

SOCIAL AND COMMUNITY SUPPORT SCRUTINY PANEL

Venue: TOWN HALL, MOORGATE **Date:** Friday, 11 February 2005
STREET, ROTHERHAM **Time:** 9.30 a.m.

A G E N D A

1. Apologies.
2. To determine if the following matters are to be considered under the categories suggested, in accordance with the Local Government Act 1972.
3. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
4. Declarations of Interest.
5. Questions from members of the public and press.

For Decision / Consideration

6. Corporate Plan 2005 to 2010 (1st Draft herewith) (Pages 1 - 54)
7. Extra Care Housing - Update (report herewith) (Pages 55 - 60)
8. Developing a Strategy for Older People in Rotherham (report herewith) (Pages 61 - 73)

For Monitoring

9. Improving Services to Older People and Carers - Scrutiny Review: Progress report (herewith) (Pages 74 - 80)
10. Direct Payments Strategy - Progress Report (herewith) (Pages 81 - 107)
11. Complaints - Quarterly Update (report herewith) (Pages 108 - 113)
12. Decisions of the Cabinet Member for Social Services at Meetings held on 7th and 21st January 2005 (herewith) (Pages 114 - 121)

For Information

13. Complaints Procedure - Consultation on Changes (report herewith) (Pages 122 - 124)

Minutes

14. Minutes of Meetings of the Social and Community Support Panel held on 14th and 28th January 2005 (herewith) (Pages 125 - 132)
15. Minutes of Meetings of the Performance and Scrutiny Overview Committee held on 14th and 28th January 2005 (herewith) (Pages 133 - 140)

**Date of Next Meeting:-
Date Not Specified**

Membership:-

Chairman – Councillor G. A. Russell

Vice-Chairman – Councillor Doyle

Councillors:- Ali, Binnie, Burton, Darby, Havenhand, Jack, Jackson, Walker and Wootton

Co-opted Members

Mrs. A. Clough (ROPES), Mr. M. Arshad (Rotherham Racial Equality Council), Mr. G. Hewitt (Rotherham Carers' Forum), Ms. K. Masterman (Speak Up Advocacy Group), Ms. J. Mullins (Disability Network) and Mr. R. Parkin (Speak Up)

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

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|-----------|------------------------|--|
| 1. | Meeting: | Social and Community Support Scrutiny Panel |
| 2. | Date: | 11th February 2005 |
| 3. | Title: | Draft Corporate Plan – Progress Report |
| 4. | Programme Area: | Chief Executives Department |

5. Summary

This report details progress made to date towards developing a new Corporate Plan for the Authority; presents the first draft and sets out further work needed to complete it and other areas of work it will impact upon. The report also outlines proposals for the consultation process.

6. Recommendations

- 1. That Members consider the draft Corporate Plan and how it could be improved**
- 2. Endorse the format and direction the Corporate Plan is taking and proposals for the consultation process**
- 3. Endorse the minor changes in wording to the vision as proposed.**

7. Progress and future work requirements

A task group of Corporate Officers from Policy and Partnerships and Performance and Quality has been set up under the CX's Department charged with developing the Corporate Plan, the current draft is shown at Appendix 1. The task group has worked closely with Programme areas to identify and collect information and to construct the SMART objectives required.

The format and style follows as closely as possible the need to produce a document that is short, clear and focused, with the main body of the document containing the detailed strategic objectives and targets set out under the Themes.

As part of the work, other Local Authority corporate plans; national policy direction and requirements including PIs; the evidence base for suggested actions; previous consultation outcomes and a wealth of other information has also been taken into consideration in order to produce the best plan possible.

The draft has been informed by detailed discussions with each Programme Area's senior managers. Considerable thought has been put into developing SMART (Specific, Measurable Achievable, Realistic and Time bound) targets. Whilst constructing SMART targets has not proved easy, the process has been extremely valuable and will prove beneficial in the future as a result of the experience and expertise gained. It is clear that this is difficult and cutting edge work, there are few other Local Authority corporate plans with longer term strategic but SMART objectives to learn from. Also, in some areas e.g. community engagement and citizenship, there is little national policy or national targets to go on, and sometimes there is a lack of academic work which helps us in formulating local ambitious but achievable outcomes.

Service Planning

Service Plans will draw upon the aims; objectives and targets contained in the Corporate Plan [and Community Strategy when it is drafted] and set out how they are to be contributed to and what will be delivered over the next year. This process will ensure that the aims, objectives and targets set out in the Corporate Plan will be translated into action by the council over the coming year.

Consultation

The Corporate Plan will need high quality input from members, staff, and the public in general. This will be done in the following ways.

Member input

- a) **Members.** A full member seminar is being arranged for 31st January. This will introduce the draft Corporate Plan, invite comment, and solicit additions, deletions etc, Further members seminars are planned for the second draft and final stages.
- b) **Scrutiny Panels** The draft Corporate Plan will be presented to each Scrutiny Panel from 1st to 24th February by CXs Staff together with appropriate Executive Director s. Scrutiny Panels will look at the current draft and make comment.
- c) **PSOC.** PSOC will scrutinise the final version of the Corporate Plan on 11th March,
- d) **Leaders Meeting** A first draft of the Corporate Plan will be presented at Leaders meeting on 25th January, a second draft in February; with Cabinet endorsement of the final version on 23rd March
- e) As part of the public consultation,[see below], Members will be able to attend the public meetings to be organised around the borough, involving Area Assemblies and Parish Councils

Further it is proposed to establish a senior Member group to advise on the process, content and Member engagement. This has been discussed at the Leaders group and supported.

Senior Managers

A] Heads of Service were invited to a meeting in December to discuss the identification of SMART targets and to look at how the Corporate Plan would be shaped and to be briefed on next steps and work required.

B] Following this meeting CX staff met each Programme Area SMT individually to go over their specific area and how it could be improved/developed

C] Further input will be gathered at forthcoming Heads of Service Meetings and with Executive Directors.

D] A workshop with Heads of Service, the CPA task group and M3 managers is proposed for February to consider the second draft, and to consider the draft Community Strategy.

Staff

A] Wavehill Consultants have been engaged to support the consultation process. They will be available to Programme Areas in supplying advice on how to conduct consultation with staff. CX dept. will manage this aspect, and be discussing it with all Programme Areas

B] Programme Areas however, will be responsible for conducting their consultation programmes with their staff and for inputting results into the Corporate Plan process, again a process for recording information and inputting to CXs will be developed and PAs will be advised.

C] Unions have been consulted already informally and are supportive and will be consulted formally in February

Public

A] Wavehill Consultants have been engaged to support the consultation process for both the Corporate Plan and Community Strategy—which will be undertaken together. They will provide advice to the council on how to conduct the consultation and what methodologies will be the most appropriate. Members are asked to note that we are not proposing to consult on the detailed content of the plans, nor the specific wording in the vision statement but rather the overall vision and direction and to ask what particular needs local people have and what they want to see improving in the future. Public consultation will include a workshop held with the Network of Partnerships and Voice, area based events involving Area Assemblies and Parish Councils, focus groups and so on.

B] Analysis will be undertaken of previous and current consultation exercises to identify the messages we have already been sent.

C] A media plan to assist and contribute to the consultation will be developed

Partners

It is proposed to consult Partners at second draft stage in February. The CX'S Task group is heavily involved in the process for the Community Strategy. The Director of the LSP, together with Heads of Service in CXs and the Assistant Chief Executive meet regularly to review progress and to coordinate the writing of the first draft and RMBC officers have been involved in brainstorming workshops conducted with LSP partner involvement.

Amendments to the Vision Statement

Feedback during presentations on the vision and from LSP partner's work on the Community Strategy have resulted in suggested changes to the wording of the vision statements. These suggestions are constructive and enhance the vision. The suggested new wording is attached at Appendix 2 with the original words for comparison at Appendix 3. The LSP partners will need to agree the re-wording.

8. Finance

The Corporate Plan will have significant implications for how the council decides what services it will deliver and to what design and delivery standards. The Corporate Plan as the Councils contribution to the Community Strategy will guide and influence spending decisions for the duration of the plans lifetime.

9. Risks and Uncertainties

The Corporate Plan will need to satisfy the planning needs of the Council as well as being “fit for purpose” as judged by the various government inspection regimes. Failure to be judged so, or to be materially unaligned with the developing Community Strategy could adversely impact on future CPA rating of the Council.

The primary purpose of the Corporate Pan is to enable the council to better deliver services, to improve well being, to set out our Community Leadership objectives and to ensure excellent standards of governance and employment.

Risk assessment in the future will need to be aligned to the plan.

10. Policy and Performance Agenda Implications

There are major implications for the policy and performance agendas. From a policy perspective all policies are being reviewed to ensure compatibility with the new Themes of the Authority. New policies may need to be developed. The format of the Corporate Plan, with its emphasis on performance and measurability will contribute to re-enforcing a performance management culture.

11. Background Papers and Consultation

As previously reported to CMT and Cabinet with regard to the new Vision and Corporate Plan

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Appendix 1

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

CORPORATE PLAN

2005 – 2010

First Draft, 20 January 2005

Foreword from Leader and Chief Executive – to be inserted

Introduction

Rotherham Metropolitan Borough Council's Corporate Plan sets out what the Council plans to do over the next five years, through to 2010, to achieve its vision for Rotherham.

It describes how the council itself will strive for excellence in all the services it provides, and as an employer of some 15,000 staff across the borough, but also how it will work with all its partners to ensure a shared sense of vision and belonging for all communities and residents.

Local solutions to local problems can only be achieved if there is joint working, and the delivery of services is co-ordinated across all sectors of the community.

This plan demonstrates how the Council will continue to support:

- the Rotherham Partnership, which brings together public sector organisations across the borough, as well as business, community and voluntary sectors,
- the Community Strategy, which is the framework by which the partnership sets out its vision for improving economic, social and environmental well-being in Rotherham, and
- the Neighbourhood Renewal Strategy, which set out partners' intentions for action in various priority areas within the borough.

The Council has an important role to play in community leadership, as a public body which is democratically accountable to the local people it serves, so the contribution it makes delivering the priorities described in the Community Strategy is particularly valuable.

A new Corporate Plan

Rotherham Borough comprises a diverse and vibrant blend of people, cultures and communities. It is made up of a mix of urban areas and villages all interspersed with large areas of open countryside. About 70% of the borough is rural in nature, but it is well connected to all areas of the country by its proximity to the motorway and inter-city rail networks. In 2005, Robin Hood Doncaster / Sheffield Airport opens to bring international links to the borough's doorstep.

Currently at 251,000, Rotherham's population is increasing steadily, as people are attracted to the borough to enjoy the good quality of life and economic opportunities, a trend expected to continue for many years ahead. In common with the rest of the UK, Rotherham has an aging population with the number of people aged over 70 expected to grow by 70% over the next 25 years. The borough's ethnic minority population is 3.1% in 2005.

Rotherham is changing – and changing fast. As the borough moves forward, adapting to economic and social changes, so it becomes increasingly important for all partners to articulate their common vision for the future through the development of a new Community Strategy.

In turn, the Council has to revisit how it will support the delivery of that strategy through its own priorities and targets. This document – the third corporate plan produced by the Authority – outlines how this will happen.

The Council as an organisation is changing too.

From being rated as 'weak' by the Audit Commission's Comprehensive Performance Assessment (CPA) in 2003, it achieved the improved status of 'fair' in 2004, and was among the top ten most improved Councils in the country. The Commission stated in its 'Direction of Travel' report in 2004 that the Council:

"... has made significant improvements in housing and all services affecting the quality of the local environment over the last year... Refuse and street care services are efficient and responsive... The council's hard work has resulted in the delivery of better quality housing services... The Council is now well placed to improve the way it works and the services it provides to local people."

During 2004, other inspections of the Council's Regeneration, Supporting People and Waste Management activity all concluded that the services provided were 'good'. Two Housing-related inspections, including the Council's Repairs and Maintenance service, noted the dramatic improvements made and the promising prospects for the future. Through a Benefits Fraud Inspection in 2004, the Benefits Service identified as one of two local authorities which should share best practice nationally.

Against this backdrop of ongoing change and performance improvement, this new Corporate Plan reflects the Council's current position against previous plans, and presents even more ambitious targets for the future.

It is critical that these targets and priorities are shaped by the views of local communities, and that the Council remains focused on meeting the priorities and expectations of residents across the Borough. This Corporate Plan is therefore informed by views expressed formally and informally to Council Members and officers, as well as a more focused consultation with residents, which has enabled the Authority to check that what it is delivering remains in line with their expectations.

The Current Position

Rotherham Borough is making good progress. There have been major improvements across all the main headline indicators with significant advances in skills and educational attainment, the economy, crime and the fear of crime, employment (which as its highest level since records began), the natural and built environment.

A 'State of the Borough' report, published in 2004, outlined Rotherham's position against a number of key indicators, and formed the basis for many of the objectives within this Corporate Plan. For example:

- A growing economy – between 1996 and 2003, there was a 3.4% increase in VAT registered businesses in the borough (compared to just 0.9% for the Yorkshire & Humber region).
- Dealing with crime and the fear of crime – domestic burglary rates fell by 24% in 2003/4 to be the lowest in South Yorkshire and residents stating they 'were very concerned about being a victim of crime' fell from 51% in 2003 to 27% in 2004.
- Better employment prospects – latest figures in 2004 showed that Rotherham's employment rate of 75.8% was above the national average (in 2000, our rate was 7.3% below).
- A good natural and built environment – in 2004 residents' satisfaction with our parks and open spaces increased to 70% in 2004 (from 62% in 2001).

However progress in many areas has not been fast enough to bring local performance up to the national average, and in a handful of areas the Borough has slipped back against the national average. There is also some evidence that not everyone is equally benefiting from the progress, and consequently there are still inequalities amongst groups in the borough. The overall picture therefore is one of strong progress but further work needs to be done to bring the Borough up to the best performing areas and close inequalities. In addition, a 'Policy Review' undertaken within the Council in 2004, showed that many of our policies and plans were not working together properly to address all the needs of the community, and that from the Community Strategy, Corporate Plan and other strategic plans needed to be 'refreshed' to ensure better alignment so that RMBC worked well both as 'one Council', and with its key partners.

Our Vision

During 2004, the Council and its partners worked together to develop a new vision for the Borough which would steer progress across the Borough over the next five years, and still further to the year 2020. This vision 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.

These themes are interrelated with action in one theme influencing action and outcomes in the others. The sum is therefore more than the parts, the vision will be brought about by action across all of the themes.

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.

OUR CROSS-CUTTING THEMES

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, the Council will adopt its own theme of striving to be Excellent Council, improving the way it works and its efficiency and effectiveness as an organization and as an employer.

The vision and this Corporate Plan is drawn from an understanding of the borough's current position, and where we want to be, but key to its formulation has been the views of residents and communities. Under each of the themes in the Plan details of "what you told us" through consultation are summarised, but some overall key messages are:

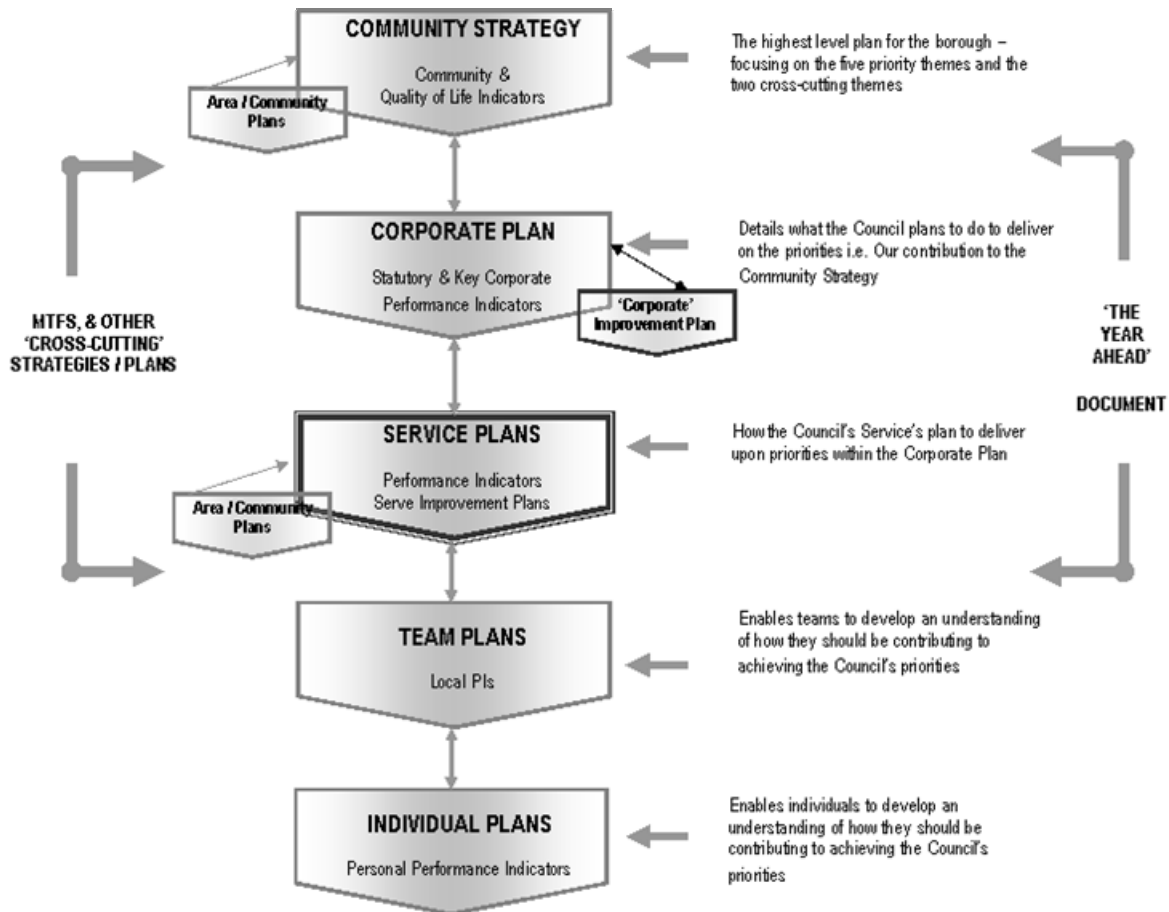
What you told us – about the Borough and the Council

- to be inserted following consultation

Our Planning Framework

It is vital that all our plans and strategies are 'joined up' and can be seen to work together to achieve clear, tangible improvements, which benefit the community. The Community Strategy and Corporate Plan in particular are designed to be coordinated, and so identify the Council's specific contributions to overall community well-being.

The flow chart below shows how the Council's own planning framework supports the delivery of the Community Strategy, cascading objectives down to service and individual plans, and making sure that all our staff understand their own contribution to delivering community-wide improvements.



In addition to these plans, a key focus of partnership working through the Community Strategy and the supporting Neighbourhood Renewal Strategy is the reduction of inequalities and deprivation. The partnership will deliver specific actions in targeted areas - Rawmarsh, Kimberworth Park, Masborough, Central Rotherham, Dinnington, Maltby, Wath and Brinsworth and in the pockets of deprivation and for communities of interest that are marginalised and whose needs are not met, to ensure that social, economic and environmental 'gaps' are closed between these communities and the rest of the Borough by 2010. The Council's Corporate Plan indicates where our key actions contribute to this strategy. However this plan will be complemented by Area and Community plans, and strategies for particular communities of interest such as for Children and Young People and for older adults.

The Future Challenges

The Council operates within a fast changing policy context. There are many national, regional and local policy drivers that will shape the future direction of the Borough. These are developed in the Plan itself, but key issues include:

There has been a major drive on improving outcomes for Children. The Children's Bill, published in 2004 is one of the most significant pieces of legislation regarding children's services for years, paving the way for the transformation of social care, education and health services for children. The Government has also committed itself to a dramatic decline in child poverty. *RMBC is pushing ahead with comprehensive plans for a major reorganisation of the way it delivers Children's and Young People's Services.*

Nationally there continues to be a focus on neighbourhood renewal with multi-billion pound flagship initiatives such as the Communities Plan offering major opportunities to improve the quality of life for people, tackling poverty, inequalities, deprivation, crime and anti-social behaviour and to

improve the quality of public spaces and buildings. *RMBC itself has is developing a specific focus on Neighbourhoods and their development, and through the establishment of an Arms Length Management Organisation will be seeking to make extensive investment in its housing stock, and its future management. A masterplan for the regeneration of Rotherham town centre, investment in educational and cultural facilities using the Private Finance Initiative and the establishment of a network of Council 'First Stop Shops' are all features of the renewal agenda which is reflected in this Plan.*

There has been a major shift in Government regional policy – devolving responsibilities to the regions, including Regional Development Agencies and the Northern Way; increasing the amount of support and investment focused on the narrow regional disparities and working together on housing, planning, transport and rural issues. At the sub-regional level there has been a major drive on enhancing and strengthening the integration of policy making at the South Yorkshire level through initiatives such as the South Yorkshire Objective 1 Programme and South Yorkshire Spatial Study. *Working with partners across the region to ensure that Rotherham can exploit all opportunities and funding streams for the benefit of its residents will be a key feature of working over the next 5 years.*

The Council has a clear agenda for its future as an organisation, as set down by the Comprehensive Performance Assessment which judges all local authorities. Corporately, RMBC will be focusing on how our **ambitions, priorities, capacity and performance management** of the Council, with our partners, lead to the achievement of outcomes for the 'Shared Priorities' agreed for Local Government. This forms the basis of our Plan to be an Excellent Council by 2010.

The Shared Priorities themselves are key drivers for many of the actions in this Corporate Plan, with their focus on **sustainable communities and transport, safer and stronger communities, healthier communities, older people and children and young people.**

What we aim to Achieve

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| <p>The heart of this Plan is the series of Action Plans – one for each priority and cross-cutting theme - which set out, in terms which are both strategic and meaningful, what the objectives for the Council will be over the period up to 2010. The Plan doesn't show everything the Council does – all Services produce their own plans which set out in detail how they will support the delivery of the theme vision – but the Corporate Plan sets out what the key objectives and actions are for the Council. The Action Plans are on the following pages.</p> |
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Context and challenges

“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.”

- Education is a key national priority and one of the shared priorities between national and local government. Research consistently identifies success in education and training as a route out of poverty, increasing people's self-confidence, and ensuring people have the necessary skills to take advantage of new employment opportunities.
- The Government has introduced a series of reforms in education and training. These pave the way for a transformation of the educational system for children, adult learners, parents and employers including more choice and personalisation, greater freedom for schools and possibly major changes in the qualifications system. The five major outcomes for children, published in the Children Bill together underpin all of the factors necessary to support positive learning outcomes for every child.
- Skill levels in Rotherham's workforce at an all time high but despite improvements lag behind the national and European norms. Improving the skills and qualifications of the Borough's existing and potential workforce is key to improving prosperity and quality of life. Good quality crèche and early years provision at the heart of local communities will place a renewed value on education and engage children and their parents at the earliest stage.
- Educational attainment is improving in Rotherham but still lags behind the national average. In 2003/04 44.4% of year 11 pupils achieved 5 or more GCSE A* to C passes compared to 52.9% nationally. The achievement of some of the most vulnerable groups remains a concern which is being addressed.
- There will be significant job growth in those occupations requiring higher skill levels, with a growing proportion demanding first degrees from applicants. For those who possess these skills the picture is generally very good, with high and growing incomes, and sustained employment. The unskilled face great difficulties as the amount of unskilled jobs continues to fall, and will be concentrated in lower paid and less secure jobs and occupations. Skills shortage is a growing concern for all employers in the Borough, including the Council by far the largest employer in Rotherham. These shortages are particularly acute in some higher skills occupations such as ICT and social work.
- Differences between adult educational attainment locally and nationally are largest amongst those with the higher qualifications. The most recent figures show the percentage of the working age population qualified to at least NVQ level 2 at 58.4% compared to 65.3% nationally, however the percentage qualified to at least NVQ level 4 is only 17.3% compared to 25% nationally.
- Rotherham has a higher rate of economically active adults with no qualifications than the England average - 31.7% compared to 26%. There are also significant variations at the local level with rates from 24% to over 42% in Rotherham's wards.

- Adult Education enrolments are increasing but at less than 1% of all 15-59 year olds Rotherham's rate in 2002 was amongst the lowest in the Region.
- There has been a major focus on improving early years provision. Local surveys show that local people are generally satisfied with the provision of early education for 3 to 4 year olds in Rotherham with 77% (with children aged 0 – 14) satisfied with the provision in their local area.
- The Council in partnership with a special purpose company, Transform Schools, to deliver its major schools PFI project. The overall goals are to improve the learning environment, levels of educational attainment and increase community use. This project includes the construction of ten new schools and substantial upgrade and refurbishment of a further five. It covers a mix of secondary and primary schools and includes energy management, repairs and maintenance, cleaning and catering.
- The contribution offered by informal learning opportunities by participating in culture and leisure, and from out of school learning (e.g. homework clubs, youth service activities) will need to be used to its fullest potential to improve both academic and social education in the borough.

What you told us

- to be inserted following consultation

The Current Position

Performance across the board in Education has improved in recent years but there remains a number of significant issues to be addressed:-

- Key Stage 2 (age 11) results have risen in recent years compared to the average for England as a whole (94.9% of national figure). Following a slight decline in 2002/03 there was a significant improvement in 2004.
- Rotherham's GCSE performance improved relative to the national figure in 2003 (83.1% of the national figure), however a significant and fairly constant gap still exists between local and national attainment. The percentage of pupils in Rotherham achieving no GCSE passes (A-C) is broadly in line with national figures following a gradual improvement over recent years.
- The percentage of school leavers entering further education in Rotherham has begun to fall following several years of increasing rates.
- The proportion of people from Rotherham entering and graduating from higher education has risen at a faster rate than in the UK in recent years, with over 1,000 graduates each year originating from the Borough
- Differences between adult educational attainment locally and nationally are largest amongst those with higher qualifications, with NVQ4+ attainment showing the greatest disparity and the poorest improvement in Rotherham, despite a large increase in people from Rotherham graduating from higher education each year. Focus needs to be on removing the contributory factors which have led to wide variations in educational attainment (post 11 age) across the wards in the borough.
- Targets for adult learning need to be considered with the LSC following the ending of the existing development plan in 2006.

External views

Rotherham has moved a long way since a critical OFSTED inspection of the Local Education Authority in 2000. Since then improvements have been made to leadership, management and budgeting, and improved provision for the most vulnerable children, including a strategy for Special Education Needs. A follow-up inspection in 2001 noted a positive direction of travel.

In 2004, an Audit Commission review of Special Education Needs noted the sound progress made in implementing the SEN strategy, the development of inclusive practice and the need to reinforce inclusion and embed it within practice in schools.

A most recent Inspection commended the provision of the Rotherham's Schools Music Services as providing outstanding curriculum support to schools across the borough. This is one example of the breadth of learning activities which this Corporate Plan seeks to take forward.

