay, transgender and bisexual people, people with family and caring responsibilities, women and men, younger people and older people whilst also addressing race and religious belief.
- Building on the success of our racial harassment policies and practices to incorporate all hate crime.
- Listening and responding to the views of all Rotherham's communities by consulting widely about needs and priorities and delivering outcomes through the establishment of Local Area Agreements and Neighbourhood Plans.
- Implementing the Local Government Equality Standard and Audit Commission Key Lines of Enquiry as a public sector improvement tools
- Being a fair employer who values Equality and Diversity for everyone, is representative of the community and ensures that the resources and training required to carry this out are available
- We will operate fair contracting and procurement policies that monitor compliance with equality requirements and we will encourage and support contractors to develop best practice in equality.

The Executive Director and Programme Area Management Team of Neighbourhoods shall ensure that:

- All personnel follow this Policy at all times
 - **Employees** through their work and relationships with customers, colleagues and partners.
 - **Managers** - through their responsibilities for managing people, performance and partnerships.
 - **Executive Directors and Heads of Service** - through leadership, development and performance management of all Council strategies and policies.
 - **Councillors** - through ward roles, decision making and scrutiny.
 - **Cabinet Member** - through leadership, strategic decision making and performance management.
 - **Partners, contractors and voluntary groups** - through complying with their own equality responsibilities and developing good equality practice.

- A performance management culture exists so that we can celebrate outcomes on a personal and organisational level, monitor and evaluate equality, initiate recovery action early and continuously improve
- Equality and diversity is a the heart of our change management and improvement planning processes
- The policy involves the communities we serve and the staff we employ through systematic consultation to ensure that it meets the needs of current and potential customers
- The policy is updated quarterly and evaluated, with customer involvement, annually.

DOCUMENT REFERENCES

The following documents have been referred to and used to inform the development of our BME Housing Strategy and Action Plan:

- Rotherham MBC Race Equality Scheme, RMBC (2002)
- Rotherham's Ethnic Minority Communities: An Analysis of Data from the 2001 Census, RMBC (2003)
- Rotherham's Corporate Housing Strategy 2003-2006: Defining the Future, RMBC
- Rotherham Housing Services Race Equality Improvement Plan
- Manchester City Council's Black and Minority Ethnic Housing Strategy 2003
- Middlesbrough Borough Council's Black and Minority Ethnic Housing Strategy 2004-2006
- Sunderland Housing Group's Racial Equality Strategy 2002-2006
- Chesterfield Race Equality Scheme 2002-2005, Chesterfield Borough Council
- The London Borough of Barking and Dagenham Corporate Equalities and Diversity Policy Framework, (2003)
- Blackaby, B. & Chahal, K. (2000) Black and Minority Ethnic Housing Strategies: A Good Practice Guide, Chartered Institute of Housing
- ABCD (Wolverhampton New Deal for Communities) Equalities Strategy and Action Plan (2004), unpublished.
- Rotherham REC's Barriers to Accessing Housing Services report

South Yorkshire Housing Market Renewal Pathfinder Research into the Housing Needs and Aspirations of Black and Minority Ethnic Communities in Holmes, Rotherham

Action Plan

Key Objective 1		Leadership – An Effective framework for inclusion of BME communities and reduction of inequalities across all Housing Services is developed					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.1	Develop a BME Housing Strategy that recognises and understands the benefits and needs of all the diverse communities and individuals in Rotherham	Dec 2004	Andrew Leigh	Complete	<ul style="list-style-type: none"> • Strategy consultation held (July 04) • Draft Strategy Produced (Aug 04) • Strategy approved by Cabinet (Sept 04) • Equality targets agreed and set (Dec 04) 		<ul style="list-style-type: none"> ▪ BME Housing Strategy in place

Key Objective 1		Leadership – An Effective framework for inclusion of BME communities and reduction of inequalities across all Housing Services is developed					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.2	Establish a Cabinet Member Champion to lead on equality issues	August 2004	Zafar Saleem	Complete	<ul style="list-style-type: none"> Cabinet Member identified (Aug 04) Cabinet Member attends Corporate Equalities Group (Aug 04) 		<ul style="list-style-type: none"> Cllr Terry Sharman appointed
1.3	Appoint Housing Equality and Diversity Officer	July 2004	Odette Stringwell	Complete	<ul style="list-style-type: none"> Recruitment and Selection process (June 04) Appoint successful candidate (June 04) E & D Officer in post (July 04) 		<ul style="list-style-type: none"> Mahmood Hussain appointed

Key Objective 1		Leadership – An Effective framework for inclusion of BME communities and reduction of inequalities across all Housing Services is developed					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.4	Establish a Performance Management Framework to ensure that the BME Housing Strategy is delivered	Apr 2006	Mahmood Hussain	On Target	<ul style="list-style-type: none"> BME customer group established (Jan 05) Monthly updates to BME Advisory and Monitoring Scrutiny Group (March 05) PA Equalities monthly reports (April 05) Quarterly reports to Members (Sept 05) Bi-annual progress reports to Cabinet Member (April 06) 		<ul style="list-style-type: none"> Customer group established (Jan 05)
1.5	Strategy is informed by up to date information on ethnicity, faith, gender and disability	Dec 2005	Andrew Balchin	On Target	<ul style="list-style-type: none"> Baseline review completed (Feb 05) Strategy is reviewed in the light of new data (July 05) Findings are integrated into BME Housing Strategy (Dec 05) 		

Key Objective 1		Leadership – An Effective framework for inclusion of BME communities and reduction of inequalities across all Housing Services is developed					Links to Other Plans		Completed Task Outcome	
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome			
1.6	All stakeholders are informed on progress against the implementation of the BME Housing Strategy on an annual basis	Sept 05	Mahmood Hussain	On Target	<ul style="list-style-type: none"> BME Advisory and Monitoring Scrutiny group established (Jan 05) Annual report is delivered to all stakeholders detailing progress against performance indicators <ol style="list-style-type: none"> the action plan impact that the Strategy is having (Sept 05) 		<ul style="list-style-type: none"> 			
1.7	BME Housing Strategy is reviewed and updated annually by all stakeholders	March 06	Mahmood Hussain	On Target	<ul style="list-style-type: none"> Stakeholder forums are in place to ensure full consultation and review (Feb 05) Progress reports are established to all stakeholders (Sept 05) Position Statement is available to inform review (Sept 05) Annual Review complete (Jan 06) Review reported to Members (Feb 06) BME Housing Strategy revised (March 06) 		<ul style="list-style-type: none"> 			

Key Objective 1		Leadership – An Effective framework for inclusion of BME communities and reduction of inequalities across all Housing Services is developed					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
1.8	Equalities and Diversity Training is provided to all staff and members to ensure that everyone has a better understanding and are responsive to the diverse needs in the communities they serve	Dec 2005	Alan Swann (HR)	On Target	<ul style="list-style-type: none"> Corporate Training programme established (Mar 05) All Member training completed (Dec 05) All staff training completed (Dec 05) 		-

Key Objective 2 Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.1	Recruitment is carried out compliant with the Race Relations Amendment Act	Mar 05	Odette Stringwell	On Target	<ul style="list-style-type: none"> ▪ Recruitment process reviewed (June 04) ▪ Process updated and implemented (July 04) ▪ Programme of quality checks established (Mar 05) 		<ul style="list-style-type: none"> ▪ Recruitment process reviewed and implemented.
2.2	Ethnic origin of all employees is recorded	Aug 04	Odette Stringwell	Complete	<ul style="list-style-type: none"> • Review current level of information (July 04) • Information on all employees is collected (Aug 04) • 100% accuracy of data on ethnicity of workforce (Aug 04) 		<ul style="list-style-type: none"> ▪ Ethnic origin is recorded against all employees

Key Objective 2 Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.3	Policies and Procedures which support recruitment, retention and progression of all staff are revised	June 05	Alan Swann	On Target	<ul style="list-style-type: none"> Recruitment strategy revised and updated to take into account diversity issues (Mar 05) Strategy developed which balances the needs of existing staff with open recruitment and equal opportunities (May 05) Develop staff mentoring schemes (June 05) 		<ul style="list-style-type: none">
2.4	Establish a code of conduct for staff to work towards eliminating racial discrimination from all employment and training practises	Dec 04	Odette Stringwell	Complete	<ul style="list-style-type: none"> Review recruitment, training and development processes to ensure they comply with RMBBC Race Equality Scheme (Nov 04) Code of Conduct for all staff implemented (Dec 04) 		<ul style="list-style-type: none"> Code of conduct for staff implemented

Key Objective 2		Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.5	Impact assessments carried out on all policies and procedures	Mar 07	John Mansergh	On Target	<ul style="list-style-type: none"> All policies and procedures are screened for relevance for race, gender and disability discrimination (Dec 04). Policies prioritised under the Race Equality Scheme for Year 1, Year 2 and Year 3 (Feb 05). Specific requirements of the ALMO compliance with the Race Equality Scheme detailed within the Delivery Plan (April 05). 3 year impact and need requirement assessments completed and action plans completed <ul style="list-style-type: none"> Year 1 (Mar 06) Year 2 (Mar 07) Year 3 (Mar 08) 3 year impact and need requirement assessments completed and action plans completed (March 06). Outcomes communicated to customers and members, with adjustments to policies and procedures (March 07) 	<ol style="list-style-type: none"> Race Equality Scheme and Action Plan. Corporate Equality Policy and Action Plan. 2010 Rotherham Delivery Plan. Neighbourhoods 2005/08 Performance Plan. 	<ul style="list-style-type: none"> Baseline completed in line with the equality standards (Oct 04). Screening assessments completed (Dec 04). Policies prioritised (Feb 05). ALMO requirements captured in 2010 Rotherham 'draft' Delivery Plan (Feb 05).

Key Objective 2 Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.6	Equality Group established to scrutinise legal requirements	Mar 06	Andrew Balchin	On Target	<ul style="list-style-type: none"> • Equality group established (Aug 04) • 100% of legal requirements complied with (Mar 06) 		<ul style="list-style-type: none"> ▪ Equalities group re-established ▪ On target with progress towards <ul style="list-style-type: none"> - Corporate Equality Policy - Race Equality Scheme - Equality Standard Action Plan (Level 1 by March 05).

Key Objective 2		Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.7	Develop Corporate Racial Incident Policy, Neighbourhoods to ensure that all incidents are dealt with effectively.	Mar 05	Myriam Berrda Supported by John Mansergh	On Target	<ul style="list-style-type: none"> Draft policy developed (Nov 04) Policy approved by Cabinet (Jan 05) Neighbourhoods to establish PMF to ensure that it is being delivered (Mar 05) Train staff on new policy with the support of E & D unit (Dec 05) 		<ul style="list-style-type: none"> Policy developed (Nov 04) and approved (Jan 05).
2.8	Conditions of tenancy include the provision for taking action specifically for racial harassment	Mar 05	Richard Walker	On Target	<ul style="list-style-type: none"> Review current conditions of tenancy (Feb 05) Specific tenancy condition included (Mar 05) 100% of racial harassment and racist incidents are dealt with effectively (Mar 06) 		<ul style="list-style-type: none">

Key Objective 2		Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.					Completed Task Outcome
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	
2.9	Neighbourhoods to train their officers with the support of the E & D unit on how to deal with racist incidents and racial harassment	Dec 05	Myriam Berrada	On Target	<ul style="list-style-type: none"> • Training programme established (Mar 05) • Definition training is included (Mar 05) • 100% are trained and are aware (Dec 05) 		<ul style="list-style-type: none"> •
2.10	Establish a racist incident and racial harassment complaint service standard	Mar 05	Myriam Berrada	On Target	<ul style="list-style-type: none"> • Service Standard developed in conjunction with all stakeholders which covers time-limits, action against perpetrators, victim feedback (Mar 05) 		<ul style="list-style-type: none"> •

Key Objective 2 Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
2.11	Communicate policies around racial harassment to all customers	Mar 05	Myriam Berrada	On Target	<ul style="list-style-type: none"> • Draft Racial harassment policy leaflet developed (Dec 04) • Racial harassment policy is part of the tenants handbook (Mar 05) • Open House article produced to inform tenants of the policy (Mar 05) 		<ul style="list-style-type: none"> ▪ Draft leaflet produced
2.12	Reduction in reporting of racist incidents	Mar 2007	Mahmood Hussain	On Target	<ul style="list-style-type: none"> • Establish baseline figures (Mar 05) • Reduce levels by 10% (Sept 06) 		<ul style="list-style-type: none"> ▪

Key Objective 2		Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.					Completed Task Outcome
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	
2.13	All contractors and consultants are committed to the BME Housing Strategy	Dec 2005	Gary Whitaker	On Target	<ul style="list-style-type: none"> Develop a database of consultants and contractors (Mar 05) Review equality policies for all consultants and contractors (Mar 05) BME Housing Strategy is named as part of the contract to ensure it is adhered to (Jul 05) Mechanisms for ensuring compliance are established (July 05) Test satisfaction with service users to ensure consistency of service (Dec 05) Introduce penalties for non-compliance with strategy (Dec 05) 		

Key Objective 2		Policies and Procedures – Eliminate inequalities and unlawful discrimination and promote community cohesion, good community relations and equal opportunities through the development of policy and procedures which embrace equalities and diversity.					Completed Task Outcome
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	
2.14	Provide procurement opportunities for BME owned businesses and increase ethnic diversity of consultants and contractors	Mar 2006	Gary Whitaker	On Target	<ul style="list-style-type: none"> Develop an approved list of BME consultants and contractors (Mar 05) Open event/information day to raise awareness of procurement opportunities for BME owned businesses (Sept 05) Increase BME consultants/contractors from 0% to 3% (Mar 06) 		

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.1	Establish location of existing BME communities	October 05	Steve Holmes Supported by Asim Munir	On Target	<ul style="list-style-type: none"> ▪ Mapping exercise undertaken (May 05) ▪ Information from areas and datasets collated (July 05) ▪ Clear information on location of communication available (Oct 05) 		▪
3.2	Ensure needs and necessary support for the Rotherham Asylum Project Team and NASS contract holders are considered throughout the Strategy	July 2005	Andrew Crowley	On Target	<ul style="list-style-type: none"> • Set up residents group for Asylum Seekers. (April 05) • Develop an Asylum Seeker/Refugee Strategy (July 05) 	Community Cohesion Strategy	▪

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.3	Information is gathered to establish the needs and aspirations of BME communities concerning housing requirements	Dec 05	Mahmood Hussain	On Target	<ul style="list-style-type: none"> Establish information gathering framework (Feb 05) Establish learning forum to ensure that information is used to feed into service improvement (Mar 05) BME Housing Strategy and Corporate Housing Strategy has been informed by using the information (Sept 05) Revised Strategy implemented (Dec 05) Widen choice of properties available (Dec 05) – Angela Smith 		▪
3.4	Identify appropriate types of accommodation for victims of domestic violence	May 05	Angela Smith	On Target	<ul style="list-style-type: none"> Identify current appropriate types of accommodation (Mar 05) Identify opportunities for development (Mar 05) Identify opportunities for other housing provision e.g RSL (Mar 05) Development programme established and implement (May 05) 		▪

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.5	Provide translation services and produce information in community languages and suitable formats	Mar 05	Myriam Berrada	On Target	<ul style="list-style-type: none"> • Current information reviewed (Jan 05) • Literature produced in community languages (Jan 05) • Translation services in place (Mar 05) • Monitoring systems implemented to measure use of and take up of these systems to ensure value for money (Mar 05) 		<ul style="list-style-type: none"> ▪ Report going to CMT on ITS.
3.6	Provide an outreach service in community settings to advise and deal with housing enquiries and concerns	Dec 05	Mahmood Hussain	On Target	<ul style="list-style-type: none"> • Identify scope of the service based on customer needs and requirements (June 05) • Establish mechanisms for rolling out the service ie. Surgeries (July 05) • Develop programme (July 05) • Advertise outreach service in appropriate areas (Aug 05) • Develop measures to ensure that they are being uses effectively (Dec 05) 		<ul style="list-style-type: none"> ▪

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.7	Provide homelessness advice to all communities to ensure that their needs are understood and addressed	June 2005	Angela Smith	On Target	<ul style="list-style-type: none"> Establish mechanisms for monitoring provision of advice by ethnicity (Mar 05) Findings are fed into service improvement (June 05) 		▪
3.8	Increase the amount of choice and suitability to BME homeless applicants	Mar 2006	Angela Smith	On Target	<ul style="list-style-type: none"> Increase area choice to BME homeless applicants from 1 to 4 (Mar 06) Establish baseline figure for BME homeless lettings (Mar 05) Increase by 10% (Mar 06) 		▪

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.9	Ethnic origin of all service users, applicants for housing, complainants and other instances where individuals come into contact with housing is recorded and monitored	Mar 05	Jasmine Speight	On Target	<ul style="list-style-type: none"> Mechanisms established to record information (Feb 05) Monitoring mechanisms are established (Mar 05) 100% of service users have been asked about their ethnic origin (Mar 05) Information is used to improve service delivery (Mar 05) 		▪
3.10	Carry out satisfaction surveys of service users to test that services are being delivered equally and to assess satisfaction levels	Dec 05	Jasmine Speight	On Target	<ul style="list-style-type: none"> System developed for testing satisfaction against ethnic origin, age and gender (Mar 05) Information analysed (July 05) Report to Members (Sept 05) Targets are set to ensure a consistent service is delivered to all service users (Sept 05) Report finding and action to customers annually (Dec 05) 		▪

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.11	Develop a Community Engagement Strategy, with emphasis on BME communities and other 'hard to reach' groups to enable everyone to influence and shape the delivery of the service	April 06	Steve Holmes	On Target	<ul style="list-style-type: none"> Community Engagement Strategy developed in conjunction with all stakeholders and customers (Jan 06) Strategy approved by Members (Mar 06) Community Engagement Strategy implemented (April 06) 		▪
3.12	Contribute towards the funding and organisation of community events which celebrates diversity and promotes harmony	Dec 05	Mahmood Hussain	On Target	<ul style="list-style-type: none"> Annual events programmed (Mar 05) Annual events organised and attended by a mix of racial groups (Apr 05) Satisfaction with event is 85% (Dec 05) 		▪

Key Objective 3 Service Delivery – Services are provided that meet the needs and aspirations of diverse communities							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Links to Other Plans	Completed Task Outcome
3.13	Use the existing VAR and REMA database of community organisations, groups and networks more effectively	July 05	Angela Smith	On Target	<ul style="list-style-type: none"> Establish database of groups (Mar 05) Establish links and contacts within those groups (June 05) Develop a programme of consultation and communication with these groups (July 05) 		<ul style="list-style-type: none">
3.14	Improve decision making process and information at Area Assemblies	April 05	Andrew Balchin	On Target	<ul style="list-style-type: none"> Review current roles of Area Assembly (Feb 05) Implement mechanisms to ensure that decisions are open and transparent (Mar 05) Area Assembly Panels receive regular information (Apr 05) 		<ul style="list-style-type: none">

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	CABINET MEMBER FOR HOUSING AND ENVIRONMENTAL SERVICES
2.	Date:	11 th April 2005
3.	Title:	IMPLEMENTATION PLAN FOR THE “KEY CHOICES” CHOICE-BASED LETTING SERVICE
4.	Programme Area:	NEIGHBOURHOODS

5. Summary

This report sets out proposals for implementation of the Choice Based Lettings scheme, previously approved in 2004.

