

## **SUSTAINABLE COMMUNITIES SCRUTINY PANEL**

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

**Date: Thursday, 16 February 2006**

**Time: 9.30 a.m.**

### **A G E N D A**

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

### **PRESENTATIONS**

6. Enviro-Crime Strategy/Enforcement Policy (Pages 1 - 29)  
- presentation by Mark Ford, Neighbourhood Standards Manager
7. Enviro-Crime Enforcement Policy  
- presentation by Mark Ford, Neighbourhood Standards Manager

### **FOR INFORMATION**

8. Wardens' Review - 1st Progress Report (Pages 30 - 52)
9. Safer Neighbourhood Teams - Update (Pages 53 - 59)

### **FOR MONITORING**

10. 3rd Quarter Performance Report 2005/06 (Pages 60 - 80)  
- report by John Mansergh, Performance Champion, Neighbourhoods

11. Cabinet Member for Neighbourhoods (Pages 81 - 95)  
- minutes of meetings held on 9<sup>th</sup>, 23<sup>rd</sup> and 30<sup>th</sup> January, 2006

### **MINUTES FOR INFORMATION**

12. Sustainable Communities Scrutiny Panel (Pages 96 - 103)  
- minutes of meeting held on 19<sup>th</sup> January, 2006
13. Asylum Seekers Working Party (Pages 104 - 105)  
- minutes of meeting held on 1<sup>st</sup> February, 2006
14. Performance and Scrutiny Overview Committee (Pages 106 - 110)  
- minutes of meetings held on 20<sup>th</sup> January, 2006
15. Exclusion of the Press and Public  
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the following for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Paragraph 11 of Part I of Schedule 12A to the Local Government Act 1972 (labour relations).
16. One Year On - Progress of the ALMO Scrutiny Review (Pages 111 - 112)

# Enviro-crime Strategy & Enforcement Policy



Sustainable Communities  
Scrutiny Panel

16th February 2006

Mark Ford  
Neighbourhood Standards Manager

Setting Standards; Delivering a Vision  
Neighbourhood Standards

# Promoting Respect and Responsibility



# Improving the Local Environmental Quality In Our Neighbourhoods

## **Enviro-crime Strategy**

***Imagine .....***

***Cleaner streets, free of litter, graffiti, and fly posting, where people feel safe and children can play without fear***

***Safer neighbourhoods free from the suffering caused by noisy neighbours and anti-social behaviour***

***Greener communities with parks that are attractive and inviting, and open spaces that are not blighted by dumped rubbish and abandoned vehicles***

***DEFRA; Clean Neighbourhoods, Consultation Document, 2004***

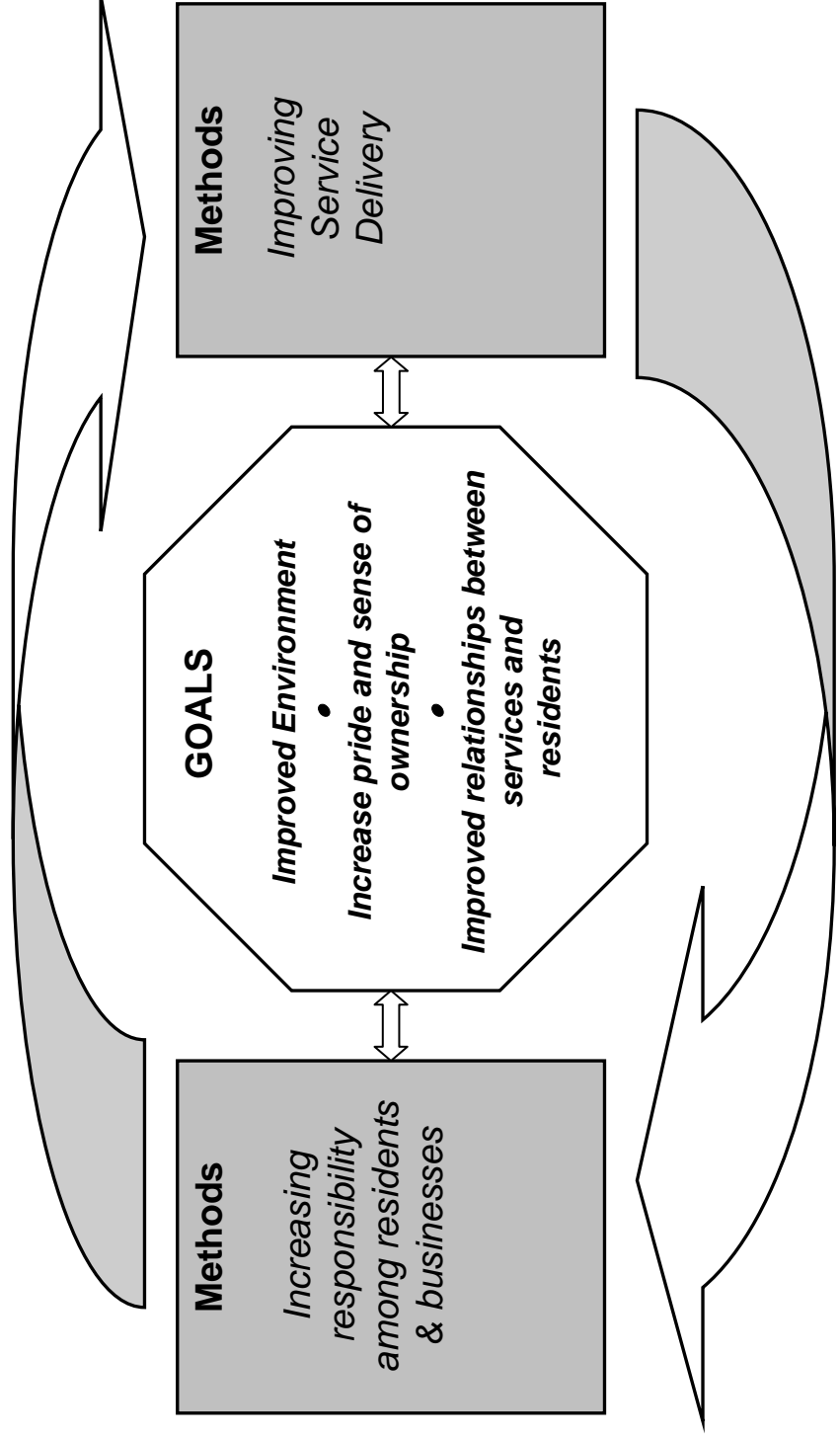
# Enviro-crime Strategy

## Focus ...

- **Improving quality of the local environment**
- **Key elements**
  - Changing behaviour & attitudes
  - Effective deterrents
- **Complemented by effective & responsive cleansing operations**

# Enviro-crime Strategy

## Balancing ...



## Enviro-crime Strategy

### Two key aims ...

- To reduce by 10% by April 2009 the number of residents who view enviro-crime to be either a very big, or fairly big problem in their local area.



## Enviro-crime Strategy

### Two key aims ...

- To reduce by 10% by April 2009the number of residents who view enviro-crime to be either a very big, or fairly big problem in their local area.
- To enable all local communities to widely recognise the quality of their neighbourhood so that by April 2009 there is a 75% level of satisfaction with the cleanliness of their area



## Enviro-crime Strategy

### How ...

- **Education & campaigning**
  - *Changing attitudes and behaviour through public engagement and promotion of community responsibility*

# Enviro-crime Strategy

## How ...

- **Education & campaigning**
  - *Changing attitudes and behaviour through public engagement and promotion of community responsibility*
- **Enforcement**
  - *Implementing a stronger “zero tolerance” approach utilising local intelligence*

# Enviro-crime Strategy

## How ...

- **Education & campaigning**
  - *Changing attitudes and behaviour through public engagement and promotion of community responsibility*
- **Enforcement**
  - *Implementing a stronger “zero tolerance” approach utilising local intelligence*
- **Promoting**
  - **Community choice, self help, involvement, & problem solving, and**
  - **Partnership working with other agencies, bodies and business**

# Enviro-crime Strategy

## National drivers ...

- Sustainable Communities
- Liveability
- Safer, Cleaner & Greener
- Neighbourhood Renewal – Joseph Rowntree Foundation, October 2005
- Community Safety
  - Crime & Disorder; Anti-social behaviour
  - Respect agenda
  - Neighbourhood Policing
- Neighbourhood Management
- Local accountability

## **Enviro-crime Strategy**

### **Local Priority ...**

***Local Surveys have consistently shown clean and safe streets and improved public spaces to be a top priority for local people, which is likely to continue***

***Rotherham Partnership; Community Strategy 2005-2010***



## Enviro-crime Strategy

### Local Priority ...

*Local Surveys have consistently shown clean and safe streets and improved public spaces to be a top priority for local people, which is likely to continue*

*Rotherham Partnership; Community Strategy 2005-2010*

***Rotherham will be a place where neighbourhoods are safe, clean, green and well maintained ... Environments, people and businesses will be protected ...***

***RMBC; Pride in Performance, Corporate Plan 2005-2010***

## **Enviro-crime Strategy**

### **Local Priority ...**

*Local Surveys have consistently shown clean and safe streets and improved public spaces to be a top priority for local people, which is likely to continue*

*Rotherham Partnership; Community Strategy 2005-2010*

*Rotherham will be a place where neighbourhoods are safe, clean, green and well maintained ... Environments, people and businesses will be protected ...*

*RMBC; Pride in Performance, Corporate Plan 2005-2010*

*To improve the quality of the local environment, creating cleaner, greener, safer and better used public spaces (including the Town Centre), reducing the gap on aspects of liveability between the worst neighbourhoods and the district as a whole.*

*RMBC; Local Area Agreement 2006*



## **Enviro-crime Strategy**

### **Local Linkages ...**

- ***Neighbourhood Renewal Strategy 2004-2010***
- ***Anti-Social Behaviour Strategy***
- ***Community Safety Plan 2005-08***
- ***Housing Strategy***
- ***Equalities & Diversity Strategy***
- ***Neighbourhood Management***
- ***Neighbourhood Policing/Safer Neighbourhood Teams***
- ***Green Spaces Strategy (under development)***
- ***Local Development Framework (under development)***
- ***Public Health Strategy (under development)***
- ***Housing Market Renewal***

## Enviro-crime Strategy

### Why? – Public Opinion ...

- **Top problem for communities**
  - 79% see litter & rubbish as top problem, QOL survey 2005
  - 26% dissatisfaction, QOL survey 2005
  - 44% dissatisfaction, Reachout 11 2005
  - 43% dissatisfaction, 2003 Reachout 4 2002
  - 92% dog fouling & 84% graffiti dissatisfaction, Reachout 3 2002,
  - 4% of households leave Rotherham due to poor quality neighbourhoods, Housing Needs Survey 2003
  - 20% wouldn't recommend visiting Rotherham as it was dull & dirty, Reachout 8 2003
  - Areas of deprivation – NW Survey 2004, 43% litter/rubbish serious problem, 2005 NMP 16%
- **Nationally below average in terms of dissatisfaction (BVP189)**

## Enviro-crime Strategy

### But – not all bad news ...

- **Litter – Success**
  - 92% of BVPI 199 surveyed sites were “satisfactory” (well above top quartile of 86%)
  - Use of Fixed Penalties good – 396

## Enviro-crime Strategy

### But – not all bad news ...

- **Litter – Success**
  - 92% of BVPI 199 surveyed sites were “satisfactory” (well above top quartile of 86%)
  - Use of Fixed Penalties good – 396
- **Dog Fouling – Success**
  - 97.6% of BVPI 199 surveyed sites were “satisfactory”
  - Use of Fixed Penalties good – 134

## Enviro-crime Strategy

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  - 92% of BVPI 199 surveyed sites were “satisfactory” (well above top quartile of 86%)
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- **Dog Fouling – Success**
  - 97.6% of BVPI 199 surveyed sites were “satisfactory”
  - Use of Fixed Penalties good – 134
- **Graffiti – Success**
  - Awards
  - This year 10% reduction in reports
  - 97% of BVPI 199 surveyed sites were graffiti free (big push)

## **Enviro-crime Strategy**

### **But – not all bad news ...**

- **Fly-tipping – The issue**
  - *25% increase in reports year on year, small reduction this year*
  - *2<sup>nd</sup> highest number in Yorkshire*
  - *Highest cost for removal*
  - *National trend but zero increase target being met*
  - *Low level of prosecution*
  - *Potential for increase*

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**3<sup>rd</sup> Best Met Council in England for “cleanliness”**

## **Enviro-crime Strategy**

### **Educating & Enforcing ...**

- **Education**
  - Toxic; 15,000 children/young people. Award winning. Good Practice & local impact.
  - Campaigns
  - Street stencils, signs, litter/dog bags
  - Media coverage
  - Junior Wardens
  - Advertising



## Enviro-crime Strategy

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  - Media coverage
  - Junior Wardens
  - Advertising
- **Enforcement**
  - Reachout 12
  - “Zero Tolerance” – over 80% support
  - c. 2/3rds favour use of FPNs rather than direct prosecution
  - FPNs should be a min. of £50 except fly tipping & graffiti (£100)
  - Instalments – over 60% support

## **Enviro-crime Strategy**

### **Implementing ...**

- **30 Point Action Plan building on good practice**



## Enviro-crime Strategy

### Implementing ...

- **30 Point Action Plan building on good practice**
- **Delivering**
  - **Actions to**
    - *Change attitudes and behaviour through public engagement and promotion of community responsibility*
    - *Implement a stronger “zero tolerance” approach utilising local intelligence*

# Enviro-crime Strategy

## Implementing ...

- **30 Point Action Plan building on good practice**
- **Delivering**
  - **Actions to**
    - *Change attitudes and behaviour through public engagement and promotion of community responsibility*
    - *Implement a stronger “zero tolerance” approach utilising local intelligence*
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    - *Community choice, self help, involvement, & problem solving, and*
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- **30 Point Action Plan building on good practice**
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  - **By promoting**
    - *Community choice, self help, involvement, & problem solving, and*
    - *Partnership working with other agencies, bodies and business*
  - **Key elements**
    - *Enviro-crime Team*
    - *Safer Neighbourhood Teams*
    - *Streetpride*
    - *Communities, incl. Parish councils*
    - *Clean Neighbourhood & Environment Act*
    - *Integration of new approaches and powers BUT consistently*

## **Enviro-crime Strategy**

**What's Important are the things people  
see when they walk out of the front  
door**

**ODPM 2003**



# Promoting Respect and Responsibility



# Enviro-crime Strategy 2006-09



# Improving the Local Environmental Quality In Our Neighbourhoods

<b>ROTHERHAM BOROUGH COUNCIL</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Sustainable Communities Scrutiny Panel</b>
<b>2.</b>	<b>Date:</b>	<b>16<sup>th</sup> February 2005</b>
<b>3.</b>	<b>Title:</b>	<b>Warden Review 1<sup>st</sup> Update report</b>
<b>4.</b>	<b>Programme Area:</b>	<b>Neighbourhoods and Education, Culture and Leisure</b>

**5. Summary**

The following report is the 1<sup>st</sup> update report submitted for information.