Our Plans to make 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.

| Our Priorities | Our objectives |
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| Maximising potential | <ul style="list-style-type: none"> ▪ Reduce the difference between the national average and Rotherham's percentage of 10 year old pupils, in schools maintained by the Local Authority, achieving level 4+ in; <ul style="list-style-type: none"> ○ English; 5.6% (2003) to at most 0% by 2010 ○ Mathematics; 4.8% (2003) to at most 0% by 2010 ○ Science; 2.7% (2003) to at most 0% by 2010 ▪ Reduce the difference between the national average and Rotherham's percentage of 13 year old pupils, in schools maintained by the Local Authority, achieving level 5+ in; <ul style="list-style-type: none"> ○ English; 5.6% (2003) to at most 0% by 2010 ○ Mathematics; 4.8% (2003) to at most 0% by 2010 ○ Science; 2.7% (2003) to at most 0% by 2010 ▪ Increase the percentage of 13 year old pupils, in schools maintained by the Local Authority, achieving 5+ ICT from 68.3% in 2003 to the national average level of attainment for ICT in 2010. ▪ Reduce the difference between Rotherham's percentage of 15 year old pupils, in schools maintained by the Local Authority, achieving 5+ GCSEs at grades A*-C and the national average level of attainment from -8.5% in 2003 to at most, -5% by 2010. ▪ A reduction of 0.1% in the total absence targets for both primary and secondary each academic year to reach a level of 5.2% in primary and 7.8% in secondary by 2010. ▪ Ensure that no schools in the borough are in special measures by 2010 ▪ Reduce the number of pupils permanently excluded during the year from all schools maintained by the Local Authority per to 1.03 per thousand pupils by 2010. ▪ Reduce by x% the gap in educational attainment between those living in neighbourhood renewal areas and the borough average by 2010. ▪ Increase the number of 16-18 year olds in education, training or employment to 90% by 2010 ▪ Ensure that all 3year olds, whose parents/guardians wish them to access a place, receive a good quality, free early years education place in the voluntary, maintained or private sector by 2010. ▪ Ensure that 95% of 15-year old Looked After Children in mainstream schools achieve 1 GCSE A*-G or equivalent by 2010. |
| Proving available and accessible life-long educational opportunities | <ul style="list-style-type: none"> ▪ Reduce by at least 20% [or equivalent] the number of adults in the workforce who lack NVQ Level 2 or equivalent by 2010 ▪ Improve access to the internet for local people through the use of libraries and other means to 95% of the population by 2010 ▪ Ensure all school buildings and facilities are sufficient, in good condition and suitable by 2010. |

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| | <ul style="list-style-type: none"> ▪ Increase year on year the number of adults and young people taking part in cultural activities that have contributed to their learning and or skills development |
| <p>Developing skills, creativity and innovation</p> | <ul style="list-style-type: none"> ▪ Ensure all schools are engaged in a broad range of both formal and informal and informal Business Enterprise activities by 2010 ▪ To be confirmed; ECALS: Ensure all schools are involving students in the organisation of the school through 'Voice and Influence' by 2010 ▪ All secondary schools to be designated specialist schools with one or more specialisms by 2010 |

Context and challenges

“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.”

- 'Promoting the economic vitality of localities' is one of the shared priorities between central and local government. Local authorities have a key role in by supporting business improvement, providing positive conditions for growth and employment, improving adult skills, and helping the hardest to reach into work.
- There has been a major shift in Government regional policy - devolving powers and responsibilities from Central Government to the Regions and increasing the amount of support and investment focused on narrowing regional disparities
- National and regional initiatives such as Northern Way and Urban Renaissance sets out a strong role for cities and larger towns in driving economic growth and prosperity, and South Yorkshire as a growing sub-region will have a significant role to play in those developments.
- Reform of European Union and National 'state aid' will result in major changes in the availability of regeneration funds, such as Objective 1 and Regional Selective Assistance, locally.
- The sub-region has benefited from having access to large amounts of public funding for regeneration and Rotherham continues to maximise those opportunities.
- There has been strong local economic and social progress. The Borough's unemployment rate for example has fallen from its peak of 22% in the mid 1980s to less than 3%. There is a continued need to ensure a good range of employment opportunities
- However, deprivation and poverty are still major challenges. Official figures show that Rotherham is the 63rd most deprived borough in England. Also not all areas and people have benefited equally have from the economic and social progress. In a recent survey 14% of local people considered that their earnings/income only allowed them to have a 'poor' or 'very poor' standard of living.
- The impact of deprivation continues to be focussed in certain geographical areas such as in and around the Town Centre and groups including the unemployed, Black & Minority Ethnic, single mothers, people with ill health and those with low skills or incomes. There is less deprivation but it is more concentrated and intense.
- The economy is making good progress but there are still structural weaknesses, productivity levels (about 80% of the UK average) continue to lag behind the national average, there is an over-representation of sectors forecast to decline, and an under-representation of small businesses.
- A series of studies and local consultation have pointed to the need to revitalise Rotherham Town Centre, and reinforce its role as a hub for cultural, economic and civic activity. A strategy for taking this forward is now in place and will deliver over the next 15 years.
- National policy developments such as the Haskins Report on rural policy and the Quality Parish Council Initiative will provide major opportunities to strengthen the provision of key services to Rotherham’s rural areas.

- Local surveys show transport to be a top priority for local people. Satisfaction levels with local bus services are high (61% in 2003/04) and above the national average (54%), but over the last two years have fallen by 2 percentage points, nationally over the same period they increased by 4 points
- The average earnings in Rotherham are only 87% of the national average (2003).
- The number of VAT registered companies is less than the national average (303 per 10,000 head of the population) at 186 per 10,000 head of the population

What you told us

- to be inserted following consultation

The Current Position

Our Performance

One of the Council's key local performance indicators is reducing the gap between national and local employment rates. By 2004, the gap had been closed and was actually showing an employment rate that was 0.9% higher than the UK average. We need to ensure that these new jobs are sustainable and increase the skill and income of the local population.

Improvements also need to be sustained in the borough's economic inactivity rate, which is now down to 23% (still behind the national rate of 21%). This will involve health and well-being initiatives as well as economic developments.

The most recently reported survey of business activity in the borough (in 2003-4) showed a continued improvement in vacancy rates in retail premises (down to 7.0% in the town centre). Clearly there needs to be continued focus on retail development and the town centre.

Transport is a growing issue for economic regeneration and recent performance shows that the condition of principal and non-principal roads is continuing to improve, with a reduction (to 10% in 2004-5) of principal roads needing strengthening.

In terms of strategic planning, the Council has improved its capacity to deal with planning applications, and will meet government targets for determining applications (such as 60% of major applications within 13 weeks). However it is clear that improvements are needed in the % of new homes being built on previously development land.

External views

The 2004 Inspection of Regeneration viewed the council's approach to regeneration to be 'good', citing a clear commitment, and good partnership working, to tackle economic, social and environmental problems caused by the borough's industrial past. Major redevelopments such as the Dearne Valley, and the Magna Centre were viewed as leading the way for sustainable employment and a wide range of activity in social and environmental regeneration was seen as leading to improved social well-being. However it was recognised that prospects for the future rested on a clearer vision for longer-term regeneration, development of areas outside the Town Centre, and plans for resourcing following the ending of funding streams from 2006.

A Regular Performance Assessment of Environment in 2004 noted the strengths of the Council's planning system, and the holistic approach to regeneration and strategic planning, addressing the integration of economic, environmental and social issues. The council's effective protection of the natural and built environment was also noted. However this assessment also detailed a number of weaknesses in integrating transport in the borough and linking new areas of employment, and plans for more sustainable transport. Transport is a sub-regional responsibility, but the Council will focus on this area as a specific priority.

Rotherham Council has achieved two Beacon Council Awards – one for 'Removing Barriers to Work' and one for 'Fostering Business Growth'. We are also currently short-listed for a further Beacon award for 'Supporting New Businesses' and 'Asset Management' (Check and update on status in April).

Two years ago, RMBC received a critical inspection of housing benefits. As a response an action plan was implemented and in the first year of the RBT partnership, a top (4-star) rating was achieved, and as a result of this rapid improvement, the service was one of only two selected nationally for a best practice review. Improvement continues with the average number of days to process a new claim falling to 23 days, well above the national standard of 36 days

Our Plans to make 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.

| Our Priorities | | Our objectives – we will |
|--|---|---------------------------------|
| A Prosperous place | <ul style="list-style-type: none"> Support the development of a volunteer bureau and volunteering, and the involvement of RMBC staff, to achieve 300 active volunteers by 2010 Achieve 150 new Inward Investors (including local expansions) by 2010 Reduce to and maintain a 7% floor space vacancy rate of industrial and commercial property by 2010. Increase the average weekly wage to achieve the national average by 2010 | |
| Minimising inequalities | <ul style="list-style-type: none"> Increase the employment rates of disadvantaged areas and groups in line with the regional average by 2008 and in line with national average by 2010. Ensure that 7% of all new housing will be deemed affordable housing by 2010. Support at least 50 social enterprises by 2010 contributing to increased wellbeing in most disadvantaged areas and groups. | |
| A Vibrant mixed and diverse economy and flourishing local businesses | <ul style="list-style-type: none"> Increase the rate for new business survival rates from x in 2004 to X by 2010 Increase the number of graduates per population to x in Rotherham by 2010 Increase the number of new start-up businesses accommodated in Council businesses and managed work space units to X | |
| An excellent town centre | <ul style="list-style-type: none"> Ensure that a significant proportion of the Town Centre Master Plan is developed and implemented by 2010 Reduce vacancy rate of Town Centre premises to 5% by 2010 Increase footfall in the Town Centre by 5% per annum up to 2010 Improve user satisfaction of the Town Centre to achieve 75% by 2010 Bring in £20m of additional external funding for improvements in culture and leisure facilities, including a new cultural centre and town centre swimming pool by 2010 | |
| Sustainable Transport | <ul style="list-style-type: none"> Deliver the Local Transport Plan by 2010, creating an accessible, integrated, sustainable transport system for economic, social and environmental well-being Develop and commence implementation of a light rail system by 2010 Ensure 90% of residents can access employment opportunities by public transport within 30 minutes by 2010 | |
| Revitalised rural areas | <ul style="list-style-type: none"> Conserve rural areas to meet locally identified needs, including transport, shops, enterprise and financial services and readily available one-stop access to all council services by 2010. Develop and accord with parish councils to improve service delivery and communication with parish councils by 2005 | |

ROTHERHAM ALIVE

Context and challenges

“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.”

- National policies such as the Choosing Health: Making Healthier Choices Easier White Paper and the Shared Priority ‘Promoting healthier communities and narrowing health inequalities paves the way for an increased and enhanced role for local authorities in promoting healthy life styles and providing an environment where people can enjoy their lives to the full.
- Good progress has been made in improving and health and reducing inequalities. Teenage pregnancies are down and life expectancy has improved for both men (up to 75.2) and women (up to 76.4) for example.
- The Borough however continues to perform poorly on most of the key health related measures with life expectancy and its proportion of its population with long-term limiting illness, teenage pregnancy rate together with deaths from heart disease, circulatory disease and various cancers all higher than the national levels for example. In a recent survey 29% of people in Rotherham considered that their health was only ‘fair’ or ‘poor’.
- There are marked local variations in health, with people in the less disadvantaged neighbourhoods living an average eight years longer than those in the most disadvantaged neighbourhoods. Over 20% of the Borough’s neighbourhoods are within the top 10% most deprived population nationally suffering from health deprivation official figures show.
- Rotherham has an ageing population, with the number of people aged over 75 expected to rise considerably (up 68%) over the next 25 years. The majority will enjoy good health and activity; for some the extra years will be happy, but not for all. Dementia, arthritis, hearing and vision problems and diabetes are some of the chronic conditions that are on the increase as Rotherham’s population ages.
- Poor life-style is a growing issue. The latest lifestyle survey shows that 34% of residents are overweight, with 17% classified as obese. 48% did no regular moderate or strenuous exercise, 35% did not eat any fruit or vegetables on a regular daily basis and 25% were smokers.
- Rotherham has a strong cultural, creative and artistic heritage, which contributes to be improved with developments such as Magna, Rother Valley Country Park and Clifton Park Museum. However, participation and satisfaction levels are relatively low. The latest customer satisfaction survey shows satisfaction with museums and galleries falling to 37%. Participation in cultural activity at 12.7% of households in 2003 is well below the national (20%) and Yorkshire and Humber average (16%). Investment in new facilities, such as a town centre theatre and swimming pool, are key to addressing this.
- Nationally and locally there has been a major focus on building on delivering an excellent start to life through initiatives such as Sure Start, the development of Children’s Centres and the expansion of nursery provision.
- Paragraph about substance misuse

What you told us

- to be inserted following consultation

The Current Position

Our Performance

Raising everyone's quality of life is a core element of this Corporate Plan. Providing facilities to enable people to have active lives has been a challenge for the Council over recent years., and presently, we know we need to make steps to increase the number of people visiting the borough's libraries, museums, leisure and play facilities. For example, we will be looking to raise the number of visits to libraries from 5,000 per 1,000 population in 2003/04, and the number of swims above 3,300 per 1,000 population.

This will be possible by an ambitious development plan for culture and leisure services in Rotherham, involving completion by 2008 of a strategic and sustainable network of indoor sports facilities and the modernisation of the Clifton Park Museum. With the refurbishment of some key facilities, we will be looking to see major improvements in customer satisfaction with the facilities (with by 2007 70% of people being satisfied with libraries, 70% with parks, at least 54% with sports and leisure and 46% with arts and museums). A new town centre theatre and library, and swimming pool are planned as part of the town centre masterplan.

External views

Quality of life issues have been assessed in a Regular Performance Assessment of Culture in 2004. A key area which needs tackling by the Council is the promotion of benefits of cultural activity to increase participation, well-being self-esteem and lifelong learning, more 'joined up' working in relation to services to young people and raising the profile of culture and leisure in the authority. A clearer strategy for health promotion is needed. However, the range of potential facilities available to Rotherham people, including green spaces, the refurbished museum and arts and sports development services are noted as a strength for future improvements. The award of Charter Mark to the Libraries service in 2004 was a clear indication of the high standards of service libraries can provide to the community.

The Inspection of Children's Services of 2004 noted that children and their families received health care, education and other services which promoted children's life chances and were responsive to their needs. Two key national children's priorities under the government's 'Every Child Matters' initiative are 'Health' and 'Enjoyment & Achievement' and the Council will be progressing actions to give young people the best start in life through its Children's and Young People Services.

The Inspection of Regeneration noted that there are encouraging examples of success in delivering improved social regeneration, which recognises community well-being and the impact of culture and leisure activities on regeneration. A joined-up approach to improving quality of life will therefore be of key importance to Rotherham MBC over future years of the regeneration of the borough.

Our Plans to make 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.

| Our Priorities – we will | |
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| <p>People will feel good</p> | <ul style="list-style-type: none"> • Ensure xx% of Rotherham population feels that the Council makes a positive contribution to improving their quality of life by 2008 (baseline to be set during 2005/06) • Ensure that by 2010 95% of adult residents and young people who participate in cultural activity state that it has a beneficial impact on their quality of life • Deliver an Older Person's Strategy by 2010 in order to raise the cultural and civic participation of older people by x% and thus improve well-being • Reduce inequalities in health by 10% by 2010 as measured through infant mortality and life expectancy at birth • Increase the percentage of people satisfied with the quality of their local environment to 80% by 2010 |
| <p>Active people who live life to the full</p> | <ul style="list-style-type: none"> • Provide state of the art leisure facilities across the borough by 2010 • Increase the numbers of individual sessions in Rotherham's swimming pools from 700,000 in 2003-04 to 875,000 in the first full year of operation of the Borough's new network of pools, and just under a million a year by 2010 • Increase the number of adults and young people aged 16 and above who participate in at least 30 minutes of exercise 3 times a week to xx% by 2010 • Ensure that by 2010 the profile of cultural facilities users matches the local population profile • Achieve 26,800 attendances per 1,000 head of population a year to cultural facilities by 2010 • Develop in partnership with local groups and schools, major community arts, media and heritage projects and facilities in at least 5 areas by 2010 • To increase the number of people who are receiving direct payments by 250% by 2010. • Increase the number of people accessing intermediate care and rehabilitation services by 30% by 2010 • Reconfigure residential services for older people by developing 3 residential care homes, 3 resource centres and 3 Extra Care Housing facilities by 2009. • Improve the percentage of all journeys made by walking and cycling by X |
| <p>Celebration of our history and cultural, artistic and creative activities</p> | <ul style="list-style-type: none"> • Provide state of the art facilities through a new Arts Centre, Theatre and Central Library by 2010 • Increase the number of creative industry new businesses by x% each year • Support development of radio station for Rotherham and new media initiatives at community and borough level, ensuring inclusion of opportunities for hard to reach groups • Develop and promote Rotherham's woodland estate to increase usage by 100% by 2010 • All Libraries, museums, leisure facilities and major parks to achieve national standards for these services by 2010 |

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| <p>Good health and healthy lives</p> | <p>Work with partners to:</p> <ul style="list-style-type: none"> • Reduce under 18 year old conception rate in Rotherham to 28.3% by 2010. • Reduce suicide rates to xx per thousand by 2010 • Increase the percentage of schoolchildren who eat 5 portions of fruit and vegetables each day to xx% by 2010 • Reduce the % of obese children under 11 by x% each year • Reduce the % of children and young people who smoke to xx% by 2010 • Reduce the proportion of under 25s who use illegal drugs by X% by 2010 • To improve the protection of health by work with the Health Protection Agency and Primary Care Trust to prevent infections, disease, food related illness, disabilities, and early deaths. Target to be set within the Public Health Strategy 05/06 [need more clarity] • Continue to implement winter and fuel poverty warmth programme to ensure ill health prevented and hospital admissions reduced related to hypothermia • Improve health outcomes for people with long-term conditions through work with the Primary Care Trust to improve care and support and housing conditions • Provide a range of high quality play facilities for children by January 2007 • 45% of Looked After Children participate in a cultural or sporting activity by 2008. • Reduce the number of adult admissions to long term care to 85 per 1,000 people by 2010. • The waiting time for an assessment of need to be undertaken will be a maximum of 1 month by 2010. • Adult and Older Clients receiving a review as a % of adults clients receiving a service will be 100% and such reviews will take place at least annually (unless circumstances dictate a review quicker) by 2010 |
| <p>Investment in the next generation</p> | <ul style="list-style-type: none"> • Continue to support and develop Sure Start activity and mainstream successful initiatives to all areas of deprivation in Rotherham by 2010 • Ensure that the Voice and Influence programme is developed and resourced to ensure a flourishing youth cabinet and organisation which are able to influence the Council's Local Strategic Partnership and other partners to respond to children's and young peoples needs • Ensure that all new parents have access to <u>positive parenting classes and Family Learning by 2008</u> |

Context and challenges

“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.”

- Community safety, decent housing and the local environment are key priorities nationally, and are consistently identified through local research and consultation as significant areas of concern for Rotherham residents.
- The Government’s flagship ‘Sustainable Communities Plan: Building for the Future’ programme is one of the most significant Government developments for many years. It offers major opportunities to the Council to ensure that all social housing is decent, improve open spaces and parks, tackle pockets of low demand housing and abandonment, improve design quality and the street scene and create safe communities.
- Government Bills such as Building Communities, Beating Crime together with the Shared Priority ‘Safe and Strong Communities’ reinforce local authorities key role and contribution in addressing crime and anti-social behavior, through for example wardens, CCTV, better design and joining-up of agencies services and activities.
- Crime rates in Rotherham are relatively low (4th lowest of 36 metropolitan authorities) but burglary and vehicle crime are above the national average. There are also ‘hot spots’ where rates are very high. Fear of Crime at 27% is falling (down from 51% in 2002) but remains a major concern of local people. A recent customer satisfaction survey identified crime as the top thing local people would most like to be improved.
- Consultation and research shows that most people in Rotherham are satisfied or fairly satisfied (63%) with the area in which they live. However this is not uniform across the Borough, and satisfaction rates vary considerably between communities from 76% to 58%.
- A major challenge will be the maximization of the opportunities presented as a result of the ‘Decent Homes’ investment and the Housing Market Renewal Pathfinder. The majority (78% in 2003) of the Council’s housing stock is non-decent, and a small but significant number of the Borough’s overall housing stocks are at risk of low demand and abandonment.
- Rotherham’s housing stock is amongst the most affordable in the Country but steeply rising house prices relative to incomes means that home ownership is increasingly becoming more difficult for some people.
- In future years there will be a significant increase in the demand for new homes, mainly fuelled by an increase in one-person households, which are forecast to grow by 7,000 by 2012.
- Rotherham has a good built and natural environment with many good quality open spaces, listed buildings of national significance and plants and wildlife that are important for local biodiversity. Much of open Rotherham is protected through its Green Belt designation. A Green Spaces Strategy will be implemented to raise the profile and develop the usage of Rotherham’s open spaces.
- Local surveys show that protecting and enhancing this good built and natural environment to be a top priority for local people. At 70% (2003/04), satisfaction with parks and open spaces is high and improving (up from

62% in 2000/01). Satisfaction with cleanliness of public land has improved significantly, from 46% to 58% in the three years from 2001 to 2004.

- The Civil Contingencies Bill provides local authorities with major new responsibilities and duties for avoiding, preparing for and dealing with emergencies and civil contingencies.
- Drug abuse is a major concern, and there has been a focus on support for drugs users. This has made real progress with increasing numbers of drug users seeking treatment.
- The Council has a responsibility to ensure a high quality in design and construction of its buildings to create a good legacy for succeeding generations.
- The Council will ensure that its own transport is safe, effective and efficient.

What you told us

- to be inserted following consultation

The Current Position

Our Performance

The Rotherham Partnership has set reducing the fear of crime as a key indicator in its Community Strategy. To date, the percentage of people 'very concerned' about being a victim of crime has halved (from 51% in 2002). Additionally, there are a series of challenging targets in Rotherham's local PSA with Government focused on community safety issues. These include reductions in people killed or seriously injured on Rotherham roads (down to 127 in 2003), the number of burglaries (down to 2046 in 2003-4 from 2681 in 2002-3). A further LPSA (Local Public Service Agreement) target concerns the number of problem drug users in treatment programmes. The 2003-4 target of 722 was not met, and the issue will be a future priority for the Council and its partners.

The Council contributes to the aim of making Rotherham Safe through a number of services, and performance levels for key activities include:

- A revised stock condition survey identified that 78% of Council homes were not meeting the decency standard at 1 Apr 2003. The challenge to bring homes up to this level by the Government target by 2010 will be a key objective to improve the environment of local estates further.
- In terms of creating stable and safe communities, re-let times for our Council houses has reduced from 22.84 days in 2003-4 and is forecast to be down to 16 days in 2004-5. This is a dramatic improvement on recent years (re-let times were 98 days in 2001-2). Furthermore the % of new tenancies that last more than 12 months is now forecast to reach 98%, which again is a measure of the stability of our communities.
- Effective regulation, waste management, maintenance of the highway infrastructure and emergency planning all contribute to a safe environment, and all are extensively measured through local and national Key Performance Indicators.

External views

The ALMO (Arms Length Management Organisation) 'indicative' inspection of October 2004 found that Rotherham's estates were clean and tidy, free of litter and graffiti mainly due to high quality service provision through Streetpride. It was also found that there is a wealth of positive community-based safety initiatives such as neighbourhood wardens but that the Council's approach to planning and handling reports of ASB needed development, especially as crime and anti-social behaviour is a matter of highest concern for residents.

The Repairs & Maintenance inspection of April 2004 noted a well developed and managed decent homes programmes (with over 3000 homes brought up to the standard since 2002), although there was a higher level of properties requiring work to meet the standard than expected. Additionally voids were re-let quickly and to a very high standard, which supported stable communities.

The inspection of Waste Management services, rated 'good' in October 2004, noted in particular efficient and effective refuse collection and street care services, and exceeding statutory targets on street cleanliness and recycling, although there was a need to set targets to reduce fly-tipping, dog fouling and graffiti.

In addition the Council has undertaken a number of independent Scrutiny Reviews which have informed the implementation of a Domestic Violence Policy, the design of the Streetpride initiative, the strategy towards Housing-related Anti-Social Behaviour and off-road motorbiking and related vehicle nuisance.

Our Plans to make 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.

| Our Objectives – we will | |
|--|--|
| Our Priorities Safe, clean, green and well-maintained neighbourhoods | <ul style="list-style-type: none"> • Increase the percentage of residents with high or acceptable levels of satisfaction with the cleanliness of the streets to 95% by 2010 • Increase the percentage of residents with high or acceptable levels of satisfaction with the condition of highway and footpaths to 80% by 2010 • Deliver a clear set of overarching customer defined neighbourhood standards by 2006 which will help ensure the delivery of safe, clean and green neighbourhoods [revised and improved annually] • Increase opportunities to recycle and minimise waste creation through the development of the waste management partnership resulting in an increase in recycling rates to 35% by 2008 and further improvements to 2010 |
| Decent homes for all | <ul style="list-style-type: none"> • Achieve a good (2 star) ALMO Housing service in terms of cost, efficiency and service delivery by 2005 and look to achieve an excellent (3 star) service by 2006 to draw down funding to deliver decent homes • Achieve the Decent Homes Standard for all council properties by 2010 • Ensure that all Council properties achieve secured by design standards by 2010 to reduce domestic burglary |
| Attractive buildings and public space | <ul style="list-style-type: none"> • Have reviewed all conservation areas by 2010 • Have adopted a supplementary planning document of design by 2010 • Ensure 80% of public buildings are accessible to disabled persons by March 2010 • Ensure high quality design and construction of the Council's new building work |
| Streets free from crime, drugs and fear of crime | <ul style="list-style-type: none"> • Set up and support warden or CCTV schemes in all 'hotspot' neighbourhoods identified in conjunction with the police • Have the lowest overall crime rates for all metropolitan areas in Yorkshire and the Humber by 2010 • Business crime [EDS to provide] • Establish a joint intelligence protocol with the police working on shared boundaries and resources to target more effectively and to reduce crime and anti-social behaviour • Reduce by [50 per cent] the incidence of anti-social behaviour reported to the council by 2007 and further improve year on year • Ensure that 75% of vulnerable people feel safe, or free from bullying and intimidation by 2010 |
| Environments and people protected and nurtured | <ul style="list-style-type: none"> • Reduce the number of bullying incidents in schools by 50% by 2010 • Provide xx additional units for emergency accommodation for victims of domestic violence within the borough by March 2007 |

| | |
|---------------------------------|--|
| | <ul style="list-style-type: none"> • Reduce the number of re-registrations on the Children Protection Register to 15% by 2008. • 80% of children under 16 who have been looked after for 2.5 or more years will have been living in the same placement for at least 2 years, or are adopted. |
| Accidents and hazards minimised | <ul style="list-style-type: none"> • Reduce the number of people killed in road traffic accidents by 10% each year • Ensure the Council's own transport is well maintained, safe, effective and efficient • Ensure the borough has high quality emergency planning procedures which are recognised as best practice by 2010 |

Context and challenges

“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.”