6. Recommendations

- **THAT A CHOICE- BASED LETTINGS SCHEME BE INTRODUCED IN ROTHERHAM**
- **THAT THE SCHEME AND THE PROPERTY SHOP BE BRANDED AS “KEY CHOICES” AND THE SHOP BE ESTABLISHED AT 20 MOORGATE STREET, ROTHERHAM**
- **IF THE LEASE AT 20 MOORGATE STREET IS NOT SECURED THAT THE “KEY CHOICES” LETTING SERVICE OPERATE INITIALLY FROM NORFOLK HOUSE RECEPTION UNTIL ALTERNATIVE SUITABLE SHOP PREMISES IN THE TOWN CENTRE ARE SOUGHT**
- **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.**

Further to Environment Scrutiny Panel Meeting, 24th March 2005, where the report "**Choice based Letting Scheme: a Proposal for Implementation**" was presented; this report is amended to address issues raised at the meeting eg. how Rotherham has acknowledged the difficulties that neighbouring authorities such as Sheffield have encountered, and devised procedures to overcome areas of concern.

Further to the Property Board meeting on the 16th March 2005, where a report to develop a Property Shop, at 20 Moorgate street was presented, it has become evident that the landlord of this building is contemplating securing the lease to another interested party. If the lease is not available, a search for alternative town centre accommodation will be undertaken.

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 will operate initially from Norfolk House reception until suitable town centre premises are secured and fitted out.
- 7.2 It has become evident that 20 Moorgate Street, which was identified as suitable premises for the "Key Choices" Property Shop may no longer be available, as the landlord is contemplating securing the lease to another interested party. If the lease is not secured a search for alternative town centre accommodation will be undertaken, work on this is already underway in anticipation of not securing the lease.
- 7.3 There are numerous empty shops in the town centre; however Best Value principles will be applied to the procurement of premises. The accommodation must be value for money, fit for a purpose and meet the requirements of the Disability and Discrimination Act.
- 7.4 It is proposed that current and future applicants will be given at least one month notice prior to the commencement of the 'Key Choices' letting service.
- 7.5 This report addresses issues that were raised at the Scrutiny Panel for Housing and Environmental Services meeting on the 24th March 2005. We have also acknowledged the difficulties that customers in Neighbouring Authorities, such as Sheffield, have encountered and how we have implemented procedures to overcome areas of concern. This includes:
 - Informing applicants how to access the service
 - Support for Vulnerable people
 - Customer feedback following an unsuccessful property request
 - Preventing anti-social behaviour
 - Property standards
 - Out of Borough applicants with no local connection
 - Priority Need versus Waiting Time
 - Offering choice to individuals in priority need
 - Multiple property requests causing delays in allocating

7.6 Informing applicants how to access the service - We will ensure that all applicants are informed about the service and how it is accessed. The provision of information includes:

- Marketing the service, and re branding with the “Key Choices” Logo
- Information Roadshows
- Presentations to agencies
- Information on the Internet
- Frequently asked questions available on the Internet and hard copy version
- Information on Digital Television
- Information leaflets
- Posters
- Rotherham Connect
- Marketing material, such as lapel pins and balloons
- Key Choices mascot. “KIM”
- News articles
- Radio interviews
- Individual letters to applicants, members and support agencies
- Introduce staff training to be able to provide advice and assistance

7.7 Support for vulnerable people - To ensure “Key Choices” is accessible to all vulnerable groups a range of support mechanisms will be in place. These include:

- Utilising Rotherham Connect – easy to remember telephone number
- Information will be available in all formats, such as Braille, audio and large print
- Information will be available in languages other than English
- An Equalities Impact assessment has been undertaken
- Roadshows, presentations and information is provided to Hard to Reach Groups
- “Key Choices” will work closely with all support agencies
- Facilitate property displays in all Neighbourhood Offices and Town centre
- A weekly property mailing list will be produced and sent to vulnerable individuals and their support networks and individuals who cannot visit the property displays
- To provide the facility for an applicant to nominate someone to make property requests on their behalf.
- Explore the provision of Information Technology Computer (ICT) training for customers
- Use of computer terminals in the Library to facilitate access the internet.
- Carrying out home visits
- Customer Help line

7.8 One to one support will also be provided by the Resettlement Officer, in the Prevention and Support Team and the Assessment Officers in the Assessment Team for individuals who are homeless or have medical difficulties. This will include alerting customers to vacancies that would meet their housing need.

- 7.9 Customers are now able to access Independent Housing Advice Service; this service will not only offer housing advice, undertake personal housing plans, but will also signpost to other agencies. The staff will provide individuals advice on all housing options..
- 7.10 Reporting systems have also been examined to monitor non participation in making property requests. The information can be drilled down to identify, applicants who are not approaching the service and will identify their ethnic origin, family makeup and age. This will enable the team to contact people who are not participating in making property requests and determine the reasons.
- 7.11 **Customer feedback following an unsuccessful property request -** A difficulty customer's face is, assessing their likely chances of being offered a property, and being provided with feedback regarding lettings. With "Key Choices" customers will benefit from a weekly announcement of letting outcomes. This will include details of how many requests have been received and the approximate waiting time for individual properties. In addition in high demand areas to avoid disappointment property adverts will be labelled to show an approximate waiting time.
- 7.12 Other methods of providing feedback will be explored, such as sending unsuccessful applicants individual letters informing them why they had not been successful. Although most authorities do not provide this service, we will explore the benefits, such as reduction in customer enquiry telephone calls following a property request and ensuring the customer has a better understanding of the system. We will examine the number of weekly feedback letters that would be generated, cost implications and the ability to cope with the volume.
- 7.13 All applicants who join the "Key Choices" letting scheme will be sent an automatic receipt. The receipt will inform the applicant of their application number, which will be required to register a property request. Reporting and monitoring tools will be implemented to monitor the applicant's family size, age and ethnic origin. This will allow us to reach communities and encourage customers to join the scheme.
- 7.14 **Preventing anti-social behaviour -** Anti social behaviour will be addressed by a range of crime prevention measures, such as the Crime and Disorder Act, Anti-social Behaviour Strategy and Neighbourhood Renewal. In relation to new lettings risks assessment procedures are contained within the Allocation Policy.
- 7.15 Neighbourhood staff would identify clients who may have had anti-social behaviour issues and as a consequence would have to have a package of measures. It would have to be demonstrated that they would add to the community and not continue in anti-social behaviour activities. Such cases would be the subject to a rigorous risk assessment and multi-agency approach before they got access to accommodation.

- 7.16 The concept of neighbourhood management is working in the community and picking up on local issues and feeding them into the Local Lettings Policy at the same time as not operating exclusion policies.
- 7.17 **Property Standards** – With regard to property standards, registered social landlords and private landlords work on the same basis as the Council. Private landlords would only be those that were members of the Council's Accredited Private Landlord Scheme. No properties would be accepted if they were not from accredited private landlords.
- 7.18 **Out of Borough applicants with no local connection** - Individuals who live out of the Borough can apply to join the scheme. Their reasons for moving into Rotherham would be looked at and assessed very critically e.g. why, and what support did they need, would their support networks give them the support they required. Where there is a demonstrated need quite often an applicant accepts direct access accommodation rather than accommodation where there was a waiting list. Where there is no local connection, individuals who live out of the Borough would only be eligible for properties that are advertised as a Direct Home.
- 7.19 **Priority Need versus Waiting Time** - As other schemes have been operating for two or more years we have been able to learn from their experiences. Sheffield's choice based letting policy is based on 4 lettings bands, however most properties are let to the Housing Register Band, and individuals with priority are considered first for properties in this band. Sheffield applicants who are in one of the other bands, who are considered with waiting time have found difficulties accessing accommodation. A comment made by an applicant in the "Letter Column" in the "Sheffield Star" was that he considered Sheffield's scheme to be based on circumstances rather than waiting time. This person had been on the waiting list for 13 years, but following several attempts to access accommodation the offer of the property was made to persons with a Priority award.
- 7.20 "Key Choices" letting scheme has a 50/50 approach. This means that individuals in either the Priority Band or the General Band will have equal opportunities to access accommodation. Procedures have been adopted to track which band properties are allocated. This will not only contribute to sustainability within an estate and will ensure that individuals are treated fairly.
- 7.21 **Offering choice to individuals priority need** - Concerns regarding the lack of choice have also been raised by individuals in other authorities, who have been awarded priority. They feel that they are being forced to accept properties that do not meet their housing need and are in localities that are not close to support networks.

With "Key Choices" customers who have been awarded priority are made 2 offers of accommodation. The customer is supported through the property request process by either the Resettlement or Assessment Officer, encouraging the customer to make request for vacancies that meet their housing need. However, if both offers are refused for no valid reason their priority will be cancelled.

- 7.22 **Multiple property requests causing delays in allocating** – Some authorities who allow multiple property requests have found difficulties in managing the offer process. In some instances, individuals maybe at the top of this list for all the properties that they have requested. The customer may wish to view all the properties, which will cause delays in re letting, and will impact on refusal rates.
- 7.23 With “Key Choices” property requests will be manageable by capping the number of requests to the maximum of three per weekly advertising cycle. If the applicant proves to be successful for all three vacancies they will be asked if they have a preference, although they will still be allowed to view all of these. Each viewing will be classed as an offer and every refusal incurs a four week penalty to their application date.
Following an acceptance of a property if there is no other reason as to why the remaining properties were rejected other than preference, the rejections will be classed as withdrawals rather than refusals
- 7.24 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

Following consideration of premises available, the recommendation is 20 Moorgate Street, although this is subject to securing the lease and unfortunately the landlord has indicated that he has another interested party. This shop has capital costs of £62,975 and revenue costs of £81,328. In the event that this lease is not secured alternative accommodation that is value for money and fit for a purpose is currently being sought.

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

April 2005

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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 On the 14th April the report "**Choice based Letting Scheme: a Proposal for Implementation**" was presented, the recommendation made by Cabinet member was to outline the details of the scheme to Scrutiny Panel for Housing and Environmental Services.

1.8 Further to the Scrutiny Panel for Housing and Environmental Services meeting on the 24th March 2005 where the report "**Choice based Letting Scheme: a Proposal for Implementation**" was presented; issues that were

raised at the meeting, have been acknowledged and addressed within the “Key Choices” procedures.

1.9 A report to develop a Property Shop, at 20 Moorgate street was presented, to the Property Board meeting on the 16th March 2005, however it has become evident that the landlord of this building is contemplating securing the lease to another interested party. Where the lease is not available a search for alternative town centre accommodation will be undertaken.

1.20 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 prior to implementation, 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

3.2.4 Further to the Scrutiny Panel for Housing and Environmental Services meeting on the 24th March 2005 where the report "**Choice based Letting Scheme: a Proposal for Implementation**" was presented; issues that were raised at the meeting were:

- Ensuring applicants are informed how to access the service
- Providing Support for Vulnerable people
- Customer feedback following an unsuccessful property request
- Preventing anti-social behaviour
- Ensuring Property standards are maintained
- Eligibility of Out of Borough applicants with no local connection

3.3.5 We have also acknowledged the difficulties that customers in Neighbouring Authorities, such as Sheffield, have encountered and how we have implemented procedures to overcome areas of concern. This includes:

- Priority Need versus Waiting Time
- Offering choice to individuals in priority need
- Multiple property requests causing delays in allocating

However, the main difficulties highlighted by most are 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.

3.3.6 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.

3.3.7 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 '**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 Property requests - The applicant must be registered on Rotherham B.C’s Housing Register. There are various ways in which a request can be made but in all cases the applicant will require their waiting list reference number. Applicants may make up to three requests in any 7-day advertising cycle. Requests 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 requests must be recorded immediately onto an official property request form and input immediately onto the IT system. Applicants will be able to request 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 advertising cycle, completed property request 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.	2	If these are refused the Council will discharge its duty under the 1996 Housing Act and the Priority will be cancelled.
Statutory Overcrowded	2	If refused the Priority will be cancelled.
Medical grounds	2	If refused the Priority will be cancelled.
Clearance /Renewal	2	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
- sheltered and extra care housing
- 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
- 31st March and 1st April - half day sessions procedure training for front line staff

Further training for customers:

- Thursday 17th March 2005 – Presentation for agencies at the Housing Forum
- April - Letter to all agencies operating in Rotherham
- April - Letter to all waiting list applicants
- During April - 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 smoke 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 A CHOICE BASED LETTING SCHEME BE INTRODUCED IN ROTHERHAM**
- **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**
- **IF THE LEASE AT 20 MOORGATE STREET IS NOT SECURED THAT THE “KEY CHOICES” LETTING SERVICE OPERATE INITIALLY FROM NORFOLK HOUSE RECEPTION UNTIL ALTERNATIVE SUITABLE SHOP PREMISES IN THE TOWN CENTRE ARE SOUGHT**
- **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.**

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Housing & Environmental Services
2.	Date:	11 April 2005
3.	Title:	HOUSING DISREPAIR CLAIMS
4.	Programme Area:	Neighbourhoods

5. Summary:

The report sets out the continuing impact of the management strategy for dealing with disrepair claims (Section 11.82). It reports on progress with Housing Disrepair Claims for the 18-month period following implementation of the strategy.

**6. Recommendations
TO NOTE THE REPORT**

7. Proposals and Details

- 7.1 In common with most Local Authorities in recent years, Rotherham experienced a dramatic increase in the number of disrepair claims being submitted on behalf of its tenants by solicitors, most of whom operate from outside the Borough and sub-region.
- 7.2 In the first 6-months of 2003/04 the number of cases rose to such an extent that it was having a serious effect on the repairs budget. In view of this it was decided to appoint additional specialist legal assistance to support an assertive approach to the solicitors' involved, whom it was suspected were submitting (at least some) spurious claims. Rotherham also made clear, by way of publicity material, that tenants should submit repairs issues direct to Council staff, and spurious cases that were submitted would be contested with the utmost vigour.
- 7.3 The current position at 31 March 2005, is that the number of cases has fallen during that 18 month period from an all time high of 267 live claims, to 70. In this period, 257 claims have settled, comprising:
- **57** cases where payment required by RMBC;
 - **168** cases where no payment required;
 - **32** cases where costs awarded in our favour.
- 7.4 Of the 57 cases where payment is required, the **amount paid up to 5.4.05** is: **£236,853.78**. Of this, the sum of £114,928.45 was paid during 2003/2004, and the remaining £121,925.33 during 2004/2005. However, costs remain to be paid on two of these cases. The estimated cost is a further £8,000, which will be paid in the 2005/06 financial year.
- 7.5 Of the 32 cases where RMBC is to receive costs, a total sum of £122,001.73 is due, of which **£115,798.73** has already been recovered during 2004/05, leaving costs on just one case of £6,203.00 outstanding. This should be recovered early in the 2005/06 financial year.

8. Finance

A cost benefit analysis has been maintained throughout this period, to demonstrate whether the costs of employing additional resources are met by the impact on reduced payments by RMBC, and increased recovery of costs:

- Average cost of the 57 claims paid out to date is **£4155.32** per claim.
- Had all 257 settled cases proceeded undefended (prior to strategy, most claims were undefended) and cost the same average amount, this could have cost £1,067,917.24 ie. 257 x £4155.32
- The 168 cases settled without payment has potentially saved £698,093.76.
- In addition, 32 cases have been successfully defended and costs orders obtained

- There are recovered costs in the total sum of £122,001.73, of which the sum of £115,798.73 has already been received.
- Had these 32 cases proceeded undefended and cost the same average amount as above, this could have cost £132,970.24. ie. 32 x £4155.32

The Council's additional legal costs have therefore easily been covered by the amount of fees recovered for the 32 cases successfully defended alone, without considering the potential amounts saved as a result of the strategy.

9. Risks and Uncertainties

There is no way of knowing whether claims will continue to come in at the same rate, will diminish, or again be received in similar large quantities to eighteen months ago. However, it is known that at least one firm is currently recruiting "door-knockers" to locate potential claimants. (See advert in Daily Mail, 9.9.04). As a result, Doncaster MBC received 40 new claims between October 2004 and February 2005. It is therefore considered prudent to retain legal assistance to continue to deal with the existing claims and deal with any new claims as and when they arise.