**6. Recommendations**

- 1. THE CONTENTS OF THE WARDEN ACTION PLAN OUTLINING ACTION TAKEN AGAINST RECOMMENDATIONS BE NOTED AT APPENDIX 2.**
- 2. SCRUTINY REVIEW REFERS IN DETAILS TO NEIGHBOURHOOD PARTNERSHIP TEAMS IT SHOULD BE NOTED THAT THE TITLE FOR THESE TEAMS IS NOW SAFER NEIGHBOURHOOD TEAMS (SNTS)**



## **7. Proposals and Details**

At its meeting on 25<sup>th</sup> July 2005 Corporate management Team received a report that detailed response to the Scrutiny Review of Wardens, Rangers and Caretakers. CMT noted the financial implications of the reviews findings (£1.55m); including supporting continuance and growth of Urban Park Rangers services (£255,000) would have significant impact on the council's budget for 2006/07. Furthermore Sustainable Communities Scrutiny panel (25<sup>th</sup> August 2005) and the Leaders meeting (31<sup>st</sup> August 2005) discussed the issue further.

A further report to Corporate Management Team was considered on the 5<sup>th</sup> September 2005 to provide a more cost effective and exciting Warden Service. This review was undertaken jointly by Neighbourhoods and Culture and Leisure Service. The outcome was a proposal that new "Rotherham Neighbourhood Warden" Teams serving each Assembly Area be augmented by the existing Urban Park Ranger team, but not including Countryside Rangers. This gained Cabinet approval on the 14<sup>th</sup> December 2005. See Appendix 1 for the structure of the new service.

The amalgamation of the services as per scrutiny recommendations is currently on course. Several meetings have taken place to formulate the workings of the proposed new team.

Discussions are ongoing with Human Resources to implement working pattern and Job description changes and consultation will be undertaken with unions once completed.

Detailed discussions are currently taking place between Culture and Leisure and Neighbourhoods to confirm practical arrangements for management and deployment of the existing Urban Park Ranger team.

Two initial Safer Neighbourhood Teams have been installed in Rawmarsh and Wath and the current Neighbourhood Warden Project that has Wardens working within these areas have been assigned to the Safer Neighbourhood Team's to establish a joint working culture.

An update of actions taken/being taken against the Scrutiny Review's finding is attached at Appendix 2.

## **8. Finance**

This is being done in advance of final confirmation of budgetary provision for the new service in order to allow implementation in the new financial year. A growth bid of £740,000 mainstreaming is being considered as part of the 2006/07 budget setting process.

## **9. Risks and Uncertainties**

There is a need to maintain a focus on green space development objectives and in order to do this, whilst team members working in parks will be managed through a

single Rotherham Neighbourhood Warden Service Manager, strategic direction will be provided by the Green Spaces service to ensure priorities continue to be addressed.

The reduction of numbers of Wardens in areas that currently enjoy Neighbourhood Warden services will be subject to community and public scrutiny and should be a risk identified within the project.

## **10. Policy and Performance Agenda Implications**

The update updates the recommendations of the Scrutiny Panel which are directly relevant to the sustainable communities/neighbourhoods agenda and highlights the integrated nature of “crime and grime” across the council’s commitment to improving the quality of life for everyone. Further issues raised will inform the current initiatives to the continued development of Safer Neighbourhood Teams.

Documents quoted in previous reports.

- Neighbourhood Renewal Strategy 2004 – 2010
- National Policing Plan
- Community Safety Strategy
- Anti Social Behaviour Strategy

## **11. Background Papers and Consultation**

Wardens, Rangers and Caretakers Scrutiny Review  
Rotherham Community Strategy  
Community Safety Strategy 2005 – 2008  
Corporate Housing Strategy  
Sub Regional Plan  
Defining measures Anti Social Behaviour  
Respect and Responsibility – Taking a Stand Against Anti – Social Behaviour  
National Policing Plan  
Green Spaces Audit  
Heritage Lottery Fund

### **Contact Name :**

John Parks Neighbourhood Quality Manager 01709 336935

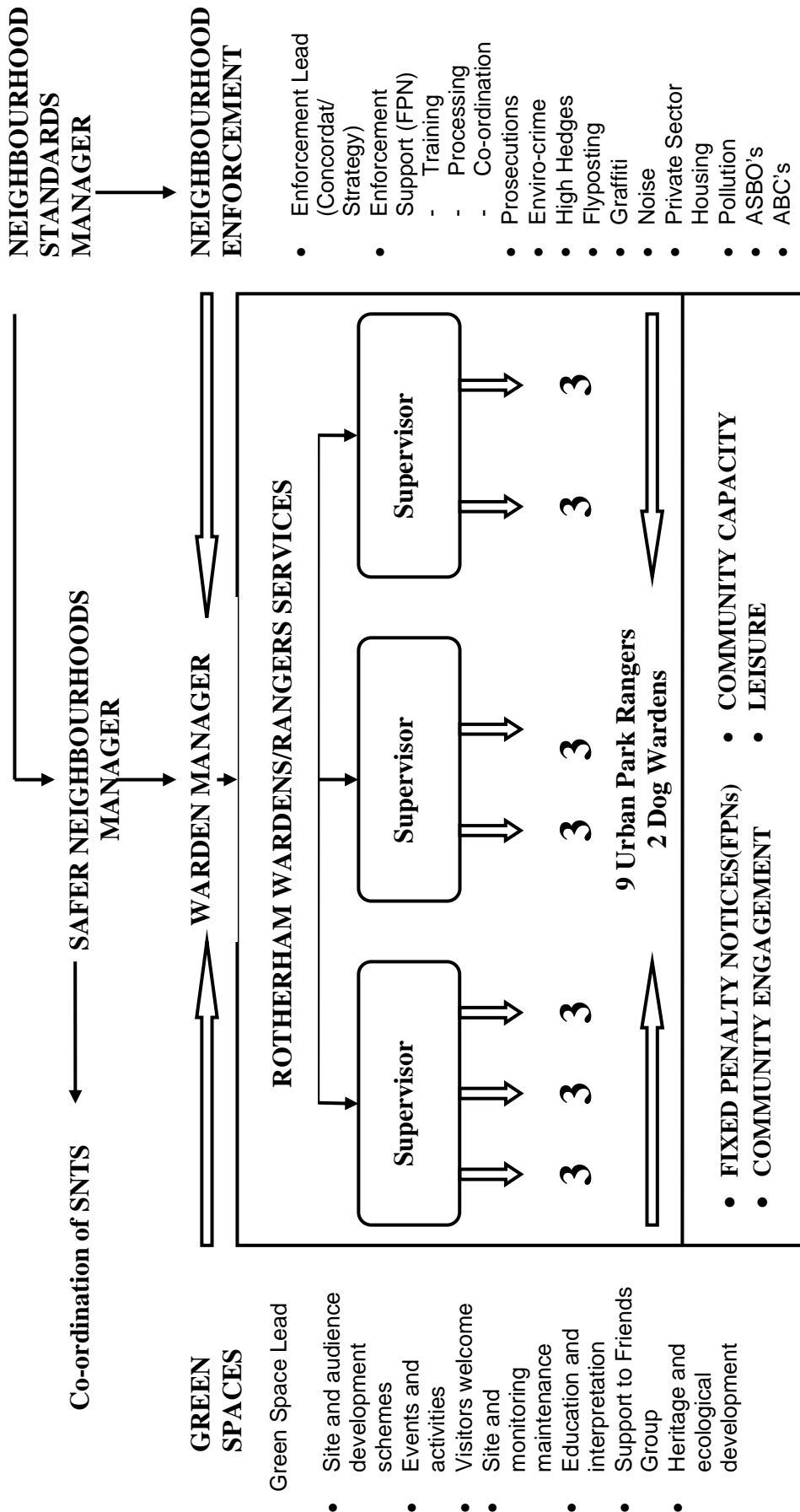
[johnparks@rotherham.gov.uk](mailto:johnparks@rotherham.gov.uk)

Phil Gill Green Spaces Manager 01709 822430

[phillip.gill@rotherham.gov.uk](mailto:phillip.gill@rotherham.gov.uk)

**APPENDIX 1**

**ROTHERHAM WARDENS SERVICE**



**ROTHERHAM  
NEIGHBOURHOOD**



**WARDEN**

**-Wardens, Rangers and  
Caretakers Scrutiny Review.**

### Summary

At its meeting on 25<sup>th</sup> July 2005 CMT received a report that detailed response to the Scrutiny Review of Wardens, Rangers and Caretakers. CMT noted the financial implications of the reviews findings (£1.55m), including supporting continuance and growth of Urban Park Rangers services (£255,000) would have significant impact on the council's budget for 2006/07. Furthermore Sustainable Communities Scrutiny panel (25<sup>th</sup> August 2005) and the Leaders meeting (31<sup>st</sup> August 2005) discussed the issue further.

A further report to CMT on a lower cost option was considered by CMT on the 5<sup>th</sup> September 2005 to provide a more cost effective and exciting Warden service.

The following plan provides update and existing positions of the following recommendations.

### Recommendations;

- Combine Neighbourhood Warden Service with Environmental Wardens to create an integrated but not wholly generic service
- **Review opportunities to integrate Country and Urban Park Rangers into this team**
- **Develop clear standards and a suite of local performance indicators with a focus on three themes.**
  - Environmental
  - Community / Public Reassurance
  - Public and open spaces
- **Develop an integrated performance management framework for new team**
- **Develop policies and procedures to reflect functions of the integrated team**
- **Extend the fixed penalty fine enforcement powers to Neighbourhood Wardens and Rangers**
- **Set up an Environmental Enforcement Unit consisting of half time Neighbourhood Warden Administrative Support and recruit full time Legal Assistant funded from income from fixed penalty fines.**
- **Review role of the Environmental Warden Supervisor to include the management of the Environmental Enforcement Unit and co-ordinate all enforcement education and publicity campaigns through the SNTs'**

### **Local Policing Project Team**

- Set up a project team to manage the assessment and implementation of (Safer) Neighbourhood Partnership Teams
- Recruit a Project Manager dedicated to the co-ordination of the project
- Implement two pilot (Safer) Neighbourhood Partnership Teams to cover one constituency by 2005 – 06
- Undertake assessment within each area Assembly to establish levels of required enforcement action versus the public reassurance functions
- Undertake comprehensive Customer Surveys to assess customer requirement and local needs.
- Undertake an in depth Risk Assessment for each (Safer) Neighbourhood Partnership team
- Assess the service components of each (Safer) Neighbourhood Team based on the evidence within this review.
- Develop a Joint Protocol for Information sharing between members of the (S)NPT's
- Review the Information Technology requirements for intelligence-led working
- Develop a set of Local Performance Indicators jointly with SYP to measure the effectiveness of enforcement; public reassurance and community engagement. Integrate these with existing indicators relating to the environment.
- Work with EDS and SYP to produce an Accommodation Strategy for the(S)NPT's.

### **Training Needs Analysis**

- Undertake a full training needs analysis for all Wardens, Caretakers and Rangers
- Identify skills base within each team and map out common areas
- Identify common training themes required to undertake roles
- Produce training plan to produce a base line of skills and knowledge
- Develop a career structure for all Wardens, Rangers and Caretakers

### **Caretakers**

- Realign focus of role onto building, safety, minor maintenance, resident interaction and cleaning.
- Develop clear service standards and local targets for the caretaking service.
- Identify specific environmental functions to create a clear interface with the Wardens remit.
- Integrate the Caretakers remit into the (Safer)Neighbourhood Partnership Teams.
- Using the principles of Best Value, review and assess the option to introduce charges for caretaking services.

### **Area Assemblies**

- Draw up an action plan to integrate the work of the (S)NPT's , Area Assemblies and Parish Councils.

### **Budget and Funding**

- Produce a long term funding strategy to fund core teams of Wardens and Rangers taking into account the possible transfer of the service to the ALMO.
- Investigate levels of income to be derived from the ALMO through Service Level Agreements for Warden and Ranger Services if retained the Strategic Landlord.
- Explore the option for sustainable funding to support core teams.
- Investigate external funding stream from the Safer, Stronger Communities Fund to support additional resources – ideally this funding would be targeted at specific community/environmental projects.
- Review opportunities to strengthen partnerships in order to maximise external funding streams relating to Neighbourhood (Safer) Partnership Teams.

### **Image and Uniform**

- *Recommendation still being considered by chair of review group – but is likely to state that a corporate image is required for all members of an integrated team.*

Key:-Red - Not on Target, Amber - On Target, Green - Complete

Recommendation 1 Combine Neighbourhood Wardens Service with Environmental Wardens to create an integrated but not wholly generic service							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G)	Measure/ Milestone	Resources	Completed Task Outcome
1.1	Structure for new service determined	Dec 05	Mark Ford Phil Gill	Completed	<ul style="list-style-type: none"> <li>Gain CMT approval for new Rotherham team</li> <li>Gain Cabinet approval</li> <li>Mainsteam Funding approved</li> </ul>	Work plan	<ul style="list-style-type: none"> <li>CMT approval 12/9/05</li> <li>Cabinet approval 14/12/05</li> <li>MTFS BIP on A list</li> <li>New team structure agreed</li> </ul>
1.2	Review and Renew Job Descriptions for new unit	March 06	John Parks Supported by Odette Stringwell	Ongoing	<ul style="list-style-type: none"> <li>JD &amp; Person Spec's prepared</li> <li>Agreement with HR</li> <li>Agreement with Unions</li> </ul>		<ul style="list-style-type: none"> <li>Team Established April 2006.</li> </ul>
1.3	Recruitment of 3 Supervisors and 24 Wardens from current Warden base	March 06	John Parks Supported by Odette Stringwell	Ongoing	<ul style="list-style-type: none"> <li>Process agreed with HR and Unions</li> <li>Interviews completed by 20<sup>th</sup> March</li> <li>Positions in place by 1<sup>st</sup> April</li> </ul>		<ul style="list-style-type: none"> <li>Team Established April 2006.</li> </ul>



Recommendation 2 Review opportunities to integrate County and Urban Park Rangers into this team							
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Resources	Completed Task Outcome
2.1	Review undertaken jointly by Neighbourhoods and Culture and Leisure Service.	March 06	Bob Crosby Mark Ford John Parks Phil Gill Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>Outcome of review was a proposal that new Neighbourhood Warden teams serving each Assembly Area be augmented by the existing Urban Park Ranger team and Dog Wardens, but not including Countryside Rangers. Environmental wardens to form new Enviro-crime team.</li> <li>The need to maintain a focus on green space development objectives led to a recognition that the ranger team would need to continue to operate normally within parks</li> </ul>		<ul style="list-style-type: none"> <li>Team Established April 2006.</li> </ul>
2.2	Detailed discussions are currently taking place between Culture and Leisure and Neighbourhoods to confirm practical arrangements for management and deployment of the existing Urban Park Ranger team	March 06	Bob Crosby Phil Rogers Supported by Mark Ford Phil Gill John Parks Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>Review of managerial practices and procedures at 3 – 6 – 9 and 12 month intervals</li> <li>Being done in advance of final confirmation of budgetary provision for the new service in order to allow implementation in the new financial year.</li> </ul>		<ul style="list-style-type: none"> <li>Team Established April 2006.</li> <li>Reviews in July, October 06 and January and March 07</li> </ul>