- National policies such as Civil Renewal Bill and Freedom of Information Act together with initiatives aimed at promoting E-Government and different forms of voting have offered greater opportunities for local people to participate in and shape the Council’s decision making processes, and for neighbourhoods, parishes, voluntary and community sector to influence and deliver local services.
- At the last local election in 2004 the turnout was relatively high at 43% but was down from the turnout of 51% in the 2003 local elections. The number of people registering to vote is falling, and at a rate well above the national average.
- The number of people involved in local community and voluntary organisations is increasing up to 22% in 2004 (from 20% in 2002). However to achieve a vibrant and sustainable communities, a voluntary sector that plays a major role in improving Rotherham’s quality of life, there is a need to increase the number of volunteers in the borough through a supported and consistent approach to encouraging volunteering.
- In a recent survey, when asked to what extent the Council takes notice of the views of members of the public more people disagreed with the statement that they could influence decisions affecting their local area (39%) than agreed (28%).
- Rotherham has one of the highest rates of its population acting as unpaid carers to family members, friends, neighbours or others. At 12.2% the 2001 Census shows that it is 14th highest in the Country.
- In recent years there has been a major and on-going shift in national policy towards Older People. There has been a move away from focusing public services on the most vulnerable people (only 15% of the older population), and towards a broader approach and enables all older people to remain as independent for as long as possible and live their lives to the full.
- Rotherham has one of the highest rates of its population acting as unpaid carers to family, friends and neighbours. At 12% in 2001 it was the 14th highest in the Country.
- Rotherham’s ageing population coupled with the high levels of ill-health (22.4% of the population suffers from long-term limiting illness; compared to 17.4% nationally) will have major implications for future and health and social care.
- The perception of the Borough is generally low or poor. In a recent consultation exercise local people were asked to select one of five statements which best described their opinion of Rotherham - 31% thought that Rotherham was best described as "a place still struggling to overcome the decline in its traditional industries and its many social problems". The majority were, however, more cautiously optimistic and there was some feeling that difficulties that the area has suffered in the past are being overcome, although gradually.
- Much of south and west of Rotherham is integrated functionally with Sheffield, and looks to the City for leisure, retail and cultural opportunities.

- The image of the borough from an outside perspective, whilst improving, can still be negative due to its historic role as an old industrial town. Sharing and engaging Rotherham people in the regeneration of the Borough and ensuring successes and improvements are well communicated will contribute to how proud people feel of where they live.

What you told us

- to be inserted following consultation

The Current Position

Our Performance

The work of the Council is central to making people proud of Rotherham. Overall satisfaction levels with the Council overall are reasonable. Between 2000/01 and 2003/04 the level increased by 1 percentage point to 55%, in comparison with a 10 percentage point decline in satisfaction with Councils nationally. Rotherham's rate is equivalent to the national average, and above the All Metropolitan Borough's averages, but there is much to be done in increasing the positive view of Rotherham people with the Council and with the borough. This will build on the significant increase in the level of satisfaction with household waste collection, parks and opens spaces and cleanliness.

The Council supports, amongst other 'pride' initiatives, a Youth Council, Citizens Panel and many community organisations and local quality of life indicators will need to be set to properly assess how people can influence decisions and get involved in the life of the borough.

In terms of being a caring place and providing care services to sections of the community, notable progress has been made in the Council's efforts to support adults with mental health, learning and physical disabilities to live at home independently, but future stretching targets for providing home care for older adults may need to receive renewed attention through the Council's Older People Strategy. Preventative work is reducing the actual numbers of looked after children in the borough (down to 6.2 per 1000 children) and to look after children through fostering and adoption services, but again focus will need to be maintained during the period of the Corporate Plan and through the integration of Children's Service under the Government's Every Child Matters agenda.

External views

The Regeneration inspection of May 2004 (resulting in a 2* good rating) noted that the Council's wide range of activity in social and environmental regeneration has led to increased social wellbeing, but recommended that community leadership is strengthened and coordination of community-based plans improved. An external Audit of Democratic renewal and an internal review of the Democratic process have set out various recommendations for improving people's involvement in decision-making.

The overall Commission for Social Care Inspection performance review report for Rotherham Social Services in 2004 noted several key issues including that:

- The numbers placed for adoption is showing year on year improvement and continues to be an area of strength for the Council
- Hard work has taken place to reduce the rates of teenage pregnancy
- Outcomes for care leavers have been improved through the council's work with partner agencies
- A main focus for the Council in services to adults is on promoting independence and choice
- There are examples of innovative work in employment schemes for people with learning disabilities, development of mental health services and timely provision of services to people following assessment.

However the Commission for Social Care Inspection also note some key areas for improvement which are key to this Corporate Plan. These include:

- Modernisation of day services so that users are provided with increased choice and control over the services they receive
- Investment in mental health services need to continue to ensure outreach and intervention
- The take up of direct payments needs a significant promotion to increase take-up and again increase independent living

Our Plans to make 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.

| Our objectives | |
|--------------------------------------|--|
| Our Priorities | |
| Pride in the Borough | <ul style="list-style-type: none"> • Increase the % of residents who are satisfied with overall services provided by the council to 60% by 2007 and to be above national average by 2010 • Increase the positive perception of local people to xx% by 2010 • Improve the % of people satisfied with their area as a place to live to xx% by 2010 • Increase the population of the borough by 5% to 2010 [EDS to add] |
| Citizenship & Democracy | <ul style="list-style-type: none"> • Increase the turn out rate at local elections by 10% compared to the position pre-postal elections • Increase the % of schools having democratically elected school councils to xx% by 2010 • 100% of secondary schools to have elected representatives on the Rotherham Young People's Parliament by 2010 • Ensure participation of local community groups is representative of the local population by 2010 • To increase the involvement of children and their families in the planning, delivery and review of services to 95% by 2008. |
| Supporting Vulnerable People | <ul style="list-style-type: none"> • Provide a good (2 star) Adult Social Services in terms of cost, efficiency, service delivery by 2006 and look to achieve excellent (3 star) by 2010 • Reduce the number of vulnerable people by 5% each year for key client groups (eg homeless, domestic violence, substance misuse, teenage pregnancy) • Maintain the top quartile performance in helping the number of older people to live at home by 2010 • Reduce the number of children in the top 20% most disadvantaged wards living in workless households to xx% by 2010 • Reduce the number of children who are bullied or who experience harassment to below the national average by 2010 • Develop an overall Borough wide strategy for Older People by August 2005. • All carers assessed and reviewed in the year as a % of people assessed who have a carer will be 100% by 2010. |
| Strong Sustainable Communities | <ul style="list-style-type: none"> • Increase the number of people who participate in community organisations to 25% by 2010 • Help establish a range of effective, sustainable community organisations within the most deprived parts of the borough by 2010 |
| Involvement in local decision making | <ul style="list-style-type: none"> • Increase the involvement of the elderly, young and Black and Minority Ethnic groups to ensure that everyone is at the heart of decision making by 2007 • Deliver new local area agreement/compacts using intelligence from the community planning framework by 2006 • Establish a range of networks for all communities of interest to ensure participation in local decision making |

- Increase the % of people who feel they can influence decisions in their local area to xx% by 2010
- Establish new area assembly models within the framework of the Local Strategic Partnership which clearly links to the council's democratic decision making process by 2006

Context and challenges

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

- Through national obligations such as the duty to take into the account the elements of Local Agenda 21 in the preparation of the Community Strategy councils have been given a key role and responsibility to ensure sustainable development at the local level.
- The delivery of sustainable development under-pins all the themes of the Corporate Plan. For example the maintenance of high and stable levels of economic growth is a key theme of Rotherham Achieving. This section focuses on the other key aspects of sustainable development not covered elsewhere in the Plan.
- Air quality in the Borough is generally good. There are however a few pockets of poor air quality. Increases in road transport are identified as the key contributor to these pockets of poor air quality, especially adjoining the M1 and the M18.
- Recent years has seen a dramatic increase in the level of recycling in the Borough up from less than 4% to over 15% in three years. However, much of the Borough’s waste still continues to be disposed of in land fill sites. Legislation such as the European Unions’ Landfill Directive will place significant constraints on the Council’s ability to dispose of waste in landfill sites.
- The Borough’s natural environment is one of its greatest assets. The vast majority of the Borough is open in nature, and agricultural is by far the greatest land-use. Much of the Borough is designated as of national significance including Green Belt, Ancient Monument and Sites of Special Scientific Significance that need to be protected and enhanced.
- The Council’s record in reducing emissions of greenhouse gases is amongst the best of any local authority in the Country, and is one of a few to have all its electricity needs met from electricity generated from “green” sources. Rotherham and the wider Region however is not on track to meet its targets and it is forecast that there will be an overall rise in carbon dioxide emissions over the period 1990 to 2010 without further action. Increases in road and air traffic are identified as key contributors to current and forecast emissions.
- National and Regional policy reflect the need to increase the use of ‘brownfield’ land to accommodate new development. They set a high target of 60% of all new housing developments in the Borough to be built on ‘brownfield’ land over the next few years.
- Both national and regional policies require more sustainable building practices to improve the energy and environmental standards of new development. This also requires new housing to be built at a much higher density than previously.
- Car dependency is increasing leading to more congestion and pollution, and constraining economic growth. The latest customer satisfaction survey shows that over 62% of people think that the level of traffic congestion has got worse over the last 3 years (just 4% think it got better). This will worsen with Regeneration of Rotherham generating more economic activity and indeed increases in population.
- Interest in protecting the environment has been enhanced through encouraging local environmental projects in schools and the community. Encouraging residents to take more

responsibility for their environment will be achieved through more effective community planning and local involvement.

What you told us

- to be inserted following consultation

The Current Position

Our Performance

The Council focuses closely on sustainability issues through its Best Value Performance Indicators. Our performance on key indicators has been encouraging in recent years, for example the % of household waste which has been recycled has risen from 10% to around 14% from 2003/4 to 2004/5, mainly due to new facilities such as Household Waste Recycling Centres.

A national priority is the development of new homes built on previously developed land. We are working towards the current 60% target, but a review of housing policies in the Local Development Framework will allow a reconsideration of priorities over future years.

External views

In 2004, Rotherham has received some positive messages from external bodies. The Regeneration Inspection noted that improving the environment is an important factor in regenerating neighborhoods and Rotherham residents have seen positive change. 'Streetpride' has been a very visible initiative to devolve responsibility and delivery of council environmental services to a more local level". Additionally it was stressed that successful improvements have been made to the public spaces in Rotherham town centre, but these have had limited impact on a number of buildings that are unoccupied and becoming run-down, despite their intrinsic historic and architectural value.

The council was commended for supporting a range of local environmental projects, including renewing and improving habitats for migrant birds in former coal workings; providing match funding from its own resources to applicants for funding to fund such projects as country park access, Swinton heritage trail and Wath skate park; and commissioning services from the Groundwork Trust.

The Waste Inspection noted the efficient refuse service that is accessible and responsive to users, there has been a reduction in the amount of municipal and household waste, supported by an extensive recycling infrastructure. The Council also won an award for most improved score in the Business In the Community Environment Engagement Index survey in 2003 and in 2004 came 4th in the local authority sector.

Our Plans to ensure Sustainable Development in Rotherham

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

| Our objectives – by 2010 we will | |
|---|---|
| The Environment | <ul style="list-style-type: none"> • Be the best performing by Introducing a green waste collection service for all households [x thousand] by December 2006 • Introduce a range of waste minimisation initiatives so that a maximum of 60% waste goes direct to landfill Achieve 50% increase in recycled waste arising from Council Buildings • Increase the Energy Efficiency rating of local authority homes from X% to Y% • Continue to ensure that 100% of Council buildings are supplied by green electricity • Increase the percentage of new homes built on previously developed land to 60% by 2010 • Reduce Carbon Dioxide emissions per square metre of Council properties by X% • Increase the number of days when air quality is moderate or higher from X to Y • Increase the percentage of sites of special scientific interest in favourable condition from X to Y |
| | <ul style="list-style-type: none"> • Increase the percentage of river lengths that are good or fair biological quality from X to Y |
| | <ul style="list-style-type: none"> • Contributions to economic regeneration, reducing inequalities, sustainable communities and transport are elsewhere in the Plan |

Context and challenges

“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.”

- With a population of around 251,500 Rotherham Borough comprises a diverse and vibrant mix of people, cultures, and communities. 52.10% (by area) is rural and the rest is urban. According to the 2001 Census, 96.9% of Rotherham’s population is white, with 3.1 per cent of the population from black and minority ethnic communities. The largest black and minority ethnic group is Pakistani at 1.9%. The Census revealed 6 major different faiths and 15 different ethnicities, including Kashmiri, Chinese, Yemeni, Indian, and West African.
- Rotherham also has other significant communities of interest including disabled people, travellers, and a Gay, Lesbian, Bisexual and Transgender community. There is a wide range of other lifestyles, experiences and backgrounds, which we would wish to see acknowledged and celebrated.
- Promoting equality of opportunity, reducing inequalities, challenging discrimination and prejudice, and promoting good community relations is now firmly part of the Government’s modernising agenda for the public sector. All councils are expected to place issues of fairness at the heart of policy and decision making, and using their civic leadership role demonstrate their commitment to an increasingly diverse population with varying needs.
- Legislation is increasingly underpinning the fairness agenda with recent extensions to the race relations and disability discrimination law, new laws on religion, belief and sexuality, and proposed new laws to outlaw discrimination on the grounds of age. Coupled with existing legislation on race, gender, disability, Human Rights, and equal pay, the fairness agenda is a key theme of activity that the Council must address over the forthcoming years.
- In Rotherham, we have a long history of welcoming, and integrating diverse cultures, faiths and communities into the Borough. We believe that each and every one of those who choose to come to Rotherham alongside those who are born here can make a rich contribution to the sustainability of the area, both economically and socially. However we are aware that there are people in our Borough who fear harassment and persecution. There are communities, which feel, disadvantaged and unheard, and there are levels of misunderstanding between those of different age, class, sexuality, geographical location, race, faith and culture. There is a need to develop infrastructures to support communities of interest, several of whom do not have organisations that represent them.
- Rotherham ranks as the 63rd most deprived districts nationally using the Government’s 2004 Index of Multiple Deprivation. Thus reducing inequalities in income, employment, health and disability, education skills and training, barriers to housing and services, the living environment and crime are key challenges for the Council to overcome with its partners if we are to ensure no one is disadvantaged because of where they live or the community they belong to.
- Approximately 52% of the population are women and issues such as domestic violence, safety, affordable childcare, teenage pregnancy, and access to health services, housing,

and employment and training, are gender specific issues which the Council needs to address.

- We acknowledge the need as a local authority to be close to the communities we serve. This means understanding the needs and wishes of the people we are serving and delivering services appropriate to them. Fairness means ensuring that all communities have equal opportunity to influence in local decision-making and access to employment and services. All communities have a diversity of views and interests within them. When making decisions, the Council needs to weigh those different views and demonstrate to local people how they had an influence.

What you told us

- to be inserted following consultation

The Current Position

Our Performance

- Much work has been done to research, understand and map patterns of deprivation and inequality in Rotherham. This has enabled the Council and its partners to take to focus action and resources on key interventions to meet the specific needs and priorities of communities of interest.
- We have delivered against all 10 Neighbourhood Renewal Floor targets. This means that we have, for example: increased the employment rates of groups such as lone parents and ethnic minorities; improved life expectancy and reduced number of people killed or seriously injured in road accidents; increased the percentage of pupils obtaining five or more GCSEs at A*-C; reduced the fear of crime; and made improvements in the standard of social housing available.
- Through our Reachout surveys we know that 45% of those surveyed agree that their local area is a place where people from different backgrounds get on well together, and 58% agree that their local area is a place where people of different ages get on well together.
- The Council has worked with partner agencies, such as Rotherham Domestic Violence Forum, MAARI and the SRP, to increase the confidence of women and BME communities to report domestic violence and racial harassment. This has resulted in an increase in the number of reported incidents and improved multi-agency work to tackle the causes racial harassment and domestic violence.
- The Council has undertaken a wide range of research and engagement activities to understand the needs of the diverse population of Rotherham which has led to service improvements for example, identifying the needs of the local LGBT community, developing a BME Housing Strategy, and Voice and Influence work to ensure young people are able to influence the policy and decision making of the Council.
- Rotherham will introduce Civil Partnership Registration towards the end of 2005, which is a major step forward in recognising the legal status of same sex couples, and will build on our commitment to the Equality Standard

External views

The ALMO Indicative Inspection noted that the Council is responding to the diversity of its communities to ensure fair and equal access to lettings and that information is available in a range of different languages and formats. The Waste Management acknowledged that the service took into account the views of customers and stakeholders and responded to the diversity of the community by working in deprived areas to improve access to services. The Inspection of the Regeneration Plan noted that physical and environmental regeneration is fully integrated with social inclusion, to ensure the maximum outcome in improved wellbeing for residents.

In the recent Charter mark Award gained by our Library Services it was noted that we provided a good range of services to the local black and minority ethnic communities. Similarly the inspection of Waste Management noted we were meeting the needs of disabled people and had actively engaged in consultation with local residents to gain a more detailed understanding of customer needs with the aim of meeting the needs of different social and cultural groups.

The inspections have also pointed out areas for improvement. We need to take further action to develop our understanding of diversity, and strategies for involving and consulting with groups. Key recommendations include the need to focus on training in equalities and diversity, to improve monitoring information on ethnicity and to develop strategies which articulate the Councils agreed approach to specific needs within the borough e.g. from older peoples and BME groups.

In addition the Council needs to:

- Improve access to information and services
- Make consultation more inclusive of all population groups.
- Identify diverse needs and gaps in services.
- Ensure that monitoring and survey data is broken down by ethnicity, gender and disability
- Ensure consistency in service delivery and increase the representation of the workforce
- Work with partners and contractors to address equality agenda
- Develop an Interpretation and Translation Policy

Our Plans to make Rotherham Fair

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.

| Our objectives | |
|--|---|
| Our Priorities Equal Opportunities | <ul style="list-style-type: none"> ▪ Increase by 50% access and participation rates from homeless people, travellers, teenage parents, lone parents, and BME communities in training and employment opportunities by 2010. ▪ Increase the percentage of people from BME communities, LAC, lone parents, LGBT communities, and those on low incomes accessing sports, leisure, and green spaces by 50% by 2010. ▪ Increase by 50% the take up of: free school meals, Rothercard, income support, carers and disability benefits, and health benefits by disadvantaged communities by 2010. ▪ Increase participation in the Council's consultation exercises from all communities of interest by 50% by 2010. ▪ Increase the satisfaction of Ethnic Minority businesses with the Council in terms of (1) accessibility of contracts and (2) support from the Council in relation to business opportunities by 50% by 2010. |
| Access To Services | <ul style="list-style-type: none"> ▪ The Council's website will meet the RNIB national standards for website accessibility by 31/12/2005. ▪ Summaries of all key Council plans, documents and strategies will be available in Arabic, Chinese Farsi, French and Urdu and accessible in large print, Braille and audio cassette by 2010. ▪ All relevant Council owned buildings are accessible to disabled people by 2010. ▪ All communities are equally satisfied with the Council as a whole and with individual services by Programme Areas by 2010. ▪ Establish a partnership Interpretation and Translation service by 2007. |
| Tackling Prejudice & Discrimination | <ul style="list-style-type: none"> ▪ Increase in the number of people who report that their local area is one where people of different backgrounds get on well together by 50% by 2010. ▪ Increase the confidence within BME communities that the Council is dealing with racially motivated crime and disorder by 50% by 2010 ▪ Increase in the number of refuge places available to victims of domestic violence by 100% by 2010. |
| Ensuring all our priorities encompass an equalities approach | <ul style="list-style-type: none"> ▪ Fully implement the cross cutting theme of fairness in the Community Strategy by 2010. |

RMBC - An Excellent Council

Rotherham Council intends to work in the following ways in order to achieve the vision for Rotherham as set out in the Community Strategy and this Corporate Plan.

We will be....

- A learning council - which listens, learns and is progressive.
- An achieving council - demonstrating leadership and ambition for Rotherham. We will be effective and act and be regarded with confidence. RMBC will be a champion for the Borough and its people, we will be a talented council and provide inspiration to achieve the Boroughs goals
- A Council, which is alive - passionate and visionary. We will engage and seek to empower local people and partners. Our employees well being will be a key priority. We will be known as a fun and creative organisation.
- A safe council - demonstrating honesty and integrity in all that we do, we will be worthy of respect of local people and partners.
- A proud council - proud of the Borough, our work and our staff. We will operate democratically, transparently and accountably, and be inclusive and fair. We will be responsive and accessible. Our contribution within the borough will be recognised and valued.
- We will also ensure sustainable development and fairness in all of our work

Key Challenges Ahead

- In 2004, RMBC achieved a 'fair' rating, and was one point from 'good' in terms of the current Comprehensive Performance Assessment (CPA) system. However, Comprehensive Performance Assessment is becoming more stringent, and the council will therefore need to understand the new Comprehensive Performance Assessment inspection regime, notably the judgement of corporate **ambition, priorities, capacity and performance management**, and address issues raised in previous Comprehensive Performance Assessment and external inspections;

Ambitions

- The Council needs to ensure its profile remains high, and that the borough is marketed effectively. Rotherham Council will want to ensure that its values and priorities are reflected in all external planning and action that affects local citizens.
- Rotherham MBC has a significant procurement partnership through its relationship with Rotherham Brought Together (RBT). Council partnerships need to be maximised to ensure better deliver of services and efficiencies to free up funds for re-investing in priority areas e.g. through efficient purchasing and supply-chain management.

Priorities

- The Government's expectation around localisation of services and the engagement of communities will be even greater over the next few years. More encouragement is needed to utilise the private/voluntary sector in the delivery of services together with pressure to reduce cost of services; and more involvement by local communities in the design and delivery of services is expected to develop.
- Achievement of vision for the borough will draw upon community engagement and partnership working. Communities, (and staff) will need to be consulted more effectively and more involved in decisions and plans that affect them. Communities will have a greater influence in the design and delivery of services.
- As well as concentrating on improving quality of life and service provision in Rotherham, there is a need for the Borough to be more outward facing, and to be aware of and influential in its role within South Yorkshire and the Yorkshire and Humber region to ensure Rotherham benefits from the opportunities for improvement and funding and that Rotherham plays its part in lending its expertise to national regional and sub regional developments.
- As we are increasingly part of a more global economy and become more and more exposed to diverse, international, cultural influences, the Council wants to promote and benefit from international relationships, with communities and businesses.

Capacity

- Following on from the formation of RBT (Connect) Ltd set up to address a number of important issues the partnership has made significant in-roads which have started to address the transformation of the Council's services to customers. RBT is committed to work with the Council in providing high quality customer services – when and where required, providing efficient support services, allowing Council resources to be targeted to Customer 'front office' provision, making the Council more efficient and fit for purpose and to achieve Government targets in technology developments.

Performance Management

- The Government has directed that efficiency improvements and savings amounting to 2.5% of the Council's budget are to be found by local authorities each year.
- There is renewed attention on efficient use of resources and value for money in the public sector, and the Council's approach to financial management and mitigating risks will continue to be a priority. Council's need to demonstrate a stronger link between resources, spend and performance and an assessment of the impact on communities.

Current Performance

Ambitions

- The council is ambitious for Rotherham as demonstrated by a number of recent developments – Children Services, Private Finance Initiative (PFI) partnership with developers to build new schools, RBT strategic partnership, Local Public Service Agreement (LPSA) targets negotiated between the government and the Council to deliver stretching improvement targets, but ambitions and indicators for improving the quality of life need developing and mechanisms for assessing this at neighbourhood level/area level needs improving.
- The council has a good history of partnership working such as with, and through Rotherham Partnership, the Local Strategic Partnership. The council has worked with a range of other partners in developing longer term ambitions for Rotherham, for example to develop the Arms Length Management Organisation (ALMO), the construction partnership and through various Private Finance Initiative (PFI) schemes, and in the regeneration of the town centre.
- The Council through its partnership with RBT Connect Ltd has benefited from significant investment in its ICT infrastructure and technology, is seeing the transformation of its Customer services through the development of the Contact Centre and also efficiency savings through improved approaches to procurement.
- Councils with high Comprehensive Performance Assessment (CPA) scores perform well in communications and marketing. Rotherham MBC has strengthened its corporate communications team and will continue to focus on continuous improvement of communicating and marketing key messages about the Council and the borough.
- Understanding and shaping the council's ambitions around diverse needs is still a challenge. The commitment is clear but not yet demonstrated fully through service delivery eg disability access or e-government targets. The Council is at level 1 of the Equality Standard for Local Government, but is seeking to deliver real improvements which will achieve Level 3 in 2005.

Priorities

- External Inspections of the council over the last 18 months have been positive and recognised the promising prospects for improvements. However, inspectors have noted the need for better alignment between Rotherham's Community Strategy and the Council's Corporate Plan. The Community Strategy and Corporate Plan needs to identify longer term sustainable outcomes in many areas, and be closely aligned; this Corporate Plan has been developed as the Council's contribution to the Community Strategy and thus these issues have been addressed.
- The council is actively developing solutions to communication problems through networks, working groups and sharing learning across programme areas. Against this an under-resources research function limits understanding of citizen need and how engaging

citizens can shape services design and delivery. The council's emerging Priority Themes do have a strong citizen and community focus and many council services are now concentrating more focus on users' needs eg street pride, housing management, revenues and benefits;

- The Council has several examples of good practice plans, e.g. asset management, education, regeneration – it now needs to ensure all its plans and other key strategies help underpin its ambitions. A policy audit has identified a number of gaps in the planning and policy framework which will be addressed – all corporate policy and plans will be refreshed and aligned to this Corporate Plan during 2005/06.

Capacity

- The Council is accredited as an Investor in People, but needs to maintain a focus on the development of its staff to create a flexible, highly-skilled workforce.
- The council has an open and professional approach to decision making. However, effectiveness of decision making at Area Assembly level and how it informs wider decisions across the council is under review, including a review of the role and impact of Cabinet, Scrutiny and Audit committees within an ethical framework.
- The Council needs to continue strengthening its corporate governance arrangements as recommended by external audit.
- Much work has been undertaken on the equalisation of the terms and conditions of service for Council employees – this development will be completed by 2007 and a performance culture linked to career progression will be established across the workforce.
- The Council is active in the South Yorkshire Partnership and engages positively in sub-regional and regional events, strategies and lobbying. In order to maximise the opportunities made available through these now and developing networks, the Council needs to have a clearly understood vision for the Borough and agreed priorities, as demonstrated in this plan.

Performance Management

- The council has been classified as "Fair" in 2004 after its Comprehensive Performance Assessment (CPA) refresh following a considerable improvement in services and a range of key Performance Indicators. It was rated as one of the top 10 fastest improving Councils in the country. In addition, overall satisfaction has risen with the authority against a backdrop of falling satisfaction nationwide.
- Our Corporate Health Indicators show strong performance in areas such as % of Council Tax collected and energy consumption; fair performance, in areas such as representation in the top 5% of wage earner who are women or from minority communities. The

needs to improve a number of areas including the % of invoices completed within 30 days; the % of authority buildings that are Disability Discrimination Act (DDA) compliant, sickness rates and in % of services delivered electronically.