10. Policy and Performance Agenda Implications

None

11. Background Papers and Consultation

None

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Housing & Environmental Services
2.	Date:	11 April 2005
3.	Title:	Sheltered Housing and Aged Person's Accommodation Review
4.	Programme Area:	Neighbourhoods

5. Summary

The report sets out a comprehensive strategy for the management of sheltered and aged person's housing in Rotherham, based on a four tier classification of existing provision.

6. RECOMMENDATIONS:

- **THE REPORT BE PRESENTED TO ENVIRONMENT SCRUTINY COMMITTEE ON 21ST APRIL 2005;**
 - **LOCAL STANDARDS ARE INTRODUCED FOR SHELTERED HOUSING, WITH A TARGET TO ACHIEVE THESE BY 2010;**
 - **A THREE TIER SYSTEM FOR SHELTERED AND AGED PERSON'S HOUSING IS DEVELOPED;**
 - **SCHEMES ARE CATEGORISED IN ACCORDANCE WITH APPENDICES 1-6 OF THE ATTACHED REPORT;**
 - **AN ASSESSMENT FRAMEWORK IS SET UP FOR CATEGORY 1, 2 AND 3 SCHEMES;**
 - **SUSTAINABILITY STUDIES ARE CARRIED OUT ON CATEGORY 4 SCHEMES;**
 - **IMMEDIATE CONSULTATION TAKES PLACE WITH TENANTS IN CATEGORY 4 SCHEMES;**
 - **ROTHERHAM B.C. DEVELOPS A JOINT HOUSING STRATEGY FOR OLDER PEOPLE**
-

7. Proposals and Details:

7.1 A review of sheltered and aged person's housing and elderly support services has been required for some years in Rotherham. This report sets out a strategy for the sheltered and aged person's housing provision currently available. A number of key strategies have informed the report, and there has been a significant initial consultation exercise carried out with elected members. **The object of this report is to ensure that sheltered housing strategy aligns with Rotherham's Housing, Extra Care Housing, and Supporting People Strategies, its Decent Homes programme and the HMR Pathfinder.**

7.2 The report identifies all the sheltered schemes and additional aged person's units within the Borough. It has established that there is considerable demand, both actual and potential, for sheltered and aged person's housing. However, it is also clear that existing provision is failing to meet the needs and aspirations of many applicants. Key factors include:-

- Non-aspirational standards;
- Over-provision of one bed and bedsit accommodation;
- Poor internal design;
- Poor building quality;
- Outdated methods of support service delivery;
- High demand in some areas;
- High demand for specific schemes.

7.3 Key strategies have already identified that assessments be introduced so that sheltered and aged person's housing is appropriately allocated, and that a variety of needs are catered for. The main fresh proposals arising from this report therefore are:

7.4 To establish a Rotherham Sheltered Home Standard. In the absence of nationally defined standards, the following criteria are proposed for adoption in Rotherham:

- Single storey (excepting Extra Care schemes)
- Level access;
- Two bedrooms;
- Compliant with lifetime homes standard;
- Compliant with secure by design standard;
- Energy efficient;
- Multi-purpose integral alarm system;
- Accessible car parking provision;
- Access to communal facilities
- Communal or easy-maintenance garden options;
- Communal facilities management linked to Neighbourhood Management;
- Accessible to local amenities.

7.5 Introduce an Assessment Framework for Sheltered Housing. This would be developed by the **Sheltered Housing Partnership** to assess people requiring sheltered housing.

7.6 Develop a three tier structure for sheltered and aged person's housing

This will cater for the range of needs, focus investment on sustainable schemes, and re-designate or decommission those schemes no longer considered future proof. On this basis, a provisional allocation of existing schemes would be as follows:-

- Category 1 Extra Care Housing 3 schemes
- Category 2 Sheltered Housing 21 schemes
- Category 3 Aged Persons Housing 54 schemes
- Category 4 Unsustainable 34 schemes

All other aged person's units not included in actual schemes, would fall into Category 3.

7.7 Sustainability studies are proposed for all Category 4 schemes, and immediate consultation with residents is required. All this will be carried out as part of the proposed **Joint Housing Strategy for Older People**.

7.8 In establishing the **Rotherham Sheltered Housing Standard**, this strategy seeks to make best use of the resources available from the Decent Homes programme, and to aim for full implementation to coincide with its duration.

7.9 The attached report sets out in detail, the background to these proposals.

7.10 This report acknowledges the extreme sensitivity that will be required by all concerned in terms of consulting with the elderly residents and their families about the future of their homes. A multi agency group drawn from Neighbourhoods, Social Services, Supporting People, and possibly the PCT, is required to develop a consultation strategy prior to any work commencing. Key issues to address will include:

- That a Sheltered Housing Consultation Group be established to oversee communications and consultation, scheme by scheme, and to ensure uniform levels of quality and consistency;
- That members be briefed via a seminar, supported by written communications, re the specific schemes which are to be subject to a sustainability review. Members to be included in all correspondence and minutes of meetings relating to their respective schemes. Wardens to be similarly informed immediately after members and immediately before residents;
- That letters be immediately drafted to residents directly affected as a result of these proposals, which will clarify what has been proposed and why, how they will be consulted, and the possible future options. Such letters to be co-ordinated with dates for meetings;
- That the media be encouraged to positively publicise the council's strategy. This to be strategically co-ordinated through the office of the Head of Communications;

- That meetings – both as individuals and as scheme groups – will be arranged, and resourced to provide residents with comprehensive information;
- That every scheme will have a nominated contact officer with contact number;
- That each sustainability study will be project managed to clearly defined timescales, notified to residents;
- That each study will be reported jointly through delegated powers meetings of Neighbourhoods and Social Services, and that members and residents will be notified immediately of decisions, with further details of the process;
- The object of the strategy will be to try and ensure no resident is ever in doubt as to what is happening and the timescales for this to occur.

7.11. This report has been presented to Cabinet and full Council. It has been referred back to Neighbourhoods to enable it to be presented to Environment Scrutiny Committee for consideration prior to decision .

8. Finance

There are no implications as a direct result of this report. Each sustainability study for Category 4 schemes will need to be individually costed, and consultation exercises with residents will also require resourcing for officer time and correspondence. Within the HMR Pathfinder area, funding for these studies will be sought from the Pathfinder, with schemes to be phased in order of priority. As a substantial number of Category 4 schemes fall within the Pathfinder, certain economies of scale should be possible. Those schemes which fall outside the Pathfinder will require funding from resources within Neighbourhoods for 2005/06.

9. Risks and Uncertainties

9.1 It is likely that demand for existing sheltered and aged person's housing will continue to fall, even though available evidence points to actual and potential demand continuing to rise. The Borough will then be left with an imbalance between poor surplus accommodation, and high, unmet demand. This may also lead to area blight.

9.2 There is an acknowledged risk attaching to the health and welfare of existing residents. Elderly people who are settled, and attached to their respective schemes, will be unhappy about any upheaval, and there is research which shows that some elderly people's health can be seriously affected. Comprehensive consultation will need to be accompanied by care and attention to detail, where decommissioning of schemes takes place.

9.3 Much of these proposals assume Decent Homes funding will be available. There will be no certainty of this until December 2005, when 2010 Rotherham has been assessed and awarded a minimum of two stars. Should there be failure to achieve this, there may be further delays to implementation.

10. Policy and Performance Agenda Implications

10.1 The attached report refers to the key corporate strategies with which it is aligned to meet the Council's policy requirements. The report seeks to address the

equalities and diversity agendas, in terms of the needs of elderly people, and it is important that this includes the emerging issue of B&ME elderly.

10.2 In terms of performance issues, Rotherham has been able to address falling demand for existing sheltered and aged person's provision, by introduction of local lettings policies, and the decommissioning of a number of the most problematic schemes. However, this is not a long term solution to either the needs of the elderly, or those of other groups, both of which will require greater quality and choice, to meet future housing needs and aspirations.

11. Background Papers and Consultation

Housing Strategy;

Extra Care Housing Strategy;

Supporting People Strategy;

Correspondence with all elected members 02/03/05

Meetings with elected members by ward – 21st-28th February 2005

Report was presented to CMT on 14 March and Cabinet Member for Housing & Environmental Services on 21 March.

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SHAPING THE FUTURE OF SHELTERED HOUSING

**A Review of Local Authority
Sheltered and Aged Person's
Housing in Rotherham**

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EXECUTIVE SUMMARY



Introduction

The Sheltered and Aged Person's Housing Review sets out a fresh strategy for the future development of Rotherham MBC Sheltered and Aged Person's Housing. It is a precursor to a **Joint Housing Strategy for Older People** and identifies a number of proposals which will modernise the way that supported housing services are delivered and help meet the aspirations of future generations.

The Review is informed by recent studies including the **Neighbourhoods Housing Needs Survey, The Waiting List Review and The Supporting People Review of the Warden Service in Central Rotherham**. A matrix of key information relating to each scheme has been assembled to ensure consistency in the approach.

The Sheltered and Aged Person's Housing Review seeks to align with key strategies in Rotherham including; Housing Strategy; Housing Market Renewal Pathfinder; Decent Homes Programme; Extra Care Housing Strategy, and Supporting People Strategy.

Key Issues

There are approximately 112 designated Sheltered Housing Schemes across the Borough, providing 4171 units of accommodation; 52 schemes are in low demand. There are in addition over 500 other aged person's properties which benefit from some level of support service – principally Rothercare.

There is still significant demand for sheltered and aged person's housing in Rotherham, with major potential for growth. The growing elderly population and the increase in numbers of frail elderly will stimulate demand for supported housing provision. The Waiting List Review demonstrates an unmet need for Sheltered Housing. 1075 older people on the waiting list are deemed to be in inappropriate accommodation, yet are not taking up those places available in the low demand schemes. This indicates that low demand is not generated by lack of need for the service, but by other factors:

- Existing schemes do not meet the aspirations of older people;
- There is an over-provision of one-bedroom and bedsit accommodation;
- A number of schemes are poorly designed;
- Building quality on some sites is poor;
- The way in which support is delivered is outdated;
- There is high demand for housing in specific areas of Rotherham;
- There is high demand for specific schemes with a good reputation.

The **Extra Care Housing Strategy, Supporting People Strategy and the Supporting People Review of the Central Rotherham Warden Service** all recommend that assessments be introduced so that sheltered housing is allocated to people who need it. They also recommend that sheltered housing is restructured to cater for a variety of needs. Currently there is only a low level support service available to people in local authority sheltered accommodation.

Finally there is a need to define what the key standards are that Rotherham aspires to in its sheltered housing.

Main Proposals

This review sets out a series of proposals which will modernise Rotherham's sheltered and aged person's housing, based on revised definitions of what sheltered and aged person's housing is. There is no nationally recognised benchmark standard. It is therefore proposed that Rotherham MBC adopt the following as aspirational standards for its sheltered homes:

'The Rotherham Sheltered and Aged Person's Home Standard':

- Single storey (except Extra-Care schemes);
 - Level access;
 - Two bedrooms;
- Compliant with Lifetime Homes Standard;
- Compliant with Secure By Design Standard;
 - Energy Efficient;
- A multi-function community alarm system;
 - Accessible car parking provision;
- Access to a communal facility, equipped and resourced to provide a range of leisure, learning and health related activities;
 - A communal or "easy maintenance" garden option;
- Local community facility and scheme management, linked to Neighbourhood Management to deal with repairs, maintenance and caretaking issues;
- Accessible to public transport, shops, banking facilities and health services

Introducing an Assessment Framework for Sheltered Housing

It is proposed that the Sheltered Housing Partnership develop a process for assessing people who require sheltered accommodation and that a Sheltered Access Co-ordinator be appointed to co-ordinate these assessments.

Three Tier Structure for Sheltered Housing.

It is proposed to develop a three tier system of sheltered and aged person's housing provision, which will cater for a variety of needs, focus investment on

schemes which are sustainable, and re-designate those schemes which are not future-proof. This tiered system of provision is provisionally allocated as follows;

Category 1	Extra Care Housing	3 schemes
Category 2	Sheltered Housing	21 schemes
Category 3	Aged Persons Housing	54 schemes
Category 4	Unsustainable	34 schemes



Older Persons Village

It is proposed that an appropriate site be identified as a potential site for development of an Older Persons Village. This would be based upon an existing scheme, which allows areas of open space to be developed as Extra-Care Housing, with a new-build Resource Centre. The Resource Centre would service the whole site, delivering warden support, care services, catering and social activities to over 200 older people.

This would mean that Rotherham MBC had three Extra Care Housing schemes under development, delivering more than 100 units of high care/support housing.

Consultation

Consultation on these proposals has commenced, by meetings with elected members in ward groupings, to discuss the information relating to their respective wards and area assemblies. Discussions have tended to focus on provision at area assembly level, to reflect local issues. A third of elected members have attended meetings with senior officers, and all members have been provided with key information relating to schemes in their wards and area assembly areas.

In preparing this report, it is acknowledged that relocation of their home, is a major cause for anxiety and stress amongst elderly people, and can lead to real personal health problems. Extreme sensitivity will be required by the Council as it sets about the consultation process and the actual relocation of residents. It is proposed to establish a **Sheltered Housing Consultation Group** to oversee communications and consultation on a scheme by scheme basis. Members and wardens will play a crucial role in ensuring residents are well informed and in a timely fashion. The media will be encouraged to play a positive role in this respect

1. **INTRODUCTION**

The Review considers the strategic future development of sheltered and aged person's housing in Rotherham. The review covers a number of important issues such as Extra Care Housing, a new tiered system of sheltered provision, the development of local aspirational standards and the introduction of assessments. The review's main purpose however is to consider the long-term sustainability of local authority sheltered and aged person's accommodation and how it can best meet the needs and aspirations of older people in Rotherham. It recognizes that most people want to remain in their own homes for as long as possible, and that sheltered and aged person's housing needs to increase its desirability to attract future generations of elderly people.

This review is a precursor to the development of the broader '**Housing Strategy for Older People**'. It is primarily an examination of the housing stock, its appropriateness as sheltered and aged person's accommodation, and the current and future demand. It is not a review of warden or community alarm services. These services should be considered as part of the wider strategic framework for older people. The review is mindful of its impact on these services but deals specifically with the "bricks and mortar" of sheltered housing. The review focuses on:

- The findings of local strategies and studies about sheltered housing;
- Developing a structure which can meet the variety of needs;
- Ensuring that the needs of older people are matched with the right provision;
- How Rotherham can meet the aspirations of future generations.

In considering these, the review identifies which schemes should continue as sheltered accommodation, which should be set aside for aged persons accommodation and which schemes are not sustainable in their current form.

2. **PARTNERSHIP ARRANGEMENTS**

The following proposals are a product of key Rotherham partnerships that have considered the supported housing needs and aspirations of older people.

2.1 **Sheltered Housing Partnership**

The **Extra Care Housing Strategy** recommends the development of a **Sheltered Housing Partnership**, to oversee the strategic direction of sheltered housing in Rotherham. This Partnership includes representation from Social Services, Neighbourhoods, Strategic Housing Partnership (SHP), Primary Care Trust (PCT) and Registered Social Landlords (RSL's). Its main focus is on Extra-Care Housing (ECH), but it has input into this Review, particularly in relation to assessment of need.

2.2 **Strategic Housing Partnership**

The SHP is the housing spoke of the Local Strategic Partnership (LSP). The SHP is present on the Sheltered Housing Review Working Group, advising on how changes in sheltered housing provision can assist in achieving the strategic objectives of partner organisations.

3. **FINDINGS OF RELATED REVIEWS AND STUDIES**

There are 112 sheltered schemes in Rotherham, providing 4,171 units of accommodation. In addition, there are a further 526 aged person's units of accommodation which receive some element of support, principally Rothercare. The schemes can be broken down into:

- **'Inside Schemes'**, where residents live in self contained accommodation within a single building;
- **'Core and Cluster'**, where properties are independent of communal facilities but grouped together in close proximity;
- **Aged Person Accommodation**, which is set aside for older people but has no communal facilities.

These schemes have been the subject of a number of direct and related studies, all of which make similar recommendations. Distribution of volumes of units is as follows:

Area Assembly	Stock numbers
Wentworth North	933
Wentworth South	761
Rotherham North	546
Rotherham South	728
Wentworth Valley	649
Rother Valley South	579
Rother Valley West	501
Total	4697

3.1 **Rotherham Housing Needs Survey 2003:**

In October 2003 Rotherham B.C. undertook a Borough-wide Housing Needs Assessment. This captured a significant amount of information on the future need for sheltered housing in Rotherham. Key points included:

- Around 4,939 current households plan to leave Rotherham by 2008. The single most common reason given was to be near family for support/care (25%).

- 2,861 current households and 1,744 new households, will move within or into Rotherham by 2008. Of these, 48% require bungalow accommodation. The estimated requirement, predominantly used to house the elderly, is 2256. Of this amount, the estimated requirement for Council bungalows and other sheltered housing is 38% (857 units) up to 2008.
- 34% of households in Rotherham contain somebody with a disability (41,027 people). 58% of these are aged over 60, and 24% are between 45 and 59 years old. 10% of households contain a wheelchair user.
- 14.3% of all dwellings (14,854) have been adapted for a disabled person. Around 26% of Council rented homes and 24% of RSL rented homes are adapted for a disabled person, compared to just 17% in the owner occupied sector.
- Rotherham's population is projected to fall by 11,200 people (4.4%) by 2023. However there will be a significant increase in the older population. There will be a 10,600 increase in over 65s. People over 80 will also grow significantly, by 25.8%, with 2,500 more people by 2021. The latter are more likely to have high care and support needs.
- The Housing Needs Survey suggests a combined requirement over the by 2008 of 1,147 sheltered units, with warden support for older people.