Recommendation 3		Develop Clear Standards and a suite of Local Performance Indicators with a focus on 3 themes <ul style="list-style-type: none"> <li>• Environmental</li> <li>• Community / Public Reassurance</li> <li>• Public and Open Spaces</li> </ul>					
Action no.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
3.1	Preparation and Publication of Service Standards	March 06	Mark Ford Supported by John Parks & Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>• Service standards of Neighbourhood Warden Unit published</li> <li>• Review of the Service Standards to be undertaken when unit operational</li> </ul>		<ul style="list-style-type: none"> <li>• Standard to be Established April 2006.</li> </ul>
3.2	Preparation of Local Performance Indicators	March 06	Bob Crosby Supported by Mark Ford	Ongoing	<ul style="list-style-type: none"> <li>• Local performance indicators to be reviewed and implemented.</li> </ul>		<ul style="list-style-type: none"> <li>• PI's to be established April 2006.</li> </ul>

Recommendation 4		Develop an integrated performance management framework for new team					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/ Milestone	Resources	Completed Task Outcome
4.1	Develop an integrated performance management framework for new team	March 06	Bob Crosby Phil Rogers Supported by Mark Ford	Ongoing	<ul style="list-style-type: none"> <li>• Management structure as per cabinet report 14<sup>th</sup> December 2005 agreed and in place.</li> <li>• PMF to be in place</li> </ul>		<ul style="list-style-type: none"> <li>• Management team in place.</li> </ul>

Recommendation 5		Develop Policies and Procedures to reflect the functions of the integrated team					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
5.1	Review of policies and procedures to be undertaken and any requirements or changes implemented	Mar 06	John Parks Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>Identify joint working policies and procedures of Neighbourhood Wardens, Dog Warden, Environmental Wardens and Urban Park Rangers</li> <li>Undertake new polices and procedures to reflect the working requirements of the new Warden team</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing.</li> </ul>
Recommendation 6		Extend the fixed penalty fine enforcement powers to Neighbourhood Wardens and Rangers					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
6.1	Extension of Warden powers to be undertaken and in place following further consultation.	March 06	John Parks	Ongoing	<ul style="list-style-type: none"> <li>Agreement of range of fixed penalty powers to be given to Wardens and Rangers</li> <li>Undertaking of required training</li> <li>Accreditation program through South Yorkshire Police.</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 7	<b>Set up Environmental Enforcement Unit consisting of existing half time Neighbourhood Warden Administrative Support and recruit a full time legal assistant funded from income from fixed penalty fines</b>						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
7.1	Staffing complement of Environmental Enforcement Unit has been agreed and will be implemented.	March 06	Mark Ford Supported by John Parks Richard Bramall	Ongoing	<ul style="list-style-type: none"> <li>Recruitment of specialised Education Officer form existing group of Wardens</li> <li>Recruitment of specialised legal secretary into unit</li> <li>Policies and procedures completed and agreed.</li> </ul>		<ul style="list-style-type: none"> <li>Enforcement unit in place to support the Warden unit.</li> </ul>
Recommendation 8	<b>Review role of the Environmental Warden Supervisor to include the management of the Environmental Enforcement Unit and co-ordinate all enforcement education and publicity campaigns through the SNTs'</b>						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
8.1	Environmental Warden Supervisor role to incorporate management role within the Enforcement unit	March 06	Mark Ford Supported by John Parks Richard Bramall	Completed	<ul style="list-style-type: none"> <li>Richard Bramall identified into this role</li> </ul>		<ul style="list-style-type: none"> <li>Enforcement unit Supervisor in position</li> </ul>

<b>Recommendation 9</b>						
<b>Set up a project team to manage the assessment and implementation of (Safer) Neighbourhood Partnership Teams</b>						
<b>Action No.</b>	<b>Action</b>	<b>Target date</b>	<b>Task Manager</b>	<b>Task Status (R, A, G)</b>	<b>Measure/Milestone</b>	<b>Resources</b>
9.1	Project Team formed and completed tasks.	Sept 05	Mark Ford	<b>Completed</b>	<ul style="list-style-type: none"> <li>Project team consisting of Council and South Yorkshire Police employees formed.</li> <li>Project team of Mark Ford Greenwood, and SYP Inspector Williamson and Sgt Price</li> </ul>	<ul style="list-style-type: none"> <li>Recommendation completed.</li> </ul>

<b>Recommendation 10</b>						
<b>Recruit a Project Manager dedicated to the co-ordination of the project</b>						
<b>Action No.</b>	<b>Action</b>	<b>Target date</b>	<b>Task Manager</b>	<b>Task Status (R, A, G)</b>	<b>Measure/Milestone</b>	<b>Resources</b>
10.1	Project Team Manager Appointed	Sept 05	Bob Crosby Mark Ford	<b>Completed</b>	<ul style="list-style-type: none"> <li>Janet Greenwood appointed as Safer Neighbourhoods Team Manager</li> </ul>	<ul style="list-style-type: none"> <li>Recommendation completed</li> </ul>

<b>Recommendation 11</b>						
<b>Implement two pilot (Safer) Neighbourhood Partnership Teams to cover one constituency by September 2005- 06</b>						
<b>Action No.</b>	<b>Action</b>	<b>Target date</b>	<b>Task Manager</b>	<b>Task Status (R, A, G)</b>	<b>Measure/Milestone</b>	<b>Resources</b>
11.1	Establish Initial Schemes.	October 05	Janet Greenwood	<b>Completed</b>	<ul style="list-style-type: none"> <li>SNT's established in Rawmarsh and Wath areas currently under evaluation commenced operations on 24<sup>th</sup> October 2005.</li> </ul>	<ul style="list-style-type: none"> <li>Recommendation completed</li> </ul>

Recommendation 12		<i>Undertake assessment within each area assembly to establish levels of required enforcement action versus the public reassurance functions</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
12.1	Assessment of recommendation undertaken	March 06	Janet Greenwood	Ongoing	<ul style="list-style-type: none"> <li>• Visits and presentations to each area assembly to ascertain views.</li> <li>• CIU being progressed</li> </ul>		<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• Analyst and data collector appointed to CIU. CIU Manager recruited with an estimated start date of March 06</li> </ul>

Recommendation 13		<i>Undertake comprehensive customer surveys to assess customer requirement of local needs</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
13.1	Customers Surveys	March 06	Janet Greenwood	Ongoing	<ul style="list-style-type: none"> <li>• Surveys to be prepared and undertaken as part of Community Influence Cycle</li> </ul>		<ul style="list-style-type: none"> <li>• Ongoing</li> <li>• QOL Survey to be used as part of the process of base lining.</li> <li>• Use of Vision Management</li> </ul>

Recommendation 14		<i>Undertake a in depth risk assessment for each (Safer) Neighbourhood Partnership Team</i>					
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Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
14.1	Risk Assessments to be undertaken	March 06	Janet Greenwood	To be started	<ul style="list-style-type: none"> <li>Risk Assessments to be completed for all SNTs</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 15		<i>Assess the service components of each (Safer) Neighbourhood Team based on evidence of this review</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
15.1	Assessments to be undertaken as required	March 06	Janet Greenwood	Ongoing	<ul style="list-style-type: none"> <li>Assessments to be completed for all SNTs and review</li> </ul>		<ul style="list-style-type: none"> <li>The development of Wentworth North and South is being used to shape delivery of the remaining 5 SNT's</li> </ul>

Recommendation 16		<i>Develop a joint Protocol for information sharing between members of the SNT's</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
16.1	Joint Protocols currently being	March 06	Janet Greenwood	Completed	<ul style="list-style-type: none"> <li>Protocols to be published when completed</li> </ul>		Recommendation completed

Recommendation 16		<i>Develop a joint Protocol for information sharing between members of the SNT's</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
	addresses						

Recommendation 17		<i>Review the information Technology requirements for intelligence led working</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
17.1	Requirements currently under assessment	March 06	Janet Greenwood	Completed	<ul style="list-style-type: none"> <li>Requirement currently being assessed</li> </ul>		Recommendation Completed.

Recommendation 18		<i>Develop a set of local performance indicators jointly with SYP to measure the effectiveness of enforcement, public reassurance and community engagement. Integrate these within existing indicators relating to the environment</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
18.1	Indicators to be completed	March 06	Janet Greenwood	Ongoing	<ul style="list-style-type: none"> <li>Indicators to be established</li> </ul>		Work is taking place on developing a PMF for the Safer Rotherham Partnership



<b>Work with EDS and SYP to produce an Accommodation strategy for the SNT's</b>							
Recommendation 19	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
19.1	Strategy currently being completed	March 06	Janet Greenwood EDS	Completed	<ul style="list-style-type: none"> <li>Accommodation to be identified</li> <li>Strategy to be completed</li> </ul>		Recommendation completed.

<b>Training Needs Analysis- Undertake a full training need analysis for all Wardens Caretakers and Rangers</b>							
Recommendation 20	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
20.1	Training Requirements	March 06	John Parks Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>Generic training requirements undertaken e.g. Accreditation through SYP</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

<b>Identify skills base within each team and map out common areas</b>							
Recommendation 21	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
21.1	Skill Base Audit to be undertaken	March 06	John Parks Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>Identified skills incorporated within skills base and training needs identified as per recommendation 20</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

<b>Produce a training plan to produce a base line of skills and knowledge</b>						
Recommendation 22						

Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
22.1	Base line to be completed	April 06	John Parks Andy Lee Supported by Kath Amies	Ongoing	<ul style="list-style-type: none"> <li>Meetings with Training staff</li> <li>Training identified</li> <li>Training completed</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 23	<b>Develop a career structure for all Wardens, Rangers and Caretakers</b>						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
23.1	Career structure researched and implemented	April 06	John Parks Andy Lee	Ongoing	<ul style="list-style-type: none"> <li>Career progression to be identified</li> <li>Existing Rangers career structure including Green Space development and leisure management needs to be taken into account</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 24	<b>Caretakers Realign focus of role onto building safety minor maintenance resident interaction and cleaning</b>						
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
24.1	Roles to be revised	To be specified	2010 Rotherham Ltd	Ongoing	<ul style="list-style-type: none"> <li>Caretakers under remit of 2010 Rotherham Ltd.</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 25		<i>Develop clear service standards and local targets for the caretaking service</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
25.1	To be completed	To be specified	2010 Rotherham Ltd	Ongoing	<ul style="list-style-type: none"> <li>Caretakers under remit of 2010 Rotherham Ltd.</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 26		<i>Identify specific environmental functions to create a clear interface with the Wardens remit</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
26.1	To be completed	To be specified	2010 Rotherham Ltd	Ongoing	<ul style="list-style-type: none"> <li>Caretakers under remit of 2010 Rotherham Ltd.</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 27		<i>Integrate the Caretakers remit into the Neighbourhood Partnership Teams</i>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
27.1	To be completed	To be specified	2010 Rotherham Ltd/Janet Greenwood	Ongoing	<ul style="list-style-type: none"> <li>Caretakers under remit of 2010 Rotherham Ltd.</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>



Recommendation 30		<b>Budget and Funding- Produce long term funding strategy to fund core teams of Wardens and Rangers taking into account the possible transfer of the service to the ALMO</b>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
30.1	Funding strategy ongoing	Feb 06	Bob Crosby	Ongoing	<ul style="list-style-type: none"> <li>Mainstreaming progressed through MTFS</li> <li>No action re. transfer to ALMO</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 31		<b>Investigate levels of income derived from the ALMO through Service Level Agreements for Warden and Ranger Services if retained the Strategic Landlord</b>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
31.1	To be completed	Sept 06	Bob Crosby	To be started	<ul style="list-style-type: none"> <li>Long term strategy to be finalised</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 32		<b>Explore the option for sustainable funding to support core teams</b>					
Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
32.1	To be completed	Feb 06	Bob Crosby	Ongoing	<ul style="list-style-type: none"> <li>See 30.1 above</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

Recommendation 33		<b>Investigate external funding stream from the Safer, Stronger, Communities fund to support additional resources – ideally this funding would be targeted at specific community / environmental projects</b>					

Action No.	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
33.1	On going through lines of enquiry into external funding streams	Continuing	John Parks Phil Gill	Ongoing	<ul style="list-style-type: none"> <li>SSCF will not directly fund Warden schemes.</li> <li>Other options being explored as per recommendation</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

<i>Review opportunities to strengthen partnerships in order to maximise external funding streams relating to Neighbourhood Partnership teams</i>							
Recommendation 34	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
34.1	Review continuing	Continuing	Janet Greenwood John Parks	Ongoing	<ul style="list-style-type: none"> <li>The existing Neighbourhood Warden scheme is a partnership of 9 community partnerships and Wardens Lessons learned from this project will be used to finalised this recommendation</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

<i>Image and Uniform</i>							
Recommendation 35	Action	Target date	Task Manager	Task Status (R, A, G,)	Measure/Milestone	Resources	Completed Task Outcome
35.1	To be completed	Mar 06	Bob Crosby Phil Rogers	Ongoing	<ul style="list-style-type: none"> <li>Image and uniform to be agreed on once recommendation is finalised</li> </ul>		<ul style="list-style-type: none"> <li>Ongoing</li> </ul>

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Sustainable Communities Scrutiny Panel
2.	Date:	16th February, 2006
3.	Title:	Safer Neighbourhood Teams – Position statement Wentworth North and Wentworth South.
4.	Programme Area:	Neighbourhood Services, Neighbourhoods.

### 5. Summary

Neighbourhood Policing is the first stage of an ACPO led programme of reform, which aims, in partnership with the Home Office, Association of Police Authorities and Office of the Deputy Prime Minister, to achieve confident and secure neighbourhoods by providing communities with:

- Access** – to policing services through a named point of contact
- Influence** – over policing priorities in their neighbourhood
- Interventions** – joint action with partners & communities
- Answers** – sustainable solutions & feedback

These elements link with the overall approach to reform of public services and should be considered alongside commitments to quality of service, local devolvement, greater flexibility and increased community involvement.

In Rotherham we are joining the agendas of Neighbourhood Policing and Neighbourhood Management, by delivering our services in partnership. Together we will have the right people, in the right places, in the right numbers. Underpinning this are dedicated resources with geographic ownership and accountability, intelligence led targeting of the issues that matter most to communities and joint problem solving by the police, partner agencies and communities

### 6. Recommendations

- **PROGRESS OF THE SAFER NEIGHBOURHOOD TEAMS IS NOTED AND SUPPORTED.**
- **MEMBERS RECOGNISED THE ACHIEVEMENTS OF SAFER NEIGHBOURHOOD TEAMS IN WENTWORTH NORTH AND WENTWORTH SOUTH.**

## 7. Proposals and Details

7.1 Neighbourhood policing is about confidence; confidence that the police are working closely with their partners and communities to understand the issues that matter to people, and are dealing with them. Confidence in policing is essential. It provides the legitimacy and community support needed to act in preventing crime and bringing offenders to justice.

7.2 The initiative in Rotherham will be called 'Safer Neighbourhood Teams'. Clearly the Local Strategic Partnership has made a commitment to "Drive forward service integration at a Neighbourhood level through the development of a Neighbourhood Management approach and this initiative can be seen to fit within this broader commitment. Importantly it is also key in bringing the strategic framework of the Safer Rotherham Partnership to a deliverable reality in local neighbourhoods – it is seen that the Teams via the JAG framework will be accountable to the SRP.