External View

- In 2004 the council improved its Comprehensive Performance Assessment (CPA) rating from 'weak' to 'fair' and was publicly praised by the Audit Commission for being in the top 10 most improved councils for services. Whilst prospects for improvement of that assessment are good the council recognises that there is considerable work to be completed before it attains its ambition of being an "Excellent" authority.
- Inspections have pointed to a few weaknesses, which need to be addressed. These include diversity issues. There is also a need to improve governance arrangements, data quality and financial management.
- The council has been successful in attracting funding and support for improving itself at the organisational and corporate level. These include support from the Office of the Deputy Prime Minister (ODPM) for capacity building and diagnostic and development work with the Improvement & Development Agency (IDeA). Feedback from these external indicate that the Authority is taking the right actions in improving itself and in its capacity to achieve.
- The Council is recognised for its leading and strong participative roles in a number of national e-government projects. This leadership actively needs to be built upon and skills learnt applied back in the Council.

| RMBC – An Excellent Council | |
|------------------------------------|--|
| Our Objectives | |
| Learning | <p>Capacity</p> <ul style="list-style-type: none"> - Establish a staff and management development programme in line with best practice, so that 100% of M3 (middle) managers have completed the initial programme by 2007 and all staff have a guaranteed 3 development days from 2006 - Increase by % the extent of staff who feel they can influence decision making within the council-base line needed - Ensure 30 Members have undertaken the Improvement & Development Agency (IDeA) leadership programme [or similar] by 2008 and external recognition is achieved for the council's approach to member development - Ensure that Rotherham MBC's intranet and website is rated as one of the best (i.e. in the top quartile) by 2007 and continuous improvement demonstrated to 2010 |
| Achieving | <p>Ambitions</p> <ul style="list-style-type: none"> - Ensure a significant improvement (against the current baseline) is made to the image of Rotherham both inside and outside the Borough by 2010 - Ensure that xx% of residents find it easy to access local services <p>Priorities</p> <ul style="list-style-type: none"> - Achieve 2.5% efficiency savings each year, starting in 2005 in line with the government requirements - Achieve £30m in procurement savings with the partnership with RBT <p>Capacity</p> <ul style="list-style-type: none"> - Workforce strategy – to have a workforce strategy in place for the whole Council by April 2006 - Improve employee satisfaction by 10% by 2006, from the baseline set in 2004 and demonstrate further improvements to 2010 <p>Performance Management</p> <ul style="list-style-type: none"> - Comprehensive Performance Assessment (CPA) – to become an “Excellent” Authority by 2008 - Support for inspections – Achieve ‘promising or excellent’ prospects for improvement for all inspections - 60% of core indicators to be above the national average by 2008 |
| Alive | <p>Capacity</p> <ul style="list-style-type: none"> - Introduce a staff health and welfare programme from 2005 to improve working conditions and ensure a reduction in the number of accidents at work - Increase by 10% the extent of staff who are content with their work-life balance by 2008 with further improvements to 2010 - Achieve 25% of staff to be working at or from home by December 2007 to increase productivity, improve sustainability and reduce sickness levels - Reduce sickness levels to below the national average by 2006, with further reductions to ensure Rotherham MBC is in the national top quartile by 2008. |

| | |
|---------------------------------------|---|
| <p>Safe</p> | <p>Performance Management</p> <ul style="list-style-type: none"> - Establish robust corporate governance arrangements in line with best practice and requirements of external audit by 2006 and demonstrate improvements year on year - Maintain a maximum score for the Comprehensive Performance Assessment (CPA) use of resources section by 2006 which reflects financial management, value for money and financial standing - Ensure that the annual Performance Plan has no qualified Performance Indicators from 2005/06 onwards |
| <p>Proud</p> | <p>Priorities</p> <ul style="list-style-type: none"> - Community/user involvement and consultation – Develop strategies to ensure that robust involvement and consultative arrangements are in place to inform Council plans by 2006 - Area assemblies - Review and implement improvements so that participation from communities in local decision-making is improved by 2006 - Support to community and voluntary sector / compact - External affairs, including succession planning for end of Objective 1. <p>Capacity</p> <ul style="list-style-type: none"> - Constitution and political arrangements and conduct – robust new arrangements to improved decision making in place by September 2005 - Increase by 10% the number of employees feeling proud to work for the council by 2006 [baseline 2004 survey] and further improvements to 2010 <p>Performance Management</p> <ul style="list-style-type: none"> - Develop coordinated systems for handling complaints so that by 2007 60% of complainants are satisfied with the council's approach - Achieve national awards for excellence service year on year |
| <p>Sustainable development</p> | <p>Priorities</p> <ul style="list-style-type: none"> - Develop and implement a sustainable development policy - Procurement – ensure the council's buy local policy is developed with the constraints of procurement and best value - Ethical framework—or in fair? Or safe? - Internal recycling – environmental management strategy – need including |
| <p>Fairness</p> | <p>Ambitions</p> <ul style="list-style-type: none"> - The extent to which that your local area is one where people different backgrounds get on well together. - Reduce racial harassment and discrimination to top quartile performance. - Reach Level 5 of the Equality Standard for Local Government by 2007. <p>Capacity</p> <ul style="list-style-type: none"> - Have a workforce that is representative of the community is serves at all levels by 2010. - Increase the % of the top 5% earners that are (a) women or (b) from BME communities to the top quartile of Councils by 2008. |

- All Council staff to receive equality and diversity training by 2008.

Financing the Plan

The Council has an approved Policy Review and Budget Allocation Policy which sets out an outline timetable over an annual cycle for the review of corporate priorities prior to the determination of resource allocation in order to set the revenue budget.

This process is underpinned and informed by a Medium Term Capital Programme and a Medium Term Financial Strategy, both of which cover a 3 year time-span. The Capital Programme has its own set of weightings to attach to proposed schemes/initiatives which are used to identify appropriate recommendations to Members so as to match most successfully the policy priorities with resources available.

The revenue consequence of successful capital proposals feed through into the Medium Term Financial Strategy so as to identify, for prioritisation, the costs associated with servicing any borrowing entered into and operating any asset created. A similar approach is adopted with respect to the Prudential Framework for Capital Investment although the existence of major capital projects due for assessment and appraisal in the near future has militated against any significant use of the unsupported credit approval facility to date.

The council's key corporate priorities, as articulated in this Corporate Plan, will be set out in the Medium Term Financial Strategy and will help to inform the passage of individual proposals/pressures through into the appropriate budget round, thereby serving to align resource allocation with key priorities.

As the medium term plans become more detailed and priority focused, work will be refined so as to concentrate on value for money issues, set firmly in the policy context, in a way which will help to support an improved CPA rating for the Council.

How we know we are on track

The Council has a rigorous approach to monitoring and managing its performance and risks, with its senior management and Cabinet Members considering performance reports on a quarterly basis. They will be assessing progress against this plan each quarter, and an annual progress report will be issued to the public every year. We will measure our success in how we are delivering against **all the objectives in the Plan** through a combination of relevant indicators including:

- National Best Value Performance Indicators
- Local key Performance Indicators
- Annual surveys of residents
- Government department targets and standards
- Community Strategy targets
- Neighbourhood Renewal Strategy floor targets
- Industry standards and assessments

In addition a corporate programme of research and evaluation will assist the Council to measure progress over the longer term in both quantitative and qualitative ways

RMBC – Your Council

RMBC has 63 Members representing the 21 wards in the Borough. The Council's Cabinet, which comprises the Leader of the Council, the Deputy Leader and 'Portfolio Holders' take key decisions on Council matters. A number of Scrutiny Committees, on which non-Cabinet members sit, hold the decisions of the Cabinet and the Council to account. All meetings of Cabinet and Scrutiny Committees are open to the public. In addition RMBC is devolving responsibility for many local decisions to its 7 Area Assemblies, and community involvement at these meetings is

actively encouraged. Supporting the Members are the officers of the Council, within each of its 'Programme Areas'. These programme areas are headed by the Council's corporate management team.

There are various ways of getting involved in the Council's activities. Apart from attending Council meetings you can attend area assemblies, get involved in community planning, log on to the Council website, contact Councillors through their individual websites.

We are also interested in your views on this Plan and what it says about the future direction of the Council. Any thoughts you have would be welcomed, by sending us the attached feedback form.

Feedback form

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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| | | |
|-----------|------------------------|---|
| 1. | Meeting: | Scrutiny Panel |
| 2. | Date: | February 11th 2005 |
| 3. | Title: | Extra Care Housing |
| 4. | Programme Area: | Social Services (Adult Services) |

5. Summary

The report summarises progress on the development of two extra care housing schemes, Dalton House in the central locality and Queensacre in the North; the report updates members on the progress of the extra care housing strategy

6. Recommendations

Members endorse the contents of this report and note the progress being made with the Extra Care Housing Strategy 2003-8.

7. Proposals and Details

The Dalton House Extra Care Housing Site

Work is scheduled to start at the site of Dalton House sheltered scheme at the corner of Stag Lane and Wickersley Rd on Monday 14th February, pending a successful application to the Property Board on Thursday 3rd February. The building of the new extra care housing scheme will take approximately 12 months, with completion expected between January and March 2006, depending on weather conditions. The tenants will have moved by Friday 11th February 2005

There have been three key areas of work which have been successfully resolved to enable the scheme to go ahead:

1. Finding satisfactory alternative accommodation for the two remaining tenants in the bedsit scheme has taken time. Suitable alternative housing was found in the Sheltered Housing Scheme of their choice in late 2004. These bungalows are currently being adapted to the tenants needs with the fitting of level access showers
2. A change in the value of the land between the funding application being made and formal transfer of the land to Chevin (formerly Hallam) Housing Association had presented funding difficulties. This was resolved in October 2004 in a meeting between the Local Authority Valuation Team, Adult Services and Neighbourhoods when a decision was made to transfer the land to Chevin at the original valuation in order to retain the Housing Corporation 'Annual Development Plan' funding

3. There were concerns about the retention of mature and established trees on the site when developing the new scheme. These concerns were resolved in a meeting between the Planning Department, Adult Services, Neighbourhoods and Supporting People early in January 2005. Alterations were made to the scheme in order to retain trees along the border of the adjacent roads, while retaining the original integrity of the scheme

The Queensacre Site

The successful development of this scheme is subject to a funding bid made to the Department of Health Extra Care Housing Funding in October 2004. The results of this funding round are expected to be announced at the Extra Care Housing Annual Conference in London on 23rd February 2005. The Local Authority has a very strong application well-established partnership between Rotherham Council and Chevin Housing Association. The financial details of this application can be found below. Should this application be successful, work is expected to start on site around August this year, subject to alternative accommodation being found for the 9 older people currently living in the sheltered bed sits

Please see appendix 1 for further details of the two schemes

8. Finance

Dalton House

The funding for this project is all in place and is structured in the following way:

| | |
|--|-------------------|
| Land Value R.M.B.C. Contribution | £510,000 |
| RMBC Capital Contribution | £142,856 |
| <u>Total R.M.B.C. Contribution</u> | <u>£652,856</u> |
| Housing Corporation Grant | £1,642,922 |
| Chevin Housing Assoc' Capital Contribution | £963,780 |
| The Association is also providing the land on the High Trees part of the Site. | |
| <u>Total Scheme Costs</u> | <u>£3,259,558</u> |

Adult Services have given an undertaking to underwrite staff revenue costs to a total of £220,000 in the first year.

Queensacre

The funding for this project is structured in the following way:

| | |
|---|-------------------|
| Land Value R.M.B.C. Contribution | £558,000 |
| RMBC Capital Contribution | £300,000 |
| <u>Total R.M.B.C. Contribution</u> | <u>£858,000</u> |
| Dept' of Health ECH Funding bid | £1,277,500 |
| Housing Market Renewal Pathfinder | £250,000 |
| Chevin Housing Assoc Capital Contribution | £552,395 |
| Sales of 6 flats and 7 bungalows | £1,057,500 |
| <u>Total Funding Required</u> | <u>£4,025,395</u> |

A report and business case for Queensacre will be submitted to the February Property Board meeting to agree the above R.M.B.C. capital and land contributions. A first stage application has been sent to Housing Market Renewal to apply for their contribution, as an in principle decision to fund this project has already been made. As can be seen from above, there will be a funding shortfall of £1,057,500 which will be covered by the sale of a number of the bungalows and flats, creating a mixed tenure site, one of the core principles of Extra Care Housing.

In addition Adult Services have given an undertaking to underwrite staff revenue costs to a total of £250,000 in the first year.

9. Risks and Uncertainties

Dalton House Development: This development has now overcome many risks and uncertainties in that building work is planned to begin on site on Monday 14th February. There remains a small risk that this may not happen but this seems low given the commitments already made by partners concerned. The current significant risks relate to the build of the scheme on schedule. The track record of the housing association suggests that this risk is also low.

Queensacre Development: The main risk for this development is that it fails to attract funding from the Department of Health Extra Care Funding, which would leave a funding shortfall of £1,277,500. Should this be the case, it is envisaged that Chevin Housing Association would make a capital bid to the Housing Corporation Annual Development Plan, as was the case with the Dalton House bid.

The Social Services area Supporting People risk register 004/01 identifies the risk of not delivering on the identified needs of Rotherham's vulnerable populations. Identified actions include developing extra care housing to meet the needs of the increasing older frail population. The consequences of not delivering extra care housing will be the entrenchment of social problems and loss of identified central government funding

10. Policy and Performance Agenda Implications

The development of the extra care housing schemes will assist the council in meeting the strategic objectives set out in the following documents:

- Extra Care Housing Strategy, which commits the council to developing three Extra Care Housing Schemes within the next three years
- Adult Services Modernisation Strategy, which restructures residential provision for older people and incorporates a commitment to the development of Extra Care Housing
- Sheltered Housing Review (draft), which proposes a four tier structure of sheltered housing provision, including Extra Care Housing
- Supporting People Shadow Strategy, which recognizes the need to develop high support housing for a growing frail elderly population

In addition to the above, the Queensacre scheme also meets other Local Authority strategic objectives:

- Queensacre is located in the 'Wath and Swinton Housing Market Renewal' framework development area. The scheme will contribute to improvements in the housing market for the Swinton area and assist in achieving their strategic objectives. The scheme will therefore be eligible for funding through the Housing Market Renewal Pathfinder
- The development will also assist the Local Strategic Partnership in achieving its objectives within the community strategy under the 'Safe and Inclusive Communities' and 'Health and Social Wellbeing' schemes
- The scheme will meet targets on 'Equalities and Diversity' by addressing issues of accessibility for the BME Community by specifically allocating units to BME elders who have extra care needs
- There are clear benefits in relation to 'Health': the Extra Care Housing Strategy specifically targets frail older people who are at risk of entry to hospital or residential care. It will target support to vulnerable older people to help them maintain independence and contribute to the social life of the borough
- The development of the scheme at Queensacre will also impact on the strategic objectives relating to 'Crime and Disorder'. All Extra Care Housing Schemes will be built on 'Secure by Design' principles, therefore reducing the risks of residents becoming victims of crime, and reducing their fear of crime

11. Background Papers and Consultation

Appendix 1 which includes additional details of the Extra Care Housing Strategy and the Dalton House and Queensacre schemes

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Supporting People Manager
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Email: tim.gollins@rotherham.gov.uk ices Officer:-

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Appendix 1 to the Scrutiny Panel report on Extra Care Housing

The Extra Care Housing Strategy seeks to address four main issues in the development of care and support services for frail elderly people living within the Rotherham Borough:

1. Development of the Extra Care Housing will offer a viable alternative to people who might otherwise have to receive residential and nursing care
2. A strategic shift away from long term residential or nursing care, into community based housing and support services. This will enable people and their carers to remain within the community for as long as they are able.
3. To develop a choice of Extra Care Housing Schemes, located across the borough, to meet the aspirations of the people of Rotherham
4. To help develop and modernise sheltered housing provision in Rotherham

Extra Care Housing incorporates particular design features and has a number of key guiding principles:

1. Extra Care Housing can be owned, rented, part owned or rented, or leasehold.
2. Extra Care Housing is usually developed with public subsidy by Housing Associations, in Rotherham the two projects currently in development are being developed in partnership with Chevin (previously Hallam) Housing Association.
3. Extra Care Housing is housing first. It should not look or feel like an institution. People who live there have their own homes and a legal right to occupy.
4. There is a clear distinction between Extra Care Housing and residential care as recognised by the National Care Standards Commission.
5. Extra Care Housing provides housing that enables people to age in place.
6. It has design features such as assistive technology, a central resource centre, a staff team providing 24 hour care and support services, that helps people to self-care for longer and promote independent living.
7. It can also be used as a base to provide intermediate care, rehabilitation services, day centre activities, and a base for community based teams of care and health workers providing a range of therapies and nursing care.

The Dalton House Extra Care Scheme consists of a resource centre incorporating a restaurant, cafe, access to information and computer technology, shop, specialist treatment room, leisure facilities and provision for the staff care and support team.

There will be eight flats above the resource centre, three of which will be intermediate care flats for older people leaving hospital who need community rehabilitation before being able to live independently.

Twenty 2-bedroom bungalows will surround the resource centre. All the accommodation units will be fitted with assistive technology to enable frail elderly people to live longer in the community and to avoid the need for them to move into permanent residential care.

The Dalton House Scheme replaces the current bed-sit type provision which has suffered from a high void level over a number of years.

Queensacre is currently a low demand scheme, consisting of 22 one bed flats, 1 two-bed flat, 6 bed-sits and warden's housing. There is extremely low demand for the properties, with 20 of the 29 units currently unoccupied, giving a void rate of 69%. The site, however, is ideal for locating an Extra Care Housing Scheme: the area is flat, close to transport, local services, and the community benefits from a medical centre located next door to the existing scheme.

Consultation has taken place with all current residents

The Queensacre site on its own would not be able to sustain an Extra Care Housing Scheme as it is too small. The 'Queensacre bid' that has been made to the department of health incorporates the neighbouring garage site into the development. This is a plot of land consists of 12 garages, 11 of which are currently occupied. Tenants of the garages pay £25.00 annually, providing an annual income to the Local Authority of approximately £300.00 per year.

The Queensacre Extra Care Housing development is similar in design to the Dalton House project, incorporating the same community facility specifications. It will also have three intermediate care 1-bedroom flats, nineteen 2-bedroom flats, and will be surrounded by thirteen 2-bedroom bungalows.

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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|----|-------------------------|--|
| 1. | Meeting: | Scrutiny Panel |
| 2. | Date: | 26TH January, 2005 |
| 3. | Title: | Developing a Strategy for Older People in Rotherham |
| 4. | Programme Areas: | Chief Executives Department/Social Services |

5. Summary

This paper argues that a strategy for older people is required for Rotherham, which maps the known needs of local older citizens, incorporates further needs assessment/research and sets out an action plan to meet local needs and aspirations of current and future older citizens for improved quality of life.

It also recommends that a Task Group be established to oversee the development of the Strategy involving all Council Programme Areas, the Council's Older Persons Member Champions (it is envisaged that Cllr K Hodgkiss will chair it), PCT, voluntary sector, Rotherham Partnership and all other stakeholders.

The Strategy will be developed in a national and local policy context, which has seen older people issues come to the fore, as reflected in the recent Improving the Quality of Life of Older Peoples Shared Priority agreed between the Government and the LGA. Reflecting a national trend, Rotherham's older population is also forecast to grow significantly over the next 20 years from about 20% of the population to about 30%

6. Recommendations:

That Cabinet

- **Notes the key statistics, research findings and policy imperatives concerning older people**
- **Agrees that a strategy is produced for older people by summer 2005, led by Rotherham MBC with the Primary Care Trust and Voluntary sector**
- **Agrees that three RMBC Member Champions for older people are closely involved in the development of the proposed Strategy**
- **That once Cabinet approval is given, a paper on this approach is placed before the Primary Care Trust (PCT) and Local Strategic Partnership (LSP) Boards for their agreement**
- **That this report be also referred to the Social and Community Support Scrutiny Panel for their consideration.**

7. Proposals and Details

As part of our ODPM capacity funds we are committed to developing a more strategic approach to older peoples well-being. This paper outlines why we need a more strategic and co-ordinated approach and how this will be taken forward

The most accepted definition of older people is those members of the population over 50 years of age- it is proposed to use this definition in our strategy.

Unfortunately the image of older people we often have is of frail and sick people, who are retired, poor and make great demands on public services, and yet the reality is somewhat different. Analysis shows that in the Rotherham:-

- 74% state that they are in 'good' or 'fairly good' health
- Only 1 in 50 live in a communal establishment such as a nursing home
- Older people are only slightly less likely to have used sports facilities in the Borough than for the whole of the population and are more likely to have used public rights of way
- 68% live in households with at least one car
- The over 65s are 25% more likely to be involved in local, community and voluntary groups.
- About a quarter are economically active
- 19% of all older people provide unpaid care

Other key statistics to consider are:

- There has been a significant shift in Rotherham's population structure. Increases in life expectancy coupled with a falling birth rate means a rapidly 'greying' population, with the over 75s doubling in size over the next twenty years.
- Life expectancy has increased locally over the past 15 years, but is still below the national average. There are still marked differences between groups and areas, with people living on average eight year longer in Rotherham's less disadvantaged wards than those in its most deprived wards.
- The majority of older individuals enjoy good health and social engagement but there are considerable variations with some groups much better off than others, particularly those with generous pensions.
- Dementia, arthritis, hearing and vision problems and diabetes are some of the chronic conditions that are on the increase as Rotherham's population ages. For some the extra years of longevity are not healthy ones

Policy context for Older people

In recent years there has been a major shift in policy towards Older People. There has been a move away from focusing public services on the most vulnerable people (only 15% of the older population), and towards a broader approach and enables all older people to remain as independent for as long as possible and live their lives to the full. At its heart is the recognition that health and social care services are only a small part of the support that older people value need and only a small part of the experience of growing older.

This move is shown at the national level in key strategies such as the NHS Plan, and perhaps most importantly The Governments initiative Better Government for older people, which identifies six priorities-

- Employment
- Regeneration/Neighbourhood renewal
- Lifelong learning
- Health and social care
- Race and age diversity
- To follow the World Assembly on Ageing Action plan (the first international agreement that specifically recognises the potential of older people)

This policy move is also reflected at the local level in the Shared Priority, Improving the Quality of Life of Older People; the joint reports prepared by the Association of Directors of Social Services and the LGA such as 'All of Our Tommorrows; Inverting the Triangle of Care' and the successful development of comprehensive older peoples strategies such as that in Darlington MBC. It also echoed other authoritative studies and research such as the respected Joseph Rowntree Foundation's 'From Welfare to Well-Being – Planning for an ageing Society' which calls for a "fundamental shift in the way that society and Government address the UK's ageing population.

Social care

Locally Health and Social Services address the needs of older people through joint strategies. Social Services spend over 4.3 million on Older People's Services and have shared priorities in terms of promoting independence, good health and well being amongst the older population.

We are fortunate in Rotherham to have well-established processes for involving older people in all aspects of service delivery. Numerous forums exist promoting the rights and needs of the older population and they are well engaged in the various planning and development mechanisms throughout the Borough. Their contribution to these forums is much appreciated and respected.

In addition to this we have an Older People's Champion at a Senior Elected Member level whose role it is to ensure that older people and their views are respected and taken into account in all matters that relate to their health and social well being.

Whilst we are confident that within the health and social care agenda we have a grasp of the issues relating to current and future needs of the older population there is clearly a need to extend this agenda and to incorporate other partners and agencies across the borough. Contributions of the business community, voluntary and independent sector as well as the police, ambulance and Acute NHS trusts

should not be underestimated and these sectors should now be engaged in the development of an over-arching Older People's Strategy. This will seek to build on existing joint strategies but will be more inclusive giving a clear direction for all agencies and sectors involved in meeting the needs of older people throughout Rotherham.

Current Service Provision within Social Services

There is a comprehensive range of services already in place for the older population. These range from a full assessment service to the delivery of care packages meeting the assessed needs of individuals and their carers. The Adults Modernisation Strategy addresses the future needs of the older population and highlights the need to develop new services and to improve on existing services. The key elements of the strategy are as follows: -

- 1) The development and direct provision of residential care homes for Older People.
- 2) The provision of Resource Centres based in local communities providing a range of both health and social care services.
- 3) The provision of specialist residential and outreach services meeting the needs of both the BME community and older people who are elderly mentally infirm (EMI).
- 4) Development of Extra Care Housing schemes across the Borough.
- 5) A comprehensive review of all Community Based Services in order to modernise and develop the services enabling people to remain at home wherever possible and which promote independence.

CPA 2005

The key themes and questions include-

- What evidence is there of the progress that the Council has made in achieving its ambitions for older people? We will need to evidence outcomes achieved so far as well as plans for the future. We will need to show that we have demonstrated significant milestones delivering ambitions for local people and that local older people recognise this
- Is there a comprehensive range of services in place including services to identify and provide support proactively to older people before the point of crisis?
- What work is in progress that is likely to lead to real and measurable improvements for local people in line with local needs?
- We will also need to show evidence of integrated services, and that services for the most vulnerable are in place and working well,- this to include home care, care services including nursing home care, a strong emphasis on independence and re-enablement. Low level care and support avoid admissions to hospital and achieve timely discharge
- In addition that health improvement, health inequalities and access to services has improved; that service users and citizens have and are involved in decision making, including those most in need and excluded, that older

people have decent homes, fuel poverty has been addressed, involvement in assessments, and that we have excellent communications with information for older people

- Evidence we have “invested in the right things in the right way”.

Content of the Strategy

If agreed, a strategy for older people would need to include the following:-

Policy context, known needs and demography of older people in Borough; where we are now, best and existing practice and outcomes; research findings from consultation, road shows and focus groups to be conducted Jan- March 2005; Aims, objectives, targets [set with local peoples involvement] action plan and outcomes; action by each partner/sector summarised with timescales and resources identified—an agreement statement of what will be delivered by when and by whom.

Taking the work forward

It is proposed to set up a task group. This will comprise RMBC officers, [all Pas to be included as appropriate], PCT officers, representatives of the voluntary sector and the Council’s Member Older Persons Champions. It is envisaged that Cllr K Hodgkiss will chair it. This Group will scope the work to develop the strategy and oversee its development. It will report regularly to CMT, Cabinet, Scrutiny and the Council’s Old Peoples Champion.

If agreed by Cabinet, it is intended to take a paper similar to this one to the PCT Board, and a paper to the LSP Board, to seek agreement to this approach and timescale.

8. Finance

The Council currently invests a great deal in older people in social services alone the expenditure is over £50m.

Current investment across the council and other public services needs to be mapped as part of the strategy. Whether we are investing in the right things for the right outcomes will be tested as part of this proposed work. The strategy will outline what resources are required to meet its objectives and where these might come from

The work itself will require staff time from a range of agencies including the council, as part of officers existing work. Research, consultation and other needs assessments will be met from existing budgets.

9. Risks and Uncertainties

It is essential that an older people’s strategy is produced to ensure the incurring older populations needs are met. It is also essential to prepare for CPA 2005 in which older people’s well-being is an important measure.

10. Policy and Performance Agenda Implications

The Strategy will provide a key means by which to take forward the LGA Shared Priority of Improving the Quality of Life of Older People, and will provide a strong platform for the next CPA Inspection with its increased focus on the development of crosscutting agendas such as older people. It will also be an important input into the development of key strategic documents such as Community Strategy, Corporate Plan together with more operational ones such as the Council's Affordable Warmth Strategy.

11. Background Papers and Consultation

All our futures: The Report of the Steering Committee of the Better Government for Older People Programme (Better Government for older people programme, Nov 2000)

Partnership in Action: Shared priorities for public services between central government and the LGA (Local Government Association, October 2002)

The NHS Plan: a plan for investment, a plan for reform (Department of Health, July 2000)

All of Our Tomorrows – Inverting the triangle of care - a joint report by the Association of Directors of Social Services an the LGA (LGA and Association of Social Service Directors, October 2003)

From welfare to well-being - planning for an ageing society: Summary conclusions of the Joseph Rowntree Foundation Task Group on Housing, Money and Care for Older People: October 2004

Report of Madrid International Plan of Action on Ageing, 2002 (The Second World Assembly on ageing, October 2002)

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Pensioner Households in Rotherham

All comparisons are based on data released by the Office for National Statistics (ONS) from the results of the 2001 Census (*Source: 2001 Census, [Standard & Theme Tables for Local Authorities]. Crown copyright*).