3.2 Waiting List Review

In December 2003, Neighbourhoods (then Housing Services) completed a review of the applicant waiting list. On completion, there were 2,303 older people waiting for Council accommodation. Of these, 1075 were deemed to be living in inappropriate accommodation. **Table 1** shows where people wish to be rehoused by Assembly Area and category, and **Table 2** identifies areas which are requested most by older people

Table 1: Breakdown of Total Waiting List by Assembly Area;

Assembly Areas	Elderly Applicants
1 Wentworth North	267
2 Wentworth South	469
3 Rotherham North	381
4 Rotherham South	218
5 Wentworth Valley	360
6 Rother Valley West	325
7 Rother Valley South	283
Totals	2303

Table 2: Most Popular Areas of Choice for Elderly Person Accommodation;

Area	Waiting List Applications
Kimberworth Park	94
Greasbrough Village	139
Rawmarsh	103
Herringthorpe	109
Thurcroft	65
Whiston	75
Brinsworth	58
Broom Valley	86
Wickersley	146
Kiveton Park	59
Dinnington	72
Total	1006

3.3 Supporting People Service Review of the Central Locality Wardens Service.

The Supporting People Service is responsible for contracting housing-related support services in a local authority. It commissions and monitors all sheltered housing provision and must review all sheltered housing services by April 2006. The Supporting People programme has already completed a review of the Central Locality. The aim was to assess existing support services to ensure good quality provision continues and to test the sustainability of the service.

It considered the impact of the Rothercare upgrade programme on the Warden Service. This upgrade was necessary because the hard-wired Piper Group System had become obsolete. The new system has a significant impact on the role of the warden service. It offers a number of advantages, is more flexible, and is not tied to individual units of accommodation. It allows the delivery of services to older people on the basis of need and not on the basis of where they live, with a consequent impact on traditional sheltered and aged person's housing provision.

It also considered the effect of the Wardens service 'opt out', introduced in April 2003. The number of service users has subsequently reduced by 20% as residents took the opportunity to assess their need for the service. Although it was important that residents make this choice, rates of withdrawal were higher than anticipated and have led to significant restructuring of the workforce.

The main recommendations of the Supporting People Review were;

- To introduce assessments for people receiving the warden service;
- To provide a degree of separation between accommodation and the service, so that one is not conditional on the other;

- Transfer the Supporting People contract to Social Services.

4. **REVIEW OF THE STRATEGIC FRAMEWORK**

4.1 **Extra Care Housing Strategy (ECHS) 2004-2007**

The ECHS sets a strategic direction for the development of ECH in Rotherham, with a clear definition of what it should be. It aligns with broader developments in sheltered housing and residential care, and introduces an innovative approach to meeting the needs of the frail elderly. The key objectives of the strategy are to:

- Focus on delivering services to the frail elderly;
- Develop at least 75 units of ECH by 2007;
- Develop small 'Core & Cluster' schemes on current sheltered sites;
- Evaluate these schemes before doing more;
- Set aside accommodation for BME elders;
- Set aside accommodation for people leaving hospital or residential care;
- Examine the possibility of developing owner occupied schemes;
- Research the development of an 'Older People's Village'.

The ECHS also introduces the concept of a joint Social Services/Neighbourhoods Team, responsible for allocating ECH and Sheltered Housing tenancies. The team would carry out a needs assessment before entry into sheltered accommodation, and be responsible for ensuring that vacancy rates remain low.

The Council in partnership with Chevin Housing, is currently developing the first two ECH schemes in Rotherham. Dalton House (Hellaby) and Queensacre (Swinton) will provide bungalows and flats for older people who are otherwise at risk of reception into hospital or residential care. These schemes, which have generated capital investment of over £7 million, will deliver more than 60 units of high support accommodation.

4.2 **The Housing Strategy**

The Housing Strategy reflects priorities set out in the ECHS and the Supporting People Strategy. The strategy highlights problems with void rates in some sheltered schemes. A number of schemes would carry vacancy rates of over 40% without current local lettings policies enabling people under 60 to have tenancies. Lack of demand for schemes suggests over-provision of sheltered housing in some areas, or alternatively it does not suit the needs of older people.

The introduction of **Choice-Based Lettings** in 2005, and the development of 2010 Rotherham will impact on Sheltered Housing. It is important that clear guidelines are established for access to Sheltered Housing.

4.3 The Strategic Direction of the PCT and Social Services

The **Community Care Strategy** and **Health Improvement Plan “Forward Together”** focus on the preventative services. Both strategies aim to keep people living independently for as long as possible. The strategic direction for both Health and Social Services is to:

- maintain people in their home;
- prevent premature admission into residential or nursing care;
- prevent hospital bed-blocking.

Health and Social Services are currently developing a **Single Assessment Process (SAP)** aimed at integrating health and care assessments for vulnerable people living in the community. This SAP will be critical when assessing people for entry into ECH schemes, and could also be important in assessing support needs of people entering sheltered and aged person’s accommodation.

4.4 The Supporting People Strategy

The Supporting People Shadow Strategy sets out the strategic direction for the Supporting People programme. It suggests there may be a current oversupply of sheltered housing in Rotherham based on national socio-economic indicators, local vacancy rates, and take-up of the wardens service in sheltered schemes.

The shadow strategy also highlights 4 key objectives:

- The development of a locality-based approach to warden services;
- Introducing needs assessments for people receiving warden services;
- The development of ECH;
- The introduction of a Floating Warden Service;
- Delivery of warden support and community alarm systems to owner occupiers.

5. FINDINGS OF THE SHELTERED HOUSING STUDY



5.1 Methodology

The study, commissioned as part of the Sheltered Housing Review, considered a range of factors including:

- Cost of bringing the scheme up to Decent Homes standard;
- Amount of two bedroom accommodation;
- Level of demand;
- Date and type of construction.

5.2 **General Findings**

Findings of the Sheltered Housing Study are considered in more detail later in this report. In summary, there are 52 Sheltered Schemes which are currently in low demand. A further 5 schemes have low/medium demand or have properties within them which are low demand. The schemes experiencing low demand tend to be those which have one-bed or bed-sit accommodation. It is nevertheless clear that many of these would have increased demand if appropriate levels of investment were forthcoming.

The total cost of bringing all current Sheltered Schemes up to Decent Homes Standard is £31M. The average unit cost to achieve this standard is £7,445. There are currently 5 'Inside' schemes, 59 'Core and Cluster' schemes, and 48 schemes with no facilities attached.

6. **ANALYSIS OF STRATEGIC FRAMEWORK AND RECENT STUDIES**



6.1 **Demand for Sheltered Housing**

From the Housing Needs Survey and the demographic profile of older people, there is clear potential demand for sheltered and aged person's housing in Rotherham. The growing elderly population and the increase in numbers of frail elderly will stimulate demand for supported housing provision. There will be growing demand for fully adapted accommodation, with integrated care and support packages.

The Waiting List Review demonstrates there is unmet need for Sheltered Housing. 1075 older people on the waiting list are deemed to be in inappropriate accommodation, yet are not taking up available places in low demand schemes. This indicates that low demand in sheltered stock is not generated by a lack of need for the service, but by other factors:

- Schemes no longer meet the aspirations of older people;
- There is over-provision of one-bedroom and bedsit accommodation;
- A number of sites are poorly designed with inadequate internal layouts eg kitchens which cannot accommodate modern appliances, and lack of level access;
- Low energy efficiency and insulation ratings eg. continued use of solid fuel;
- Inadequate security arrangements;
- Lack of car parking;
- Poor quality communal facilities;
- Lack of facilities management;
- The way in which support is delivered is outdated.

It is unlikely such schemes will recover popularity without significant intervention, including investment.

6.2 **Strategic Relevance of Sheltered and Aged Person's Accommodation**

Supported accommodation should make a significant contribution to achieving the strategic objectives of Health and Social Services strategies. It should play a central role in helping to:

- Maintain people in their own home for as long as possible;
- Prevent premature admission to hospital and residential care;
- Promote early discharge from hospital;
- Provide more choice for people who have support/care needs;
- Increase the levels of independence of older people.

Sheltered and aged person's housing is key in all these objectives but current provision does not adequately address any of them.

6.3 **Matching Service Provision with Need**

The Supporting People Review of the Central Area Warden Service recommended that assessments be introduced for people accessing sheltered accommodation. The current Allocation Policy for sheltered housing does not include a needs assessment, and the only restriction is that applicants have to be over 60 years. Any changes to the criteria for living in sheltered and aged person's housing must ensure that people are in need of the support service offered as part of sheltered provision.

7 **NEW STANDARDS FOR THE DELIVERY OF SHELTERED HOUSING**



It is therefore proposed that local standards are introduced for Rotherham's sheltered and aged person's housing. There is currently no recognised national standard for sheltered housing. The following standards reflect the future needs and aspirations of older people in Rotherham. For almost all schemes, these standards are currently aspirational. However, if adopted Rotherham will be committed to ensuring all its sheltered and aged person's housing attains this standard by 2010.

The Rotherham Sheltered Housing Standard:

- One storey, ground floor (except Extra-Care);
 - Level access;
 - At least two bedrooms;
- Compliant with the Lifetime Homes Standard;
- Compliant with Secure By Design Standards;
 - Energy efficient;
 - A multi-function community alarm system
- A communal or "easy maintenance" garden option;
 - Accessible, secure car parking

- Access to a communal facility, equipped and resourced to provide a range of leisure, learning and health related activities
- Local community facility management linked to Neighbourhood Management to deal with repairs, maintenance and caretaking issues
- Access to public transport, shops, banking facilities and health services

These standards will apply to Category 1, 2 and 3 schemes (see below). Category 1 schemes will be exempt from the standard - “One storey, ground floor” accommodation. The additional care needs in these schemes require the provision of internal schemes, with 24/7 support, thus making the provision of lifts and stairlifts an acceptable feature.

8. AN ASSESSMENT FRAMEWORK FOR SHELTERED HOUSING



The Supporting People Review of the Central Area Warden Service recommended introduction of a multi-agency assessment process for entry into Rotherham’s sheltered housing. There is currently no such assessment which has led to allocation of sheltered housing to people with no need for support services

The SHP has developed a process for assessing people who require sheltered accommodation. The form of assessment and the eligibility criteria depends on the type of sheltered provision. Neighbourhoods are currently recruiting a Sheltered Access Co-ordinator to be responsible for co-ordinating assessment and allocation of Extra-Care and Sheltered housing stock. The SHP is setting up an Extra Care Housing panel, to be responsible for decisions on eligibility and allocation of Extra Care Housing.

9. THREE TIER STRUCTURE FOR SHELTERED HOUSING.



It is proposed that Rotherham develop a four tier system of sheltered and aged person’s housing provision, to cater for all needs, focus investment on schemes which are sustainable and re-designate those schemes which are not ‘future-proof’. This tiered system of provision will be as follows:

- Category 1 Extra Care Housing;
- Category 2 Sheltered Housing;
- Category 3 Aged Persons Housing;
- Category 4 Unsustainable.

Analysis has been carried out on all Rotherham’s sheltered housing schemes and each has been categorised according to this structure. The judgement of which category was appropriate was made after examining the following criteria:

- Level of demand for the scheme;
- Whether a scheme has communal facilities;
- The type of accommodation and number of bedrooms;

- The cost of bringing whole schemes/each unit to Decent Homes standard;
- Type of construction;
- Transport links;
- Proximity to local facilities;
- Environmental factors, including gradient.

9.1 **Category 1 – Extra Care Housing.**

Definition

ECH provides intensive care and support packages for older people at risk of reception into hospital or residential care. Residents are subject to a full Social Services assessment before the ECH Panel considers admission.

Tenants receive support and care services as a condition of tenancy. They are charged for these services but such charges are subject to the Council's Fairer Charging Policy. Tenants are also charged for provision of communal facilities. Some of these charges will be eligible for housing benefit subsidy.

There will be a specialist team on-site providing care and support services. These services are available 24/7. Catering services and organised activities aimed at maintaining independence will also be available for residents. Residents will be eligible for concessionary TV licenses but do not have the Right to Buy.

Schemes considered appropriate for Extra Care Housing development

Currently there are two ECH schemes under development. Dalton House (Hellaby) and Queensacre (Swinton) will provide over 60 units of high support accommodation to older people who are at risk of reception into residential or hospital care. The ECHS commits Rotherham to the development of another 'core and cluster' scheme in the south of the Borough, and to investigating the viability of an 'Older People's Village'.

Older Persons Village

The SHP is examining existing sheltered housing schemes for a potential site to develop an 'Older Persons Village'. This would currently be a larger scheme, such as the area including Longfellow Drive, Durham Place, High Grove and Swinburne Place which is being considered. These areas fall within the Valley and Rotherham East wards. There are two significant open spaces within the area, which are currently unused grassed areas. It is proposed that these latter spaces are developed as ECH with a new-build Resource Centre. This Resource Centre would service the whole site, delivering warden support, a communal or "easy maintenance" garden option, repairs and maintenance services, meals and social activities to over 200 older people.

Assessment of need

For ECH, it is proposed there be a full assessment of need carried out by Social Services as part of a Single Assessment Process or Multi Disciplinary Social Care Assessment. If this assessment identifies an older person is in need of ECH, they will be referred to the Sheltered Access Co-ordinator who will convene a meeting of the ECH Panel. The Panel will consider eligibility for ECH and make decisions about allocation. The eligibility criteria for ECH are that the applicant must;

- Have a Multi Disciplinary Social Care assessment carried out;
- Be at risk of reception into residential or hospital care;
- Have care needs that can not be met in current accommodation;
- Be over 60 except in exceptional circumstances;
- Require at least four hours home care each week;
- Not be exhibiting violent or severely challenging behaviour.

9.2 Category 2 – Sheltered Housing.

Definition

Sheltered housing schemes will have a significant level of support provision, but not to the level defined as Extra-Care. Eg. a designated warden, a community alarm system and communal facilities. These schemes can be either 'inside' or 'core and cluster'. Such schemes will also be identified as ones with potential to be developed as ECH schemes at a later date should demand emerge.

Access to schemes will be subject to a needs assessment. This needs assessment will not be as comprehensive as that for ECH and the eligibility threshold will be lower. However, there will have to be a demonstrable need for support services, and a higher level of vulnerability for the resident.

The provision of warden and community alarm services will be a condition of tenancy. Tenants will also be charged for the provision of communal facilities. Some of these charges will be eligible for housing benefit subsidy. Residents will be eligible for concessionary TV licenses but will not have the Right to Buy.

Schemes considered appropriate for Sheltered Housing

Appendices 1 & 2 provide an analysis of those schemes that have been identified as Category 2 Sheltered Housing. There are 21 such schemes, providing 692 units of accommodation, including 479 two-bedroom properties. The estimated cost of bringing these schemes up to the Decent Homes standard is £4,749,355. The unit cost would be approximately £7,995. It must be remembered that this is a significant amount for what is generally small units of accommodation, and does not address Lifetime Homes Standards. The latter would require significantly larger investment per unit to be achieved. Nevertheless, it is

considered vital that Lifetime Homes rather than just Decent Homes, is the standard such housing is brought up to.

All the schemes are either level, or have slight inclinations. There is satisfactory access to local facilities and good transport links. Common features include quiet residential areas, low rates of crime and anti-social behaviour, an attractive environment, low traffic noise and availability of parking.

Only two Category 2 schemes are currently low demand (Normanville and Dawson Croft). However both have level sites, satisfactory local facilities, and good public transport links, together with pleasant environments. With targeted investment these schemes would undoubtedly increase in popularity.

Assessment of need

For Sheltered Housing it is proposed there be a Housing Needs Assessment conducted by Neighbourhoods, managed by the Sheltered Housing Co-ordinator. They will receive applications from statutory and voluntary agencies, and self referrals and will make a judgement on the appropriateness of sheltered housing.

The SHP is currently developing eligibility criteria for Category 2 housing. However applicants are likely to be eligible if they fit within the following criteria;

- Experiencing social isolation;
- Limited family or informal support;
- Suffering from a disability or poor health, which has a long term impact;
- Require regular but infrequent monitoring for social or health reasons;
- Over 60 years old except in exceptional circumstances.

9.3 Category 3 – Aged Person’s Housing

This is housing set aside for older people but without any requirement to receive support services. Support will be available through a floating support service, which delivers warden-type support to older people who do not want to live in a traditional sheltered scheme.

The provision of warden services will not be a condition of tenancy but the community alarm system will. Tenants will also be charged for the provision of communal facilities where they exist. Some of these charges will be eligible for housing benefit subsidy. Residents will not be eligible for concessionary TV licenses and they will not have the Right to Buy.

Schemes considered appropriate for Aged Person Housing

Appendices 3 & 4 provide an analysis of those schemes that have been identified as Category 3 Aged Persons Housing.

There are 55 such schemes, providing 1,860 units of accommodation, including 1,407 two-bedroom properties. The estimated cost of bringing these schemes up to the Decent Homes standard is £14,365,000. The unit cost of Decent Homes work would be approximately £7,724. In addition, there are over 500 units of aged person's accommodation not classified within schemes.

Currently 13 schemes (451 units) are medium-demand and 11 schemes (293 units) are high-demand. Demand for these schemes justifies maintaining them as aged persons accommodation.

There are 31 low-demand schemes (1116 units). One option would be to de-commission these schemes and transfer them to the general needs stock. This would reduce the volume of aged person accommodation to such an extent that it may be difficult to meet the anticipated future increase in demand. As all these schemes have communal facilities, de-commissioning would present a problem of what alternative use could be made of these facilities.

Most of the low-demand schemes have good transport links, access to local facilities and attractive environments. All of them are assessed as being sustainable in the long term as aged person's accommodation. Targeted investment should stimulate demand and improve the sustainability of these schemes. It is acknowledged that the stock would nevertheless reduce as a result of re-configuring some one bed units into two bed ones to increase demand.