7.3 Safer Neighbourhood Team model features:

- A Central Information Unit – to gather intelligence from national and local statistics and with a much greater emphasis on evidence gathered from communities and partnership agencies. The information gathered will inform the tasking of staff from a variety of agencies to ensure that issues are swiftly and effectively addressed.
- A Joint Action Group (JAG) at constituency level has a problem solving and tasking remit. The JAG is chaired by Tom Cray Executive Director of Neighbourhoods and has senior officers from organisations who deliver services at a local level.
- Area Assembly level, there are seven Safer Neighbourhoods Teams, these are multi-agency teams, possibly co-located, that are able to work together on the basis of shared information and a commitment to tackle local issues. These Teams consist of local Police; Police Community Support Officers (PCSOs); the Neighbourhood Manager and Neighbourhood Champions; Neighbourhood Wardens; Neighbourhood Enforcement, Streetpride staff; Anti-Social Behaviour specialists; Young People's Service staff etc. and have good local links to the communities they serve. The teams meet on a daily basis at joint briefing sessions. These sessions are managed by the police sgt. and provides the teams with police data and council data.
- There are currently two Neighbourhood Action groups, reflecting the operational SNT's in the north of the borough. In April there will be seven Neighbourhood Action Groups (NAG's). A NAG will meet fortnightly, it will be accountable to the Joint Action Group through the Chair who will be a Neighbourhood Manager. The role of the Neighbourhood Action Groups (NAG) is to guide the implementation of community safety proposals across the area assembly area through an agreed action plan. The community planning process, the relevant Community Plan, tasks from Joint Action Group (JAG), together with



planned and cyclical consultation and the work of key community organisations, inform the proposals and associated action. The groups will provide a forum through which mainstream services can work effectively together to meet these local needs and priorities. The groups will have a key role in promoting dialogues between the partners and avoiding conflict.

7.4 The work of the Safer Neighbourhoods Teams will be informed by the Central Information Unit and the JAG and will report to and receive information from the Local Area Assembly. It will tackle issues of 'crime and grime' and public reassurance, identified through local Community Planning and summarised in the Assembly Area Plans, as well as addressing immediate issues reported by the communities, Councillors, or identified by local staff patrolling their patches. They will also assist in achieving targets in the borough Community Safety Strategy and the Anti-Social Behaviour Strategy. The shared identity of the Safer Neighbourhoods Teams and the evidence of partnership commitment should go a long way to tackle the fear of crime, and help to develop longer lasting solutions through effective partnership work and problem solving.

This structure and the relationships between the component parts are indicated diagrammatically in Appendix 1 to this report.

### **Wentworth South/Wentworth North successful responses:**

- Direct telephone line to Safer Neighbourhood Teams.
- Serving ABC's with SYP
- Christmas card promoting SNT's and useful contact details.
- PCSO's enforced action against 45 untaxed vehicles in conjunction with the DVLA.
- Targeting motorbike nuisance, resulting in reduction of complaints
- Motorbike Hotline into the Police Station.
- Regular SNT briefings, improved exchange of information.
- Higher visibility of agencies working in the area.
- Numerous arrests GBH, -Burglary, auto crime, smoking cannabis, possession of stolen goods and criminal damage to council property.
- Execution of warrants following information supplied
- 2 ABC's served for the use of foul and abusive language/inconsiderate behaviour
- 1 Child taken into care due to neglect
- 1 abandoned property terminated following information supplied. This may sound minor but an abandoned property soon becomes a vandalised property/drug den etc.
- 4 truants identified and reported to the school/education service.

## **8. Finance**

Safer Neighbourhood Teams are jointly funded by RMBC and South Yorkshire Police. This funding forms part of Neighbourhoods bids into the 2006/2007 budget.

## **9. Risks and Uncertainties**

9.1 The Safer Neighbourhoods Teams will bring together people from a variety of agencies, many of whom will have their own aims, objectives and performance targets to achieve. Positioning of services within the framework will need to be considered on a “best fit” basis. There will need to be further discussions and negotiations to establish shared aims, objectives and performance targets if the idea of joint tasking is to work effectively. Processes involved in issues such as Anti-Social Behaviour are currently complex and the initiative will require considerable re-configuring of cross agency processes to make sure of transparent, timely and customer focussed service delivery.

## **10. Policy and Performance Agenda Implications:**

**10.1** The reform of the Area Assemblies will enhance the idea of Safer Neighbourhood Teams and other problem solving partnerships. Neighbourhood Governance is being developed, however, already it is seen that the Assemblies will need to develop a focus on performance management and ‘getting things done’ to get the best out of the problem solving partnerships. The Assemblies can also play an important role in celebrating success, both gathering and feeding information back to communities.

**10.2** The initiative will also has to tie into the revised Community Strategy and Neighbourhood Renewal Strategy, and Local Area agreements.

**10.3** The Safer Neighbourhood structure will help deliver Rotherham’s Community Safety Strategy 2005 – 08 and the Anti-Social Behaviour Strategy and will strengthen RMBC’s capacity to fulfil its statutory duty to prevent crime and disorder under Section 17 of the 1998 Crime and Disorder Act.

**10.4** The Safer Neighbourhood Structure will contribute to the Councils priorities:

- Safe
- Proud

## **11. Background Papers and Consultation:**

Building Communities, Beating Crime  
Neighbourhood Policing – Your Police, Your Community,  
Our Commitment  
Why Neighbourhoods Matter

**Appendix One:**

Safer Neighbourhood Governance Structure

**Appendix Two:**

South Yorkshire Police Stats. Jan 06

**Contact Name :**

*Janet Greenwood*

*Safer Neighbourhood Teams*

*Neighbourhood Services*

*Neighbourhoods.*

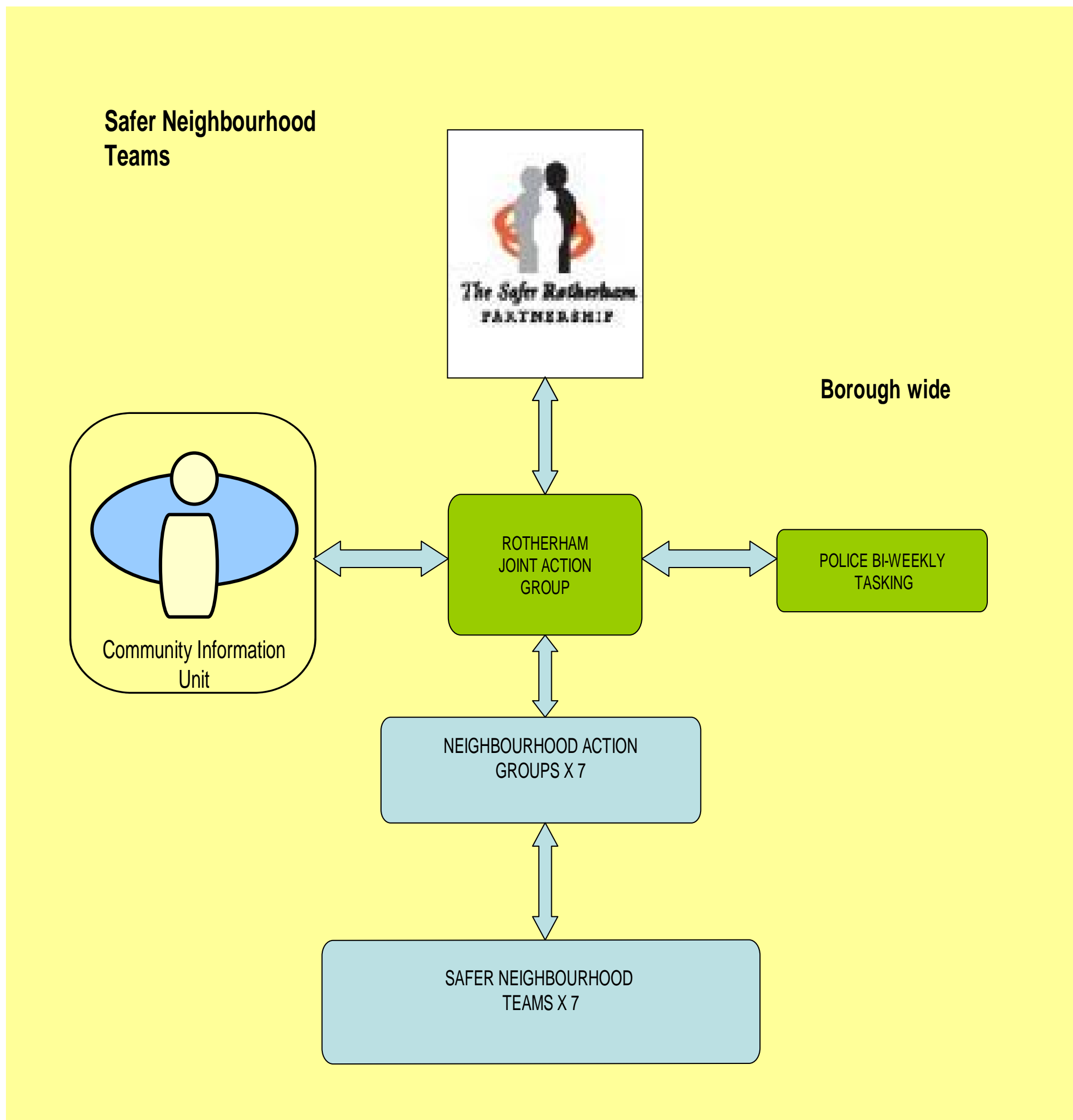
*RMBC.*

*Ext 4540*

*Janet.Greenwood@rotherham.gov.uk*

Appendix One:

Governance Structure for Safer Neighbourhood Teams:



## Appendix 2.

## South Yorkshire Police Stats.

**SNA: CA (Wentworth North and South) – Inspector Tattershall****Wentworth North SNT** (Wentworth, Brampton/West Melton, Wath and Swinton)**Crime Overview – January 06 (2 week period)**

	Last Period	This Period	Change since previous period
All Crime	115	100	-13.04%
Burglary - Dwelling	9	6	-33.33%
Burglary - Other	11	11	0.00%
Vehicle Crime	18	19	5.56%
Violence Against Person	21	22	4.76%
Criminal Damage	28	17	-39.29%
Theft/Handling Stolen Goods	24	16	-33.33%

**Wentworth South SNT** – (Rawmarsh West, Rawmarsh East, Thrybergh, Ravenfield, East Herringthorpe and Brecks)**Crime Overview**

	Last Period	This Period	Change since previous period
All Crime	173	145	-16.18%
Burglary - Dwelling	8	5	-37.50%
Burglary - Other	6	8	33.33%
Vehicle Crime	19	17	-10.53%
Violence Against Person	34	18	-47.06%
Criminal Damage	52	47	-9.62%
Theft/Handling Stolen Goods	40	27	-32.50%

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Sustainable Communities Scrutiny Panel</b>
<b>2.</b>	<b>Date:</b>	<b>19 February 2006</b>
<b>3.</b>	<b>Title:</b>	<b>3rd Quarter Performance Report, 2005/06</b> <b>All Wards Affected</b>
<b>4.</b>	<b>Programme Area:</b>	<b>Neighbourhoods</b>

**5. Summary**

The Council needs regular, robust information about performance which is reported and acted upon at all levels within the Council and within 2010 Rotherham Limited. This report outlines the performance results for the third quarter of 2005/06.

**6. Recommendations**

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

## **7. Proposals and Details**

At the end of the third quarter, 74% (31 indicators) of our Key Performance Indicators (KPIs) are on target. 69% of our indicators are currently performing better than they were at the end of last year. Overall, these results demonstrate evidence of continuous improvement but there are signs of slippage in relation to 2010 Rotherham Limited, Waste and Homelessness performance measures.

### 2010 Rotherham Limited

The Council have taken formal action in response to the recent performance results of 2010 Rotherham Limited. A recovery plan for improving customer satisfaction and reducing rent arrears have been requested. We have expressed concern about the quality of 2010s strategic plans. The Council is currently awaiting a robust Repairs and Maintenance Strategy from 2010. The ALMO has been advised that the additional ODPM funding will not be released by the Council until we have been assured that the money will be spent wisely. The ALMO has been given until the end of January 2006 to turn these issues around. If this is not completed to our standards then financial penalties will be incurred by 2010, in accordance with the Management Agreement.

### Waste Management

We have taken performance management action during the quarter to improve performance on the waste indicators. This includes adding further areas to the blue box scheme and encouraging our waste contractors to recycle more. These actions, and the trend associated with lower than forecast waste collection levels, should ensure that all the waste indicators, except our composting indicator, will achieve their year end targets.

### Homelessness

A performance clinic was held in early January 2006 to improve the performance of the homelessness indicators. The Homeless Strategy is having a positive impact on customers themselves, with less people sleeping rough and more customers finding it easier to sustain their tenancies. The increase in the number of emergency accommodation units in Rotherham and the increased demand on the housing register, associated with Choice Based Lettings, has had a negative impact on the number of families waiting for accommodation. Action is being taken to reduce the number of families placed in temporary accommodation in addition to solving homelessness through preventative advisory casework.

## **8. Finance**

Neighbourhoods' Local Public Service Agreement (LPSA) stretch targets are worth £1.05m in Performance Reward Grant. All of these indicators are on track to achieve their year end targets.

## **9. Risks and Uncertainties**

The risk of not achieving continuous improvement on all Key Performance Indicators will have a significant effect on the 2006 Comprehensive Performance Assessment (CPA) and LPSA. This will be managed by continuing to implement our strong and externally validated Performance Management Framework. This

framework has delivered year-on-year improvement across all performance indicators. It is important that we focus on the performance of 2010 but that the Board is given time to recover from this quarter's performance results.

#### **10. Policy and Performance Agenda Implications**

Neighbourhoods played a significant role in this year's CPA result and it is important that we continue this upward trend. The performance management arrangements within the Council and the 'Liaison' arrangements that we have in place with the ALMO are robust and have been recognised by the Audit Commission. We are focussing our efforts on ensuring that the ALMO improves the quality of services. 2010 Rotherham Limited is under no illusion about the seriousness of our concerns.

#### **11. Background Papers and Consultation**

The report has been discussed with Programme Area Management Team and the Corporate Management Team. A summarised version will be available on the website, on posters in receptions and in the newsletter.

- Minute Number: 149 - Environment Scrutiny Panel, 21 April 2005. "2010 Rotherham Ltd Performance Reporting Arrangements to the Council, 2005/06"
- Minutes from the December 2005 Rotherham MBC/2010 Rotherham Limited Liaison Meeting.

**Contact Name:** John Mansergh, Performance Champion, Extension 2268,  
[john.mansergh@rotherham.gov.uk](mailto:john.mansergh@rotherham.gov.uk)



Programme Area: Neighbourhoods

## 2005/06 Performance Indicator Quarterly Report – Qtr 3 (Apr – Dec) Results

The following table demonstrates our quarterly performance for Neighbourhoods Performance Indicators including 2010 Rotherham Ltd. The format of the table has been amended to allow the reporting of both the inclusive and cumulative data for each quarter. This should then assist Members and Officers to identify potential areas where targets will not be achieved and action plans must be completed.

The indicators that are subject to annual reporting have been removed from the main body of the table and listed on the final page of the report.

<b>Column</b>	
LINKS	<b>CPA</b> (Comprehensive Performance Assessment Indicator), <b>CP</b> (Corporate Plan Indicator), <b>LPSA</b> (Local Public Sector Agreement Indicator), <b>Obj xx</b> (Service Plan Objective Number)
FIXED	Data for the quarter only
CULM	Cumulative data for the year up to the end of the quarter
Year End target	The year end target
On Target	Considering performance so far and own service issues will the year end target be met? Entries should be ✓ or X.
Rating	“Red”, “Amber” or “Green”
Action Plan	Considering the year end projection is an action plan in place? Or if performance is unlikely to meet target does an action plan need to be completed? Entries should be ✓ or X.
Comments	Commentary on performance and service developments.