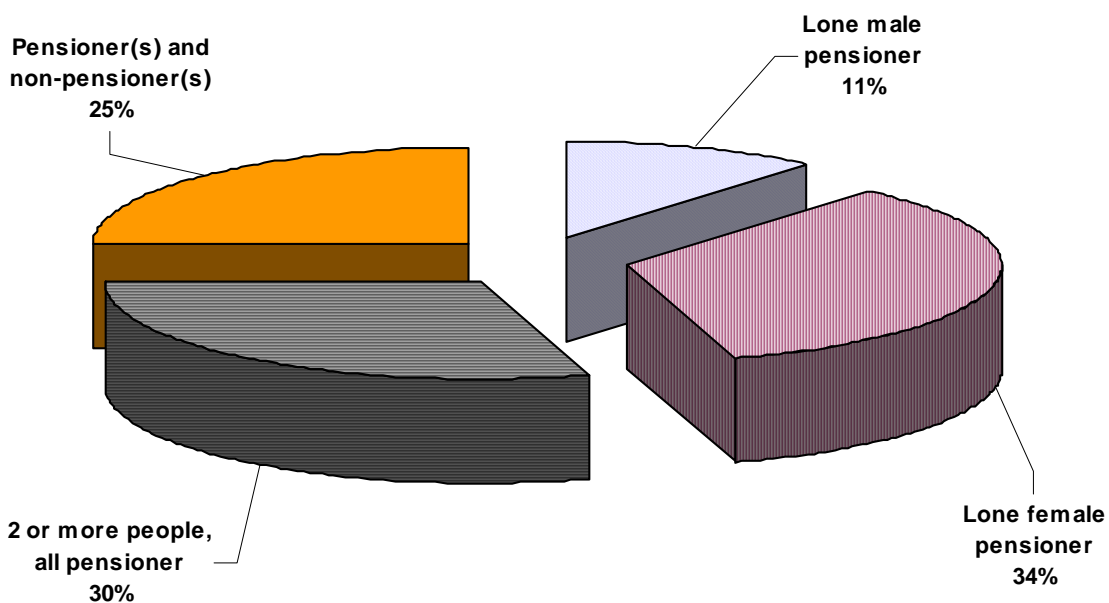
Pensioner is a term used in the Census as a shorthand for 'person of pensionable age'. Pensionable age is 65 and over for males and 60 and over for females. The Census defines a household as comprising one person living alone, or a group of people (not necessarily related) living at the same address with common housekeeping – that is, sharing a living room or sitting room or at least one meal a day.

For the first time in England and Wales there are now more people aged 60 and over than there are children aged under 16 (20.9% for 60 and over, children 20.2%). Rotherham is following this trend of an ageing population, although the number of children under 16 at 21.05% of the population is still slightly higher than the 60 and over age groups at 20.81% of the population. The number of people in Rotherham aged 85 or over has increased from 2,844 in 1991 to 4,084 in 2001.

There are 102,288 households in Rotherham of which 32,455 (up from 31,291 in 1991) or 31.73% have at least one person of pensionable age living in them (this mirrors almost exactly the 31.72% of households with pensioners for the whole of England & Wales).

Figure 1 below shows the split of pensioner households in Rotherham by category (lone male, lone female, all pensioner and mixed pensioner/non-pensioner). A full breakdown of numbers by age group and a comparison with England & Wales is shown in Table 1.

Figure 1. Pensioner household categories (*Source: 2001 Census Table T06*)



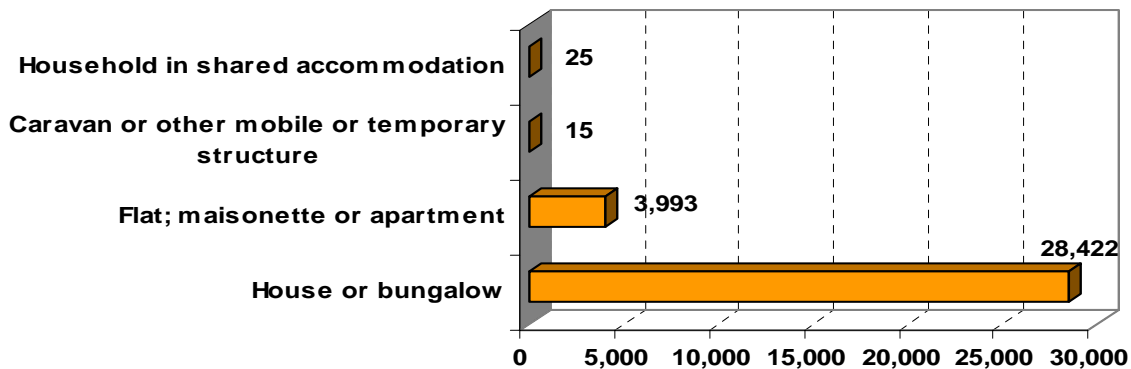
Over 45% of pensioner households in Rotherham are lone pensioner households, the number of lone female pensioner households accounting for 34%. These are very similar to the results for England & Wales, reflecting the earlier retirement age for women and the increased life expectancy for women compared to men.

Table 1. Pensioner households – Rotherham v England & Wales (Source: 2001 Census Table T06)

| <u>Type of Pensioner Household:</u> | Rotherham Households | Rotherham Percentage | England & Wales Percentage |
|--|----------------------|----------------------|----------------------------|
| Lone male aged 65 to 74 | 1,641 | 5.06% | 5.19% |
| Lone male aged 75 to 84 | 1,506 | 4.64% | 4.37% |
| Lone male aged 85 and over | 419 | 1.29% | 1.51% |
| Lone female aged 60 to 74 | 5,036 | 15.52% | 15.16% |
| Lone female aged 75 to 84 | 4,390 | 13.53% | 13.48% |
| Lone female aged 85 and over | 1,709 | 5.27% | 5.80% |
| 2 or more people, all pensioners under 75 | 5,787 | 17.83% | 16.48% |
| 2 or more people, all pensioner, any aged 75 or over | 3,870 | 11.92% | 13.08% |
| 1 or more pensioners with 1 non-pensioner | 6,001 | 18.49% | 17.73% |
| 1 or more pensioners with 2 or more non-pensioners | 2,096 | 6.46% | 7.20% |

The composition of pensioner households in Rotherham is very similar to that of England & Wales, with no significant differences, and remains similar to 1991 with a slight increase in the percentage of lone male pensioner households (up from 10% to 11%).

Figure 2. Accommodation type (Source: 2001 Census Table T06)



The accommodation type and number of pensioner households in Rotherham is shown in Figure 2, above.

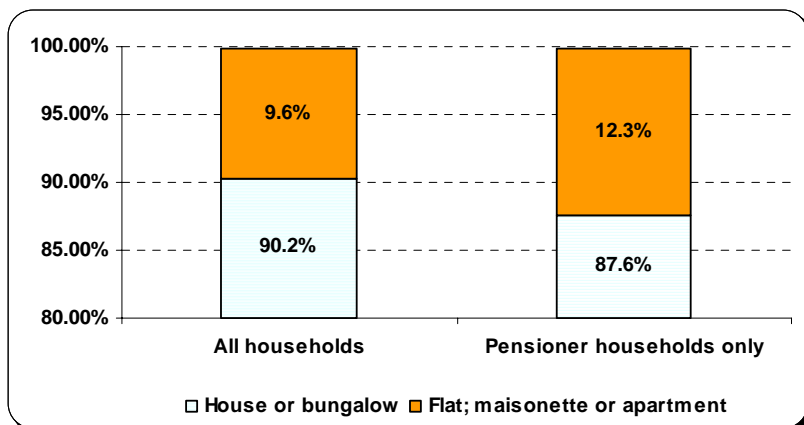
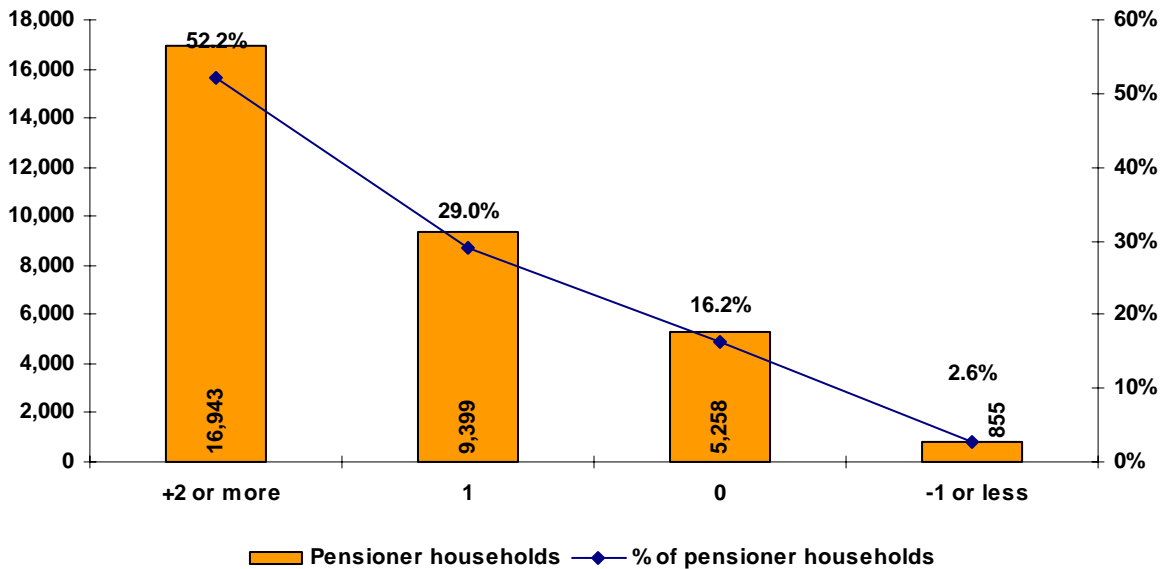


Figure 3.

Compared to all households in Rotherham, pensioner households have a higher percentage of accommodation in flats as shown opposite.

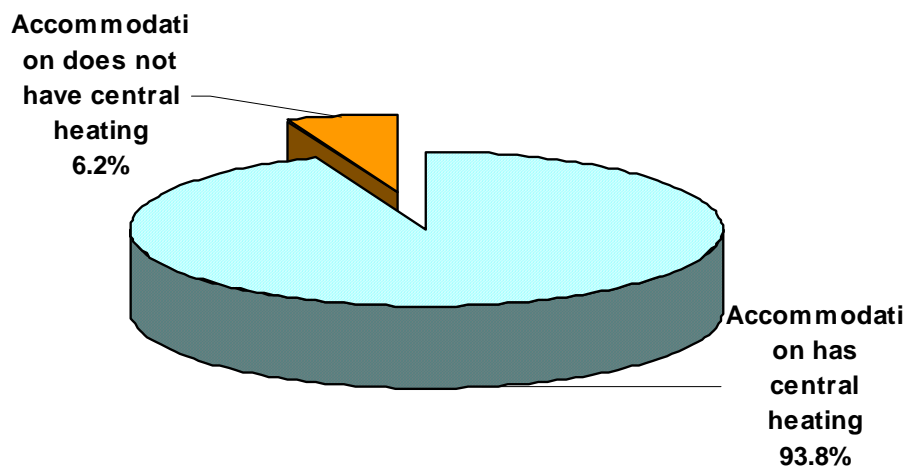
For the 2001 Census the occupancy rating provides a measure of under occupancy and over crowding. It relates the actual number of rooms to the number of rooms 'required' by the members of the household (based on a relationship between them and their ages). For example a value of -1 implies that there is one room too few and that there is overcrowding in the household. The occupancy rating assumes that every household, including one person households, requires a minimum of two common rooms (excluding bathrooms).

Figure 4. Occupancy rating & overcrowding in pensioner households (Source: 2001 Census Table T08)



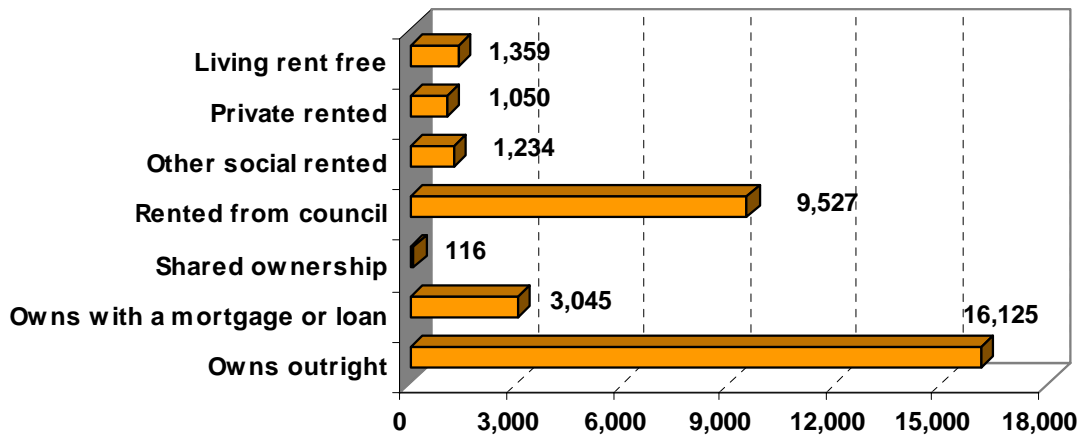
It can be seen from Figure 4 that the number of pensioner households in Rotherham suffering from overcrowding is just 2.6% which compares favourably with a figure of 4.3% for pensioner households in the whole of England & Wales. The percentage is also lower than that for all households in Rotherham, with 3.9% classified as suffering from overcrowding.

Figure 5. Central heating in pensioner households (Source: 2001 Census Table T08)



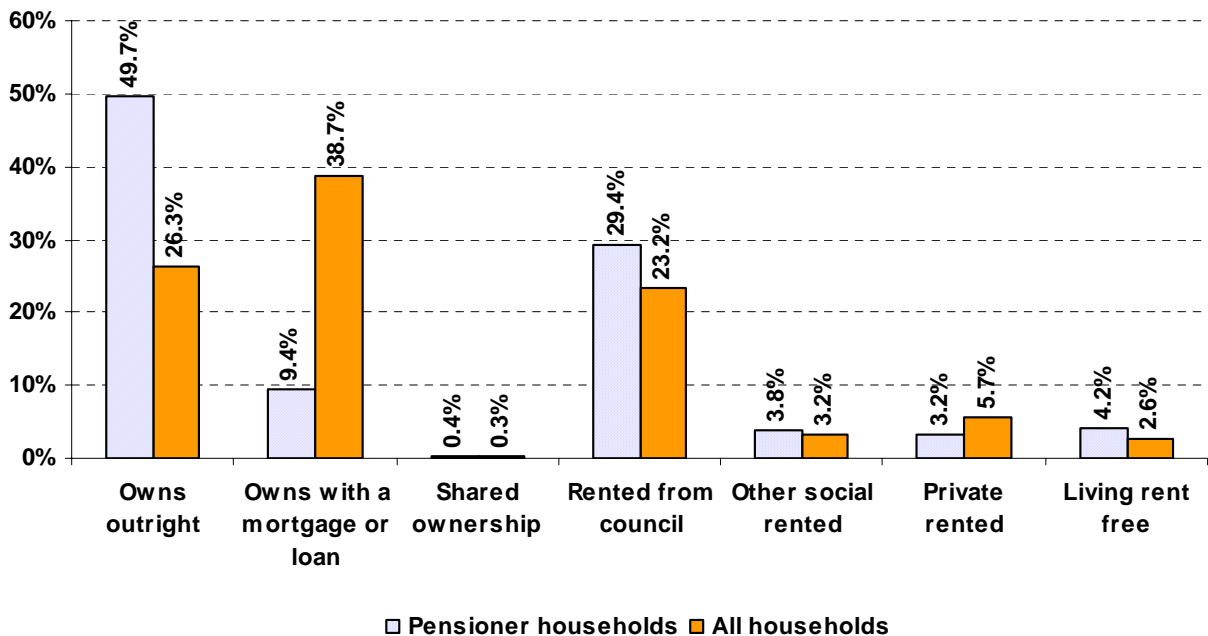
The pie chart in Figure 5 shows that the number of pensioner households in Rotherham without central heating is 6.2% (2,023 households), which compares favourably against the average for England & Wales at 10.3% of pensioner households. This has dropped from 15% in 1991, however the percentage is higher compared to the rate for all households in Rotherham, which is just 4.2%.

Figure 6. Housing tenure of pensioner households (Source: 2001 Census Table T08)



Over 59% of pensioner households in Rotherham are owner occupied (outright, with mortgage or shared ownership) with the remaining 41% in some form of rented accommodation. The number of households is shown in Figure 6 and the percentage for each category is shown in Figure 7 with the percentages for all Rotherham households for comparison.

Figure 7. Housing tenure – pensioner v all households in Rotherham (Source: 2001 Census Table T08)



Owner occupation of pensioner households in Rotherham at 59% is smaller than the overall rate for the district of just over 65%. The percentage of pensioner households renting is correspondingly higher, with the number renting from the council being particularly high at 29.4% compared to an overall rate of 23.2%.

Reflecting Rotherham’s relatively small percentage of flat/apartment type households the percentage of pensioner households with the lowest floor level at ground/basement level is 94% which is almost identical to the rate for all Rotherham households. (Lowest floor level is the lowest floor of the living accommodation).

Figure 8. Lowest floor level of pensioner households (Source: 2001 Census Table T08)

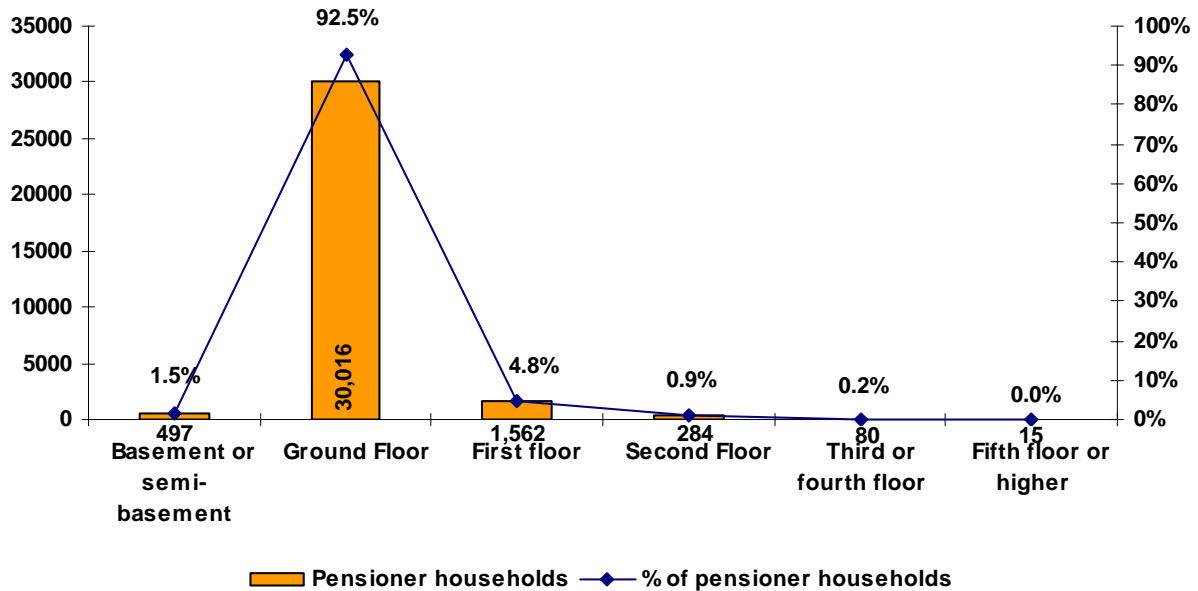
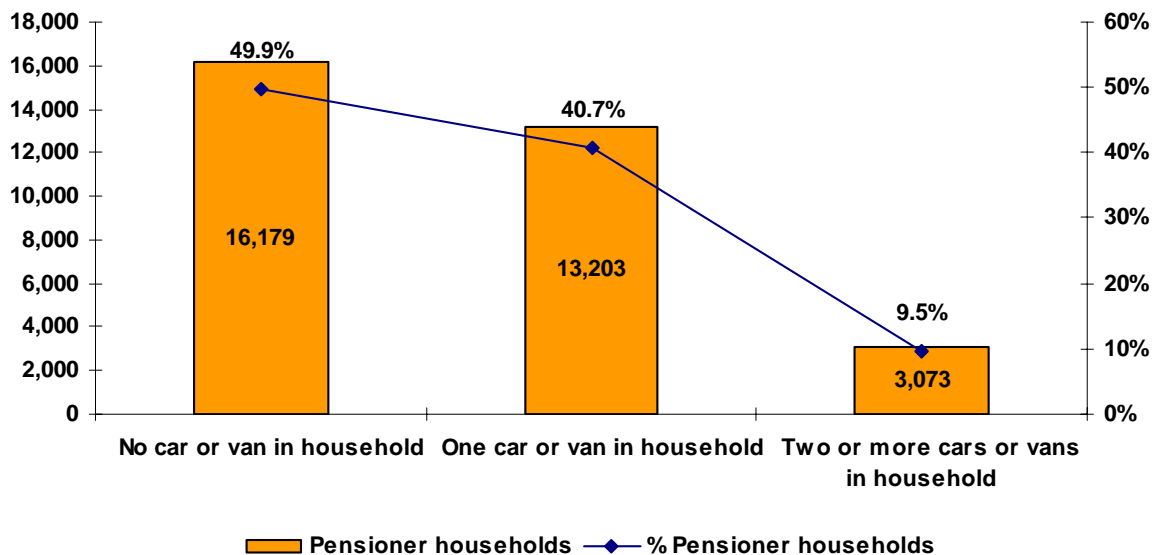


Figure 9. Car/van availability in pensioner households (Source: 2001 Census Table T08)
 (All pensioner households – includes any company car or van if available for private use)

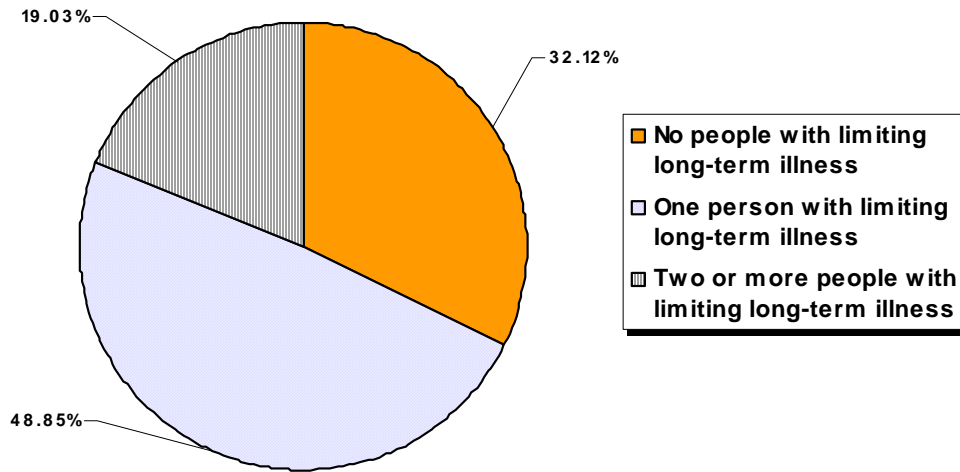


Almost half of all pensioner households in Rotherham have no car or van (available for private use, 74% in 1991) compared too less than 30% for all households in the district. The percentage with 2 or more cars at 9.5% is also much lower compared to 26% for the whole district.

For comparison 42% of pensioner households in England & Wales do not have a car and 14% have 2 or more cars.

Figure 10. Pensioner households and limiting long-term illness. (Source: 2001 Census Table T08)

(Limiting long-term illness covers any long-term illness, health problem or disability, which limits daily activities or work.)



Almost 68% of pensioner households in Rotherham have one or more resident suffering from a limiting long-term illness which is significantly higher than the England & Wales average of 56.7% of pensioner households.

The number and percentage of households (pensioner and non-pensioner) for Rotherham is shown in Table 2 below.

Table 2. Pensioner and non-pensioner households in Rotherham – LLTI rates (Source: 2001 Census Table T06)

| | Households | Number of households with one or more people with a LLTI | Percentage of households with one or more people with a LLTI |
|-------------------------------|------------|--|--|
| All households in Rotherham | 102,288 | 42,384 | 41.44% |
| Pensioner households only | 32,455 | 22,030 | 67.88% |
| Non-pensioner households only | 69,833 | 20,354 | 29.15% |

A new question for the 2001 Census was on general health, which refers to health over the 12 months prior to Census day. The number and percentage of pensioners in each of the three categories for Rotherham is shown in Table 3.

**More details on limiting long-term illness and general health can be found in a separate report / factsheet on health.*

Table 3. General health of pensioners in Rotherham (Source: 2001 Census Table T05)

| | Male Pensioners | Male % | Female Pensioners | Female % | All Pensioners | All Pensioners % |
|---------------------------|-----------------|--------|-------------------|----------|----------------|------------------|
| Good health | 4,600 | 28.4% | 7,909 | 27.2% | 12,509 | 27.6% |
| Fairly good health | 6,824 | 42.1% | 12,125 | 41.7% | 18,949 | 41.9% |
| Not good health | 4,786 | 29.5% | 9,034 | 31.1% | 13,820 | 30.5% |

In Rotherham 30.5% of people of pensionable age described their health as being 'not good' which is significantly higher than the percentage for pensioners in the whole of England & Wales at 22.7%.

Figure 11. Economic activity of pensioners in Rotherham (Source: 2001 Census Table T05)

*For the 2001 Census, Economically Active includes all people who were working in the week before the Census and also people who were not working but looking for work and available to start within 2 weeks.