Assessment of need

It is proposed there be no assessment of need for Aged Persons Housing. The only eligibility criteria that would apply at present is that an applicant is at least 60 years old (except in extreme circumstances). However, it is considered appropriate to analyse whether such housing may be attractive to other vulnerable groups (eg the disabled), and if it would be possible to extend the criteria for accommodating them in it.

9.4 Category 4 – Unsustainable Sheltered Housing

These schemes are not sustainable as sheltered housing in their current state. Most are low demand schemes, some with exceptionally poor design and structural standards, and all requiring significantly higher investment to make them 'fit for purpose' Their viability is unlikely to be affected by demographic changes in the older population. Targeted investment at average levels would be unlikely to increase levels of demand for the schemes.

Each of these schemes will be subject to a Sustainability Study as soon as possible. This study will consider future options, which could include:

- Demolition and redevelopment for sheltered housing;
- Demolition and redevelopment for other affordable housing;
- Disposal for sale, with proceeds reinvested into remaining sheltered stock;

- De-commissioning of schemes and re-designation for alternative user group, or as general needs stock;
- Refurbishment and redevelopment as a sheltered scheme or for alternative user group.

Schemes considered unsustainable as Aged Person Housing

Appendices 5 & 6 provide an analysis of schemes identified as Category 4 - Unsustainable Sheltered housing.

There are 34 such schemes, providing 1444 units of accommodation, including 905 two-bed properties. The estimated cost of bringing these schemes up to the Decent Homes standard is £11 million. The unit cost of Decent Homes work would be approximately £7,600. All but one of the schemes are low-demand and only four have communal facilities.

Transport links, access to local facilities and the quality of the environment are, in a number of cases contributory factors in relation to poor demand. Targeted investment is unlikely to stimulate demand for these schemes. It is proposed that each scheme is subject to a Sustainability Study which considers future options for each site.

10. IMPACT OF THESE PROPOSALS ON THE RIGHT TO BUY



A secure tenant has the Right to Buy in specific circumstances identified in the Housing Act 1985. There are exceptions to this right, contained in Schedule 5. The two main exceptions cover 'certain dwelling-houses for persons of pensionable age'. The Act states that a property must be one of a group of properties, which are particularly suitable for occupation by people of pensionable age. The key criteria are:

- Property location, size, design, heating system and other features;
- The practice of the landlord is to let the property to people of pensionable age and/or the physically disabled;
- Special facilities are provided consisting of or including, the services of a resident or non resident warden, a system for calling him/her, and the use of a common room in close proximity to the group of homes.

In view of this it is clear that Categories 1,2 & 3 would be regarded as exceptions under Schedule 5 of The Housing Act 1985.

11. IMPACT OF THESE PROPOSALS ON CONCESSIONARY T.V LICENCES



The 1988 regulations on concessionary TV licenses define a sheltered housing scheme as one, which is:

- Part of a group of at least four dwellings within a common and exclusive boundary;

- Specially provided by way of election or conversion for occupation only by retired pensioners or disabled people;
- Is provided or run by a local authority or a housing association;
- Covered by a full time or resident warden;
- Incorporates a communal facility within the boundary intended to meet the needs of the residents.

Currently there are few schemes in Rotherham which fulfil all these criteria. Under these proposals, all the Category 1, 2 and 3 schemes would eventually be eligible for a concessionary TV license.

12. **IMPACT OF THESE PROPOSALS ON CURRENT TENANTS**



Category 1 – Extra Care Housing

There are no current users of Extra-Care Housing

Category 2 – Sheltered Housing

The Review proposes that it is a condition of tenancy that a tenant will receive wardens and community alarm services. Nobody will be allocated accommodation on a Category 2 scheme unless they have support needs that can be met by a warden.

However, there are currently a number of tenants in these schemes who have already opted out of the warden service. It is proposed that these tenants be allowed to remain in their current accommodation without support but that when they leave, the requirement to receive a warden and community alarm service is re-introduced for that tenancy.

Category 3 – Aged Persons Housing

The Review will have minimal impact on these tenants. If they are currently receiving warden support or a community alarm service they will continue to do so. Similarly if tenants have withdrawn from these services there will be no compulsion to take them back.

Category 4 – Unsustainable Sheltered Housing

Potentially these tenants will be significantly affected by the outcome of this review. It is proposed that alongside the sustainability studies that will be carried out on these schemes, an extensive consultation exercise be immediately implemented to ensure that the views of tenants and their families and/or carers are taken into account and so that levels of vulnerability are not increased. A consultation strategy is urgently required, to manage the risks that attach to such exercises re. residents health and welfare. If the sustainability studies recommend the temporary or permanent decanting/removal of tenants, strategies must be in place to ensure that tenants are adequately protected. Consultation with elected members already underway, has stressed the key role of members,

and also wardens, in identifying the views of residents, and ensuring the process is conducted in as sensitive and flexible way as possible.

13. **DEVELOPING A HOUSING STRATEGY FOR OLDER PEOPLE**



This Review presents proposals, which will modernise sheltered housing in Rotherham. The proposals are radical but pragmatic, based on objectives for the next 30 years, and making best use of opportunities presented by Decent Homes, and the Neighbourhood Renewal Strategy via the Area Development Frameworks. However, it is important to note that this Review focuses on the buildings, the lay out of schemes and their appropriateness for aged person accommodation. There is a complex range of other issues that need to be addressed in order to establish the clear strategic framework for sheltered and aged person's housing services:

- The development of a Floating Wardens service which will make available support to people in a wider range of accommodation;
- The re-alignment of sheltered accommodation managed by Registered Social Landlords;
- The Rothercare Community Alarm system;
- Supporting People revenue funding for sheltered accommodation;
- How the local authority will bring its sheltered and aged person's housing up to the local aspirational standards by 2010.

It is important that systems are in place to measure the impact of this review on current low-demand schemes, which are identified as sheltered or aged person accommodation. Finally there is a need to immediately develop a clear, phased action plan which will set out the sustainability and consultation process for those schemes identified as unsustainable. It needs to be acknowledged that full implementation of this strategy will require a minimum of five years (up to 2010 – completion of Decent Homes), and possibly beyond that, depending on further emerging trends and availability of finance

It is proposed that a **Joint Housing Strategy for Older People** is developed that would draw the different strands together and ensure that there is a co-ordinated approach to sheltered housing across partner organizations.

14. **SUMMARY OF PROPOSALS**



The main proposals contained within this strategy are that:

- Local standards are introduced for sheltered housing, with a target to achieve these by 2010;
- A three tier system for sheltered housing is developed;
- Schemes are categorised in accordance with Appendices 1-6;
- An assessment framework is set up for Category 1, 2a and 2b schemes;
- The Longfellow Drive scheme and adjacent sites, be considered for development as an Older Persons Village;

- Sustainability studies are carried out on Category 4 schemes;
- Immediate consultation takes place with tenants in Category 4 schemes;
- Rotherham B.C. develops a Joint Housing Strategy for Older People

Appendix 1 - Category 2 Scheme Analysis: Type/Units/Cost of Decent Homes/Demand

Area Assembly	Sheltered Scheme	Type of Scheme	2 Bed	1 Bed	Upper Floor	Total units	Total Cost Decent Homes	Unit cost Decent Homes	Demand
Wentworth South	Appollo Street, Rawmarsh	Core & cluster	45	0	0	45	£285,425.00	£6,342.78	High
Wentworth North	Campsall Field Close, Wath	Core & cluster	20	0	0	20	£344,100.00	£17,205.00	Medium
Wentworth North	Charles Street, Swinton	Core & Cluster	33	0	0	33	£184,000.00	£5,575.76	High
Wentworth South	Elizabeth Parkin, Ravenfield	Core & cluster	31	0	0	31	£191,750.00	£6,185.48	Medium
Wentworth Valley	The Lings, Bramley	Core & cluster	32	0	0	32	£286,550.00	£8,954.69	HIGH
Wentworth North	Mission Field,Wath	Core & cluster	16	0	0	16	£81,600.00	£5100	High
Wentworth Valley	Normanville, Sunnyside	Core & cluster	20	0	0	20	£192,625.00	£9,631.25	Low
Wentworth South	Vale Road, Thrybergh	Core & cluster	56	0	0	56	£275,550.00	£4,920.54	Medium
Wentworth South	Wooton Court, Thrybergh	Core & cluster	34	0	0	34	£335,750.00	£9,875.00	Medium
Rotherham North	Dawson Croft	Inside				10		£0.00	Low
Rotherham North	Fitzwilliam Square, Greasbrough	core & cluster				27	£173,850.00	£6,438.89	High
Rotherham North	Hampstead Green	Inside	0	27	0	27		£0.00	Low
Rotherham South	St. Ann's (Shaftsbury House)	Inside				61	Nil	#VALUE!	Medium
Rother Valley West	Arbour Drive, Thurcroft	Core & cluster	37	0	0	37	£256,350.00	£6,928.38	Medium
Rother Valley South	Capern Road, North Anston	Core & Cluster	9	39	0	48	£457,925.00	£9,540.10	Medium
Rother Valley South	High Nook, Dimmington	Core & cluster	3	39	2	41	£458,280.00	£11,177.56	Medium

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Scheme</u>	<u>2 Bed</u>	<u>1 Bed</u>	<u>Upper Floor</u>	<u>Total units</u>	<u>Total Cost Decent Homes</u>	<u>Unit cost Decent Homes</u>	<u>Demand</u>
Rother Valley West	Manor Lodge, Brinsworth.	Core & cluster	30	0	0	30	£237,900.00	£7,930.00	Medium
Rother Valley West	Merebrow, Catcliffe	Core & Cluster	37	0	0	37	£359,900.00	£9,727.03	Medium
Rother Valley South	Peregrin Way, Harthill	Core & cluster	28	0	0	28	£172,250.00	£6,151.79	Medium
Rother Valley South	St Josephs Court, Dinnington	Core & cluster	24	10	0	34	£289,200.00	£8,505.88	High
Rother Valley South	Victoria Court, Kiveton Park	Core & cluster	24		1	25	£247,950.00	£9,918.00	High
TOTALS			479			692	£4,749,355	£7,995	

Appendix 2 - Category 2 Scheme Analysis: Construction/Transport/Facilities/Environment

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Wentworth South	Appollo Street, Rawmarsh	Brick & tile - Parker Morris	Bus stop 1 min away. Buses to Rotherham, Barnsley, Rawmarsh. Nearest train station Swinton & Rotherham.	Community facilities, Laundry, Toilets, Kitchen Nearest Doctors - 4 mins by bus. Dentist/post office within walking distance.	Quiet area, near to a main road though little traffic noise, nearest school 2 mins away. Parking bays available. Very little in the way of landscaping.	Slightly Hilly
Wentworth North	Campsall Field Close, Wath	Brick & tiled roof	300yds to bus stop. Regular service to Rotherham, Barnsley & Doncaster.	GP, chemist, grocers, post office, library, leisure centre, cash point all 1/2 mile.	Quiet residential site, Low crime rate, no estate management problems, off road parking area, open plan.	Site flat but area slightly hilly
Wentworth North	Charles Street, Swinton	Brick & tiled roof	Approx 5 mins to bus stop. Links to Rotherham, Mexborough, Barnsley & Doncaster. Train station - 5 mins.	Doctor & Chemist - 15 mins, Greengrocers, post office, bank, supermarket - 1/2 mile.	Quiet area with low crime, low traffic, views onto housing & landscaped areas. Off road parking.	Slightly hilly
Wentworth South	Elizabeth Parkin, Ravenfield	Brick & tile - Parker Morris	Bus service to Rotherham	Doctors & Chemist - 0.25 miles. Post office 0.25 miles. Large Supermarket 4 miles.	Open plan, pleasant & well kept gardens. Peaceful & quiet. Semi rural outlook. Roadside parking. No problems with anti-social behaviour.	Level site
Wentworth Valley	The Lings, Bramley	Brick & tiled roof	Bus stop 50m away. Links to Rotherham, Maltby, Doncaster, Dinnington, Sheffield, Meadowhall.	GP - 1 mile. Chemist, General stores all 1/2 mile & Tanyard shopping centre - 1 mile.	Open planned with well maintained gardens, some bungalows have private rear gardens. Low levels of crime/anti-social behaviour. Ample parking facilities.	Short incline then level access to site.
Wentworth North	Mission Field, Wath	Brick & concrete tiles	Approx 200 yards to bus stop. Links to Rotherham Barnsley & Doncaster.	Doctor 1/2 mile, Chemist, Grocers, Post Office, Library - 1/4 mile	Low crime levels, low traffic noise, limited views, road parking and some parking bays.	Flat
Wentworth Valley	Normanville, Sunnyside	Brick & tiled roof	Bus stop outside the site. Regular bus service to Maltby, Rotherham, Dinnington, Sheffield & Meadowhall.	Post office & shops within 1/2 mile. GP & chemist 2 miles.	Pleasant environment. Open plan & well maintained. Near to countryside. Has parking bays for residents. No estate management problems.	Level site & area.

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Wentworth South	Vale Road, Thrybergh	Brick & tile roof	Bus stop less than 1/4 mile. Regular service to Rotherham.	GP & chemist, shops & post office 1/2 mile away.	Very pleasant, residential, no estate management problems, open plan.	Level site in hilly area
Wentworth South	Wooton Court, Thrybergh	Brick & tile roof	Links to Doncaster & Rotherham 3 minutes to bus stop	Doctors & Chemist 0.25 miles, Local shop 0.5 miles, Supermarket 1 miles, Post Office 0.25 mile.	Few crime reports but close to high crime area. (Chesterhill Avenue) Low traffic/noise pollution. Pleasant well kept, open plan gardens. Parking bays & roadside parking.	Level but on top of a hill.
Rotherham North	Dawson Croft		Frequent bus service to Rotherham, Sheffield, Meadowhall, Parkgate..	GP, chemist & shops are all within 1/4 mile.	The scheme has ample parking at the front. Gardens at the rear with landscaped areas. There is a minor amount of traffic noise. The location & environment is very pleasant.	Level site but the area is hilly.
Rotherham North	Fitzwilliam Square, Greasbrough	Brick/render/tile	Stop adjacent scheme. Links to Rotherham, Meadowhall, Sheffield, Parkgate.	Doctors, Chemist, Supermarket, Library - 1/4 mile. Post Office -1/2 mile.	Open plan, little crime and traffic noise. OarKing off road.	Slightly hilly
Rotherham North	Hampstead Green	Traditional cavity brick built with pitched tiled and flat roofs	Scheme very close to A629 which has a regular bus service to Rotherham, Sheffield, Meadowhall, Parkgate.	Within walking distance of St Johns Green shopping centre. Has GP & Chemist nearby.	Scheme is within Parker Morris design estate which has district heating. Security has been improved with fencing. Parking is good. Quiet location but not particularly attractive.	Flat site in fairly flat area
Rotherham South	St. Ann's (Shaftsbury House)	Brick/Tile	The scheme is situated on the edge of Rotherham Town Centre, so it is a short walk into town.	All essential amenities are situated around the scheme.	This is the last scheme built by Rotherham MBC. It has good parking facilities and landscaped gardens. Although it is near to the town it is in a quiet location.	Flat site & area.
Rother Valley West	Arbour Drive, Thurcroft	Parker Morris	1/2 walk to bus stop. Regular service to Rotherham & Doncaster.	GP within 5 mins but shops and other essential services 10 mins.	Nice quiet area. Open plan. Communal parking. No estate management problems.	Level site & area
Rother Valley South	Capern Road, North Anston	Parker Morris	Bus stop 5 mins walk away. Good service to Dinnington, Rotherham, Worksop, Sheff & Meadowhall plus rail link at Kiveton Park.	10 minute walk to general store & post office. Bus service needed for other essential services.	The surrounding estate has been improved as part of a regeneration project. The estate design is mainly open plan. There are bays for parking. There have been problems with youth nuisance in the past.	Slightly hilly site & area

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Rother Valley South	High Nook, Dinnington	Parker Morris	Bus route within 2 mins walking distance to Rotherham, Dinnington, Worksop, Sheffield, and Meadowhall. Bus stop 60 yards away. Service every 20 mins to Rotherham, Sheffield & Meadowhall. Bus stop 20 yards. 20 min services to Rotherham	All amenities including G.P. within 1/3 mile walking distance situated in Dinnington Town centre. GP & chemist a bus ride away. Shops & post office 5 mins away.	Open plan, low traffic noise. No problems with estate management & anti-social behaviour. Open plan, quiet, no estate management problems, car parking in bays, security on centre & bungalows.	Mixture of level and slightly hilly. Level
Rother Valley West	Manor Lodge, Brinsworth.	Brick & tile	Bus stop 20 yards. 20 min services to Rotherham	GP & Chemist (bus to Brinsworth). PO/shop on site	Near to school. Part of site quiet. Lack of parking. Open plan. Near busy main road.	Part of site level; part of site hilly
Rother Valley South	Peregrin Way, Harthill	Brick & tile	Bus stop within 1/4 mile. Service to Dinnington and Crystal Peaks interchanges.	GP and shops within 15 mins walking distance. This walk is not level and may be difficult for frail elderly.	Very nice location overlooking boating lake. Mixture of open plan & private gardens.	Level complex, slightly hilly to access amenities.
Rother Valley South	St Josephs Court, Dinnington	Brick/tile	Scheme located within the town centre so short walk to the bus station.	All town centre amenities including GP within walking distance.	Attractive quiet environment in good location near town centre. No estate management or anti social behaviour issues.	Level
Rother Valley South	Victoria Court, Kiveton Park	Brick & tile	Good transport connections by both bus & rail to Rotherham, Dinnington, Sheffield, Meadowhall & Worksop.	GP, shops and essential services within 1/4 mile.	Pleasant environment. Open plan design. Minor traffic noise. No estate management problems.	Site & area slightly hilly
Wentworth South	Appollo Street, Rawmarsh	Brick & tile - Parker Morris	Bus stop 1 min away. Buses to Rotherham, Barnsley, Rawmarsh. Nearest train station Swinton & Rotherham.	Community facilities, Laundry, Toilets, Kitchen Nearest Doctors - 4 mins by bus. Dentist/post office within walking distance.	Quiet area, near to a main road though little traffic noise, nearest school 2 mins away. Parking bays available. Very little in the way of landscaping.	Slightly Hilly
Wentworth North	Campsall Field Close, Wath	Brick & tiled roof	300yds to bus stop. Regular service to Rotherham, Barnsley & Doncaster.	GP, chemist, grocers, post office, library, leisure centre, cash point all 1/2 mile.	Quiet residential site, Low crime rate, no estate management problems, off road parking area, open plan.	Site flat but area slightly hilly
Wentworth North	Charles Street, Swinton	Brick & tiled roof	Approx 5 mins to bus stop. Links to Rotherham, Mexborough, Barnsley &	Doctor & Chemist - 15 mins, Greengrocers, post office, bank, supermarket - 1/2 mile.	Quiet area with low crime, low traffic, views onto housing & landscaped areas. Off road parking.	Slightly hilly