Programme Area: Neighbourhoods - 2005/06 Performance Indicator Quarterly Report – Qtr 3

No	Definition	Links	04/05 Top Quartile	04/05 Actual	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	Year End Target	On Target ✓ or ✗	Rating	Action Plan	Comments
<b>2010 Rotherham Ltd Performance</b>													
<b>Rent Collection and Arrears</b>													
BV 66	(a) rent collected by the local authority as a proportion of rents owned on HRA dwellings	CPA Obj 1	98.33 %	97.09 %	92.25%	95.63%	<b>96.79%</b>		97.5% (Higher is better)	✓	Green	✓	We are currently top quartile for this indicator. The definition for this indicator is different to the definition last year, which is the reason for the change in target. An automated rent system ('ARBA') was put in place in December and this should ensure that the year-end target is achieved.
	(b) the number of local authority tenants with more than 7 weeks of gross rent arrears as a % of the total number of council tenants	CPA Obj 1	N/A	3.76%	3.83%	5.10%	<b>4.02%</b>		3.85% (Lower is better)	✗	Red	✓	Performance is still slightly off target but the gap between actual performance and the target has narrowed. The best income champions have been dispatched to the worst performing areas in an effort to boost performance. We are top quartile compared to All England ALMOs (4.68%).

\*Top Quartile relates to All England performance.

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## Programme Area: Neighbourhoods - 2005/06 Performance Indicator Quarterly Report – Qtr 3

No	Definition	Links	04/05 Top Quartile	04/05 Actual	1 <sup>st</sup> Qtr	2 <sup>nd</sup> Qtr	3 <sup>rd</sup> Qtr	4 <sup>th</sup> Qtr	Year End Target	On Target ✓ or ✗	Rating	Action Plan	Comments
	(c) % of local authority tenants in arrears who have had notices seeking possession served	CPA Obj 1	N/A	58.44 %	8.88%	14.01%	<b>29.37%</b>		40% (Lower is better)	✓	Green	✓	Current performance exceeds the quarterly control target. This has been achieved due to regular performance appraisal/monitoring and the introduction of ARBA during the month of December. Housing Benefit training is scheduled for 19 <sup>th</sup> January 2006 and will further add capacity to this area.
	(d) % of local authority tenants evicted as a result of rent arrears	CPA Obj 1	N/A	0.44%	0.08%	0.15%	<b>0.28%</b>		0.4% (Lower is better)	✓	Green	✓	The Councils Income Collection Policy provides numerous opportunities for payment and eviction only occurs when all these have been exhausted.
<b>Decent Homes</b>													

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Programme Area: Neighbourhoods - 2005/06 Performance Indicator Quarterly Report – Qtr 3

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BV 184	(b) The % change in proportion of non-decent LA homes between the start and end of the financial year	CP CPA Obj. 2	22.6%	11.3%	1.41%	1.64%	1.33%		1.47% (Higher is better)	✓	Green	✓	The year end target equates to bringing 1240 properties up to the decent homes standard. Performance is on target with contracts underway in Broom Valley, Ravenfield and a window and door contract at Maltby. The Wath programme has been completed. Performance levels appear to have deteriorated but this is a result of the down-turn in Right-to-Buy sales affecting the calculation of this indicator. Actual performance is on target.

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BV 63	Energy Efficiency – the average SAP rating of local authority owned dwellings	CP CPA Obj 2	68	59	59	59	59		60 (Higher is better)	✓	Green		Performance is on target by continuing good progress with decent homes work and utilising external funding from utilities companies.
<b>Repairs and Maintenance</b>													
BV 211	(a) The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to the responsive maintenance expenditure on HR dwellings	Obj 4	N/A	N/A	73%	73%	74.37%		77% (Higher is better)	✓	Red		Performance is on track but the Council is not happy with the lack of robust arrangements that the ALMO has in place to hit the target. This is being addressed through weekly 'liaison meetings' with 2010.

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	(b) Proportion of expenditure on emergency and urgent repairs to HRA dwellings compared to non urgent repairs expenditure to HRA dwellings		N/A	N/A	23%	19%	<b>21.04%</b>		<b>23%</b> (Lower is better)	✓	Green	✓	Performance is on target but has dipped slightly for the last two months due to an increase in the number of emergency jobs, which is normal for this time of year. The Council is not happy with the quality of the ALMOs Repairs and Maintenance Strategy, i.e. the plans in place to improve this indicator for the years ahead. 2010 are currently re-writing this strategy following the Councils intervention.
LPI (x72)	Urgent repairs completed in time	CPA, LPSA (CE) Obj 4	N/A	97.32 %	97.74%	98.63%	<b>97.30%</b>		98% (Higher is better)	✓	Green	✓	Performance is on target but has been getting worse for the last three consecutive months. This is being addressed through weekly 'liaison meetings' with 2010.

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LPI (x185)	Repairs appointments made and kept	LPSA Obj 4	90.4%	76.77 %	79.26%	92%	<b>93.91%</b>		80% (Higher is better)	✓	Green	✓	Performance has been achieved for the fifth month in a row. Performance is expected to exceed the year-end target by approximately 15% following the introduction of weekend/evening appointment slots. This indicator has now moved into the top quartile.
LPI (x73)	Time to complete non-urgent responsive repairs	CPA Obj 4	N/A	13	9.34	10.73	<b>11.25</b>		12 (Lower is better)	✓	Green	✓	Performance is on target but has been getting worse for the past seven months. We are monitoring this 2010 indicator closely so that no more slippage occurs.
<b>Void Management</b>													
BV 212	Average time taken to re-let local authority housing	Obj 5	N/A	N/A	13.03	11.93	<b>10.27</b>		14 (Lower is better)	✓	Green	✓	The continuous monitoring of the Choice Based Lettings ("Key Choices") has really improved performance and improvements have been made to 2010/Council advertising procedures as a result of the Solutions and Development Group – which contain officers from both the Council and 2010. This has meant that we have avoided a performance 'dip' experienced by other CBL operations in the country.

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LPI (x68)	Re-let times for local authority dwellings	LPSA Obj 5	N/A	16.33	15.01	15.85	14.62		15 (Lower is better)	✓	Green	✓	This indicator, as predicted last quarter, is now back on target. Weekly monitoring at officer level ensures that properties are let quickly.
LPI (x69)	Percentage of rent lost through local authority dwellings becoming vacant	LPSA (CE) Obj 5	N/A	0.97%	0.46%	0.62%	0.59%		0.95% (Lower is better)	✓	Green	✓	Performance is well ahead of target and is within the top quartile. The current figure of 0.59% compares to 1.07% at the same stage last year.
<b>Equalities and Diversity</b>													
BV 164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in Tackling Racial Harassment: Code of Practice for Social Landlords?	CPA Obj 12	N/A	Yes	Yes	Yes	Yes		Yes (Yes is best)	✓	Green	✓	Performance is on target and this indicator complements actions taken to comply with BV 2 and BV 174, 175. The ALMO are taking action to implement the findings of the Inspection Team – they are currently advertising for their own Equality and Diversity Officer and have taken steps to establish a diversity profile of their customers.
<b>Satisfaction Levels</b>													

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BV 74	Satisfaction of tenants of council housing with the overall service provided by their landlord	CPA Obj. 1	83%	79%	Annual Measure based on a survey that was published in December 2005 – Result = 72%				83% (Higher is better)	✗	Red	X	This indicator is a local measure for 2005/06. 1,000 customers responded to a survey that was carried out in October 2005. We are not happy with these results and have instigated action within the ALMO to recover this position. They are currently developing an action plan.
BV 75	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing	CPA Obj. 1, 7	69%	62%	Annual Measure based on a survey that was published in December 2005 – Result = 59%				69% (Higher is better)	✗	Red	X	This indicator is a local measure for 2005/06. 1,000 customers responded to a survey that was carried out in October 2005. We are not happy with these results and have instigated action within the ALMO to recover this position. They are currently developing an action plan and have put in place staffing resources to improve this indicator.
<b>Neighbourhood Services Performance</b>													
<b>Waste Management</b>													
BV 82a	(i) % of the total tonnage of household waste arisings which have been sent by the authority for recycling	CPA, LPSA (CE), CP Obj 9	17.89 %	14.0%	13.98%	13.52%	14.22%		14.88 % (Higher is better)	✓	Green	✓	The Blue Box figures in December were over 26% higher than the same month last year. The launch of the new style blue bag for paper collection has proved successful.

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	(i) Total tonnage of household waste arising which have been sent by the authority for recycling	CPA	N/A	N/A	4769.03	8890.58	<b>13302.59</b>		18803.07 (Higher is better)	✗	Amber	✓	Our recycling figures from the Household Waste Recycling Centres have improved for the last two months and are now almost in line with the stretching target.
BV 82b	(i) The % of household waste sent by the authority for composting or treatment by anaerobic digestion	CPA Obj 9	9.80%	7.00%	9.02%	8.96%	<b>8.29%</b>		7.41% (Higher is better)	✓	Green	✓	The kerbside green waste service was suspended for both phase 1 and phase 2 (alternate week) households from mid-December until 23 <sup>rd</sup> January 2006 (low green waste levels collected in this period). We have been accepting real Christmas trees at the Household Waste Recycling Centres for composting and we will be offering householders a free real Christmas tree collection service in January.
	(ii) The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	CPA	N/A	N/A	3076.18	5864.27	<b>7747.90</b>		9366.15 (Higher is better)	✗	Amber	✓	The tonnage of compostable material collected by the kerbside green waste service was 4% higher than forecast in December and if the trend continues then performance will hit the target.

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BV 82c	(i) % of the total tonnage of household waste arisings which have been used to recover heat, power and other energy sources	Obj 9	7.03%	0	0	0	0		0	✓	Green	✓	We have no energy recovery facility in Rotherham. Consultation will take place within the Municipal Waste Minimisation Strategy.
	(ii) Tonnage of household waste arisings which have been used to recover heat, power and other energy sources		N/A	N/A	0	0	0		0	✓	Green	✓	See narrative for BV 82c (i)
BV 82d	(i) % of household waste arisings which have been landfilled	Obj 9	N/A	79%	77%	77.45%	77.49%		77.7% (Lower is better)	✓	Green	✓	Cumulative estimated household waste land-filled to date is over 3,000 tonnes down on forecast. Most of this reduction is down to lower refuse round waste, largely as a result of the alternate week collection system.
	(ii) The tonnage of household waste arisings which have been landfilled		N/A	N/A	26262.07	50678.46	72465.12		98158.07 (Lower is better)	✓	Green	✓	See narrative for BV 82d (i)

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BV 84	(a) Number of kilograms of household waste collected per head	CPA Obj 9	397.7	493	542.38	520.26	<b>494.20</b>		502.22 (Lower is better)	✓	Green	✓	The alternative week collection trial continues to be successful in assisting the 13,000 households on the scheme to minimize their waste. We intensified our efforts to promote waste minimisation over the Christmas period by informing all residents about how to manage their waste and by restating the recycling options available to householders.
	(b) % change from the previous financial year in the number of kg of household waste collected per head of the population		N/A	N/A	-1.21%	-1.21%	<b>-1.21%</b>		1.82% (Lower is better)	✓	Green	✓	Performance is on target and the actions proposed in the narrative for – BV 82b(i) – will have a positive impact on this indicator.
BV 86	Cost of waste collection per household	CPA Obj 9	£35.13	£44.46	£45.87	£45.99	<b>£46.09</b>		£47.70 (Lower is better)	✓	Green	✓	Waste Management costs will continue to increase in present and future years. Further significant investment is needed if the Council is to meet its recycling targets and obligations to divert waste away from landfill. Failure to meet these targets will result in the Council incurring massive fines by the Government.

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BV 87	Cost of waste disposal per tonne municipal waste	CPA Obj 9	£35.40	£29.53	£29.92	£32.25	<b>£32.56</b>		£33.88 (Lower is better)	✓	Green	✓	The lower than anticipated waste arisings have resulted in lower disposal costs. The increased diversion of waste towards recycling / composting and away from landfill has resulted in lower landfill tax costs.
BV 91	(a) % of households resident in the authority's area served by a kerbside collection of recyclables	CPA Obj 9	100%	N/A	96.41%	96.82%	<b>98.57%</b>		99.61% (Higher is better)	✗	Red	✓	The introduction of the Blue Box scheme to above 2 storey flats and expansion of recycling opportunities to around 2,500 rural properties will take place in January 2006. The introduction of the above measures will ensure the year-end target is achieved.
	(b) % of households resident in the authority's area served by kerbside collection of at least 2 recyclables	CPA Obj 9	N/A	N/A	93.56%	93.57%	<b>95.33%</b>		96.74% (Higher is better)	✗	Red	✓	See narrative for BV 91(a)

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LPI (x88)	Missed collections of household waste	Obj 9	N/A	21	14	18	18		20 (Lower is better)	✓	Green	✓	Close monitoring of collections, particularly over Christmas period when collection day changes can result in higher number of missed collections, has ensured that performance remains on track to meet year end goal.
<b>Homelessness</b>													
BV 183	The average length of stay in: a) bed and breakfast accommodation and	CPA Obj 15	1 wk	0.25 wks	0	0	0.21		0 (Lower is better)	✗	Red	✓	The Prevention and Support Unit is committed to ensuring, whenever possible, neither single people nor families are placed in bed and breakfast accommodation. Two families were permanently rehoused during the quarter and spent time in bed and breakfast accommodation – one family spent time in bed and breakfast in September 2005 and the other family was placed in August 2003.

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	b) Hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	CPA Obj 15	0	0	0	0	0		0 (Lower is better)	✓	Green	✓	We do not use hostel accommodation for families.
BV 202	The number of people sleeping rough on a single night within the local area of the local authority	Obj 15	N/A	4	1	3	2		3 (Lower is better)	✓	Green	✓	The current figure of 2 is based on knowledge and information from other agencies (e.g., The Well Centre Alcohol Support Project, Rotherham Homelessness Project) that are aware of a small number of rough sleepers using derelict buildings.

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BV 203	The % change in the average number of families, which include dependent children or a pregnant woman, placed in temporary	Obj 15	6.94 %	74.46 %	53.09%	80%	<b>92.59%</b>		15.96 % (Lower is better)	X	Red	✓	Our Homelessness Strategy is making significant improvements in preventing homelessness and preventing repeat homelessness. However, Choice Based Lettings has attracted more demand and our homeless applicants are waiting longer than they used to for accommodation. As a result they are spending more time in temporary accommodation. A Recovery Plan is in place.
BV 213	Number of households who considered themselves homeless who approached the local authority's housing advice services and for whom housing advice casework intervention resolved their situation	Obj 15	N/A	N/A	4.93	8.05	<b>3.75</b>		33.03 (Higher is better)	X	Red	✓	A performance clinic was held in January to improve performance on this measure. The Prevention and Support Team and the Housing Advice Team routinely undertake homelessness prevention work with the customers.