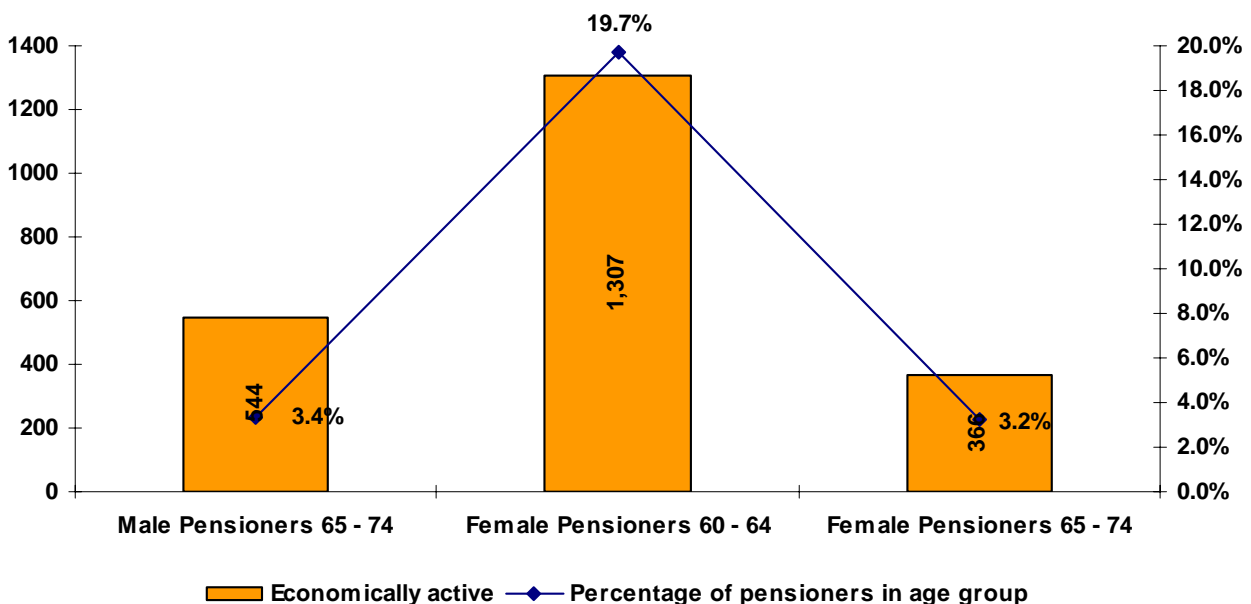


Figure 11 shows the number and percentage of pensioners economically active - there are a total of 2,217 pensioners in Rotherham who remain economically active, which is 8.0% of the total pensioners in these age groups (males aged 65 to 74 + females aged 60 to 74). **The economic activity question was only asked of people aged 16 to 74 so it is unknown how many people remain economically active after the age of 74.**

Female pensioners are more likely to remain economically active (9.3% aged 60 to 74). This is due to the large number economically active between 60 and 64 (almost 20%) as, if we only look at pensioners aged 65 or over, the percentage of males economically active is slightly larger (3.4% against 3.2%).

Almost two thirds of all pensioners economically active are working part-time (61.7%), with female pensioners more likely to be working part-time (67.7%) compared to male pensioners (43.2%).

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

- 1. Meeting:** Social and Community Support Scrutiny Panel
- 2. Date:** 11th February 2005
- 3. Title:** Scrutiny Panel Review Group Action Plan
- 4. Programme Area:** Social Services

5. Summary:

An action plan has been produced to update Members on how the improvements have helped services users.

6. Recommendations

Members receive this report and comment on progress.

7. Proposals and Details

Please refer to Action Plan.

8. Finance

Can not be precise at this stage. Some actions, e.g. where there appears to be a duplication could result in efficiency savings.

9. Risk and Uncertainties

It is important to maximize efficiency of service delivery bearing in mind the rate of increase of the elderly population. There is an increasing risk of demand outstretching available resources.

10. Policy and Performance Agenda Implications

The action plan will assist in better performance on a wide range of performance indicators particularly Direct Payments and people in receipt of Community Based Services.

11. Background and Consultation

The review took place in the midst of debate about the way services are provided to older people in Rotherham, The review group wanted to look at a range of services: health social services, housing and leisure, worked together in a cross cutting coordinated way (taken from report Executive Summary).

Consultation has been ongoing within council programme areas, with partners and service users.

Contact Name: *Gary Haigh, Service and Professional Development Manager,
Ext 2358, gary.haigh@rotherham.gov.uk*

Action plan based on recommendations from Social and Community Support Scrutiny Panel Review Group.

| issue | Required Action | Officers responsible | Progress to date | intended outcome (actual if complete) | Complete: yes/ No. Estimated date of competition if not | How the outcome has helped service users |
|--|--|--------------------------------|---|---|---|--|
| 1. ensure older people can live in an appropriate, safe and accessible environment | Better strategic planning: Enhance partnership with housing, environmental, education and leisure services, evaluate current and future needs, | Senior Management Team | Extra Care housing strategy agreed. Supporting people Review now started | 1 extra care housing scheme to be built by 2005 | Sept 05 | Comment on completion |
| 2. There is evidence of service duplication across health/social service and independent sector e.g. night sitting | Evaluate the evidence of service duplication across health/social service and independent sector and determine who is best placed to provide this on the basis of Best Value | Senior Management Team | Review of community based services to commence Sept 04 Note/ service in partnership with health no evidence of duplication as yet. | Streamline services which avoid duplication | May 05 | Comment on completion |
| 3. Steps should be taken to ensure services to cares are responsible and flexible | Develop carers one stop shop | Sarah Whittle Monica Hudson | Have looked at one stop shops in other areas with regard to scope of support cost and staffing levels. | Single point of access for carers issues. | May 05 | Comment on completion |
| 4. offer older people a positive way to address social isolation whilst offering access to a wide range of health social care and leisure services | Look in to need and feasibility of developing a social centre for older people. | D. Stevenson | Review of day services to commence Sept 04. Support offered to Voluntary groups to develop social day care | Strategy to be developed and in place Voluntary sector offering support to those who are socially isolated | May 05 | Comment on completion |

| issue | Required Action | Officers responsible | Progress to date | intended outcome (actual if complete) | Complete: yes/ No. Estimated date of completion if not | How the outcome has helped service users |
|---|--|---------------------------------------|--|---|--|--|
| 4a. offer older people a positive way to address social isolation whilst offering access to a wide range of health social care and leisure services | More work in partnership with the voluntary sector e.g. good neighbour schemes. | Senior Management Team Tim Gollins | Home improvement agency to be developed. Development of resource centres | Services developed to meet the needs of socially isolated people | Yes | Provided help on hospital discharge for example heating is switched on house warm on arrival. Help with filling in forms, benefit advice. Trips out. Monitoring. |
| 5. In line with corporate priorities promote independence by providing enabling service to the most vulnerable | Better integration and coordination of service provision between council and partners | Senior Management Team | Independent sector liaison forums developed Voluntary sector liaison forums to be developed Rothervalley joint service project | <i>Regular meeting to discuss and act upon issues of concern</i> Integrated health social care project | Yes Oct 04 Yes April 04 | . |
| 6. Need to enhance information sharing with older people and carers | Develop an integrated " one council " communication strategy | Corporate Core | Draft completed due to go to corporate Management Team Monday 14 th Feb | | March/April 05 | Comment on completion |

| issue | Required Action | Officers responsible | Progress to date | intended outcome (actual if complete) | Complete: yes/ No. Estimated date of competition if not | How the outcome has helped service users |
|---|--|--|---|---|---|---|
| 7. Look at ways of improving independence of vulnerable people and carers | In consultation with carers explore how more flexible support can be provided | Senior Management Team David Hamilton | Consultation on Modernisation strategy Consultation exercise on review of community based services | Service development to meet local needs | Yes | Comment on completion |
| 7a Look at ways of improving independence of vulnerable people and carers | Further develop services such as Rothercare and other emergency duty systems. | John Harding David Hamilton | EDT have now established (April 04) Rothercare has extended Service and has achieved accreditation | Improved safety of vulnerable people | Yes Feb04 | Positive comments received from service users during consultation exercise on charging. |
| 7b Look at ways of improving independence of vulnerable people and carers | Extend and improve Direct payments scheme | Doug Parkes | Development plan produced Project management process in place FT development worker | Reach targets set in Business plan for increasing people on direct payments | Review situation March 2005 | More flexible service provision. Service users able to specify times carers arrive to fit in with their own lives not service requirements. Now have 130 people on direct payments. |
| Numbers of Carers assessments appears low need increase | Evaluation of this statement | Gary Haigh | 30% statistic appears low because it is a % of all assessments regardless of carer status, Of assessments undertaken where an informal carer was identified 96% had a carers assessment | Maximise number of carers assessments for those who require them | yes | Ensure that carers needs assessed lead to suitable provision and relief of carers duties. For example provision of sitting service allows carers a couple of hours out to visit a friend or go in to town shopping. |

| Issue | Required Action | Officers responsible | Progress to date | intended outcome (actual if complete) | Complete: yes/ No. Estimated date of competition if not | How the outcome has helped service users |
|---|--|--|--|--|---|---|
| Improve quality and continuity of personal support | Look at process for ensuring same carer when ever possible, how change is communicated, knowledge of relief staff of cared for person. How time is allocated. | Senior Management Team | Review of community based Services | New service specification agreed. Improved communication with Service users and Carers | May 05 | Reduced anxiety knowing it will be the same carer and if not that will be communicated before hand. |
| Provide a on site provision and still maintain individual tenancies/ownership of a property | Develop extra care housing | Extra Care Housing Steering Group/ Tim Gollind | Plans drawn up Funding agreed Strategy agreed | 1 extra care housing scheme to be built by 2005 Dalton House | Sept 05 | Comment on completion |
| A weakness noted that mental helath services for older people where not part of the joint health and social services agenda | Evaluate the effect of this look at ways to improve possibly through further integration in line with services for people under 65. | David Hamilton Mike Grundy | Review of service undertaken July 04 Plans to integrate older peoples mental health service Sept 04 | Integrated service | Yes Sept 04 | More specialist help accessed quicker with improved integration with health. |

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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| | | |
|-----------|------------------------|--|
| 1. | Meeting: | Scrutiny Panel |
| 2. | Date: | 11 th February 2005 |
| 3. | Title: | Rotherham Social Services Direct Payments Strategy |
| 4. | Programme Area: | Social Services - Adults |

5. Summary

A Direct Payments Strategy has been developed and taken through the Scrutiny process; the Strategy now requires final endorsement through Cabinet.

6. Recommendations

The Direct Payments Strategy is endorsed.

7. Proposals and Details

The Social and Community Support Scrutiny Panel undertook a review of the Direct Payments Scheme, the outcome was a report that contained 14 recommendations; the development of a Direct Payments Strategy was one of the recommendations.

8. Finance

Some minimum charge for the printing of the strategy.

9. Risks and Uncertainties

Direct Payments take up is measured by the Department of Health, poor performance will affect the Councils ability to achieve a higher star rating. The Strategy contains an action plan that will effectively increase the take –up of Direct Payments locally.

10. Policy and Performance Agenda Implications

Direct Payments is now a Social Services Performance Indicator and local targets have been set for the forth coming years.

11. Background Papers and Consultation

The Scrutiny Panel Report, March 2004 – This report proposed 14 recommendations that needed to be undertaken in order to raise the profile and increase the take-up of Direct Payments.

The Direct Payments Strategy is attached as Appendix 1.

Contact Name: *Susan Sumpner – Direct Payments Manager*

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Community Support Direct Payments Strategy

2004-2007

**Susan Sumpner – Direct Payments Manager
December 2004**

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DIRECT PAYMENTS

'The purpose of direct payments is to give recipients control over their own life by providing an alternative to social care services provided by local council.

A financial payment gives the person the flexibility to look beyond 'off-the-peg' service solutions for certain housing, employment, and education and leisure activities as well as for personal assistance to meet their assessed needs. This will help increase opportunities for independence, social inclusion and enhance self-esteem. Direct Payment Schemes can facilitate this by building links with local health, housing, education, learning and skills councils and other agencies'.

(Department of Health, 2003)

1. Introduction

- 1.1 This Strategy is intended to set out the strategic direction for the future of Direct Payments in Rotherham.
- 1.2 The strategy aims to offer a clear and understandable planning framework to improve services to service users and carers who wish to use the Direct Payment Scheme. In order to do this, the strategy addresses issues regarding the inefficiencies and gaps in the current Direct Payments Scheme and build upon those services that are presently successful.
- 1.3 The strategy was prompted by The Direct Payments Scrutiny Review Group and it is overseen by the Multi-Disciplinary Steering Group.
- 1.4 This 2004 strategy aims to build upon the comprehensive Direct Payments Report developed in March 2004, produced by The Scrutiny Panel Review, which resulted in 14 key recommendations. It aims to do so by reminding people of its core recommendations and by further developing its ideas to meet the needs of service users and carers.
- 1.5 This strategy will:
 - Provide a position statement of the Direct Payments statistical data.
 - Fully utilise and embrace the information in the Scrutiny Review as the basic foundation of the future planning process.
 - Simplify information in order to make it more user-friendly to non-professionals, including service users, carers and the public at large.
 - Identify the key actions to meet the recommendations proposed and identify the specific progress to date in particular areas.
 - Construct the plan to achieve these recommendations and also in a manner that adheres to current national policy guidelines.
 - Demonstrate a proactive approach to developing Direct Payments and show that we are committed to implementing the actions proposed and contained in this strategy.
 - Take into account the views of all stakeholders and show that consultation has taken place with service users and carers with regard to the contents of this strategy.
- 1.6 Our vision for the future of Direct Payments is to work with all stakeholders to promote independence, social inclusion and enhance self-esteem of service users and carers.

The key elements of our vision are outlined below:

- **Promoting Independence:** To promote the ability for vulnerable people to live independently by planning, organising and managing their own support services.
- **Working in Partnership:** Working with partners to encourage people to exercise choice and control using direct payments and allowing professions to empower disabled people in making decisions about vital areas of their own life.
- **User Centred approach:** A commitment to a user-centred approach to both assessment and care planning.
- **Individual Needs:** regarding people as individuals with individual characteristics in relation to their gender, disability, ethnic origin, religious beliefs and cultural background, with proper protection of those who are unable to protect themselves against exploitation, abuse or neglect.
- **Accessible:** A choice of options and support that is easily accessible and readily available.
- **An Ordinary Life:** Enabling vulnerable people to enjoy a quality of life equal to that of other citizens.
- **Service User and Carer Involvement:** Service users and carers involved in both the development, delivery and monitoring of direct payments, as well as their own care planning, promoting self-determination, empowerment and personal responsibility.

1.7 As we develop our work, all agencies are learning about the issues and challenges that are involved when changes in service provision are made. We intend to work with people and make it a new and exciting opportunity that Direct Payments offer, to increase independence, social inclusion and empowerment to people who are in need of care and support within the Rotherham Borough.

2. Policy Context

2.1 The Government's aim in promoting Direct Payments is to increase independence and choice to people who are assessed as needing a Community Care Service.

2.2 Direct Payments for adults were introduced in April 1997 and this was extended in 2000 to include older people. Since 2001 Direct Payments have been available to carers, parents of disabled children and young people between the ages of 16 and 17 years.

- 2.3 Regulations came into force in April 2003 that placed a duty on Councils to make direct payments to individuals who consent to, and are able to manage them, with or without assistance.
- 2.4 The following national Government legislation has underlined the need to develop direct payments in order for people to live as independently as possible. They seek to maximise control to people who are vulnerable and promote user choice.
- **The Community Care (Direct Payments) Act 1996** – The Direct Payments Act came about after many years of lobbying by disabled peoples' organisations and their supporters. It was officially implemented in April 1997. However, since the early 1980's, a growing number of disabled people have operated their own Direct Payments Schemes, and one of these is called the Independent Living Scheme. The Independent Living Schemes began to alter the relationship between service users and service providers, demonstrating the liberating and empowering potential of disabled people purchasing personal assistance directly. As evidence of the benefits of paying cash sums to individuals began to increase, so pressure began to mount for legislation to legalise Direct Payments. The Community Care (Direct Payments) Act, 1996, gave Local Authorities the power to make cash payments for community care direct to individuals who needed services.
 - **Community Care (Direct Payments) Act 1996 Policy and Practice Guidance 2000** - The aim of this policy guidance was to set out the Government's view of the issues for Local Authorities in exercising the power given to them by the Act. It advises on how Local Authorities might implement the Act and contains practice guidance to enable Local Authorities to make the most of their power to make direct payments.
 - **Community Care, Services for Carers and Children's Services (Direct Payments) Guidance 2003** - This guidance replaced the above 2000 policy and guidance, and it was to reflect the changes made by the Direct Payments legislation. The Government was concerned with increasing the number of people who receive Direct Payments, ensuring that people from all client groups have access to the choice offered by direct payments. They wanted to impress the importance of equality and that all people needing services, an older person, a disabled adult, a carer or a disabled child should always be considered for a Direct Payment when deciding on meeting their needs. If the conditions are met, a council has a duty to make a Direct Payment, rather than a power.

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- 2.5 Direct Payments policy and practice guidance links in with other Government priorities including, Valuing People (Department of Health 2001), aiding social inclusion, person centred planning and achieving 'best value'.
- 2.6 Direct Payments are fully compatible with the implementation of Fair Access to Care Services (DOH 2002).
- 2.7 Direct Payments for disabled children clearly has a role to play in fulfilling the SSI criteria (1999) on meeting the needs of disabled parents.

3. Current Situation

- 3.1 The following table represents the current number of service users receiving Direct Payments in Rotherham (December 2004)

| SERVICE AREA | NO. OF SERVICE USERS |
|----------------------------------|----------------------|
| Older People (65 years and over) | 32 |
| Physical Disabilities | 32 |
| Sensory Disabilities | 10 |
| Learning Disabilities | 9 |
| Mental Health | 15 |
| Children's Disability | 8 |
| HIV/AIDS | 1 |
| Carers | 3 |
| Equipment | 4 |
| TOTAL | 114 |

- 3.2 The current level of spending on Direct Payments is £565,895 and this can be broken down into the following service areas:

| SERVICE AREA | CURRENT SPEND 2004/05 |
|-----------------------|-----------------------|
| Older People | £199,300 |
| Physical Disabilities | £251,250 |
| Sensory Disabilities | £43,180 |
| Learning Disabilities | £37,425 |
| Mental Health | £13,520 |
| Children's Disability | £15,970 |
| HIV/AIDS | £400 |
| Carers | £500 |
| Equipment | £4,330 |
| TOTAL | £565,895 |

3.3 We are in the progress of identifying the likely future demand for Direct Payments to service users and Carers in order for the efficient planning of future service provision and to ensure budget arrangements are in place for 2005/06.

3.4 Work is being undertaken to identify other authorities in the Country as to how they manage the budget for Direct Payments. So far we have established that all of the seven authorities that we have contacted do not have a separate budget for Direct Payments but are however planning to revise this with the increased demand for Direct Payments.

3.5 We also recognise the need to work with commissioners to take account of the changing pattern in demand for Direct Payments.

4. Current Approach to Direct Payments

4.1 In pursuing a Direct Payments approach the following has been achieved:

- A commitment to providing training in Direct Payments, involving professionals from all service areas and Team Managers.
- The introduction of Direct Payment 'Champions'.
- Investment in a Direct Payments 'Support Service' (PASS), which support service users with the employment of care staff and the payroll requirement of users of Direct Payments.
- An increase in staffing resources that consists of a dedicated Direct Payments Team including a Direct Payments Manager, Finance Officer and a Clerical Assistant
- Promoting and publicising Direct Payments by attending awareness days, focus groups, forums and road shows.
- The development of policies and procedures for Direct Payments that consist of manageable paperwork for all Social Care Teams and guidelines on how to progress when making a Direct Payment to service users and carers.
- The development of a Direct Payments Steering Group and Local Implementation Group with clear responsibilities in developing the Direct Payments Scheme.
- Meeting with service users and carers on a regular basis and reaching out to Black and Minority Ethnic Groups on the benefits of receiving a Direct Payment.

- A successful bid to 'The Direct Payments Development Fund' for a Project Worker to look at developing Direct Payments for the Visually Impaired.
- The range of 'uses' for Direct Payments have been extended from solely the employment of Personal Assistants to include support from an agency, respite care, an alternative to meals on wheels and the purchasing of equipment.

5. Involving Key Stakeholders

5.1 An essential element to developing Direct Payments is good consultation and developing networks between all agencies and Social Services. In Rotherham we have provided an opportunity to undertake this by:

- The development of a Steering Group and an Implementation Group for Direct Payments has enabled the direct input of Senior Management, Professionals and Services Users and Carers. They allow for the sharing of knowledge and expertise to ensure the effective delivery of direct payments.
- The Direct Payments Steering Group oversees the way in which Direct Payments are developed and has the responsibility for the development and implementation of the Direct Payments Strategy.
- The Direct Payments Implementation Group has representatives from all service areas, the support services (PASS), the voluntary sector and service users and carers. This group looks at ways in which we can develop direct payments by providing an opportunity to discuss options for the delivery of direct payments and ideas for the promotion and take up of Direct Payments.
- Also a Learning Disabilities Sub-Group was formed as a direct recommendation from the Learning Disabilities Partnership Board. This group works to develop direct payments for this client group.
- In addition, service users and carers are involved through regular seminars, forums and advocacy groups.

5.2 In order to inform the development of this strategy, a consultation programme involving a wide range of stakeholder was initiated, including the following groups:

- Rotherham Carers Forum
- Mental Health User and Carers Groups
- Community Mental Health Team
- Asian Women's Group – Tassibee
- Minority Ethnic Disability Group

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- Age Concern
- Older Peoples Services
- Learning Disability Services
- Visually Impaired Services

5.3 Priorities identified by service users, carers and staff generally reflect those contained in this strategy.

| What we service users, carers and staff have told us | How does this link with this strategy |
|---|---|
| To increase the knowledge of Direct payments to professionals e.g. Social Workers, Voluntary Organisations and Health Staff | Full review of training needs (Action 2 & 14) |
| To offer updated information on Direct Payments that is 'user friendly' and widely available | Full review of information (Action 13 & 14) |
| To improve access to advice and support on Direct Payments | Increase advice and support (Action 5, 6 & 7) |
| To involve Service Users and Carers in the development of Direct Payments | A commitment to involve service users and carers (Action 8 & 16) |
| To improve internal communication | Direct Payments promotion (Action 12 & 14) |
| To stop confusion with the pension and benefits scheme which has the same name | Recommendations to Change to 'Community Care Direct Payments' (Action 11) |

6. Monitoring and Reviewing Direct Payments

6.1 Currently processes are in place for the continual monitoring and review of services in Rotherham. These include:

- **Performance Indicators** - The use of performance indicators to monitor performance and to plan for improvements is an important factor for Rotherham Social Services. These performance indicators are measures as to how well Social Services are performing and comparisons are made with all other Local Authorities.

Sets of National Performance Indicators, specified by the Government, have been developed and Local Authorities will set targets for improvement in their performance against these performance indicators.

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Direct payments are now part of Social Services performance indicators, measuring the effectiveness of service delivery and outcomes for service users and carers. A table represents our local targets for Direct Payments in the forthcoming years can be seen in Appendix 1.

6.2 Locally we have structures in place to ensure we undertake the actions produced in this strategy that include:

- The Direct Payments Steering Group – A mechanism to ensure the effect delivery of direct payments.
- Social and Community Support Scrutiny Panel – To ensure we undertake all the necessary steps to improve the Direct Payments Scheme for service users and carers.
- Senior Management Team – To inform and agree at different stages of Direct Payment development, the changes in legislation and local policy.

6.3 This strategy will be continually reviewed and monitored by the above groups.

7. Future Proposals for Direct Payments

7.1 We have identified important proposals that need to be addressed for the future development of Direct Payments. The following is a summary of our plans:

- A greater emphasis on the allocation of budgets within Social Services and the review of the future impact of budgets with the increased take up of Direct Payments.
- Further development of Direct Payments Training, this will include training being provided for Care Managers, Contracts Department, Council Members, Health and Voluntary Sector Services.
- Direct Payment 'Champions' to include Team Managers as well as Senior Management.
- That the local computerised management system is fully utilised to support Direct Payments.
- That the Support Service (PASS) is sufficiently resourced to provide a good level of response to users of Direct Payments.
- An advocacy service is included as part of the overall support available.

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- To enhance the Direct Payments Team by providing the resources to meet the future demand for direct payments. To also develop proposals for a support worker to promote Direct Payments within the Community Teams, offer advice and assistance to Care Managers.
- The involvement from service users and carers to be further developed.
- That all funding opportunities are taken up to stimulate the social care market.
- To address the need for less confusion with the title “Direct Payments” as there is currently a pension and benefits initiative of the same name.
- To ensure users are involved in the publishing of publicity and information e.g. New User Packs and Financial Packs, these are presently being developed.
- That a full review of all information material is undertaken and a dissemination plan is implemented.
- To improve internal communication by informing all service areas of developments and future proposals locally and nationally regarding Direct Payments.
- To create a network of people involved in the delivery of direct payments.
- To include Direct Payments on the assessment documentation to ensure service users and carers have been given the opportunity to receive a Direct Payment.
- To extend the use of Direct Payments further by introducing new ways of using a Direct Payment e.g. for the provision of transport and access to social, educational and employment opportunities.
- To streamline the current audit procedures to ensure users of the scheme have ‘simplified’ auditing procedures.

8. ACTION PLANS

- 8.1 In order to achieve the proposals to further develop Direct Payments for service users and carers we have drawn up an action plan that determines what, when and how we are going to implement these proposals.

Details of the actions we intend to take are contained within the following action plans.