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Wentworth South	Elizabeth Parkin, Ravenfield	Brick & tile - Parker Morris	Doncaster. Train station - 5 mins. Bus service to Rotherham	Doctors & Chemist - 0.25 miles. Post office 0.25 miles. Large Supermarket 4 miles.	Open plan, pleasant & well kept gardens. Peaceful & quiet. Semi rural outlook. Roadside parking. No problems with anti-social behaviour.	Level site
Wentworth Valley	The Lings, Bramley	Brick & tiled roof	Bus stop 50m away. Links to Rotherham, Maltby, Doncaster, Dinnington, Sheffield, Meadowhall.	GP - 1 mile. Chemist, General stores all 1/2 mile & Tanyard shopping centre - 1 mile.	Open planned with well maintained gardens, some bungalows have private rear gardens. Low levels of crime/anti-social behaviour. Ample parking facilities.	Short incline then level access to site.
Wentworth North	Mission Field, Wath	Brick & concrete tiles	Approx 200 yards to bus stop. Links to Rotherham Barnsley & Doncaster.	Doctor 1/2 mile, Chemist, Grocers, Post Office, Library - 1/4 mile	Low crime levels, low traffic noise, limited views, road parking and some parking bays.	Flat
Wentworth Valley	Normanville, Sunnyside	Brick & tiled roof	Bus stop outside the site. Regular bus service to Maltby, Rotherham, Dinnington, Sheffield & Meadowhall.	Post office & shops within 1/2 mile. GP & chemist 2 miles.	Pleasant environment. Open plan & well maintained. Near to countryside. Has parking bays for residents. No estate management problems.	Level site & area.
Wentworth South	Vale Road, Thrybergh	Brick & tile roof	Bus stop less than 1/4 mile. Regular service to Rotherham.	GP & chemist, shops & post office 1/2 mile away.	Very pleasant, residential, no estate management problems, open plan.	Level site in hilly area
Wentworth South	Wooton Court, Thrybergh	Brick & tile roof	Links to Doncaster & Rotherham 3 minutes to bus stop	Doctors & Chemist 0.25 miles, Local shop 0.5 miles, Supermarket 1 miles, Post Office 0.25 mile.	Few crime reports but close to high crime area.(Chesterhill Avenue) Low traffic/noise pollution. Pleasant well kept, open plan gardens. Parking bays & roadside parking.	Level but on top of a hill.
Rotherham North	Dawson Croft		Frequent bus service to Rotherham, Sheffield, Meadowhall, Parkgate..	GP, chemist & shops are all within 1/4 mile.	The scheme has ample parking at the front. Gardens at the rear with landscaped areas. There is a minor amount of traffic noise. The location & environment is very pleasant.	Level site but the area is hilly.
Rotherham North	Fitzwilliam Square, Greasbrough	Brick/render/tile	Stop adjacent scheme. Links to Rotherham, Meadowhall, Sheffield, Parkgate.	Doctors, Chemist, Supermarket, Library - 1/4 mile. Post Office - 1/2 mile.	Open plan, little crime and traffic noise. Parking off road.	Slightly hilly

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Rotherham North	Hampstead Green	Traditional cavity brick built with pitched tiled and flat roofs	Scheme very close to A629 which has a regular bus service to Rotherham, Sheffield, Meadowhall, Parkgate.	Within walking distance of St Johns Green shopping centre. Has GP & Chemist nearby.	Scheme is within Parker Morris design estate which has district heating. Security has been improved with fencing. Parking is good. Quiet location but not particularly attractive.	Flat site in fairly flat area
Rotherham South	St. Ann's (Shaftsbury House)	Brick/Tile	The scheme is situated on the edge of Rotherham Town Centre, so it is a short walk into town.	All essential amenities are situated around the scheme.	This is the last scheme built by Rotherham MBC. It has good parking facilities and landscaped gardens. Although it is near to the town it is in a quiet location.	Flat site & area.
Rother Valley West	Arbour Drive, Thurcroft	Parker Morris	1/2 walk to bus stop. Regular service to Rotherham & Doncaster.	GP within 5 mins but shops and other essential services 10 mins.	Nice quiet area. Open plan. Communal parking. No estate management problems.	Level site & area
Rother Valley South	Capern Road, North Anston	Parker Morris	Bus stop 5 mins walk away. Good service to Dinnington, Rotherham, Worksop, Sheff & Meadowhall plus rail link at Kiveton Park.	10 minute walk to general store & post office. Bus service needed for other essential services.	The surrounding estate has been improved as part of a regeneration project. The estate design is mainly open plan. There are bays for parking. There have been problems with youth nuisance in the past.	Slightly hilly site & area
Rother Valley South	High Nook, Dinnington	Parker Morris	Bus route within 2 mins walking distance to Rotherham, Dinnington, Worksop, Sheffield, and Meadowhall.	All amenities including G.P. within 1/3 mile walking distance situated in Dinnington Town centre.	Open plan, low traffic noise. No problems with estate management & anti-social behaviour.	Mixture of level and slightly hilly.
Rother Valley West	Manor Lodge, Brinsworth.	Brick & tile	Bus stop 60 yards away. Service every 20 mins to Rotherham, Sheffield & Meadowhall.	GP & chemist a bus ride away. Shops & post office 5 mins away.	Open plan, quiet, no estate management problems, car parking in bays, security on centre & bungalows.	Level
Rother Valley West	Merebrow, Catcliffe	Brick	Bus stop 20 yards. 20 min services to Rotherham	GP & Chemist (bus to Brinsworth). PO/shop on site	Near to school. Part of site quiet. Lack of parking. Open plan. Near busy main road.	Part of site level; part of site hilly
Rother Valley South	Peregrin Way, Harthill	Brick & tile	Bus stop within 1/4 mile. Service to Dinnington and Crystal Peaks interchanges.	GP and shops within 15 mins walking distance. This walk is not level and may be difficult for frail elderly.	Very nice location overlooking boating lake. Mixture of open plan & private gardens.	Level complex, slightly hilly to access amenities.

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Rother Valley South	St Josephs Court, Dinnington	Brick/tile	Scheme located within the town centre so short walk to the bus station.	All town centre amenities including GP within walking distance.	Attractive quiet environment in good location near town centre. No estate management or anti social behaviour issues.	Level
Rother Valley South	Victoria Court, Kiveton Park	Brick & tile	Good transport connections by both bus & rail to Rotherham, Dinnington, Sheffield, Meadowhall & Worksop.	GP, shops and essential services within 1/4 mile.	Pleasant environment. Open plan design. Minor traffic noise. No estate management problems.	Site & area slightly hilly

Appendix 3 - Category 3 Scheme Analysis: Units/Decent Homes/Demand

Area Assembly	Sheltered Scheme	Type of Scheme	2 Bed	1 Bed	Upper Floor	No. of units	Total Cost Decent Homes	Unit cost Decent Homes	Demand
Wentworth North	Ann Rhodes, Wath	Core & Cluster	45	6	0	51	£136,675.00	£2,679.90	Low
Wentworth South	Arcon Place, Rawmarsh	Core & cluster	35	0	0	35	£365,750.00	£10,450.00	Low
Wentworth Valley	Ash Grove, Wickersley	Core & cluster	24	0	0	24	£230,825.00	£9,617.71	Low
Wentworth Valley	Cambron Gardens, Sunnyside	No communal facilities	22	6	0	28	£284,350.00	£10,155.36	High
Wentworth South	Dorothy Taylor, Thrybergh	Core & cluster	38	0	0	38	£377,300.00	£9,928.95	low
Wentworth South	Elizabeth Finch, Thrybergh	Core & cluster	24	0	1	25	£287,970.00	£11,518.80	Low
Wentworth South	Greenfields, Rawmarsh.	Core & cluster	29	0	0	29	£250,850.00	£8,650.00	Low
Wentworth South	Hawley Street, Rawmarsh.	Core & cluster	29	0	0	29	£274,050.00	£9,450.00	Low
Wentworth North	Highfield Road, Wath	No communal facilities	16	1	0	17	None	#VALUE!	HIGH
Wentworth North	Hurley Croft, Brampton	Core & cluster	32	0	0	32	£149,950.00	£4,685.94	Low
Wentworth South	March Flatts Road, Thrybergh	No communal facilities	38	0	0	38	£400,975.00	£10,551.97	Low
Wentworth Valley	Mark Grove, Flanderwell	Core & Cluster	36	0	0	45	£465,300.00	£10,340.00	Low
Wentworth South	Pottery Close, Rawmarsh	Core & cluster	46	0	0	46	£480,700.00	£10,450.00	Low
Wentworth North	St John's/Mary's, Swinton	No communal facilities	41	9	3	53	£251,450.00	£4,744.34	Medium
Wentworth North	St John's/Church/Chapel, Swinton	No communal facilities	51	3	1	51	£459,800.00	£11,214.63	Medium
Wentworth South	Staple Green, Thrybergh	Core & Cluster	30	0	0	30	£289,750.00	£9,658.33	Low

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Scheme</u>	<u>2 Bed</u>	<u>1 Bed</u>	<u>Upper Floor</u>	<u>No. of units</u>	<u>Total Cost Decent Homes</u>	<u>Unit cost Decent Homes</u>	<u>Demand</u>
Wentworth North	The Steadlands, Rawmarsh	Core & cluster	46	0	0	46	£389,600.00	£8,469.57	Medium
Wentworth North	York Gardens, Wath	Core & cluster	32	0	0	32	None	#VALUE!	Low
Rotherham North	Caine Gardens	Core & Cluster				43	£323,400.00	£7,520.93	Low
Rotherham North	College Road, Masbrough.	Core & cluster				39	£159,900.00	£4,100.00	Low
Wentworth South	High Greave Place, East Herringthorpe	core & cluster	52	2	0	54	£477,900.00	£8,850.00	Low
Rotherham North	Masbrough/Albert Street	Core & cluster		4	30	34	£128,700.00	£3,785.29	Low
Rotherham North	Oates Close, Henley	Core & cluster				29	nil	#VALUE!	Low
Rotherham North	St. Mary's View, Wingfield	Core & Cluster				15	£373,200.00	£24,880.00	Medium
Wentworth South	Swinburne Place, Herringthorpe	core & cluster	64	0	0	64	£528,000.00	£8,250.00	Low
Rotherham North	Wellfield Lodge, Kimberworth Park	Inside				41	£248,800.00	£6,068.29	Medium
Wentworth Valley	Bevan Crescent	Core & Cluster	24	0	0	24	£165,000.00	£6,875.00	Medium
Rother Valley West	Chapel Walk, Catcliffe.	Core & Cluster	21	0	0	21	£198,000.00	£9,428.57	Low
Wentworth Valley	Cliff Hill/Redwood Drive, Maltby	Core & Cluster	23	0	0	23	£236,250.00	£10,271.74	Low
Rother Valley South	Doleswood Drive	No communal facilities	24	6	0	30	£253,425.00	£8,447.50	Medium
Rotherham South	Francis Howlett, Whiston	Core & cluster	31	0	0	31	£105,900.00	£3,416.13	Medium
Rother Valley West	Godric Green, Brinsworth	Core & cluster	39	0	0	39	£379,750.00	£9,737.18	Medium
Wentworth Valley	The Grange, Maltby	Core & cluster	0	23	25	48	£463,050.00	£9,646.88	Low
Rother Valley West	Heighton View, Aughton.	Core & cluster	46	0	0	46	£412,625.00	£8,970.11	Low

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Scheme</u>	<u>2 Bed</u>	<u>1 Bed</u>	<u>Upper Floor</u>	<u>No. of units</u>	<u>Total Cost Decent Homes</u>	<u>Unit cost Decent Homes</u>	<u>Demand</u>
Rother Valley West	Hepworth Drive, Aston	Core & cluster	36	10	10	55	£310,850.00	£5,651.82	Low
Rother Valley West	Laughton Road, Thurcroft.	No communal facilities	36	0	0	36	£344,160.00	£9,560.00	High
Rother Valley South	Leopold Street, Dinnington	No communal facilities	20	0	0	20	£162,000.00	£8,100.00	High
Wentworth Valley	Manor/Norwood, Maltby	No communal facilities	18	0	0	18		£0.00	High
Rother Valley West	Mason Avenue, Swallownest.	Core & cluster	31	8	0	39	£241,875.00	£6,201.92	Low
Wentworth Valley	Model Village, Maltby	Core & cluster	27	0	0	27	£177,000.00	£6,555.56	Low
Rother Valley South	Narrow Lane, North Anston	No communal facilities				47	£301,700.00	£6,419.15	Medium
Rother Valley South	New Street, Dinnington	No communal facilities	15	13	0	28	£300,375.00	£10,727.68	High
Rother Valley South	Pryor Mede/Carver Close, Harthill	No communal facilities	7	21	0	28	£221,450.00	£7,908.93	Medium
Rother Valley West	Rotherwood, Thurcroft	Core & Cluster	28	0	0	28	£92,500.00	£3,303.57	Low
Wentworth Valley	Ryton Close, Maltby	No communal facilities	30	0	0	30	£289,050.00	£9,635.00	High
Rother Valley South	School Close, Waies	No communal facilities	8	10	0	18	£177,450.00	£9,858.33	High
Rotherham South	Sorrel Sykes, Whiston	Core & cluster	24	0	0	24	£219,600.00	£9,150.00	Low
Rother Valley West	Station Road, Treeton	Core & Cluster	28	1	1	30	£267,750.00	£8,925.00	Medium
Rother Valley South	Sycamore "A", Kiveton Park	No communal facilities	41	1	0	42	£303,450.00	£7,225.00	High
Rother Valley South	Sycamore "B", Kiveton Park	No communal facilities	36	0	0	36	£248,600.00	£6,905.56	High
Wentworth Valley	Tickhill Road, Maltby	Core & cluster	10	0	10	20	£106,000.00	£5,300.00	Low

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Scheme</u>	<u>2 Bed</u>	<u>1 Bed</u>	<u>Upper Floor</u>	<u>No. of units</u>	<u>Total Cost Decent Homes</u>	<u>Unit cost Decent Homes</u>	<u>Demand</u>
Rother Valley South	Viking Way, Kiveton Park	Core & cluster	14	24	0	38	£389,125.00	£10,240.13	Low
Rother Valley South	Wilberforce Road, South Anston	No communal facilities	16	0	0	16	£185,200.00	£11,575.00	Medium
Rother Valley West	Windy Ridge, Aughton	Core & Cluster	30	0	0	30	£292,950.00	£9,765.00	Low
Rother Valley South	Woodsetts	No communal facilities	14	6	0	20	£185,400.00	£9,270.00	High

Appendix 4 - Category 3 Scheme Analysis: Construction/Transport/Facilities/Environment

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Wentworth North	Ann Rhodes, Wath	Brick & tiled roof	Bus stop 50 yards away. Links to Rotherham & Barnsley	Doc's surgery 1/2 mile. Chemist, Grocers, Post Office - 100 yards.	Open plan scheme, limited street parking, no problems with crime/anti-social behaviour.	Hilly
Wentworth South	Arcon Place, Rawmarsh	Brick & tile - Parker Morris	Bus stop 100 yards away. Buses to Rotherham & Mexbrough.	Docors, Post Office & Library all short bus ride. Chemist & Corner shop 1 min walk.	Quiet street, though next to a main road, little noise pollution. Pleasant area, needs some cosmetic work on the communal areas & garden.	Slightly hilly around site
Wentworth Valley	Ash Grove, Wickersley	Brick & tile - Parker Morris	Bus stop 50 meters from the centre.	Medical Centre with Chemist, General shops, Post office and banks are all within half of a mile.	Adjacent to Wickersley Comp School, Level Access, open planned with well maintained communal gardens, low levels of crime/anti-social behaviour.	Level access on site & surrounding area
Wentworth Valley	Cambron Gardens, Sunnyside	Brick & tiled roof	Bus stop 50m away. Links to Rotherham, Maltby, Doncaster, Dinnington, Sheffield, Meadowhall.	Minimarket, Post Office, GP, Chemist, General store all within 300m of centre.	Open planned, well maintained communal gardens, low levels of crime/anti-social behaviour. Pleasant environment.	Steep gradient to site.
Wentworth South	Dorothy Taylor, Thrybergh	Brick & tiled roof	bus links to Rotherham and Doncaster less than 1/4 mile.	GP and chemist less than 1/4 mile, shops 1 mile, post office 1.5 miles	close to high crime at Chesterhill Avenue, but little reported problems.	slight incline
Wentworth South	Elizabeth Finch, Thrybergh	Brick & tile - Parker Morris	Links to Doncaster & Rotherham	Doctors & chemist 0.5 miles. Post Office 1 mile, Supermarket 2 miles, Local Shop 0.25 miles.	Few reports of anti-social behaviour. Low traffic noise & pollution problems. Open plan, pleasant & well kept gardens. Roadside parking.	Level site in hilly area
Wentworth South	Greenfields, Rawmarsh.	Brick & tile - Parker Morris	Bus stop 1 min away. Buses to Rotherham, Barnsley, Rawmarsh & Meadowhall. Nearest train station Rotherham.	Housing Office, Neighbourhood Wardens, Bank, Post Office, Library, Chemist, Grocers. Newsagents all 2 mins by Walking.	Quiet area, little traffic noise, access roads through the area, parking available. Mainly grassed areas, 2 mins to nearest school.	Gentle gradient
Wentworth South	Hawley Street, Rawmarsh.	Brick & tiled roof	Bus stop 1 min away. Buses to Rotherham, Rawmarsh & Meadowhall. Nearest	Shopping Centre, Chemist, Housing Office, GP, all 2 min walk.	Quiet though near to several public houses. Have individual gardens & small amount of communal space. Parking available. Nice site.	Level site on slight incline