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BV 214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same authority within the last 2 years	CPA Obj 15	N/A	N/A	0%	0%	0%		5% (Lower is better)	✓	Green	✓	This is a new Indicator for 2005/6 but was included in 2005 CPA. The success of the Homelessness Strategy has seen performance turn from 'worst' quartile to 'best' quartile within 18 months. This indicator suggests the strategy is making a positive difference to customers and in turn, their ability to sustain their tenancies.
<b>Neighbourhood Services</b>													
BV 166 (a)	Score against a checklist of enforcement best practice for Environmental Health	CPA Obj.8	N/A	100%	100%	100%	100%		100%	✓	Green	✓	Performance is on target with the action plan for this indicator.
BV 166 (b)	Score against a checklist of enforcement best practice for Trading Standards	CPA Obj. 8	N/A	100%	100%	100%	100%		100%	✓	Green	✓	Performance is on target with the action plan for this indicator.

**Neighbourhood Development Performance**

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BV 64	The number of non local authority owned vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	CPA Obj 16	56.25	35	8	45	57		49 (Higher is better)	✓	Green	✓	Performance in this quarter was better than expected, due to increased activity at Kiveton Park
LPI (x62)	The % of unfit private dwellings made fit	CS Obj 16	4.69%	N/A	0.35%	2%	2.5%		3% (Higher is better)	✓	Green	✓	Performance is on target and was better than expected, due to increased activity at Kiveton Park

The following Performance Indicators are reported annually.

BV 216	a) Land contamination sites
	b) % sites where remedial action is necessary
BV 217	% of pollution control improvements made in time

\*Top Quartile relates to All England performance.

**CABINET MEMBER FOR NEIGHBOURHOODS**  
**Monday, 9th January, 2006**

Present:- Councillor Ellis (in the Chair); Councillors Davies and Kaye (Policy Advisors).

The Mayor (Councillor Jack) was in attendance at the invitation of the Chair.

Apologies for absence:- Apologies were received from N. Hamilton, Hall and P. A. Russell.

**144. CHARTER MARK ASSESSMENT - 2010 ROTHERHAM LTD. AND RETAINED HOUSING SERVICES**

In accordance with Minute No. 122 of 28<sup>th</sup> November, 2005, the Service Quality Champion submitted an action plan detailing measures/milestones, task managers and timescales for delivery against partial compliance areas identified and recommendations for continuous improvements following the Charter Mark accreditation report.

A health check review will take place in October, 2006, to ensure the standards were maintained and areas of continuous improvement met.

Resolved:- (1) That the continuous improvement action plan be noted.

(2) That a further report be submitted in May, 2006.

(3) That a report be submitted to the 23<sup>rd</sup> January, 2006, Cabinet Member meeting on achieving the Charter Mark for the remainder of the Neighbourhoods Programme Area.

**145. COMPLAINTS BREAKDOWN**

In accordance with Minute No. 99 of 17<sup>th</sup> November, 2005, the Service Quality Champion submitted a further breakdown of complaints following analysis within the Neighbourhoods Programme Area's Annual Customer Care Report 2004/05 under the following headings:-

**Conduct of Staff**

31 of the 209 complaints received relating to this heading included 14 received by the Neighbourhood Management Service (neighbourhood issues, repairs, allocations and customer care), 5 received by Health and Commercial Standards and 4 received by Community Services. Complaint descriptions included the attitude of reception staff, the way that staff dealt with neighbour nuisance and information/advice provided regarding housing applications.

**Quality of Service**

77 of the total complaints relating to this heading included 33 received by

the Neighbourhood Management Service, 16 received by Asset Management Construction (Gas, Electrical, Short Term, Transport) and 14 received by Asset Management Construction (Decent Homes, Programme Works). Complaint descriptions included unclear allocation policy for non-cohabiting couples, dust left to customer's home following gas servicing and the quality of the 'follow up work' under the Decent Homes Scheme.

#### **Absence of Service**

40 of the total complaints relating to this heading included 20 received by the Neighbourhood Management Service, 10 received by Asset Management Development (Decent Homes, Programme Works) and 4 received by Waste Strategy. Complaint descriptions included a lack of action from staff relating to ongoing neighbourhood problems concerning youths playing football, the time waiting for repairs under Programme Works and missed bin and blue bag collection.

#### **Neighbourhood Management**

86 of the total complaints relating to this heading included 24 received by the Going Local pilot area, 16 received by the Town Centre and 13 received by Wath. Complaint descriptions included the time waiting to be rehoused (service and advice received by Going Local staff), repairs incomplete following 4 months wait (Going Local), lack of action taken against neighbour relating to dispute over shared driveway (Going Local), advice and assistance provided by staff (town centre) and absence of service from office following neighbour problems over boundary issues (Wath).

#### **Neighbourhood Enforcement**

20 of the total complaints relating to this heading included 3 relating to the cost of services, 2 regarding the quality of service and 2 regarding the lack of information. Complaint descriptions included fixed penalty charge for littering, memorial safety testing programme and the lack of action in relation to air pollution from a landfill site.

Examples of improvements that had been implemented as a result of the complaints were listed in the report submitted.

Discussion ensued on the report particularly highlighting training for staff.

Resolved:- (1) That the breakdown of complaints analysis be noted.

(2) That a report be submitted on the Allocations Policy with regard to cohabiting and non-cohabiting couples.

(3) That a further report be submitted on the 4 headings of actions or conduct of staff, quality of service, absence of service and Neighbourhood Management together with a 5<sup>th</sup> heading of geographical split.

#### **146. EXCLUSION OF THE PRESS AND PUBLIC**

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

**147. DENMAN ROAD FLATS - UPDATE REPORT**

Further to Minute No. 117 of 14<sup>th</sup> November, 2005, the Pathfinder Programme Manager submitted a further report on the action taken to address neighbourhood management issues at the above properties.

A number of actions had been undertaken including co-ordinated site visits by the Police, Neighbourhood Wardens and PCSO's to create a visible deterrent. Discussion ensued on the work that had taken place which had not generated demand for the properties.

It was noted that Ward Councillors had been consulted regarding demolition of the flats.

Resolved:- (1) That the block be demolished and the site redeveloped having regard to neighbourhood sustainability and housing market renewal objectives.

(2) That the residents of Nos. 59-81 Denman Road, Wath upon Dearne, be awarded priority status for rehousing and are transferred to alternative accommodation.

(3) That the work taking place with the Community Partnerships with the view of improving facilities for young people be supported and that avenues of alternative funding be explored.

(4) That the appropriate Ward Members be informed of the above.

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

**148. PUBLIC AND PRIVATE SECTOR ADAPTATIONS EXCEEDING DELEGATED POWERS**

The Head of Neighbourhood Services submitted 1 Disabled Facilities Grant (private sector) and 2 Disabled Facilities Adaptations (public sector) for consideration.

1. Private Sector Application

Resolved:- That application No. 19626 be deferred for further information as to the applicant's wishes for rehousing.

2. Public Sector Applications

Resolved:- (a) That application Nos. 18211 and 19480 be approved in the sum of £113,886.56 provided that the works are carried out:-

(i) substantially in accordance with plans and specifications submitted by the Head of Neighbourhood Services;

(ii) within a period of 12 months of the application being approved.

(b) That advice be sought from the Head of Legal and Democratic Services as to whether a condition could be included in any application granted precluding the property from any future Right to Buy.

(Exempt under Paragraphs 4, 5 and 8 of the Act – contains names and addresses of individuals requesting financial assistance)

**CABINET MEMBER FOR NEIGHBOURHOODS**  
**Monday, 23rd January, 2006**

Present:- Councillor Ellis (in the Chair); Councillors Kaye and N. Hamilton (Policy Advisors).

Apologies for absence were received from Councillors Hall and P. A. Russell.

**149. AREA ASSEMBLY CHAIRS**

The minutes of the meeting held on 1<sup>st</sup> December, 2005, attended by Councillors Ellis (in the Chair), Davies, Dodson, Hodgkiss, Johnston and Swift, were noted.

**150. PEDESTRIAN ACCESS TO HOUSEHOLD WASTE RECYCLING CENTRES**

The Head of Neighbourhood Services submitted a report proposing the enforcement of "no pedestrian access" at household waste recycling centres with immediate effect.

The Borough's household waste recycling centres were managed by South Herts Waste Management under joint contractual arrangements with Barnsley and Doncaster Councils both of which had seen similar increases in the amount of waste entering recycling sites.

In 2005, the 3 Councils successfully bid for joint funds to support a project carrying out an audit across the 3 areas and reporting on best practice. Included in the consultants' report was the identification of probable trade waste being disposed of at a number of recycling centres and the walking of waste onto sites, often by traders who were circumnavigating the height restriction barriers and permit system.

Walking waste onto site was also a concern for the Council and South Herts Waste Management as it represented a serious risk to the health and safety of site users. The 3 Councils were jointly enforcing the Health, Safety and Welfare at Work Act and not allowing pedestrian access to sites. Information leaflets explaining the reasons for this course of action were to be produced and available on site to inform members of the public.

Resolved:- That the initiative to prevent pedestrian access to the Authority's household waste recycling centres be approved in order to:-

(1) Comply with the Council's duty under the Health, Safety and Welfare Act 1992 and

(2) To reduce the amount of commercial waste being illegally disposed of at household waste recycling centres.

**151. REDEVELOPMENT OF LIDGET LANE HOUSEHOLD WASTE RECYCLING CENTRE**

The Head of Neighbourhood Services submitted a report proposing the temporary closure of Lidget Lane household waste recycling centre in order to complete improvement works.

The first phase of ground improvement works had been completed in June, 2003. The second phase would include the replacing of the central concrete pad, the laying of additional concrete pads for extra recycling containers, installation of a safety fence and barrier and planting.

Resolved:- (1) That the second phase of improvements works to be carried out at Lidget Lane household waste recycling centre be noted.

(2) That the temporary closure of the site for a 7 weeks period, between Monday, 13<sup>th</sup> February to Friday, 31<sup>st</sup> March, 2006, be approved.

**152. RECYCLING IN RURAL AREAS**

The Head of Neighbourhood Services submitted a report proposing the extension of the Blue Box scheme to include rural properties.

There were approximately 2,800 residents who lived in outlying rural areas of Rotherham that currently did not have kerbside recycling facilities. The scheme would operate using the existing 55 litre Blue Box for cans, glass and textiles. As some of the more remote areas did not currently receive a Blue Bag paper collection service, it was the intention to also collect paper as part of the new scheme.

The proposed commencement of the new kerbside rural recycling scheme was February, 2006.

Resolved:- That the extension of the Blue Box scheme to enable residents in rural areas to participate in the kerbside recycling of glass, cans and textiles, be approved.

**153. YEAR AHEAD COMMITMENTS**

The Performance Champion submitted the above report. The Year Ahead Statement identified a number of actions that the Corporate Management Team had prioritised that the Council needed to deliver to maintain progress and to deliver the key corporate and community aims. The Statement was monitored corporately on a quarterly basis which ensured that officers and Members were aware of the significant projects and actions that needed to be delivered to progress the key corporate issues.



The Statement contained 78 commitments that would be delivered by the end of March, 2006, 13 of which Neighbourhoods was entirely accountable. Each commitment had timescales for delivery and milestones.

All Neighbourhoods Managers with responsibility for a commitment would attend a Cabinet Member meeting to present their "commitment". The following Commitments, with respective Managers in attendance, were reported on as follows:-

**Commitment No. 45 – Deliver the next phase of the Housing Market Renewal (Paul Walsh, HMR Programme Manager)**

Aim – To put in place an ambitious programme for restructuring the housing markets, ensuring that the programme is integrated with other regeneration plans to make a difference to quality of life in Rotherham. The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

**Commitment No. 55 – Develop an Enviro-Crime Strategy (Mark Ford, Neighbourhoods Standards Manager)**

Aim – Enviro-Crime Strategy to be developed, linked to the priorities of both the Community Safety and Anti-Social Behaviour Strategy, will not only address keeping an area clean but help build community support, confidence, reassurance and self-reliance to keep it that way in the future. The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

**Commitment No. 64 – Neighbourhood Service Standards (Mark Ford, Neighbourhood Standards Manager)**

Aim – To develop, implement and monitor Neighbourhood Service standards and to improve local services and outcomes for Rotherham people. The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

**Commitment No. 66 – Deliver key strands of the Anti-Social Behaviour Action Plan (Mark Ford, Neighbourhood Standards Manager)**

Aim – To implement key processes which will enable significant and sustained reductions in anti-social behaviour and in the fear of anti-social behaviour. The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

**Commitment No. 67 – Complete a Council review of regulatory services to ensure effective, consistent and value for money service delivery (Daniel Swaine, Trading Standards and Business Partnership Manager)**

Aim – The Council will develop a co-ordinated approach to delivering a fair, consistent and sustainable regulatory service, undertaken by officers

displaying the highest professional standards based on proven good practice from other agencies.

The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

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

(2) That fortnightly updates, based on exception, be submitted for the remainder of the year and quarterly updates for future Year Ahead Statements.

(3) That the remainder of Managers be requested to attend the meeting on 30<sup>th</sup> January, 2006, to present their Commitments.

(4) That a progress report be submitted on the Safer Neighbourhood Teams.

#### **154. EXCLUSION OF THE PRESS AND PUBLIC**

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

#### **155. HOUSING RENTS AND BUDGET 2006/07**

The Finance and Accountancy Manager submitted a report setting out the proposed housing rents and budgets for 2006/07 based on the Government's Housing Subsidy Settlement for the Council's Housing Revenue Account.

It was proposed that average housing rents be increased by 5% which equated to £48.70 per week for 48 weeks. The basis of the calculation was the stock held by the Housing Revenue Account on the 1<sup>st</sup> April, 2005, together with the application of the Formula Rent.

It was proposed that a decision on increases in all fees and charges for additional services e.g. Rothercare and Wardens be deferred pending a report to the Cabinet where a review of the charges would be undertaken.

Other income was also received from garages and district heating. Charges for garages had not been increased for a number of years and district heating charges had not increased in 2005/06. However, the increase in fuel costs required that consideration of an increase be made. A further report would be submitted on the level of possible charges that may need to be made to both areas of service.

The Sustainable Communities Scrutiny Panel had considered the report at its meeting on 19<sup>th</sup> January, 2006.

Discussion ensued on the report in particular on the issues of garages and district heating.

Resolved:- The Cabinet be asked to recommend to Council:-

(1) That the Council rents be set at the levels determined by the application of the formula rents i.e. an average of £48.70 per week for 48 weeks, an average increase of 5% (£2.32).

(2) That a decision on the level of charges in relation to Rothercare and the Wardens Service be deferred.

(3) That 2010 Rotherham Ltd. submit a report on the current position with regard to the review of garages/garage sites and programme of maintenance/repairs.

(4) That the Finance and Accountancy Manager submit a further report with regard to district heating and any proposed increase in charges including the Capital Programme and the change over from solid fuel to gas.

(5) That the level of expenditure, as shown in the report, of £32.03M for 2006/07 be noted and that a prudent approach be adopted for the 2006/07 Housing Revenue Account budget which assumed no cash increase in resources.

(Exempt under Paragraphs 3 and 8 of the Act - accommodation provided by the Local Authority/expenditure proposed to be incurred by the Local Authority)

#### **156. NEIGHBOURHOODS STAGE 3 COMPLAINTS PANEL**

It was noted that a meeting of a Complaints Panel had been held on 4<sup>th</sup> January, 2006, comprising of Councillors Atkin (in the Chair), McNeely and Swift. The Panel heard a complaint received from Mrs. R. relating to works of adaptation to her home to meet the assessed needs of her disability.