DIRECT PAYMENTS ACTION PLANS 2004/05

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|---|--|--|---|-------------------|---|
| <p>1. To ensure that proposals are brought forward as part of the 2005/06 budget round on the impact of increased uptake on commissioning arrangements and budget allocations</p> | <p>To project figures based on agreed performance targets for 2005/06 and calculate the cost of Direct Payments based on an average.</p> <p>Report to Senior Management on the calculations so provision can be made in the budget round.</p> <p>To inform and consult with Commissioners on Direct Payments and the impact on future service provision.</p> | <p>Direct Payments Manager</p> | <p>All costs have been calculated for 2004/05.</p> <p>Budgets have been projected for 2006/07.</p> | <p>March 2005</p> | <p>Inform and Consult with Commissioners.</p> |
| <p>2. To ensure that staff within Social Services and appropriate staff in Health, Education and the Voluntary Sector are trained in relevant aspects of Direct Payments</p> | <p>To update and review training available for Social Services Staff.</p> <p>Team Managers to have responsibility for ensuring that staff attends Direct Payments training and include on Social workers PDR's.</p> | <p>Direct Payments Manager Specialist Training Officer</p> | <p>Training in Direct Payments is now Mandatory.</p> <p>An Action Plan has now been developed in order to ensure all training needs on Direct Payments is being met and</p> | <p>April 2005</p> | <p>Active involvement from service users and carer groups in training.</p> <p>To increase the training days available to meet demand.</p> |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|---|---|---------------------------------------|--|---------------------|---|
| | <p>Training in Direct payments to be mandatory across the Programme Area.</p> <p>To widen the availability to other staff groups and health, voluntary sector etc.</p> <p>To deliver training out in the locality teams</p> <p>Provide follow up training.</p> <p>Involve service users and carers.</p> | | <p>all groups are included.</p> <p>The development of training for Team Managers.</p> <p>The take up of training from professionals has increased.</p> <p>Service Users and Carers have been contacted to identify training needs and a timetable has been devised for Mental Health Service users and carers to receive training.</p> | | <p>Further develop work to be undertaken to train voluntary organisations in relevant aspects of Direct Payments.</p> |
| <p>3. For Direct Payments 'Champions' to be introduced at a senior management level in both Adult and relevant sections</p> | <p>To identify a 'Champion' within Adult Services and relevant Sections of Children and Families.</p> <p>Members of the steering group to 'Champion' the service area in which</p> | <p>Direct Payments Steering Group</p> | <p>Adult Services Champion has been identified</p> <p>Members of the Steering Group are 'Champions' of there specific</p> | <p>January 2005</p> | <p>Disabled Children's Champion yet to be identified</p> |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|---|---|---|---|------------------------------------|-----------------------------------|
| of Children and Families services. | they work in. | | service area Discussions have taken place to involve Disabled Childrens Services. | | |
| 4. To fully utilise the computerised case management system to support the implementation of Direct Payments across the Programme area. | To liaise with Management Information Officer and Development Officer (SWIFT) in order to develop a database that can be used in conjunction with SWIFT. To formulate a Direct Payments Database for use within Social Services. | Direct Payments Finance Officer | Meeting with the Information Officer to discuss the process of introducing a data base that is compatible with SWIFT. | Nov 2004 Extended until March 2005 | Further develop the database. |
| 5. To consider the future development of the Personal Support Scheme (PASS). | To review current Service Level agreement with PASS. To draw up new Service Specification that includes the additional requirements of support service. Identify if PASS have the | Direct Payments Manger Contracting Officer | New Service Level Agreement has been completed Costing has been calculated to meet additional requirements. | June 2005 | To re-tender the Support Service. |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|--|---|--|---|--------------|--|
| | capacity to fulfil the contract requirements regarding Tender PASS Scheme if necessary. | | Expressions of interest have to be considered due to the increase in the value of this service. A re-tendering process will apply. | | |
| 6. To ensure suitable advocacy arrangements are developed. | To incorporate advocacy requirements into the Support Service Specification. | Direct Payments Manager Contracting Officer | Research Advocacy Organisations practising locally | June 2005 | Draw up Service Specification Tender Advocacy Service for Direct Payments |
| 7. To enhance the current structure of the Direct Payments Team. | Appoint Direct Payments Manager. To transfer the existing Admin Assistance Post to the post of Finance/Audit Officer. To appoint a Clerical Worker. To look at the possibility of increasing the staffing resources to appoint a Direct Payments Support Worker. | Direct Payments Manger | All posts have been recruited to. | January 2005 | Submit proposals to recruit a Direct Payments Support Worker for 'hard to reach' users and carers. |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|---|---|---|---|--------------------------------|--|
| 8. To ensure the involvement of user groups in the Direct Payments scheme are developed and sustained, particularly in respect of hard to reach groups. | <p>Contact existing service user and carer group to request involvement on Direct Payments Groups</p> <p>Identify the groups of people that are hard to reach, provide more appropriate information and advocacy, increase awareness.</p> <p>Liaise with Service User and Carer involvement Worker and workers of harder to reach groups.</p> <p>Provide training on Direct Payments and involvement.</p> | Direct Payments Manger | User groups for: Mental Health, Ethnic Minorities and Carers have been developed. | Ongoing | To further develop user and carer groups in order that we can promote and review the Direct Payments Scheme. |
| 9. To offer training to Elected Members to raise awareness of Direct Payments. | <p>To establish training needs.</p> <p>Liaise with Training Officer to set up training</p> <p>Contact relevant members to undertake training.</p> | Direct Payment Manager Specialist Training Officer | A training programme has been designed. | April 2005 | Dates of delivery have yet to be established. |
| 10. To explore with partners the feasibility of using funding streams | To investigate other streams of funding through Government Grants, European Funds | Direct Payments Manager | Three 'bids' have been submitted to SRB 5 & 6 for | January 2005 And Ongoing | To continue to pursue any opportunities for applying for grants |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|--|---|-------------------------------|---|-------------------|---|
| <p>(including Objective 1 money) to stimulate the social care market.</p> | <p>and other more localised Grant Schemes. To liaise with colleagues and take up appropriate opportunities to apply for grants etc.</p> | | <p>'slippage' monies for Direct Payments Support Workers to work with hard to reach users and carers.</p> | | <p>etc.</p> |
| <p>11. For an alternative to the title of 'Direct Payments' to be developed to avoid confusion with the pensions and benefits initiative of the same name.</p> | <p>To consult with all stakeholders. Research other Authorities. Identify a suitable 'name change' Inform all relevant parties of the name change.</p> | <p>Direct Payments Manger</p> | <p>Consultations with the present users of direct payments and members of staff are underway. Research into other Authorities has been undertaken. A name change has been established to 'Community Support' Direct Payments.</p> | <p>March 2005</p> | <p>For the new title to be agreed to 'Community Support' Direct Payments.</p> |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|--|--|--------------------------------|--|------------------------|--|
| 12. To consider extending the role of the Older Peoples Champion to include responsibility for the promotion of Direct Payments across the Programme Area. | To identify the Older Peoples Champion. Liaise with Older Peoples Champion to discuss the ways in which the role can be expanded to include the promotion of Direct Payments across the Programme Area. | Direct Payments Steering Group | Older Peoples Champion Identified and the role of promoting Direct Payments as been agreed. | April 2005 | To discuss ways of promoting Direct Payments to ensure we are reaching all older people. |
| 13. For a full review of all Direct Payments information material and to implement a dissemination plan. | Map all present information on Direct Payments Filter out, 'out of date' material Implement a sub-group of the Implementation group to look at producing new information Involve users and carers in the production of information Draw up a dissemination plan with colleagues involve in distribution. | Direct Payments Manager | All information has been collated Gaps have been identified and work is currently being done on: - production of an up-to-date leaflet - Direct Payment User Pack - Direct Payment pack for Social Workers and Care Staff - Posters and other | March 2005 and ongoing | Dissemination of material |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|--|---|-------------------------|--|------------------------|------------------------------|
| 14. To improve internal communication. | Use of the intranet to inform staff of development regarding Direct Payments. Produce a monthly newsletter for staff | Direct Payments Manager | <p>publicity material</p> <p>Consultation with Service Users and Carers has been undertaken</p> <p>Use of the intranet is underway and all relevant information on Direct Payments is now available.</p> <p>The Direct Payments Newsletter has been distributed</p> <p>A Direct Payments CD Rom is in the process of being developed. (A CD ROM for staff as a tool-kit for an easy guide to accessing Direct Payments).</p> | March 2005 and Ongoing | Implementation of the CD Rom |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|--|--|--|---|--------------------------|--|
| 15. The creation of a Direct Payments Network. | <p>To meet with other local authority Direct Payment Managers</p> <p>Discuss the need to create a Direct Payments Network</p> <p>Appoint a lead</p> <p>Arrange meetings with agenda etc.</p> | Direct Payments Manager | <p>Direct Payment Managers from Barnsley, Kirklees, Bradford Doncaster, Wakefield and Sheffield Social Services have been contacted and agree to the setting up of a network</p> <p>First meeting is to take place on 3rd Feb 2005</p> | January 2005 and ongoing | To meet on a regular basis, agree Terms of Reference etc. |
| 16. To further extend the use of Direct Payments | <p>To work with service user and carer groups</p> <p>Research 'uses' of Direct Payments throughout the Country</p> <p>Use the Local Network to discuss ideas</p> <p>Engage with Social Workers and other Community staff to encourage ideas.</p> | <p>Direct Payments Manager</p> <p>Direct Payments Steering Group</p> | <p>Research is ongoing in this area</p> | Ongoing | <p>Meet with Service User Groups</p> <p>Meet with Local Network</p> <p>Engage with Community Staff</p> <p>Network with other Authorities in the Country.</p> |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|---|--|---------------------------------|---|----------------------|--|
| 17. The need to streamline the current audit procedures. | Use Newsletter to ask for 'ideas' and suggestions. Research other authorities in relation to audit procedures Produce new paperwork to make the process less complicated | Direct Payments Finance Officer | A 'draft' 12 monthly return form and a finance record sheet have been created for users of Direct Payments which simplifies the audit procedures. | March 2006 | Distribute new draft forms to all users and provide training to users on the completion of these. Feedback from users on this process. Review the 'new' audit procedure. |
| 18. For regular progress reports on the implementation of the Direct Payments Strategy. | To provide up to date reports on Direct Payments Strategy | Direct Payments Manager | Updates have been provided when required. | Dec 2004 and ongoing | Ongoing |
| 19. To include Direct Payments on the assessment documentation to ensure service users and carers | To include a 'tick' box on all relevant assessment documentation that indicates the assessing officer as informed the user/carer that Direct | Direct Payments Manager | Direct Payments are recorded on the newly formed Data Base for carers of people with | Jan 2006 | A review of all assessment documentation and link this in with the single assessment process for Older |

| Need | Action Required | Officer Responsible | Progress | Target Date | Next Steps |
|---|---|--|--|-------------------|---|
| <p>have been given the opportunity to receive a Direct Payment.</p> | <p>Payments is an option to receiving in-house services.</p> | | <p>mental health problems.</p> | | <p>People and Mental Health Services Care Programme Approach.</p> |
| <p>20. To revise Local Commissioning Strategies to take account of the changing patterns of demand for Direct Payments.</p> | <p>To meet with local commissioners and review Direct Payment increase. Work with commissioners to include Direct Payments in all planning documents. Provide up-to-date statistical information to all planning groups on numbers of Direct Payment users.</p> | <p>Direct Payments Manager Contracting and Commissioning Manager</p> | <p>Attendance at the Mental Health Planning Team. Attendance at the Supporting People Strategy away day.</p> | <p>March 2006</p> | <p>Meet with all service area Commissioners.</p> |

Appendix 1

DIRECT PAYMENTS TARGETS

| DETAILS | 2003/04 ACTUAL | 2004/05 TARGET | 2005/06 TARGET | 2006/07 TARGET |
|---------------------------|-------------------|-------------------|-------------------|-------------------|
| CA51 Score | 20 | 31 | 60 | 91 |
| CA51 People Target | 38 | 62 | 120 | 182 |
| Current ongoing cases | | 100 | | |
| Variation to Meet Target | - | +38 | -20 | -82 |
| Indicator Ranking (Blobs) | ■ ■ | ■ ■ ■ ■ | ■ ■ ■ ■ | ■ ■ ■ ■ |

N.B. ■ = Poor ■ ■ ■ ■ = Excellent

(Correct as at 30th December 2004)

*Above figures do not include 8 children & family cases, 3 carer cases and 4 for equipment.

| |
|---|
| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
|---|

1. **Meeting:** Scrutiny Panel
2. **Date:** 11th February 2005
3. **Title** Complaints Procedures – Quarterly Summary
4. **Programme Area:** Social Services

5. **Summary:**

Elected members approved a return to the practice of providing a 3-month summary of activity in relation to representations (comments) and complaints dealt with by the Programme Area under procedures established in response to the Children Act 1989 and the NHS and Community Care Act 1990. This report covers the first and second quarters of this municipal year from 1st April 2004 to 30th September 2004.

The report presents statistics and analysis of comments and complaints in relation to Adult Service and Children and Families Services. The annual report for the year (planned to be with elected members by June 2004) will include more extensive comparative data.

6. **Recommendations**

- **Members are requested to receive this report.**

7. **Proposals and Details**

A significant number of complaints continue to be resolved to consumers' satisfaction by first line managers at the first stage in the Complaints Procedure.

Significant, too, is the number of complaints, both in Adult and Children and Families Services, which are about the quality of service received.

The report comments on matters which have been decided by the Local Government Ombudsman during the two quarters although none has involved a finding of maladministration.

There is also comment about developmental issues addressed during the time period. Subject to separate reporting to Cabinet Member and Scrutiny panel is the requirement from 1st April 2004 to provide and offer advocates for all young people wishing to make a complaint, or wishing to discuss the making of a complaint.

8. **Finance**

Although there are no direct and immediate financial matters arising from this report, as the year progresses there is the cumulative impact of the cost of external investigation, particularly in the case of children's complaints which

could necessitate payment for Investigating Officer, Independent Person and Independent Advocate. For example, the four children's complaints currently running at Stage 2 have the potential to exhaust the initial annual budget set for the Complaints Unit. Senior managers have additional funding but the service is seeking to meet any future pressures through budget planning for next year.

9. Risk and Uncertainties

Three national consultations are being held about proposed revision of complaints procedures for social services. As a result there will be new regulations and guidance and RMBC's current social services complaints procedures will need to be revised for both Adult Services and for Children and Families Services. A number of the proposed changes are already in place within RMBC's Social Services complaints policy and procedures but others will require new arrangements and ongoing training and awareness raising for staff, service users, carers, Members and the public. These have been reported separately to Members.

10. Policy and Performance Agenda Implications

As noted above, the new complaints arrangements will require the management of complaints, particularly on such issues as timescales, to be even more vigorously addressed. Outcome information from complaints will feature in assessments considered by CSCI in Programme Area review and monitoring.

11. Background and Consultation

The Children Act 1989 and the N.H.S. and Community Care Act 1990, required Local Authorities to establish specific procedures to deal with representations and complaints made by service users or their representatives, about the discharge of, or any failure to discharge, their Social Services functions. In response to this the initial procedures for dealing with complaints were introduced by the Social Services Department in May 1991.

Contact Name: Mr Ian Milner, Tel extension 3937.

Appendix 1

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

REPRESENTATION AND COMPLAINTS

QUARTERLY REPORTS – 1ST APRIL 2004 to 30TH SEPTEMBER 2004**1 Use of Complaint and Representation Process.**

This report resumes the quarterly cycle of reporting the use of the Comments and Complaints process to resolve issues for service users. The table below shows the number of complaints made in both Adult and Children and Families Services in the six months under consideration.

Service users' readiness to accept resolution at Stage 1 of the Complaints Procedure continues to be encouraging since the total number of complaints at both Stages 1 and 2 is similar - 76 this quarter compared with 75 in the same quarter in 1998.

*Table 1 – Number of People using Complaints Procedures
1st April 2004 to 30th September 2004.*

| Service Function | Stage 1 | Stage 2 | Total |
|--------------------------|----------------|----------------|--------------|
| Adult Services | 81 | 3 | 84 |
| Children & Families Serv | 50 | 4 | 54 |
| Total | 131 | 7 | 138 |

2 Performance Indicators**2.1 Adult Services****(a) Stage 1**

- The eighty one complainants made ninety eight complaints between them.
- The Programme Area has set a target date of fourteen days for local managers to respond to complaints at Stage 1. Of the eighty one complainants, sixty five had had a response to their complaint by the end of the reporting period. Forty-five of those complainants had had a response within fourteen days of the complaint being registered and passed to local managers. Twenty complainants had had a response which took more than fourteen days.

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- Of the sixty five complainants who had had a response to their complaints, thirty five were satisfied with the outcome, but only three requested a formal investigation of their complaint at Stage 2 of the Complaints Procedure.
- Approximately one quarter of the complaints were about delays in assessment visits by Occupational Therapy staff for the provision of aids and adaptations. The Head of Adult Services addressed this with additional staff resources being deployed to address the backlog.

(b) Stage 2.

- The three new Stage 2 complaints during this reporting period encompassed a considerable number of separate complaint points. Two of the three complainants were sisters, and in the course of defining their complaints there were finally thirty complaint points confirmed by each of them. Many of these were about staff behaviour and attitude during financial assessment work.
- The third complainant made eight separate complaint points at Stage 2 about the perceived failure of the responsible service team to address relatives' fears that their elderly family member was being subjected to financial exploitation for which they blamed Social Services.
- At the end of the reporting period two of the three Stage 2 complaints had reached the adjudication stage.

2.2 Children and Families Services.

(a) Stage 1

- The complex nature of complaints about Children and Families Services continued to be significant – for example, the fifty complainants between them made ninety-nine separate complaints.
- More than a quarter of those complaint points were about the actions of staff with disputes about contact arrangements, about social work intervention in families' lives, and about decisions taken in relation to child care matters.
- Thirty six of the complainants had had a response to their complaint by the end of the reporting period with twenty two of those having had a response within the fourteen day complaint resolution target.
- Of those thirty six complainants, twenty three were satisfied with the outcome of their complaint. Four others, all young people, requested Stage 2 formal investigations of their complaints.

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(c) Stage 2

- The four new Stage 2 investigations involved young people who had lived in the 'Looked After Children' system. They made twenty eight separate complaints between them about the way decisions taken by social work staff had affected their lives. Some of the complaint points were about lack of action just as some were about actions which the young people believed to be hasty or unfair.
- All three young people had had considerable support from the Children's Rights Service and the Children's Complaints Officer in bringing forward their complaints. Only one chose to use the services of an advocate and chose the Children's Rights Officer.
- By the end of the reporting period two of the young people had had adjudication outcomes to their complaints.

2.3 Complaint timescales.

- Numbers of complaint reports comment on the difficulty of achieving timescales set down for resolution. At Stage 1, as noted, the Programme Area has set a fourteen-day timescale for resolution. It is possible to extend that with the agreement of the complainant.
- For example, sixteen of the eighty one complainants about Adult Services and fourteen of the complainants about Children and Families Services still awaited resolution of their complaint by the end of the reporting period.
- If, by the end of the fourteen days, the manager to whom the complaint was allocated has not replied to the Complaints Unit, he/she is sent an electronic reminder to reply or to negotiate more time with the complainant. If, after a further five days, there has still been no reply a reminder is sent to the Operations Manager/Group Manager. After a further five days without reply a reminder is sent to the responsible Service Manager/Locality manager.
- The Complaints Manager meets the respective Heads of Service in Adult and Children and Families Services every six weeks and the outstanding complaint situation is a key item for discussion. Both Heads of Service take the responsibility for pursuing outstanding complaints very seriously.
- Outstanding Stage 1 complaints have become a standing item for discussion at corporate level.
- At Stage 2, the complainant has a firmer grip on the progress of complaint investigation since extensions to statutory timescales should only be

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sanctioned following discussion with the complainant and with the Complaints Manager.

3 Complaints Review Panel (Stage 3).

- During the time period under consideration, the Complaints Review Panel did not meet, but two arranged Panel meetings were re-arranged at the request of the complainant.

4 Local Government Ombudsman.

- Within the reporting period the Local Government Ombudsman (LGO) reported on one case in which there had been no Review Panel hearing but in which the LGO agreed to consider the complainant's allegation that he had been denied services he had requested. There was an injunction in force restricting the complainant's contact with Social Services staff because of previous difficulties. After meetings with the complainant and with Social Services staff the LGO agreed with the remedies proposed by Social Services and decided to investigate the complaint no further.
- In a second matter, which had been under consideration by the LGO since the summer of 2003, there was no change in the situation by the end of the reporting period. The matter concerned a wish by five tenants of designated sheltered housing to opt out of paying for the up-graded personal alarm system, Rothercare. The LGO had been asked to consider the delay in the Council decision and to rule on the 'rightness' continued deferments. Elected members were still evaluating the issues at the end of the reporting period and an outcome was still awaited.

5 Management information.

- During this reporting period it has been possible for the Complaints Manager and Children's Complaints Officer to take part in induction training sessions for new staff joining the Programme Area. In addition, the Complaints Manager has initiated a training session for first-line managers in complaints handling. The session was well received and the evaluation supports continuing with similar sessions across the first-line manager group, prioritising any Local Authority homes, and fostering or adoption services.

I Milner

CABINET MEMBER FOR SOCIAL SERVICES

Friday, 7th January, 2005

Present:- Councillor Kirk (in the Chair); Councillors Gosling, Hodgkiss and P. A. Russell.

150. MINUTES OF MEETINGS HELD ON 26TH NOVEMBER AND 17TH DECEMBER 2004

Resolved:- That the minutes of the meetings held on the above dates be agreed as correct records.

151. MATTERS ARISING

(a) Flats in the Wath area

The Executive Director was still making enquiries into this matter but it was indicated that Social Services would have no interest regarding their future use.

(b) Petition – 63 Pitt Street, Kimberworth

The Executive Director reported that he had made enquiries regarding the future use of the above premises.

Social Services had no involvement in the proposals for the premises and the matter is being referred to the Executive Director, Neighbourhood Services.

152. SOCIAL SERVICES BUSINESS PLANS - PROGRESS REPORT

The Executive Director reported that significant progress had been achieved in undertaking and implementing the key tasks identified within the three Social Services Business Plans for 2004/05.

As at December 2004, 61% of the key tasks had been completed, 1% having been superseded or abandoned.

Sufficient work has been achieved to date on the outstanding key tasks to indicate that they will be completed as planned.

The Executive Director highlighted various issues on the work undertaken on the key tasks completed to date.

Particular reference was made to Supporting People, the Inspector indicating recently that the service would be awarded two stars with promising prospects.

With regard to Ongoing Tasks, several issues were highlighted particularly improvements to SWIFT.

Resolved:- (1) That the progress achieved to date be noted.

(2) That progress on the Social Services Business Plans 2004/05 continue to be monitored until completion of all key tasks by March, 2005.

153. CSCI MONITORING - AUTUMN 2004 DELIVERY AND IMPROVEMENT STATEMENT

Consideration was given to the content of a report which detailed the Delivery and Improvement Statement which is the means by which the Inspectorate monitors progress towards planned local improvements throughout the year.

The Statement assesses achievements made in 2003/04, provides both quantitative and qualitative information about current performance, making explicit strategies, risks and priorities for 2004/05.

The report submitted also provided a summary of the key themes from the Performance Assessment Framework indicators published in November, 2004 along with a chart which depicted performance over time.

A full copy of the Delivery and Improvement Statement, together with the Performance Chart were available for inspection in the Members Room.

The Performance Officer summarised the content of the report making particular reference to the progress made on various issues identified as priorities for 2004/05 and to several key themes from the published PAF Indicators.

Resolved:- (1) That the Autumn 2004 Delivery and Improvement Statement be received.

(2) That the key themes from the Performance Assessment Framework 2003/04 analysis be noted.

154. BUDGET 2005/06 - UPDATE

The Executive Director reported on the next steps in respect of the 2005/06 budget situation making particular reference to :-

- The next steps of the Scrutiny Process
- Gershon savings
- The need to consider the inclusion of funding for Domestic Violence issues
- The current proposals for Social Services funding for 2005/06

Resolved:- That the report be received.

155. DEATH OF SOCIAL WORKER

Members were informed of the death of Tony Turner, Social Worker in Adult Services.

Resolved:- That the condolences of members and officers be conveyed to the family of Tony Turner.

156. ANN TRANMER, MBE

Members were informed that Ann Tranmer, a Foster Carer, had been awarded an MBE in the New Years Honours List.

Resolved:- That Ann Tranmer be congratulated on her award.

CABINET MEMBER FOR SOCIAL SERVICES
21st January, 2005

Present:- Councillor Kirk (in the Chair); Councillors Gosling, Hodgkiss, G. A. Russell and P. A. Russell.

157. MINUTES OF MEETING HELD ON 7TH JANUARY 2005

Resolved:- That the minutes of the meeting held on the above date be agreed as a correct record.

158. MATTER ARISING - PITT STREET PREMISES

The Executive Director updated members on the background relating to the above premises, clarifying that Social Services had no responsibility for them.

159. CONFERENCE - LINK AGE DELIVERING OLDER PEOPLE SERVICES

Resolved:- That Councillors Darby and P. A. Russell be nominated to attend the above Conference to be held in London on the 16th February, 2005.

160. REVENUE BUDGET MONITORING REPORT 2004 / 05

Consideration was given to the latest projected revenue expenditure against budget for Social Services for the financial year 2004/05. The report highlighted major variations and action plans to ensure spending remains within the approved cash limited budget.

The report indicated projected expenditure against budget based on actual expenditure for the period April to the end of December, 2004.

The overall position shows a projected overspend of £440,870 (or 0.68%) for the Programme Area against a revenue budget of £65,284,271, excluding Central Establishment Charges. This is a reduction in overspend against the previous month.

A summary of the main variations for each Service Area, with reasons for projected underspends/overspends was submitted.

The variations were as follows :-

- Children and Families – overall overspend of £233,400 (+ 1.49%)
- Adult Services – overall overspend of £298,200 (+0.63%)
- Strategic Services – overall underspend of £86,000 (-3.63%)
- Finance and Accountancy – overall underspend of £4,730 (- 3.11%)

The main budget pressures for each area were highlighted along with the various actions being taken to reduce the projected overspends. Action

Plans to achieve this were in place including further action on issues relating to the recruitment of staff, particularly in respect of Domiciliary Care and Residential Care.

Reference was also made to the increase in the cost of residential and nursing home placements for people with Learning Disabilities.

Resolved:- That the latest revenue budget monitoring report be received and the continuing action being taken to ensure spending remains within the approved budget be noted.

161. CAPITAL BUDGET MONITORING REPORT 2004 / 05

Consideration was given to the latest projected figures and commitments against the approved capital expenditure budget for 2004/05.

The report submitted indicated that the projection was for the approved budget to be fully spent.

A brief summary of the latest position on the main projects within each client group was provided.

Particular reference was made to issues in respect of the Orchard Centre and Dalton House and the situation on each was clarified.

Resolved:- That the Capital Budget Monitoring report for 2004/05 be received.

162. COMPLAINTS PROCEDURES

The Service Manager, Performance Information and Quality, reported that national consultations were being held with regard to the proposed revision of complaints procedures for Social Services.

The report submitted set out details of the proposed changes to the complaints process.

The outcome of the consultation on the proposals would result in new regulations guidance, with Rotherham MBC's current Social Services complaints procedure needing to be revised for both Adult Services and for Children and Families Services.

Discussion took place on the proposals and the following issues were raised :-

- How the Independent Review process would operate
- The need to clarify where the final decision on a complaint would be

reported e.g. Cabinet or Children's Board

- The apparent lack of member involvement in the complaints process

Resolved:- (1) That the content of the report on the proposed changes to the complaints procedures for Social Services be noted.

(2) That the responses to the consultation be endorsed subject to inclusion of the view that there was a need for member involvement in a local complaint.

(3) That a further report be submitted on the final guidance and regulations, analysis and implementation requirements for Rotherham MBC.

(4) That the report on the proposals and consultation response be submitted to the Social and Community Support Scrutiny Panel.

163. THE ADOPTION REGISTER FOR ENGLAND AND WALES - NEW ARRANGEMENTS. LAC (2004) 27

The Children's Services Manager reported that from the 1st December, 2004, the new operator of the National Adoption Register has been the British Association for Adoption and Fostering (BAAF).

In addition to the change of operator, the following are important changes as to how the Register operates :-

- The new Register will operate a targeted referral system
- There will be a choice of referral methods
- There will be an enhanced facility for self referral for adopters

The implications of not using the National Adoption Register were outlined and that by using the Register, the amount of delay in finding appropriate adoptive placements may be reduced although the number and related costs of Out of Borough adoptive placements could increase.

Overall, the view was that the changes would allow for more flexibility.

Resolved:- That the new arrangements for the operation of the National Adoption Register be noted.

164. MENTAL HEALTH SERVICES - UPDATE

The Executive Director reported that an inspection was currently being undertaken in relation to Mental Health Services by the Health Care Commission The outcome of this inspection is likely to be known in March 2005.

Members were also informed of the outcome of the annual Mental Health Act Commission visit to Rotherham in 2004.

The visit resulted in a very positive report generally.

Whilst there were some action points, which have all been implemented, they did not represent any major criticism of the service.

Clarification was given by the Executive Director of the comment at 4.2j regarding legal advice as the comment was not correct. There is an Out of Hours Service.

Resolved:- (1) That the current inspection of Mental Health Services by the Health Care Commission, which is due to be completed by the end of January 2005, be noted.

(2) That a full report of the inspection be submitted to a future meeting.

(3) That the outcome of the annual Mental Health Act Commission visit to Rotherham in July 2004 be noted.

**165. SOUTH YORKSHIRE AGENCY INFORMATION SHARING PROTOCOL
- MENTAL HEALTH ISSUES**

The Joint Agencies Information Sharing Officer reported that clear procedures were required to comply with legislation and to give staff confidence in carrying out appropriate information sharing. The aim is to establish common standards for partners sharing information. The protocol presents an opportunity for multiple agencies across South Yorkshire to 'sign up' to a common agreed information sharing framework and begin to work towards meeting agreed standards and work within the spirit of the protocol. This in turn will support the development of service level information sharing protocols and ultimately support operational practise and improve service delivery and outcomes for this specific service user group.