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Wentworth North	Highfield Road, Wath	Brick & tiled roof	train station Rotherham. 150m to bus stop. Links to Rotherham, Barnsley & Doncaster.	Doctors 100 yards, Chemist, Grocers, Post Office, Library all 1/4 mile.	Secure quiet scheme, low crime, medium traffic noise. Parking bays to rear. Close to Comprehensive School.	Site is flat but scheme situated on a slight incline from Wath centre.
Wentworth North	Hurley Croft, Brampton	Brick & tiled roof	Bus links to Rotherham, Barnsley, Doncaster.	Doctor - 1/2 mile. Chemist, Grocers, Post Office, Library - all 3/4 mile.	Quiet isolated scheme in low crime area, expansive rural views, quiet traffic noise, Limited parking area away from properties, limited street parking.	Very hilly
Wentworth South	March Flatts Road, Thrybergh	Brick & tiled roof	Bus stop less than 1/2 mile. Regular service to Doncaster & Rotherham.	G.P., chemist & shops - 1/2 mile. Post Office 1 mile. Leisure center 1/4 mile.	Pleasant, quiet, mixture of open plan and individual gardens. Roadside parking.	Level site in hilly area
Wentworth Valley	Mark Grove, Flanderwell		Bus stop outside scheme. Regular service to Rotherham, Maltby, Sheffield & Meadowhall.	Mini market & paper shop within 1/2 mile. GP, chemist & banks 1 mile.	Parker Morris design (high density). Not especially attractive but well maintained. Minor levels of nuisance but quiet. Parking bays for residents.	Site level but hilly area
Wentworth South	Pottery Close, Rawmarsh	Brick & tiled roof - Parker Morris	Bus stop 3/4 min away. Buses to Rotherham, Barnsley, Rawmarsh & Meadowhall. Nearest train station Rotherham.	Housing Office, Neighbourhood Wardens, Bank, Post Office, Library, Chemist, Grocers, Supermarket, all 6/7 mins walk.	Quiet area, communal green sites, little noise, problems with children - attempts currently being looked at to resolve problem. Parking facilities.	Level
Wentworth North	St John's/Mary's, Swinton	Brick & tile roof	Approx 5-10 mins to bus stop. Links to Rotherham, Mexborough & Doncaster. Train station - 1 mile.	Doctors, Chemist, Greengrocers, Post office, Supermarket all 10 - 15 mins.	Scheme open plan, quiet area, low crime, low traffic, parking all on road.	Slight incline
Wentworth North	St John's/Church/C Chapel, Swinton	Brick & tile roof	Approx 5-10 mins to bus stop. Links to Rotherham, Mexborough & Doncaster. Train station - 3/4 mile.	Doctors, Chemist - 5-10 mins, Greengrocers, Post office, Supermarket all 10 mins.	Scheme open plan, quiet area, low crime, low traffic, parking all on road.	Slightly hilly

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Wentworth South	Staple Green, Thybergh	Brick & tile roof	Links to Doncaster & Rotherham	Doctors & Chemist 0.5 miles, Local shop 0.5 miles, Supermarket 2 miles, Post Office 1 mile.	Open plan, well kept, pleasant, peaceful & quiet. Low traffic/noise pollution. Roadside parking. Few problems with anti-social behaviour.	Level site in hilly area
Wentworth North	The Steadlands, Rawmarsh	Brick & tile roof	Bus with links to Rotherham. Stop within walking distance.	Most essential shops/services within 1/4 mile.	Open plan scheme, some properties have individual arses. Off broad parking facilities, no problems with crime/anti-social behaviour	Level site, slightly hilly surrounding
Wentworth North	York Gardens, Wath	Brick & tile roof (concrete)	Links to Rotherham, Barnsley & Doncaster	Doctor, Chemist, Grocers, Post Office, Library all 1/2 mile.	Quiet area, low crime & low residential traffic. Off road parking area.	Flat
Rotherham North	Caine Gardens	Brick/Tile/Rend	The scheme is on a bus route to Rotherham, Parkgate & Meadowhall	Positioned very close to Kimberworth centre which has a chemist, small shop, library. The GP is about 1/2 mile away.	The bungalows sit within a pleasant open plan environment. There are parking bays, but a large area of land is wasted in the centre of the estate and around the bungalows themselves.	Hilly site in hilly area.
Rotherham North	College Road, Masbrough.	Brick	Scheme on bus route to local services, Rotherham & Meadowhall.	Doctors, Chemist, Post Office, Supermarket, Library - 1/4 mile	Open plan scheme, minimal crime, little traffic noise, car park available. Has been problems with youth nuisance.	Slightly hilly
Wentworth South	High Greave Place, East Herringthorpe	Brick & tile	5 min walk to bus stop, links to Rotherham	Shop and GP Surgery 5 minute walk, Post Office 1/4 mile but uphill walk. Chemist 1 mile.	large open plan green spaces, quiet, low traffic. Roadside parking and some parking bays.	slightly hilly, in hilly location.
Rotherham North	Masbrough/Albert Street	Brick	Bus stop within 1/4 mile with links to Rotherham, Meadowhall & Parkgate.	Doctors, Chemist, Grocers, Post Office, Library - 1/4 mile.	Open plan with parking bays. Reasonably quiet, little traffic noise, little crime.	Slightly hilly
Rotherham North	Oates Close, Henley	Brick & tiled roof	Scheme on bus route to Doncaster, Meadowhall, Sheffield, Rotherham & Barnsley.	Doctors, Chemist, Supermarket, Post Office - within 1/2 mile.	Open plan, parking bays available, generally peaceful but there have been problems with youths.	Slightly hilly
Rotherham North	St. Mary's View, Wingfield	Brick/tile	Bus stop 200 yards away with links to Rotherham, Sheffield & Meadowhall.	Doctors, Chemist, Supermarket - nearby. Post Office - 1/4 mile.	Minimal traffic noise, open plan, onsite parking, low crime.	Slightly hilly

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Wentworth South	Swinburne Place, Herringthorpe	Brick	Bus stop within 1/4 mile.	GP surgery 1/2 mile, shop and library 1/4 mile, Post Office at least 1 mile.	pleasant, quiet area, well kept gardens and open plan green spaces. Parking bays, low traffic.	hilly
Rotherham North	Wellfield Lodge, Kimberworth Park	Brick/tile	Scheme on bus route with links to Rotherham, Sheffield, Meadowhall & Parkgate.	Doctors, Chemist, Supermarket, Library and Post Office all nearby.	Minimal traffic noise, street parking only, quite peaceful	Slightly hilly
Wentworth Valley	Bevan Crescent	Parker Morris - brick & tile	Bus stop 200yds. Regular bus service to Rotherham, Maltby, Sheffield, Meadowhall, Dinnington, Thurcroft.	Medical centre 3/4 mile. Shops, banks etc on Maltby high street - 1 mile.	All have medium sized gardens & most have off street parking. Nice outlook - near countryside. Youth nuisance in the area.	Level access.
Rother Valley West	Chapel Walk, Catcliffe.	Brick	Bus stop on scheme. Regular service to Rotherham.	GP in Treeton which is a bus or taxi ride. Chemist, post office & shop 1/4 mile but up a steep hill.	Problems with anti-social behaviour. On busy main road so quite noisy. Open plan at front & enclosed gardens at rear.	Flat site but hilly area.
Wentworth Valley	Cliff Hill/Redwood Drive, Maltby	Parker Morris - Brick & tile	Bus stop outside the centre. Regular service to Maltby, Rotherham, Doncaster, Dinnington, Thurcroft, Sheffield & Meadowhall.	Across from centre mini supermarket, chip shop & newsagents. GP & chemist - 1 mile. Maltby high street - over 1 mile. Post office - 1/2 mile.	Pleasant location but very small bungalows & hilly. Open plan. No estate management problems. Not suitable for disabled.	Very hilly
Rother Valley South	Doleswood Drive	Parker Morris	Bus stop 5 mins walk, regular service to Dinnington, Rotherham, Sheffield, Doncaster and Worksop.	No facilities in the village other than two pubs. GP and all essential services are situated in Dinnington, a bus ride away.	Open plan design, overlooking open fields. Nice environment - very quiet. Parking available in 2 bays.	Slight incline on site.
Rotherham South	Francis Howlett, Whiston	Concrete sectional REMA hollow panel	Bus stop nearby. Links to Rotherham & Sheffield.	Doctors, Chemist, Supermarket, Post Office - all bus ride away. Cornershop nearby.	Problems with anti-social behaviour, traffic noise minimal, parking - restricted close. Landscaping nice, peaceful & quiet.	Level
Rother Valley West	Godric Green, Brinsworth	Brick/tile	3 mins walk to bus stop. Regular service to Rotherham.	15 mins walk to GP, shops, post office & chemist	Positioned beside school which creates major parking problem. Trouble with local youths cutting through scheme. Drainage problem.	Built on shallow gradient.
Wentworth Valley	The Grange, Maltby	Parker Morris Brick & tile roof	Bus stop outside the scheme. Regular service to Maltby, Rotherham,	1/2 mile to medical centre & high street shops, banks, post office etc.	Good outlook to rear but busy road at front. Open plan with shared parking bays. Traffic noise. Some	Slightly hilly on the site.

Area Assembly	Sheltered Scheme	Type of Construction	Transport Links	Local Facilities	Assessment of Environment	Gradient
Rother Valley West	Heighton View, Aughton.	Brick & tile	Sheffield, Meadowhall. Bus stop 5 mins walk away. Regular service to Rotherham & Sheffield.	Chemist & GP 1-2 miles. Post Office 5 mins away. Shops 5 mins.	vandalism. Anti-social behaviour in the area (motorbikes). Site near school. Open plan design. Parking in bays by the road. Generally good scheme.	Site level but surrounded by hills.
Rother Valley West	Hepworth Drive, Aston	Brick & tile	Bus stop 1/4 mile. Regular service to Rotherham, Sheffield and Crystal Peaks.	GP & Chemist 100yds. Post office & shops a bus ride away.	Problem site for anti-social behaviour (youths). Open plan. Quite noisy with traffic. Parking provision not good.	Level site.
Rother Valley West	Laughton Road, Thurcroft.	Brick & tile		All essential services 1/2 mile.	Nice environment, quiet, poor for parking. Open plan at front & enclosed at back.	Flat site but hilly approach
Rother Valley South	Leopold Street, Dinmington	Brick & tile	Bus station in Dinmington Town centre, 5 min walk.	5 minute walk to shops and amenities in the town centre.	Very nice, quiet well maintained environment. Each property has its own front and back garden. There are parking bays in the road for residents.	Level
Wentworth Valley	Manor/Norwood, Maltby	Brick & tile	Bus stop 400yds. Regular service to Rotherham, Maltby, Dinmington & Thurcroft.	Medical centre 1/2 mile away. General shops & mini-market nearby - 300yds. Maltby High Street within 1/2 mile.	Open plan with well maintained gardens. Good environment. No estate management problems. No designated parking.	Level site & access.
Rother Valley West	Mason Avenue, Swallownest.	Brick & tile	Bus stop 50yds. Service every 20 mins to Rotherham, Sheffield & Crystal Paeks.	GP & chemist in Aston (taxi). Shops & post office approx 15 minute walk.	No estate management or parking problems. Minor noise from traffic. Open plan design.	Hilly site.
Wentworth Valley	Model Village, Maltby	Brick & tile	Bus stop 50 yds. Regular service to Maltby, Rotherham, Sheffield, Doncaster, Meadowhall & Thurcroft.	Very close to Maltby High Street where all facilities.	Scheme attractive but surrounding area not so good. High density of terraced housing - high nos of private landlords. No estate management problems on the scheme but there are in the estate.	Level access.
Rother Valley South	Narrow Lane, North Anston	Brick & tiled roof	Bus stop , 100 yards - To Rotherham, Dinmington, Sheffield & Meadowhall.	Post Office and general store within walking distance. Bus service to Dinmington needed for all other amenities including GP.	Mixture of open plan & private gardens. Parking bays on road. Has been minor youth nuisance problems.	Level site but hilly area.

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Rother Valley South	New Street, Dinnington	Brick & tiled roof	Site within town centre. Bus station within walking distance.	Close to all essential amenities.	Open plan design. Parking bays available. Some traffic noise due to town centre location.	Level
Rother Valley South	Pryor Mede/Carver Close, Harthill	Parker Morris	Bus stop within 1/4 mile. Service to Dinnington and Crystal Peaks interchanges.	GP and shops within 15 mins walking distance. This walk is not level and may be difficult for frail elderly.	Very nice location overlooking boating lake. Mixture of open plan & private gardens.	Level complex, slightly hilly to access amenities.
Rother Valley West	Rotherwood, Thurcroft	Brick & tiled roof	Bus stop within quarter of a mile. Bus to Rotherham & Hospital every 30 mins	GP/Chemist taxi ride. Other essential services 5 min walk.	Adequate parking facilities: Quiet location; Residential area	Slightly hilly
Wentworth Valley	Ryton Close, Maltby	Brick & tiles	Bus stop outside centre. Regular service to Maltby, Rotherham, Sheffield, Doncaster, Dinnington, Thurcroft, Meadowhall.	400 yds to medical centre. Maltby high street 100yds.	Open plan. Low levels of crime. Good environment. Parking available.	Level site & area.
Rother Valley South	School Close, Wales	Brick/tile	Bus stop 5 min walk. Regular service to Dinnington, Sheffield and Meadowhall. Rail link at Kiveton Park 1/2 mile away.	GP surgery 1/2 mile & shops within walking distance.	Good quiet location. Estate design a mixture of open plan and private gardens. No estate management problems	Level site but slight incline to amenities.
Rotherham South	Sorrel Sykes, Whiston	Brick/tile	Bus stop nearby. Links to Rotheham & Sheffield	Doctors - nearby/uphill, Chemist - nearby. Grocers, Post Office - bus ride.	No problems with crime, no traffic noise; not much parking space, landscaping - excellent.	Slightly hilly
Rother Valley West	Station Road, Treeton	Brick	Bus stop 3 mins walk: Regular services to Rotherham, Sheffield, Meadowhall, Crystal Peaks & R'ham Hospital	GP/Chemist and other amenities 1/4 mile.	Inadequate parking. Open plan. Quiet location.	hilly
Rother Valley South	Sycamore "A", Kiveton Park	Brick & tile	Bus 5 mins walk but hilly. Regular service to Dinnington, Sheffield, Meadowhall, Rotherham & Worksop. Train link 15 mins walk.	G.P surgery, chemist, shops, bank, post office all within walking distance also accessible by public transport.	Open plan with individual gardens at rear. On street parking. Individual parking at some properties. No estate management problems. Very nice environment.	Slight incline to site in hilly area.