The Panel had awarded the complainant £400 compensation for the loss of access to her garden and for the inconvenience experienced.

Resolved:- That the Panel's findings be noted.

(Exempt under Paragraphs 4, 5 and 9 of the Act – contains names and address of person who had applied for financial assistance from the Council)

#### **157. LOCAL GOVERNMENT OMBUDSMAN - COMPLAINT**

The Performance Champion submitted details of a letter received from the Local Government Ombudsman which contained recommendations to award compensation to a customer relating back to the service received in 2003.

The Council had a deadline of 31<sup>st</sup> January, 2006, to respond in full to the Ombudsman.

A full and thorough investigation had taken place into the complaints which focussed upon:-

- The customers were forced to leave their home and move into Council accommodation due to demolition of their property as part of a regeneration area. Their complaint was with regard to the length of time they had had to wait for alternative accommodation;
- The advice given to them regarding their Right to Buy application and
- The introduction of the Introductory Tenancy Policy.

The Cabinet Member considered the proposals contained in the report.

Resolved:- (1) That £20,500 compensation be awarded to the complainant.

(2) That the draft Council response to the Ombudsman be approved.

(Exempt under Paragraph 4 of the Act – information relating to recipients of services provided by the Authority)

## **158. ENHANCING HOUSING OPTIONS FOR RESIDENTS**

The Regeneration Programme Manager submitted a report identifying opportunities to enhance the relocation offer for residents of properties who were asked to relocate by the Council due to regeneration activity.

Several factors protracted the relocation process such as the availability of affordable alternative accommodation to purchase and the availability of Council rented properties in areas of choice. The Council could consider 2 potential areas of change:-

- Improve the options available for rehousing – tenure choice, affordability of properties for purchase, site redevelopment and the right to return, quality and choice of alternative housing
- Improve the support available, financial or other, to help residents move from 1 home to another with the least possible difficulty.

The report set out details of 4 possible relocation opportunities together with the financial implications.

Resolved:- (1) That procedures be developed to support 4 new relocation choices: Home to Home, Homesteading, Relocation Loans and a Council Equity Scheme.

(2) That a further report be submitted on (1) above by March, 2006.

(3) That a Service Level Agreement be developed with 2010 Rotherham Ltd. to clarify how the partners provide support to residents affected by demolition and relocation.

(Exempt under Paragraphs 3 and 4 of the Act – accommodation/services provided by the Authority)

**CABINET MEMBER FOR NEIGHBOURHOODS**  
**30th January, 2006**

Present:- Councillor Ellis (in the Chair); Councillors Kaye and Davies (Policy Advisor).

Apologies for absence were received from Councillor N. Hamilton.

**159. YEAR AHEAD COMMITMENTS**

Further to Minute No. 153 of 23<sup>rd</sup> January, 2006, the remaining Year Ahead Commitments were presented to the Cabinet Member by the respective Managers as follows:-

**Commitment No. 35 Develop Area and Community Planning (Steve Holmes, Community Involvement Manager)**

Aim – Review the 7 Area Plans and ensure that the priorities are reflected with ‘action’ and performance measures within the Council’s Service Planning Framework.

The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

Clarification was given as to how the issues identified through the community planning process should be reflected in area plans and feed into the development of the community strategy.

**Commitment No. 36 Promote effective joint working between the Council and local Parish and Town Councils to give town and rural communities a ‘stronger voice’ in decision making which affects their quality of life (Paul Griffiths, Community Leadership Manager)**

Aim – To produce a joint charter with Town and Parish Councils so that local people influence the delivery of Neighbourhood Management.

The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

Particular discussion took place on possible development of additional responsibilities to Town Parish Councils.

**Commitment No. 46 Support the ALMO to achieve 2\* status and then to drive forward the decent homes investment programme (Simon Bunker, Head of Housing Services)**

Aim – The Council will support “2010 Rotherham Ltd.” with guidance, external validation and the provision of support services to achieve a 2\* inspection and deliver decent homes.

The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

**Commitment No. 63 Neighbourhood Charters (Steve Holmes, Community Involvement Manager)**

Aim – To develop and agree 7 Neighbourhood Charters using intelligence

from the Community Planning Framework and for tenant and residents to be at the heart of decision making and that they re-shape service delivery.

The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

Draft Charters would be submitted in two weeks.

**Commitment No. 65 Tenant and Resident Participation (Steve Holmes, Community Involvement Manager)**

Aim – To manage and strengthen active resident community participation in local decision making and service developments and ensure that our involvement structures are representative of the ‘make up’ of the Borough. The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

Particular comment was made on action being taken to increase the number of active tenant participants and on the present situation relating to the new draft Tenant Compact.

**Commitment No. 60 Commence procurement of new waste disposal contracts (Bob Crosby, Head of Service)**

Aim – To develop a sustainable approach to the management of waste through the development of a Waste Management Partnership to increase performance on recycling and composting and by developing alternate treatments to landfill.

The timescale for delivery and milestones was set out in the report together with the position to date and anticipated year end position.

Discussion took place on the implications of a possible PFI bid, jointly by two or three of the South Yorkshire Authorities.

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

(2) That a further meeting to discuss all Year Ahead Commitments take place in 6 weeks' time and quarterly meetings during the 2006/07 Municipal Year.

(3) That the content of the 7 Area Plans (Commitment No. 25) be concise and easily understandable by the public and members.

(4) That copies of the Area Plans be presented to Cabinet Member and Area Assembly Chairs meeting in March.

**160. SAFER NEIGHBOURHOOD TEAMS - POSITION STATEMENT - WENTWORTH NORTH AND WENTWORTH SOUTH**

The Safer Neighbourhood Team Manager reported that Neighbourhood Policing is the first stage of an ACPO led programme of reform, which

aims, in partnership with the Home Office, Association of Police Authorities and Office of the Deputy Prime Minister, to achieve confident and secure neighbourhoods by providing communities with :

**Access** - to policing services through a named point of contact

**Influence** – over policing in their neighbourhood

**Interventions** - joint action with partners & communities

**Answers** – sustainable solutions & feedback

In Rotherham, the agendas of Neighbourhood Policing and Neighbourhood Management are being joined by delivering services in partnership. Underpinning this are dedicated resources with geographic ownership and accountability, intelligence led targeting of the issues that matter most to communities and joint problem solving by the police, partner agencies and communities.

The initiative in Rotherham will be called “Safer Neighbourhood Teams” and its features were set out in the report submitted along with the nature of their work and aims. It was acknowledged that there was a need to identify community priorities.

The governance structures of the Teams was also submitted.

Members noted the successful responses which have already resulted in Wentworth North/Wentworth South.

Following a recent meeting with South Yorkshire Police and other agencies, an update was given on Rotherham participating in having a single non emergency number for instances of ‘low level’ crime.

Discussion took place on a ‘going live’ date and budget implications.

Resolved:- (1) That the progress of the Safer Neighbourhood Teams be noted and supported.

(2) That members recognised the achievements of Safer Neighbourhood Teams in Wentworth North and Wentworth South.

(3) That further discussions take place on the going live date for Rotherham participating in the single non emergency number initiative.

## 161. **ANTI-SOCIAL BEHAVIOUR ORDER FUNCTIONS**

The Head of Neighbourhood Services reported that during November 2005, the Office of the Deputy Prime Minister had issued a consultation paper on a proposal which enable local Authorities to ask those bodies managing their housing under Section 27 of the Housing Act 1985, to carry out some or all of their functions relating to Anti-Social Behaviour Orders



The report submitted set out the present situation in Rotherham along with the implications of delegating the functions.

Appendix A to the report submitted outlined details of the procedure for delegating housing management functions.

In respect of the consultation on the options identified by Government, Appendix B gave a suggested response on behalf of Rotherham MBC.

Resolved:- That the content of the report be noted along with the response to the consultation paper issued by the Office of the Deputy Prime Minister.

**162. HOUSING PROPERTIES - DISABILITY GRANT**

Discussion took place on the disposal of council properties which had been enhanced for persons with a disability and the "claw back" of costs for the enhancement work.

Resolved:- That a report on the legal position and policy situation on the above issue be submitted to a future meeting.

**SUSTAINABLE COMMUNITIES SCRUTINY PANEL**  
**Thursday, 19th January, 2006**

Present:- Councillor Hall (in the Chair); Councillors Atkin, Burke, Cutts, McNeely, Nightingale, P. A. Russell, Vines and F. Wright. together with Mr. D. Willoughby (Housing Tenant Panel Representative) and Mr. D. Alderson (Housing Tenant Panel Representative).

Councillor Ellis was in attendance at the invitation of the Chairman.

Apologies for absence were received from Councillors Hodgkiss, Walker, Mr. J. Carr and J. Lewis.

**98.           DECLARATIONS OF INTEREST.**

There were no declarations of interest made at the meeting.

**99.           QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS.**

There were no members of the press and public present at the meeting.

**100.          CHARTER MARK ASSESSMENT REPORT**

Jasmine Speight, Quality Service Champion, presented on the Charter Mark Assessment Report from East Midlands Quality Centre on 2010 Rotherham Ltd. and Retained Housing Services which recommended that they be recognised as meeting the Charter Mark Standard.

The assessment report provided feedback on the compliance against all the 6 elements of Charter Mark criteria and recommendations for areas for continuous improvement. The report set out the headline results within the body of the main report.

The report concluded that the Services were forward looking and extremely customer orientated. Recognition had been received from the assessor for the efforts in completing the Charter Mark application which had resulted in only 2 partial compliances identified.

Recommendations for continuous improvements would be subject to improvement plans. Partial compliance issues raised would be subject to an action plan with identified timescales.

Members asked a range of questions which officers responded to.

Resolved:- That the assessment report and complaint against elements met be noted.

**101.          COMPLAINTS BREAKDOWN**

Jasmine Speight, Quality Service Champion, presented a report detailing the breakdown of complaints received by the Neighbourhoods Programme Area following analysis within the Neighbourhoods Programme Area Annual Customer Care Report 2004/2005.

A total of 209 complaints had been received in the following areas:-

Conduct of Staff  
Quality of Service  
Absence of Service  
Neighbourhood Management  
Neighbourhood Enforcement

Details of the complaints received were set out in the report together with examples of improvements that had been implemented as a result.

Members expressed concern at the dip in customer satisfaction and it was reported that ongoing discussions were taking place between Neighbourhood Services and 2010 Rotherham Ltd., on customer focus issues.

Resolved:- That the breakdown of complaints analysis be noted.

## **102. FURNISHED HOMES - PROGRESS REPORT**

Lesley Gaunt, Furnished Homes Team Leader, presented a progress report on the furnished Homes Scheme outlining the critical success factors, funding (including income and expenditure), customer satisfaction and operational aspects.

The Scheme was introduced in May, 2004, with a target to establish a one-stop furnishing service and to introduce 100 units by 31<sup>st</sup> March, 2005. In fact, a total of 106 furnished homes were introduced. A further target was set to introduce a further 100 units during the 2005/06 financial year; 42 units had been introduced as at 12<sup>th</sup> August, 2005.

The following points were highlighted:-

- A Furnished Service Standards leaflet had been developed and approved by the Learning from Tenants Forum Group.
- 5 furniture suppliers were used during the 2004/05 financial year to compare for value for money, quality and service delivery. The 2005/06 Furnished Homes Scheme had gone out to tender. Currently 6 companies had completed a pre-tender questionnaire.
- The method of providing funding for decoration of furnished had changed and had enabled each of the furnished charges to be reduced by at least £9. The charges now ranged from £14.60 for a 1 bedroom part-furnished to £38.27 for a 3 bedroom fully furnished

property.

- Inventory checks showed that overall customers were caring for and looking after the furniture provided and had pride in their home.

Resolved:- (1) That the Furnished Home Scheme be monitored to ensure that the operation of the Scheme has robust systems to improve performance and that the Scheme is transparent and fair.

(2) That a progress report be submitted after a further 6 months in operation.

### **103. FUNDING INITIATIVE PROVIDING ADDITIONAL THERMAL COMFORT**

Dave Cherry, Housing Solutions Officer, presented a report identifying the works and qualifications applicable to existing thermal comfort grant aid and set out the amendment necessary to the Council's Private Sector Housing Assistance Policy in order to accommodate a new scheme for providing additional thermal comfort.

The report also identified a need to provide additional delegated powers to the Head of Service to allow officer approval of energy efficiency grants in accordance with the new scheme operated under the South Yorkshire Housing and Regeneration Partnership Energy Efficiency Grant Scheme (administered by Doncaster MBC on behalf of Sheffield CC).

Qualifying homes were those below the thermal comfort level and occupied by vulnerable home owners over the age of 18 years who were in receipt of a recognised benefit. The grant was 100% of approved works for qualifying persons unless other source of public funding was available:-

- Grant could be for funding a shortfall between the cost of a Warm Front Grant Scheme and the amount of money available through that scheme;
- Full central heating where no central heating existed and included for cost of changing from solid fuel to gas;
- Replacement boilers, where boilers were beyond economical repair providing that they were over 20 years old including any necessary work to radiators and
- Cavity wall and loft insulation.

The grant money was paid direct to the contractor who would be on an approved list, one of which was Rotherham based.

The amendment of the existing Private Sector Housing Assistance Policy was necessary in order that the defined vulnerable households could

benefit from the new scheme i.e. additional money is available, the age limit was brought down to 18 years and there was no restriction of Council Tax banding.

It was reported that Minute No. B171 of the Cabinet meeting held on 30<sup>th</sup> November, 2005 was adopted by the Council meeting held on 18<sup>th</sup> January, 2006 relating to the delegation of powers (Minute No. A65 refers).

Resolved:- That the report be noted.

**104. AUDIT COMMISSION ALMO INSPECTION**

This item was moved to the private session of the meeting.

**105. DECENT HOMES PROGRAMME - PROGRESS REPORT**

Consideration was given to a report by Jim McAusland, Interim Chief Executive 2010 Rotherham Ltd., outlining the progress of the Decent Homes Programme to date including the levels of customer satisfaction and set out the schedule of future Decent Homes work to be undertaken when 2010 was awarded 2 stars by the Audit Commission.

Between February, 2002 and December, 2005, 2,731 properties had been brought up to the Decent Homes standard. Appendix A submitted broke the properties down into contract area and property numbers listed against the principal contractors.

Appendix B set out the latest cumulative figures indicating customer satisfaction with the Programme. Two Customer satisfactory surveys were carried out. Firstly an exit questionnaire which was handed to tenants by the contracting partners upon completion of the Decent Homes works and secondly a postal questionnaire which was sent by 2010 6 months after completion. More sophisticated measurement techniques would be employed in the next phase of the Programme and were set out in the invitation to tender for Decent Homes works in 2006-2010. Key Performance Indicators would be linked to financial incentives ensuring that contractors' performance was incentivised.

Appendix C focussed on Phase 2, setting out the programme of works to be undertaken when 2010 was awarded 2 stars by the Audit Commission. The programmed scheduled the works necessary to complete the Decent Homes Programme bringing all Council properties in the Borough up to the required standard by the year 2010. It consisted of refurbishment work, both internal and external, and security work (doors and windows).