The aim of the protocol is to ensure that information is used and shared appropriately so that people with mental health difficulties, who come into contact with services, receive effective care, treatment and support. It brings together existing legislation and guidance around the use of personal information such as the Data Protection Act 1998 and Caldicott. The protocol sets out a framework for determining good practice.

This protocol forms part of the strategic Information Sharing Framework being developed in Rotherham. It is an overarching protocol and underpins the Rotherham Joint Confidentiality Agreement which was approved by the Cabinet Member, Social Services on 13th February, 2004.

Resolved:- (1) That the South Yorkshire Multi Agency Information Sharing Protocol (Mental Health Issues) be approved.

(2) That the Executive Director, Social Services, be a signatory to the protocol.

(3) That the first formal review be twelve months after the date of formal adoption of the protocol.

166. SUPPORT GRANT FOR SOCIAL SERVICES FOR PEOPLE WITH HIV / AIDS

The Executive Director reported that the Department of Health had made £16.5 million available through the AIDS Support Grant for Expenditure on HIV/AIDS related Social Services in 2004/05. Rotherham will receive £17,000 AIDS support grant which offers the opportunity to develop a useful range of services.

The strategy for this year has been to contract with a specialist provider, SHIELD, to provide a range of services which were set out in the report submitted.

It was noted that further work needs to be done in conjunction with services supporting asylum seekers in order to identify their needs fully, and to ensure that services are developed and directed to meeting those needs.

It was also noted that no Supported Capital Expenditure bid for HIV/AIDS related housing projects was to be made this year. If the SHIELD contract operates effectively this year and builds an effective service relationship with Rotherham residents suffering from HIV and AIDS, then consideration can be given next year to a capital scheme. However, it is too early to say at present whether there is a need for such a scheme in Rotherham.

Resolved:- (1) That the spending plan for HIV/AIDS services in Rotherham as set out in the report be approved.

(2) That no bid for Supported Capital Expenditure be made this year but that consideration be given to making a bid next year depending on progress of the SHIELD project.

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| ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS |
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1. **Meeting:** Scrutiny Panel
2. **Date:** 11th February 2005
3. **Title** Complaints Procedures
4. **Programme Area:** Social Services

5. **Summary:**

Three national consultations are being held with regards to proposed revision of complaints procedures for social services. These are An Independent Voice – Commission for Social Care Inspection (CSCI), Learning From Complaints – Department of Health(DoH) and Getting the Best from Complaints – Department for Education and Skills(DfES). Each has a different response date as follows, CSCI 20th December 2004, DoH 10th January2005 and DfES 21st January2005. As a result there will be new regulations and guidance and RMBC's current social services complaints procedures will need to be revised for both Adult Services and for Children and Families Services. A number of the proposed changes are already in place within RMBC's Social Services complaints policy and procedures but others will require new arrangements and ongoing training and awareness raising for staff, service users, carers, Members and the public.

6. **Recommendations**

- **Members note the content of the proposals and endorse the responses to the consultations.**
- **A further report be presented on the final guidance and regulations, analysis and implementation requirements for RMBC.**

7. **Proposals and Details**

An Independent Voice is specific to the current stage 3 complaint review panels which in Rotherham are chaired independently alongside two Councillors, then reported to the Director and Members. It is proposed that CSCI operate a separate complaints review service with effect from April 2005. CSCI will assess the complaint and the Authority's consideration. CSCI will have a range of options for dealing with the complaints including, a panel review, CSCI investigation, reference to the Local Government Ombudsman and no further action.

Learning from Complaints includes a number of key proposals in addition to the CSCI review of complaints, as follows:

- Introduction of a 12 month time limit to make complaints (there is no limit at present).
- Requirement for local authorities to appoint a complaints manager at an appropriate level within the authority relating to the chief officer.

- Duty upon local authorities to seek informal/local resolution of all representations and complaints (currently RMBC's stage 1) 10 working days timescale.
- Formal investigations and responses to be within 25 working days or with complainant's agreement upto 3 months. (replaces current 28 days for RMBC's stage 2)
- CSCI regulatory "arm" to consider complaints about standards of residential care "provided" by LAs under the Care standards Act 2001 which appears to be a significant change.
- Recognition of joint service provision through new regulations requiring organisations to work together to respond to complaints.
- Freezing/deferring decisions pending complaints consideration given greater emphasis.

Getting the Best from Complaints includes the following key proposals in addition to review of complaints by CSCI

- extension of local authority functions about which representations can be made under the procedure; extends the scope or application of the Children Act 1989 procedure to services provided under Part IV (Care and Supervision) and Part V (Protection of Children) of that Act, as may be specified in regulations. RMBC has generally adopted such an approach but the guidance is unclear as it appears to extend scope to include applications for care, supervision orders which could conflict with legal proceedings.
- Requirement for local authorities to appoint a complaints manager at an appropriate level within the authority relating to the chief officer.
- Scope of complaints procedures increased including complaints about a teacher and health services, broadening the scope significantly.
- Duty upon local authorities to seek informal resolution of all representations and complaints (currently RMBC's stage 1) 10 working days timescale.
- Formal investigations and responses to be within 15 working days or with complainant's agreement upto 2 months. (replaces current 28 days)
- Guidance re complaints about child protection conferences requiring inter agency panel consideration.

8. Finance

It is not expected that additional funding will be made available to Authorities.

9. Risk and Uncertainties

As such the consultations are not definitive but if implemented as currently stand then a degree of uncertainty will exist with regards to certain aspects and clear practice will need to develop based on unfolding advice and case law.

10. Policy and Performance Agenda Implications

Policies and procedures will need to be revised and implemented. This will require particular consideration with regard to partnership working e.g. children and families complaints could cut across services provided by staff in other Programme Areas and agencies and for Adult Services this would include health services.

The CSCI complaints Review Service will monitor implementation of recommendations arising out of complaint reviews and take into account performance information about complaints handling during the annual performance assessment of Authorities.

11. Background and Consultation

An Independent Voice is new guidance.

Learning from Complaints guidance replaces that contained in 'Community Care in the Next Decade and Beyond, Policy Guidance 1990' and the Complaints Procedure Directions 1990.

Getting the Best from Complaints guidance replaces that contained in The Children Act 1989 Guidance and Regulations Volume 3 – Family Placements *and* Volume 4 – Residential Care (Department of Health, 1991). The guidance accompanies the draft Representations Procedure (Children) Regulations. These Regulations revoke and replace the Representations Procedure (Children) Regulations 1991.

The main consultation documents and responses are placed in the Members area.

The following hyperlinks also locate the consultations.

Learning from complaints:

http://www.dh.gov.uk/PublicationsAndStatistics/Publications/Publication_sPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4098030&chk=E4nK9I

An Independent Voice:

http://www.csci.org.uk/publications/consultations/independent_voice_complaints.htm

Getting the best from complaints:

<http://www.dfes.gov.uk/cconDetails.cfm?consultationId=1274>

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SOCIAL AND COMMUNITY SUPPORT SCRUTINY PANEL
14th January, 2005

Present:- Councillor G. A. Russell (in the Chair); Councillors Ali, Binnie, Darby, Doyle, Havenhand, Jack and Jackson.

Mrs. A. Clough (ROPES), Mr. G. Hewitt (Rotherham Carers' Forum), Ms. K. Masterman (Speak Up Advocacy Group), Mr. R. Parkin (Speak Up) and Mr. R. H. Noble (Rotherham Hard of Hearing Society)

Also in attendance was Councillor Kirk, Cabinet Member for Social Services.

88. CHILDREN'S SERVICES POST INSPECTION PLAN - PROGRESS REPORT

The Executive Director gave an update on the action points arising from the Children's Re-inspection by the CSCI Inspectors which took place in June 2004, highlighting various issues such as quality of data which was to be improved, the need to improve resources for staff and service users, review of the budget for Children's Services and development of a protocol for a commissioning strategy.

Good progress was being made generally on the Action Plan. Previously a key area of concern related to the recruitment of social workers and the progress being made on this aspect was reported which will ease the situation.

Subsequent comments on the Action Plan made reference to :-

- The staff accommodation situation, which was being pursued
- The recruitment and retention of staff
- The demographic situation in respect of staff retiring/leaving and planning of workforce requirements prior to staff leaving
- The need for a replacement lead officer to be appointed in respect of the programme of work relating to Children and Young Peoples' Services

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

(2) That the progress made on implementing the action points be noted.

(3) That a report be submitted to the April meeting of this Scrutiny Panel on the workforce planning issues for the whole area of Social Services and action being taken to rectify problems.

(4) That a further updated report on the Action Plan be submitted to this Scrutiny Panel in three months time.

89. SERVICE BUSINESS PLANS 2004 / 05

The Executive Director reported that significant progress had been achieved in undertaking and implementing the key tasks identified within the three Social Services Business Plans for 2004/05.

As at December 2004, 61% of the key tasks had been completed, 1% having been superseded or abandoned.

Sufficient work has been achieved to date on the outstanding key tasks to indicate that they will be completed as planned.

The Executive Director highlighted various issues on the work undertaken on the key tasks completed to date, including the increased number of users receiving a Direct Payment.

Councillor Kirk referred to the Extra Care Housing Scheme and action being taken on the site situation.

Particular reference was also made to Supporting People, the Inspector indicating recently that the service would be awarded two stars with promising prospects.

In addition, an update was given on the situation in respect of Service Business Plans and what has yet to be achieved.

With regard to Ongoing Tasks, several issues were highlighted and clarified, particularly in respect of Learning Disability Services.

Comment was also made in respect of the Women's Refuge situation and the need for a progress report.

Resolved:- (1) That the progress achieved to date be noted.

(2) That progress on the Social Services Business Plans 2004/05 continue to be monitored until completion of all key tasks by March, 2005.

(3) That a report be submitted to the March meeting of this Scrutiny Panel with an update on service provision to people experiencing domestic violence.

90. KEY PERFORMANCE INDICATORS FOR OCTOBER 2004

The Executive Director reported on how the Programme Area was performing against a number of key indicators and the action being taken to improve on the under performing indicators.

Members were informed that the majority were doing well, progressing in the right direction.

Discussion took place on how targets were arrived at and why some appeared to have been set too high. The Executive Director clarified these issues.

Other areas of comment were in respect of :-

- The Statement of Needs situation, it being acknowledged that performance should be improved
- Waiting times for assessments
- Re-assessment situation and the work being undertaken to improve performance on this issue
- The emergency admission to hospitals process which had been referred to the Health Scrutiny Working Group.

Resolved:- (1) That the report be received and the performance achieved to date be noted.

(2) That progress on Performance Indicators and their future development continue to be monitored and reported upon.

(3) That a report be submitted to a future meeting of this Scrutiny Panel on the situation in respect of waiting times for assessments.

91. REVENUE BUDGET MONITORING REPORT 2004 / 05

The Finance and Accountancy Manager informed the meeting of the latest projected revenue expenditure against budget for Social Services for the financial year 2004/05. The report highlighted major variations and action plans to ensure spending remains within the approved cash limited budget.

The report indicated projected expenditure against budget based on actual expenditure for the period April to the end of November 2004.

The overall position shows a projected overspend of £449,140 (or 0.69%) for the Programme Area against a revenue budget of £65,284,271, a reduction against the previous month.

A summary of the main variations for each Service Area, with reasons for projected underspends/overspends was submitted.

The variations were as follows:-

- Children and Families; overall overspend of £336,200 (+ 2.14%)
- Adult Services; overall overspend of £162,000 (+0.34%)

- Strategic Services; overall underspend of £46,000 (-1.94%)
- Finance and Accountancy; overall underspend of £3,000 (-1.98%)

Subsequent comments were made which related to :-

- (a) the cost of residential placements for children;
- (b) the cost of using agency staff and the recruitment situation in Social Services;
- (c) the budget situation for Learning Disability Care which had been included in the "A" list of priorities.

Resolved:- That the latest revenue budget monitoring report for 2004/05 be received.

92. KEY DECISIONS IN THE FORWARD PLAN - JANUARY TO APRIL 2005

Resolved:- That the position as submitted of the Key Decisions in the Forward Plan for Social Services be noted.

93. DECISIONS OF THE CABINET MEMBER FOR SOCIAL SERVICES AT MEETING HELD ON 17TH DECEMBER 2004

Comments on the content of the minutes of the above meeting made reference to :-

- (a) the cost of registration of Social Workers
- (b) the Help at Home Self Assessment process
- (c) the background to the change of Agency Decision Maker for Rotherham Adoption Agency

Resolved:- That the minutes of the meeting on decisions made by the Cabinet Member for Social Services held on 17th December, 2004 be received and the content noted.

94. MINUTES OF THE CHILDREN AND YOUNG PEOPLE'S BOARD HELD ON 2ND DECEMBER 2004

Resolved:- That the minutes of the above meeting be received and the content noted.

95. SOCIAL AND COMMUNITY SUPPORT SCRUTINY PANEL WORK PROGRAMME

Consideration was given to the Work Programme for 2004/05 which set out the various topics and the timetable for them.

The Work Programme also included a list of outstanding issues to be scheduled and reviews for the current municipal year.

Resolved:- That the information be noted.

96. MINUTES OF THE MEETING OF THE SOCIAL AND COMMUNITY SUPPORT SCRUTINY PANEL HELD ON THE 10TH DECEMBER 2004

Resolved:- (1) That the minutes of the above meeting be received and agreed.

(2) That the progress position on the Best Value Review of Community Based Services be reported to the next meeting of the Performance and Scrutiny Overview Committee.

97. MINUTES OF MEETINGS OF THE PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE HELD ON 26TH NOVEMBER AND 17TH DECEMBER 2004

Resolved:- That the minutes of the meetings of the above Committee held on the dates indicated be received.

98. ROTHERHAM HOLIDAY AID

Councillor Jackson informed members of the past year's activities of Rotherham Holiday Aid, which was a scheme to provide holidays for children of disadvantaged families.

Councillor Jackson outlined the benefits of the scheme, the amount of money collected and how it was funded overall.

The number of families which had benefited in the past year was reported.

Resolved:- That Councillor Jackson be thanked for his update on Rotherham Holiday Aid.

SOCIAL AND COMMUNITY SUPPORT SCRUTINY PANEL
28th January, 2005

Present:- Councillor G. A. Russell (in the Chair); Councillors Darby, Doyle, Havenhand, Jackson and Wootton.

Mr. G. Hewitt (Rotherham Carers' Forum), Ms. J. Mullins (Disability Network), Mr. R. Parkin (Speak Up) and Mr. R. H. Noble (Rotherham Hard of Hearing Soc.)

Also in attendance was Councillor Kirk, Cabinet Member for Social Services.

99. APOLOGIES

Apologies were received from Councillors Binnie, Burton and Jack and Mrs. A. Clough.

100. DECLARATIONS OF INTEREST

There were no Declarations of Interest.

101. QUESTIONS FROM MEMBERS OF THE PUBLIC AND PRESS

There were no members of the public and press present.

102. BUDGET 2005 / 06 - SOCIAL SERVICES PROGRAMME AREA

The Executive Director reminded members of the budget situation for 2004/05 prior to outlining the likely make up of the budget for 2005/06.

It was anticipated that there would be an uplift of approx. £5 million (6.8%); the Government recommendation was to allow an uplift in the region of 9%.

It was noted that the anticipated budget for 2005/06 would be slightly above the FSS for Social Services. There was a concern however that the budget allocation for Children and Families Services was below the FSS. The implications of this were referred to but there would be little resultant impact on the Action Plan arising out of the Inspection of Children's Services

A brief discussion took place on the Gershon budget savings situation, it being reported that their definition had yet to be finally clarified.

The Head of Children and Families Services reported and expanded upon each of the savings/efficiency options, giving the background to and implications of each option.

Subsequent comments on the Children and Families Services made reference to :-

(a) how many would be affected by a reduction in leaving care services;

Current clients would not be affected but the development of the service may be affected.

(b) on client transport provision, ways of improving the service were being considered, it being noted that a Best Value Review on transport had been undertaken.

A report on transport provision was to be submitted to this Scrutiny Panel.

(c) the post of Provider Manager (Residential), it being clarified that there were two posts which would be reduced to one. The work involved could still be covered as the overall service had been reduced.

(d) field social work / care agency staff and proposals to reduce the use of agency staff whilst recruiting permanent staff to social work/care staff. It was suggested that a 'cushion' payment would minimise the impact of recruitment cost on the budget.

It was acknowledged that the target saving/efficiency figure could not be met, and that those proposed would be "inherited" by the new Director of Children's Services.

The Executive Director reported on each of the target savings for Adult Services with specific comments being raised in respect of :-

(i) Home Care charges and consideration being given to their re-assessment, particularly the top band

(ii) withdrawal of incentive pay at Learning Disability Centres

It was made clear that there were opportunities available for users to undertake paid work and that visits would be made to each of the Day Centres to outline the reasons for the proposal directly to those affected.

(iii) Reduced Funding for Residential Care would have little impact as there were fewer admissions each year. It was made clear that the proposal should not result in any hospital bed blocking

(iv) Further Outsourcing of Home Care.

It was accepted that preferably the service should be provided in-house but there were recruitment difficulties. There was a need to ensure that with outsourcing there was balanced provision.

Other options were also highlighted and whilst it would be preferable to avoid making savings from them, they were the least painful options and regard had to be taken of Best Value.

The Head of Strategic Services outlined the target savings options for that Service area and the implications were noted.

The Executive Director informed members that the budget was increasingly aligned to Council Priorities.

Members were also informed of Base Budget Reviews for Social Services which would take place during February 2005.

Members of this Scrutiny Panel expressed the view that consideration of the budget making process should start far earlier.

Resolved:- (1) That the information relating to the budget 2005/06 be received.

(2) That Cabinet be requested to increase the budget allocation for Children and Families Services to the recommended FSS level.

(3) That Cabinet be requested to strongly consider a one off recruitment 'cushion' incentive payment to assist in lowering agency costs.

(4) That Cabinet be requested to review Home Care Charges to protect the most vulnerable members of the community.

(5) That Cabinet reconsider the proposed reduction in preventative services.

(6) That the proposed withdrawal of incentive pay at Learning Disability Centres be subject to full consultation with users.

(7) That the inclusion of funding for a Domestic Violence Co-ordinator is welcomed by this Scrutiny Panel.

(8) That a report on transport provision for Social Services clients be submitted to a future meeting of this Scrutiny Panel.

(9) That, following the budget process for 2005/06, feedback be submitted to this Scrutiny Panel on the savings/efficiencies which are implemented and progress made on them.

PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
14th January, 2005

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

Apologies for absence were received from Councillors Atkin, Doyle, Hussain and R. S. Russell.

83. DECLARATIONS OF INTEREST

There were no declarations of interest made at this meeting.

84. REVIEW OF THE CONSTITUTION - PROGRESS

The Head of Legal and Democratic Services outlined the latest position regarding the review of the Constitution following the Cabinet/Corporate Management Team away day in December, 2004. A report had now been drafted which had been circulated to Members. The proposal was that a new set of documents would be adopted by the Council at its annual meeting in May, 2005.

The Head of Legal and Democratic Services indicated that the document was only a working document and that the away day had been the start of the process.

Some concern was expressed that the away day had appeared to have a particular focus on scrutiny, The subsequent outcomes report from the away day included much of what was already happening in practice within scrutiny.

There was a general feeling of the need to retain the facility to be able to go straight to the Council. It was also felt that scrutiny needed to be involved in discussions about scrutiny and the leadership role of scrutiny.

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

(2) That the request for a joint meeting between this Committee and Cabinet be affirmed.

85. BUDGET PHASE 2

The Head of Corporate Finance reported on the latest position with regard to the budget indicating :-

- The final settlement had still not been received
- Since the last meeting of this Committee on 17th December, 2004 the budgetary issues had been circulated to all Members

- Corporate Management Team and a joint meeting of Cabinet and Corporate Management Team had discussed the latest position this Tuesday
- Funding gap
- Last year's scrutiny items were back on the agenda
- Some issues had now firmed up e.g. employer's superannuation contributions
- Future discussions at Corporate Management Team and Cabinet

A question and answer session ensued and the following issues were raised –

- Scrutiny and other recommendations not accepted
- Treatment of additional monies received
- Need to link investment to performance
- Unavoidable pressures
- Corporate finance attendance at future scrutiny panel budget meetings
- Need to monitor any suggestions for the utilisation of the Commutation Adjustment Reserve and keep scrutiny panels aware
- Need for options for closing the gap to go to all scrutiny panels

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

(2) That Corporate Finance be not required to attend the next round of scrutiny panel budget meetings where budget items will be led by the relevant Programme Area Executive Director.

86. FORWARD PLAN OF KEY DECISIONS 1ST JANUARY TO 30TH APRIL, 2005

The Committee referred to the above and felt that the document was not user friendly.

Cath Saltis indicated that a monthly flag up of issues for scrutiny panel chairs and vice-chairs was being investigated.

Resolved:- That the information be received.

87. SCRUTINY REVIEW

Cath Saltis outlined briefly arrangements for the scoping of the review and terms of reference in respect of the above.

88. MINUTES

Resolved:- That the minutes of the previous meeting held on 17th December, 2004 be approved as a correct record for signature by the Chairman.

89. WORK IN PROGRESS

Members of the Committee reported on the following issues :-

(a) Councillor Sangster reported

(i) Health Services Working Group

- there had been a meeting of the Children's Obesity Group
- there had been an excellent report on public health
- there was a joint meeting next week on protocols

(ii) Regeneration

- consideration of the budget had been deferred
- six monthly progress reports had been requested on the Local Transport Plan
- Councillors Jack, R. S. Russell and S. Wright had been nominated to serve on the Benefit Take Up review group

(b) Councillor Hall reported

- the flytipping report had been considered by Cabinet this week
- the review of Caretakers/Wardens/Rangers had commenced

(c) Councillor Whelbourn reported consideration of Fair Trade in Rotherham

(d) Councillor G. A. Russell reported consideration of the progress report regarding Children's Services Post Inspection Plan

90. CALL-IN

There were no formal call in requests.

PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE
Friday, 28th January, 2005

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

An apology for absence was received from Councillor Sangster.

91. DECLARATIONS OF INTEREST.

There were no declarations of interest made at this meeting.

92. GREEN SPACES BEST VALUE IMPROVEMENT PLAN

Further to Minute No. 176 of the meeting of this Committee held on 25th April, 2003, the Committee considered a report by the Green Spaces Manager regarding the above action plan which had been prepared based on the recommendations of the Best Value Review of Green Spaces completed in 2003. The action plan was submitted.

Phil Gill, Green Spaces Manager, gave a powerpoint presentation which covered the following :-

- why review
- about the review
- main objectives
- what we found – people’s views
- Principal conclusions and associated improvement actions :
 - Adequacy of supply
 - Quality of maintenance and management
 - Safety in green spaces
 - levels of use
 - Quality of customer service
- where next

A question and answer session ensued and the following issues were covered :-

- facilities
- access blocking
- scheme standards for children’s play areas
- toilet provision
- availability
- consultation process

- consultation with parish councils
- review group elected membership
- benchmarking with other authorities
- organisation structure positioning of green spaces
- review considerations to accommodate horses
- consultancy work re audit
- quality of contracting for consultancy services

Resolved:- (1) That the information be noted and Phil Gill be thanked for his presentation.

(2) That, as far as this Committee is concerned, the Green Spaces Best Value Improvement Plan be endorsed.

(3) That the Chief Executive be requested to commission a report on contracting for consultancy services for consideration at the March meeting.

93. ANALYSIS OF THE INDICES OF DEPRIVATION 2004

Further to Minute No. B114 of the meeting of the Cabinet held on 22nd December, 2004, Andrew Towleron, Principal Policy Officer, presented the submitted report relating to the above.

It was noted that a report was presented to the Corporate Management Team in July, 2004 on the Indices of Deprivation 2004 (ID 2004) which replaced the previous Index of Multiple Deprivation 2000 (IMD 2000) and its implications for Rotherham. There were two main findings. Firstly, when comparing the ID 2004 with the IMD 2000, Rotherham's overall ranking had moved significantly from 48th most deprived local authority in England to 63rd. Secondly, it was uncertain at that time if the move was due mainly to changes in methodology or a real change in the relative level of deprivation and that further analysis should be undertaken. The initial findings of that analysis were now available.

It was noted that the ID 2004 was important because it was used extensively to help direct and target funding from Government departments and other bodies between local authority areas.

The ID 2004 was published in June last year by an independent team at Oxford University on behalf of the Neighbourhood Renewal Unit and the Office of the Deputy Prime Minister and followed detailed consultation, negotiations and lobbying.

Whilst retaining many of the features of the previous IMD 2000, the new index differed in a number of ways and these were summarised.

Detailed work and analysis had been undertaken to establish the extent to which these changes had contributed to Rotherham's big move in ranking. The work was outlined in the appendices to the submitted report.

The main conclusions were :

- (a) Making comparisons between the ID 2004 and IMD 2000 was not straightforward and therefore any findings needed to be treated with a degree of caution
- (b) The evidence suggested that the main factor behind Rotherham's relative movement up the ID 2004 had been the strong progress in the social and economic regeneration of the Borough.
- (c) That changes in the statistical methodology had also been a (lesser) factor in the change in Rotherham's relative ranking.

It was difficult to assess the precise effect the changes had had on the overall ranking for Rotherham, however the evidence suggested that :

- The relative and strong lowering in the levels of deprivation in Rotherham linked to economic growth had been the main factor in Rotherham's movement downwards (i.e. becoming less deprived) but
- Not to the extent the new indices suggested, as statistical methodological changes had certainly been a contributory (but lesser) factor

Further work and analysis was under way. Following discussions with the partner agencies and other local authorities linked to the development of the report, the Special Interest Group of Metropolitan Authorities (SIGOMA) had indicated that it was minded to bring together a specialist group to help develop a common evidence base and understanding and that Rotherham may be used as a case study for the work. Rotherham MBC had been invited to an exploratory meeting to progress the work.

A question and answer session ensued and the need for an appropriate press release was highlighted.

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

(2) That it be welcomed that the main factor behind Rotherham's relative movement up the ID 2004 had been the strong progress in the social and economic regeneration of the Borough.

(3) That it also be noted that the technical changes had been a factor in the movement.

(4) That the IMD and its applications should continue to be a priority for campaigning and lobbying activity by the Council and its partners in order to ensure that the methodological issues raised in the report were acknowledged and Rotherham's most deprived communities received their full and proper share of key regeneration resources.

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(5) That Rotherham MBC should work with SIGOMA and other partners to identify the full implications of the ID 2004 for Rotherham MBC and other similar local authority areas.

(6) That further reports be submitted as further information and analysis becomes available.

(7) That an appropriate press release should be issued highlighting Rotherham's improvement.

94. FEEDBACK FROM THE JOINT MEETING WITH CABINET

The Chairman referred briefly to issues discussed at the Committee's joint meeting with Cabinet and undertook to distribute a note of the meeting to Members of the Committee.

95. MINUTES

Resolved:- That the minutes of the previous meeting held on 14th January, 2005 be approved as a correct record for signature by the Chairman.

96. WORK IN PROGRESS

Members of the Committee reported on the following issues :-

- (a) Councillor G. A. Russell reported consideration of Gershon savings at their budget meeting today.
- (b) Councillor Hall reported consideration of Gershon savings and the ongoing review of Caretakers/Wardens/Rangers
- (c) Councillor Stonebridge reported that the LSP Review Group was meeting next week.

97. CALL-IN

There were no formal call in requests.