<u>Area Assembly</u>	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Rother Valley South	Sycamore "B", Kiveton Park	Brick & tile	Bus 5 mins walk but hilly. Regular service to Dinnington, Sheffield, Meadowhall, Rotherham & Worksop. Train link 15 mins walk.	G.P surgery, chemist, shops, bank, post office all within walking distance also accessible by public transport.	Open plan with individual gardens at rear. On street parking. Individual parking at some properties. No estate management problems. Very nice environment.	Slight incline to site in hilly area.
Wentworth Valley	Tickhill Road, Maltby	Brick & tile	Bus stop outside the scheme. Regular service to Maltby, Dinnington, Sheffield, Rotherham, Meadowhall.	Close to Maltby High Street where all facilities.	Good environment, security work completed, open plan, off street parking. Flats with communal stairs.	Level
Rother Valley South	Viking Way, Kiveton Park	Brick & tile	Bus stop 400yds. Regular service to Rotherham, Dinnington, Sheffield, Meadowhall & Worksop. Rail connection 1/2 mile.	GP, shops and essential services 1/2 mile walk in hilly area.	Estate design a mixture of open plan & individual gardens. No estate management problems. Quiet site.	Hilly site
Rother Valley South	Wilberforce Road, South Anston	Brick & tile	200yd walk to bus stop. Regular service to Dinnington, Rotherham, Sheffield & Meadowhall.	Petrol Station 100 yards, Post Office 1/4 mile. Bus ride to GP.	Individual front & rear gardens, low traffic noise. Nice quiet scheme. No estate management problems. Very isolated.	Level site in slightly hilly area.
Rother Valley West	Windy Ridge, Aughton	Brick & tile	Bus stop 2min walk; 20 min services to Rotherham, Sheffield, Crystal Peaks.	GP/chemist & shops 1 mile.	No parking problems; Open Plan; Quiet Location.	hilly
Rother Valley South	Woodsetts	Brick & tile	Bus route within walking distance - regular service to Rotherham, Sheffield, Worksop, Meadowhall, Dinnington.	G.P surgery on site. Post office & small general store/newsagents a 15 minute walk. All other essential services a bus ride to Dinnington.	Open plan and individual gardens. Excellent location & environment. No estate management problems.	Slight incline

Appendix 5 - Category 4 Scheme Analysis: Units/Decent Homes/Demand

Area Assembly	Sheltered Scheme	Type of Scheme	2 Bed	1 Bed	Upper Floor	No. of units	Cost - Decent Homes	Unit cost	Demand
Wentworth North	Albany/Thorn, Kilmhurst	No communal facilities	9	10	0	28	£95,500.00	£3,410.71	Low
Wentworth North	Almond Place, Wath	Communal facility to be demolished					£178,500.00	?	Low
Wentworth North	Campsall Field, Wath	No communal facilities	51	0	0	51	£184,000.00	£3,607.84	Low
Wentworth North	Cliffe Bank, Swinton	No communal facilities	38	0	0	38	£344,100.00	£9,055.26	Low
Wentworth North	Crescent/Croft/South, Swinton	No communal facilities	40	0	0	40	£292,800.00	£7,320.00	Low
Wentworth North	Keeble Martin Way, Wath	No communal facilities	43	0	0	43	£0.00	£0.00	Low
Wentworth North	Ladycroft, Wath	No communal facilities	24	0	0	24	£223,200.00	£9,300.00	Low
Wentworth South	Monkwood, Rawmarsh.	No communal facilities	76	0	0	76	£664,000.00	£8,736.84	Low
Wentworth North	Oak Avenue, Wath	No communal facilities	20	1	1	22	£136,500.00	£6,204.55	Low
Wentworth North	Pinfold, Wath	No communal facilities	54	0	0	54	£98,750.00	£1,828.70	Low
Wentworth South	Pingles Crescent/Park Close, Thrybergh.	No communal facilities	38	0	0	38	£409,500.00	£10,776.32	Low
Wentworth North	Saville Road, Wath	No communal facilities	47	0	0	47	£103,600.00	£2,204.26	Low
Wentworth South	Russell, Kilmhurst.	No communal facilities	31	3	7	41	£302,975.00	£7,389.63	Low
Wentworth North	Whitfield Road, Rawmarsh	No communal facilities	23	0	0	23	£449,350.00	£19,536.96	Low
Rotherham North	Beevers Road, Kimberworth Park	No communal facilities				43	£416,250.00	£9,680.23	Low
Rotherham South	Broom Valley Road, Broom Valley.	No communal facilities				48	£415,625.00	£8,658.85	Low

Area Assembly	Sheltered Scheme	Type of Scheme	2 Bed	1 Bed	Upper Floor	No. of units	Cost - Decent Homes	Unit cost	Demand
Rotherham North	Church Street/Town Lane, Greasbrough	No communal facilities				52	£348,175.00	£6,695.67	Low
Rotherham South	The Lanes, East Dene.	No communal facilities	93	121	2	216	£1,722,950.00	£7,976.62	Low
Rotherham North	Munsdale	Inside	0	30	0	30	£0.00	£0.00	Low
Rotherham North	Studmoor Road, Kimberworth Park	No communal facilities					£159,650.00	?	Low
Rotherham South	Wharnccliffe Hill, Town Centre.	No communal facilities				52	£202,800.00	£3,900.00	Low t
Rotherham North	Wingfield/Nidderdale, Wingfield	No communal facilities				44	£157,650.00	£3,582.95	Low
Rother Valley West	Brampton Avenue, Thurcroft.	No communal facilities	35	0	0	35	£390,500.00	£11,157.14	Low
Rother Valley South	Essex Close, Kiveton Park	No communal facilities	36	0	0	36	£322,600.00	£8,961.11	Low
Rotherham South	Greystones Road, Whiston	No communal facilities	32	0	0	32	£185,400.00	£5,793.75	Low
Rother Valley South	Howard Street, Dinnington	No communal facilities	15	14	0	29	£300,150.00	£10,350.00	Low
Wentworth Valley	Laburnum Road/Leslie Avenue, Maltby	No communal facilities	21	0	0	21	£204,475.00	£9,736.90	Low
Rother Valley West	SPA Well Crescent, Treeton	No communal facilities				33	£219,250.00	£6,643.94	Low
Wentworth Valley	Woodland Gardens, Maltby	No communal facilities	28	0	0	28	£223,600.00	£7,985.71	Low
Wentworth South	Foljambe Street, Parkgate	Core & cluster	28	0	0	28	£355,300.00	£12,689.29	Low
Wentworth South	Turner Close, Rawmarsh.	Core & cluster	40	0	0	40	£346,000.00	£8,650.00	Low
Wentworth South	Marshall Close, Parkgate.	Core & Cluster	54	0	0	54	£418,325.00	£7,746.76	Low
Wentworth North	Brameld, Swinton	No communal facilities	29	7	8	44	£229,900.00	£5,225.00	Medium
Wentworth South	Durham Place, Herringthorpe	core & cluster				54	£478,500.00	£8,861.11	Low

Appendix 6 - Category 4 Scheme Analysis: Construction/Transport/Facilities/Environment

	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Wentworth North	Albany/Thorn, Kilnhurst	Brick & tiled roof	Bus stop 5 mins. Regular service to Rotherham, Mexborough & Doncaster. Swinton station 1 mile.	Doctor & chemist 5 mins walk. Newsagent - 5 mins. Post office, bank & supermarket 1 mile.	Quiet area, parking on road, no estate management problems, open plan, views onto housing.	Medium incline from main road
Wentworth North	Almond Place, Wath	Brick & tiled roof	Approx 5min walk to bus stop. Links to Rotherham, Barnsley & Doncaster.	1 mile walk to most local facilities.	Quiet area though some incidences of vandalism & anti-social behaviour. Reasonable noise levels. No parking facilities & limited street parking. Close to Comprehensive School.	Location flat but surrounding area slightly hilly.
Wentworth North	Campsall Field, Wath	Brick & tile (Mount Pleasant/Cove rleigh) Concrete Panels (Buckleigh/Ca mpsallfield)	300yds to bus stop. Regular service to Rotherham, Barnsley & Doncaster.	GP, chemist, grocers, post office, library, leisure centre, cash point all 1/2 mile.	Quiet residential site, Low crime rate, no estate management problems, off road parking area, residents have their own gardens.	Site flat but area slightly hilly
Wentworth North	Cliffe Bank, Swinton	Brick & tiled roof	10 mins to bus stop. Links to Rotherham, Mexborough, Barnsley & Doncaster. Train station - 1/4 mile.	GP & Chemist - 10 mins. Grocers, Post office, Bank & Supermarket - 5 mins.	Quiet area, low crime, views onto fields & no traffic.	Medium Incline
Wentworth North	Crescent/Croft/S outh, Swinton	Brick & tiled roof	5 mins to bus stop. Links to Rotherham, Mexborough & Doncaster. Train station 1.5 miles.	Doctor & chemist - 1 mile, Greengrocers - 10 mins, Post office, bank. Supermarket - 1.5 miles.	Quiet, low crime area. Close to Comprehensive School. Parking on road.	Slightly hilly
Wentworth North	Keeble Martin Way, Wath	Brick & tiled roof	150 yards to bus stop. Links to Rotherham, Barnsley & Doncaster.	Close to Wath town centre where all essential facilities.	All bungalows have individual front & back gardens. Reports of anti-social behaviour & youth nuisance. Parking a mixture of bays & individual spaces in gardens.	Hilly estate.

	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Wentworth North	Ladycroft, Wath	Concrete & tiled roof	500yds to Wath town centre where there are good bus links to Rotherham, Barnsley & Doncaster.	1/4 mile to all essential services in the Town Centre.	Mixture of open plan and enclosed gardens. Problems with anti-social behaviour. Limited parking & 2 large garage sites.	Slightly hilly.
Wentworth South	Monkwood, Rawmarsh.	Brick & tiled roof	Buses to Rotherham, Rawmarsh. Nearest train station Rotherham.	Small shopping centre with Chemist, Post Office, supermarket and a few other shops approx 2 to 10 mins walk depending on location.	Scheme spread out over 8 different roads. Generally quiet. Mixture of open plan & enclosed gardens. Parking mainly on the road.	Level and slight slopes depending on location.
Wentworth North	Oak Avenue, Wath	Brick & tiled roof	Approx 200 yards to bus stop. Links to Rotherham Barnsley & Doncaster.	Doctor 3/4 mile, Chemist, Grocers, Post Office, Library - 1 mile	Quiet area though some incidences of vandalism & Anti-social behaviour. Traffic noise as close to main road, no on site parking & limited street parking.	Level
Wentworth North	Pinfold, Wath	Brick & tiled (Concrete & tiled-Pinfold)	500 m walk into Wath where there are links to Rotherham, Barnsley & Doncaster.	Doctors, Chemist, Grocers, Post Office - all 1/4 mile.	Residential traffic, no parking bays & limited street parking, problems with anti-social behaviour, crime & fear of crime issues.	Slightly hilly
Wentworth South	Pingles Crescent/Park Close, Thrybergh.	Brick & tiled roof	Bus stop less than 1/4 mile. Regular service to Rotherham.	G.P. shop, chemist and leisure centre less than 1/4 mile. Post office 1/2 mile.	Properties spread out on the estate. Generally pleasant. Own gardens - very small & well kept.	Level site in hilly area
Wentworth North	Saville Road, Wath	Brick & tile roof	200M to bus stop. Links to Rotherham, Barnsley & Doncaster.	Doctors, Chemist, Grocers, Post Office, Library - all 1/4 mile.	Problems with anti-social behaviour, crime & fear of crime. Residential traffic. Parking bays available but some properties street parking only.	Slightly hilly
Wentworth South	Russell, Kinhurst.	Brick & tiled roof - Parker Morris	Buses to Mexbrough, Rotherham, Swinton.	Doctors 2/3 mins away and small supermarket.	Properties on 5 different streets, very good community resource centre, no individual communal facilities. Generally in quiet areas with little noise.	Level
Wentworth North	Whitfield Road, Rawmarsh	Brick & tile roof	Bus stop adjacent scheme with links to Rotherham	Most essential services are within 1/4 mile.	Properties have individual gardens, street parking with a few properties have drives. No problems with crime/anti-social behaviour.	Level

	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Rotherham North	Beevers Road, Kimberworth Park	Brick & tile	The scheme is on a bus route to Rotherham, Sheffield, Meadowhall & Parkgate.	Shops are 200 yards and there is a GP surgery 1/2 mile away.	The scheme is open plan with individual gardens. Street parking. There are no problems with anti-social behaviour.	Slightly hilly
Rotherham South	Broom Valley Road, Broom Valley.	Brick	Scheme is on a bus route to local services and the town centre. Regular bus service to hospital.	Post office, GP surgery and shops are all within a mile. Near to hospital.	Most properties have individual gardens, Guest Place & Guest Rd have communal gardens, Brunswick Rd have no gardens at all. Street parking. Minor problems with anti-social behaviour.	Slightly hilly
Rotherham North	Church Street/Town Lane, Greasbrough	Brick & tiled roof	Bus route with links to Rotherham, Sheffield, Meadowhall, Parkgate	Doctors, Chemist, Post Office, Supermarket, Library - 1/2 mile	Little crime and traffic noise. Open plan with nice views of the countryside.	Level but on top of a hill.
Rotherham South	The Lanes, East Dene.	Brick	Bus stop a good walk away. Buses into Rotherham. Also a 'Hail & Ride' into Rotherham every two hours.	Post Office 5-10 min walk. Community Centre & shop in the complex. Asda 1/2 mile away. Doctor 10 mins walk. Chemist 20 mins walk.	Problems of anti - social behaviour. Parking a problem on some parts of estate. Traffic noise very bad in some areas. Strange design / high density.	Very hilly
Rotherham North	Munsdale	Traditional brick built with pitched roofs	Good regular bus service to Rotherham, Sheffield, Meadowhall.	Good local services. The doctor, chemist, supermarket, library & housing office are very close. It is also a short walk to Greasbrough village.	Generally poor. Open plan. No security. Poor outlook. Flats nearby are low demand & difficult to manage.	The site is flat but the area is hilly.
Rotherham North	Studmoor Road, Kimberworth Park	Brick/tile	Bus stop 100 yards away. Buses to Rotherham, Parkgate, Sheffield, Meadowhall.	Doctors, Chemist, Grocers, Library, Post Office - within 1/2 mile.	No problems with crime, minimum traffic noise, open plan, reasonably quiet, street parking.	Slightly hilly
Rotherham South	Wharmcliffe Hill, Town Centre.	Brick	Bus stop within walking distance. Buses run frequently to Rotherham.	Doctors, Chemist & Post Office all local. All town centre shops within 5 mins walk.	Regeneration & decent homes work have improved the estate & reduced turnover. Some road noise. Parking limited. Some crime & safety issues.	Mostly level
Rotherham North	Wingfield/Nidderdale, Wingfield	Brick/tile	Bus stop near scheme with links to Rotherham.	Doctors, Chemist, Supermarket, Post Office, Library - within 1/4 mile.	Little crime, minimal traffic noise, open plan, parking bays, relatively quiet. Comprehensive School close by	Slightly hilly

	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Rother Valley West	Brampton Avenue, Thurcroft.	Purpose built	1/4 mile walk to bus stop. Regular services to Rotherham & Dinnington.	All essential services 1/2 mile.	Nice environment, quiet, poor for parking. Open plan at front & enclosed at back.	Level site but hilly area.
Rother Valley South	Essex Close, Kiveton Park	Purpose Built	5-10 minutes walk to bus route - Rotherham, Dinnington, Sheffield, Meadowhall and Worksop. Train route within 5 min walk or short bus journey.	GP's surgery & essential services are situated approximately 3/4 mile away. So a bit isolated.	Open plan, parking bays, low traffic noise. No problems with estate management or anti-social behaviour. Pleasant environment.	Slightly hilly.
Rotherham South	Greystones Road, Whiston	Concrete sectional REMA hollow panel	Bus stop adjacent scheme with links to Rotherham	Most essential services are within 1/4 mile.	Open plan scheme, no problems with crime/anti social behaviour. Street parking.	Flat in hilly area
Rother Valley South	Howard Street, Dinnington	Brick & tile	Bus stop within 100 yds - route to Dinnington, Rotherham, Sheffield, Meadowhall and Worksop.	All amenities including G.P. within 1/3 mile walking distance situated in Dinnington Town centre.	Open plan gardens at front, large individual gardens to rear, difficult for OAP's to maintain - fly tipping to rear of properties has been a problem previously. Low traffic noise	Slightly hilly
Wentworth Valley	Laburnum Road/Leslie Avenue, Maltby	Brick & tile - Parker Morris	Bus stop 150 yds. Regular services to Rotherham, Maltby, Sheffield, Thurcroft, Dinnington, Meadowhall, Doncaster.	Within 1/2 mile - newsagent, mini-market. Post office 1/2 mile but steep gradient. GP & chemist 1 mile.	Open plan at front with small gardens at the rear. Pleasant environment in owner occupied area. Access via hilly areas.	Site flat but in hilly area.
Rother Valley West	SPA Well Crescent, Treeton	Brick & tile	Bus stop 3 min walk. Regular service to Rotherham & Sheffield	GP/shops and essential services 3/4 mile.	Inadequate parking: Mixture of open plan and enclosed gardens.	hilly
Wentworth Valley	Woodland Gardens, Maltby	Brick & tile	Bus stop 400 yds. Regular service to Maltby, Rotherham, Sheffield, Doncaster, Dinnington, Thurcroft, Meadowhall.	All essential facilities within 1/2 mile.	Pleasant environment, open plan, no estate management problems, all bungalows have a driveway.	Site level but hilly area

	<u>Sheltered Scheme</u>	<u>Type of Construction</u>	<u>Transport Links</u>	<u>Local Facilities</u>	<u>Assessment of Environment</u>	<u>Gradient</u>
Wentworth South	Foljambe Street, Parkgate	Brick & tiled roof	Very good bus service within 100yds. Services to Rotherham, Barnsley, Meadowhall, Doncaster. 4/5 mins to bus stop. Buses to Meadowhall, Rotherham, Barnsley. Nearest train station - Rotherham.	All essential services - GP, Chemist, Library, Post Office, Bank etc within 5 mins walk. Bank, post office, library, Chemist, Grocers, Newsagents all within 2 mins walk. Housing Office - 5 mins	Open plan, quiet, no estate management problems, parking bays. There are communal facilities but properties on 4 separate roads. Grassed communal areas, Quiet though near to a main road. Various Parking bays/road.	Site flat but hilly area
Wentworth South	Turner Close, Rawmarsh.	Brick & tiled roof - Parker Morris	Bus stop 1 min away. Buses to Rotherham, Barnsley, Rawmarsh & Meadowhall. Nearest train station Rotherham.	Housing Office, Neighbourhood Wardens, Bank, Post Office, Library, Chemist, Grocers, Newsagents all 2/5 mins by Walking.	Nice area little trouble from noise, a road passes by the site but is not well used. Relatively quiet, access to parking.	Level
Wentworth South	Marshall Close, Parkgate.	Brick & tiled roof	5 mins to nearest bus stop. Links to Rotherham, Mexborough, Barnsley & Doncaster. Train station 1 mile.	Doctor & chemist - 1 mile, Greengrocers - 5 minutes, Post office, bank & supermarket - 3/4 mile.	Quiet area with low crime levels. Low traffic noise, views onto Junior school/housing. Road parking.	Level
Wentworth North	Brameld, Swinton	Brick & tiled roof	Good transport links with Rotherham town centre - regular bus service. Bus stop within 1/4 mile	There are local shops, post office, GP within 1/2 mile of the scheme.	It looks quite attractive but suffers from anti-social behaviour. The design is poor due to the position of the paths & an access point from the neighbouring estate.	Slightly hilly.
Wentworth South	Durham Place, Herringthorpe	Brick				Hilly