Appendix D detailed the current financial position, broken down into spending by both partners, the direct works, housing, professional fees and the current windows and doors programme.

Members asked a range of questions which included the quality of work by Contractors. Officers responded to this. The Executive Director of Neighbourhoods reported that continuous improvements were being made to achieve a high level of satisfaction with the decent homes programme.

The Chairman referred to the KPI monthly performance data sheets and asked that an extra column be provided with appropriate headings to make the report more meaningful. The Chairman also requested that a minimum font size of 12 was used for future reports.

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

(2) That the Scrutiny Panel receive a further report in March on the Decent Homes Programme with regular updates as requested by the Chairman of the Panel.

(3) That the KPI performance data sheets include an extra column with appropriate headings to make the report more meaningful.

#### 106. ODPM CONSULTATION

Helen Nixon, Neighbourhood Standards Anti-Social Behaviour Manager presented a report on the above consultation paper. This is a proposal that would enable local authorities to ask those bodies managing their housing under Section 27 of the Housing Act 1985 to carry out some, or all, of their functions relating to Anti-Social Behaviour Orders.

The key issues were reported verbally at the meeting. It was also reported that a full report was being produced for the Cabinet Member meeting on 23<sup>rd</sup> January, 2006 along with a suggested response to the Office of the Deputy Prime Minister in line with the 1<sup>st</sup> February, 2006 deadline. This would include considerations of 2010 Rotherham Ltd and this Scrutiny Panel.

Members considered the following three questions set out in the consultation paper :-

*(a) Do you support the proposal to make it possible for local authorities to be able to ask any organisation managing their housing under s.27 of the Housing Act 1985 to also carry out all or some of their ASBO functions on their behalf?*

*(b) Do you agree that the Secretary of State should not attach any conditions to an Order made as part of this proposal, and that local authorities should set any conditions when making local arrangements? If not, what national conditions should be set?*

*(c) Do you have any other comments about the proposal, including any*

*practical implications you think it might have?*

Members were in support of the proposals at (a) and (b) above and in response to (c) above the following comments were made :-

- The importance of the anti-social behaviour initiative being adequately resourced for it to continue its success, and
- To ensure that the recommendations contained within the Anti-Social Behaviour Client Review Group are acted upon.

Resolved:- That the proposals in the consultation report be noted and the comments made by this Scrutiny Panel be acknowledged.

**107. FORWARD PLAN OF KEY DECISIONS**

A copy of the Forward Plan of Key Decisions for the period 1<sup>st</sup> January to 30<sup>th</sup> April, 2006 was submitted and noted.

**108. CABINET MEMBER FOR NEIGHBOURHOODS**

The Panel noted the decisions made under delegated powers by the Cabinet Member for Neighbourhoods on 5<sup>th</sup> and 19<sup>th</sup> December, 2005.

**109. SUSTAINABLE COMMUNITIES SCRUTINY PANEL**

The minutes of the meeting held on 15<sup>th</sup> December, 2005, were noted.

**110. MEMBERS SUSTAINABLE DEVELOPMENT ACTION GROUP**

The minutes of the meeting held on 9<sup>th</sup> December, 2005, were noted.

**111. PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE**

The minutes of the meetings held on 9<sup>th</sup> and 21<sup>st</sup> December, 2005, of the Performance and Scrutiny Overview Committee were noted.

**112. EXCLUSION OF THE PRESS AND PUBLIC**

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

**113. HOUSING RENTS AND BUDGET 2006/07**

The Finance and Accountancy Manager submitted a report, along with a power point presentation, setting out the proposed housing rents and budgets for 2006/2007 based on the Government Housing Subsidy

Settlement for the Council's Housing Revenue Account.

It was proposed that average housing rents be increased by 5% which equated to £48.70 per week for 48 weeks. The basis of the calculation was the stock held by the Housing Revenue Account on 1<sup>st</sup> April, 2005, together with the application of the Formula Rent.

It was proposed that a decision on increases in all fees and charges for additional services e.g. Rothercare and Wardens be deferred pending a report to the Cabinet where a review of the charges would be undertaken.

Other income was also received from garages and district heating. Charges for garages had not been increased for a number of years and district heating charges had not increased in 2005/06. However, the increase in fuels costs required that consideration of an increase be made. A further report was to be submitted to the Cabinet Member for Neighbourhoods on the level of possible charges that may need to be made to both areas of service.

The Cabinet Member for Neighbourhoods would be considering the report at her meeting on 23<sup>rd</sup> January, 2006.

Resolved:- That the proposed increase in Council rents, determined by the application of the formula rents i.e. an average of £48.70 per week for 48 weeks, an average increase of 5% (£2.32) be supported.

(Exempt under Paragraphs 3 and 8 of the Act – accommodation provided by the Local Authority/expenditure proposed to be incurred by the Local Authority)

#### **114. GAS APPLIANCES IN OAP BUNGALOWS**

Further to Minute Nos. 84 of 17<sup>th</sup> November and 93 of 15<sup>th</sup> December, 2005, consideration was given to a report by Jim McAusland, Interim Chief Executive 2010 Rotherham Ltd., relating to the above.

The report outlined the work that had been carried out so far. A report was to be produced on completion of the investigation together with any recommendations for action and subsequent cost implications. The review was due for completion in February, 2006.

Resolved:- (1) That a full investigation be undertaken of all (not just OAP) properties identified as having potential for dangerous occurrences.

(2) That necessary remedial actions be taken to amend a situation wherever required.

(3) That a full report on the findings and any further actions recommended be submitted to the March meeting.



(Exempt under Paragraph 3 of the Act – accommodation provided by the Council)

**115. ANTI-SOCIAL BEHAVIOUR CLIENT REVIEW - REVIEW GROUP**

Bronwen Moss, Scrutiny Adviser, presented the final report produced by the Anti-Social Behaviour Client Scrutiny Review Group who had looked at the real life experiences of anti-social behaviour victims.

The review had taken into account the frontline experience of Council and 2010 officers and set out the weaknesses highlighted by the Indicative ALMO Inspection of December, 2004.

Resolved:- (1) That the review be received and its recommendations (set out on pages 3 and 4 with the full recommendations set out on pages 33 and 34 of the Review Report) submitted be supported.

(2) That the report be forwarded to the Performance and Scrutiny Overview Committee for discussion.

(Exempt under Paragraph 11 of the Act – labour relations)

**116. AUDIT COMMISSION ALMO INSPECTION**

The Executive Director of Neighbourhoods gave a verbal update on the present position relating to the Audit Commission's inspection of the Neighbourhood Service.

Resolved:- That the present position be noted and the outcome awaited.

(Exempt under Paragraph 3 of the Act – accommodation provided by the Council)

**THE ASYLUM SEEKERS WORKING PARTY  
01 FEBRUARY 2006**

Present:- Councillor Glyn Robinson (in the Chair); Councillors Ellis.

Apologies: Councillor Georgina Boyes, Councillor Maurice Kirk and Councillor Terry Sharman

**B52 MINUTES OF MEETING HELD ON 23RD NOVEMBER, 2005**

Consideration was given to the minutes of the previous meeting held on 23<sup>rd</sup> November, 2005.

Updates were given on the following :-

**(1) Minute No. B47(ii) Destitution:**

The numbers in Rotherham were low compared to the 900 people in the region who have been offered a safe return home.

**(2) Minute No. B49 – Draft Strategy for Asylum Seekers and Refugees in Rotherham:**

The next stage for the Strategy was that consultations would take place with Members and Stakeholders as more local issues needed to be addressed. This work would be undertaken during the Easter holidays then the Strategy would be submitted to the Chief Executive's Office.

Agreed: That the minutes of the meeting held on 23<sup>rd</sup> November, 2005 be agreed as a correct record and the updates be noted.

**B53 NASS ACCOMMODATION 2005 PROJECT - CONTRACT**

The Team Leader, Asylum Team, submitted a report setting out proposals for entering into a new 5 year contract to provide accommodation and basic support services to asylum seekers dispersed to the region.

The Team Leader went through the report page by page and gave an explanation of the financial issues, risks and uncertainties, policy and performance agenda implications, performance indicators and the terms and conditions of the new contract. He also referred to the appended template report from the Consortium which set out the key issues relating to the contract and its recommendation that Rotherham enter into a 5 year contract with the Home Office as one of 10 local authorities in the

Yorkshire & Humberside Public Sector Group.

It was noted that a Seminar for all Members of the Council on this matter had been arranged to take place on 21<sup>st</sup> February, 2006.

Agreed: That the proposal to enter into a new 5 year contract to provide accommodation and basic support services to asylum seekers dispersed to the region be supported and the Team Leader, Asylum Team, submit a full report on the new Contract to the Cabinet meeting on 22<sup>nd</sup> February, 2006 for recommending to the Council Meeting on 8<sup>th</sup> March, 2006.

**B54            DATE OF NEXT MEETING**

The next meeting will be held on Wednesday, 22<sup>nd</sup> March, 2006 at 9.30 am.

**PERFORMANCE AND SCRUTINY OVERVIEW COMMITTEE**  
**20th January, 2006**

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

An apology for absence was received from Councillor P. A. Russell.

**122.       DECLARATIONS OF INTEREST**

There were no declarations of interest made at this meeting.

**123.       QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS**

There were no questions from members of the public or press.

**124.       NEIGHBOURHOOD RENEWAL FUND (NRF) COMMISSIONING  
2006/07 AND 2007/08**

Lee Adams, Assistant Chief Executive, presented the submitted report relating to the above. The report indicated proposals for commissioning within the new round of NRF for 2006/07 and 2007/08 and sought support for the draft NRF Commissioning Framework.

The report outlined a process to ensure that funding was used strategically and to commission specific projects/pieces of work. This was designed to minimise the risk of local partners building up a further dependency on NRF funding and creating a future sustainability problem.

The report covered :-

- background situation
- Steering Group
- Area Assembly Fund and allocation breakdown
- Community Chest
- Resources, timescales and next steps
- Existing project funding-reminder
- Finance

Also submitted was the draft Commissioning Framework.

It was noted that the report had been considered by Cabinet at its meeting on 11th January, 2006 and the proposals were supported.

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

- affordability
- sustainability

- exit strategies
- spend by locality and focus on deprivation
- impact of change in the Council on NRF
- coherent grant aid and commissioning strategy
- communities of interest
- need to show spend and outputs/outcomes
- working with partners
- role of steering group and approval mechanism
- executive responsibility
- local Members : conflict of interest
- governance
- need to avoid duplication of work
- concern re bureaucracy
- need for clearer links to community strategy
- need to ensure area assemblies and local members are working with the steering group

The general view was that involvement be welcomed as long as it was sustainable.

#### **125. ACTION PLAN TO PROMOTE SOCIAL AND ECONOMIC WELL-BEING IN THE TOWN CENTRE**

Further to Minute No. B163(2) of Cabinet held on 30th November, 2005, the Committee considered the submitted report, presented by Lee Adams, Assistant Chief Executive, relating to the above.

The report invited the Committee to consider the context, purpose and vision for developing a social and environmental well-being action plan to complement the Town centre Renaissance Programme. Further, it proposed a timescale for development, including consultation with Members, the public and key partners.

The report covered :-

- The Town Centre Renaissance Programme
- The National and Regional Context
- Local Context and Vision
- Local Needs and Possible Areas for Focus
- Developing the Action Plan
- Timescales
- Consultation

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

- extent of footfall
- next steps
- elected Member input
- consultation and need to consult with communities

- Forge Island
- architecture
- level of ward member input
- Police and Chamber of Commerce impact on business siting
- deprivation in immediate vicinity of town centre
- intermediate labour market
- health deprivation profile
- target group wanting to live in the town centre
- Housing accommodation and allocations to key workers and low income families
- profile of day and night economies
- hotel accommodation
- transport
- town centre renaissance impact on spend per footfall
- how to address 'trickle down' regarding Rotherham

The Chairman concluded the discussion and, in conclusion, highlighted the following issues :-

- whether the night economy was positive or negative
- need to know more regarding the size of the day and night economies, including a breakdown of age groups and gender
- health impact and actions
- need for elected member voice in appropriate arenas
- impact of the Police and Chamber of Commerce in determining the siting of businesses
- need to involve Ward Members

Resolved:- That the information be noted and proposals be supported.

## **126. CPA AND USE OF RESOURCES**

Further to Minute No. B195(4) of Cabinet held on 11th January, 2006, the Committee considered the submitted report, as presented by Michael Walker, Performance and Quality Manager, relating to the above.

The report indicated that the new CPA use of resources judgement assessed how well the Council managed and use its financial resources. The assessment covered financial reporting, financial management, financial standing, internal control and value for money. This year, the Council had achieved a score of 3 (performing well) for use of resources, as shown in the attached draft report from the Audit Commission. The result had helped to ensure receipt of a 3 star CPA rating in December, 2005. Also submitted was a draft action plan.

Michael Walker gave a presentation covering :-

- CPA Use of Resources
- CPA The Harder Test
- Use of Resources CPA : Financial Reporting  
Financial Management  
Financial Standing  
Internal Controls  
Value for Money
- The way forward to the next level

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

- current position and impact on scores
- how much progress needed to move from level 3 to level 4
- quality of estimates
- quality processes too enable continuous improvement
- sustainability
- reviewing key lines of enquiry (KLOE)
- budget monitoring arrangements
- ownership and management of budgets
- need to identify budget holders and policy holders linked to the budget
- nested compliance : need to ensure overarching priorities and themes are translated clearly into budget and work priorities
- policy compliance
- procurement boards

Resolved:- (1) That the content of the draft report from the Audit Commission and the overall scores for each category be noted and welcomed.

(2) That the action plan, now submitted, to address the areas for improvement, be approved as far as this Committee is concerned.

(3) That this Committee commends the linking of budget and policy ownership including the identification of Cabinet Members to lead and drive policies.

(4) That Cath Saltis and Matthew Gladstone liaise with a view to all key lines of enquiry being reviewed by the end of March, 2006.

(5) That the Committee places on record its thanks to Michael Walker for his services to the Council and he be wished every future success in his new post at Wigan Metropolitan Borough Council.

**127. TIME OUT SESSION**

Resolved:- That Members inform the scrutiny office of their availability in respect of the proposed dates.

**128. MINUTES**

Resolved:- That the minutes of the meeting held on 21st December, 2005 be approved as a correct record for signature by the Chairman.

**129. MEMBERS CONSULTATION ADVISORY GROUP**

Resolved:- That the minutes of the meeting of the Members Consultation Advisory Group held on 1st December, 2005 be received.

**130. WORK IN PROGRESS**

Members of the Committee reported on the following issues :-

(a) Councillors Whelbourn and Doyle referred to work regarding quality of report writing and plain English initiatives.

(b) Councillor Barron reported that a review was to take place regarding bullying policies in schools

(c) Councillor Hall reported that the full investigation inspection report of housing in the ownership of the Council was awaited. An interim report on gas appliances in OAP bungalows had been considered.

(d) Councillor Stonebridge reminded Members to indicate their preferred dates for the time out session and suggested possible items for discussion including :

- commissioning of reports by external auditors
- Cabinet reporting annually on adoption of scrutiny recommendations
- self assessment scrutiny working
- plain English initiatives

**131. CALL-IN ISSUES**

There were no formal call in requests.



By virtue of paragraph(s) 11 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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