

CABINET MEMBER FOR NEIGHBOURHOODS

Venue: Town Hall, Moorgate
Street, Rotherham.

Date: Monday, 20th April, 2009

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
2. To determine any item which the Chair is of the opinion should be considered as a matter of urgency.
3. Private Sector Empty Property Policy Progress Report (Pages 1 - 11)
4. Sheltered Housing Modifications (Pages 12 - 21)
5. Fees and Charges 2008/09 (Pages 22 - 39)
6. Building Safer and Stronger Communities Training (BSSC) (Pages 40 - 55)
7. Continuation of Legal Authorisations in respect of Illegal Money Lending Activities (Pages 56 - 71)
8. 2008/09 Status Survey Summary Report (Pages 72 - 160)
9. Exclusion of the Press and Public
The following items are likely to be considered in the absence of the press and public as being exempt under those paragraphs listed below of Part 1 of Schedule 12A to the Local Government Act 1972.
10. Funding arrangements for Rotherham Women's Refuge and Rush House (Pages 161 - 164)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))

(The Chairman authorised consideration of the following 2 items to enable the matters to be processed.)

11. Non-Traditional Property Review - Airey Properties Phase (Pages 165 - 173)
(Exempt under Paragraph 3 of the Act - - information relating to the financial or business affairs of any person (including the Council))

12. Non-Traditional Properties Structural Repair Programme 2009/10 - Project Management and Procurement (Pages 174 - 181)
(Exempt under Paragraph 3 of the Act - - information relating to the financial or business affairs of any person (including the Council))

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Neighbourhoods
2.	Date:	20th April 2009
3.	Title:	Private Sector Empty Property Policy Progress Report
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

The Private Sector Empty Property Policy and Action Plan were presented to Cabinet Member for Neighbourhoods October 2006 (Cabinet Minute 118). The Policy and action plan details enforcement, enabling and capacity building activity by the Council in order to bring private sector empty properties back into use. This report provides an overview of progress made against the action plan and proposes further developments in reducing levels of empty properties within the Borough.

6. Recommendations

- **That Cabinet Member notes the progress being made in respect of the Empty Property Policy**
- **That Cabinet Member accepts a further progress report on the Empty Property Policy in twelve months time**

7. Proposals and Details

The Empty Homes Agency, in January 2009 announced that there are 783,633 empty dwellings in England (3.5% of all dwellings); this was following the release of published national figures (June 08) that indicate that there are an additional 10,000 empty (for more than six months) properties than what there were last year. The number of private sector properties empty for more than six months in Rotherham is 1,208¹; this figure represents 1.42% of the total private sector housing stock and less than half of the national average.

In context, Rotherham is second only to York City Council in the Yorkshire and Humber Region for empty, private sector, dwellings over six months (Appendix 1).

The following figures highlight the Wards with a percentage of empty properties above the national average:

- Boston Castle (5.71%),
- Dinnington (4.55%),
- Maltby (4.43%),
- Rawmarsh (3.91%),
- Rother Vale (3.79%),
- Wath (3.67%),
- Rotherham West (3.61%),
- Wales (3.55%),

Figures are also provided in respect of each of the seven Area Assemblies and are shown in Appendix 2.

In order to reduce the number of empty properties in the Borough, the Council have a Private Sector Renewal Working Group (PSRWG) consisting of members of staff from different business units across Neighbourhoods and Adult Services. The PSRWG have produced a Private Sector Investment Plan, which has identified that private sector capital investment will be targeted towards;

- private rented housing
- vulnerable households and
- pre 1919 stock

Investment is carried out in geographical areas by selecting neighbourhoods, which have a predominance of this type of property/household profile where there exist high numbers of long-term empty properties. Neighbourhood Investment Services utilise the information available from the Council's Council Tax register and area based masterplans/strategies to prioritise activity to bring private sector empty properties back into use. Resources are deployed in accordance with priorities of the Private Sector Housing Strategy The PSRWG are committed to bring empty properties back into use and are successfully using a number of interventions to achieve this, namely;

- Three pro-active enforcement teams working across the Borough in targeted geographic areas

¹ The information used for this report is based on figures provided by the Council's Council Tax Section for 2007/2008 and does not include Housing Association properties. Based on figures available of the total number of empty residential properties in the Borough, there are approximately 30% of the properties empty for longer than 6 months.

- Private Landlords have brought empty properties back into use and improved the condition of them to the decency standard through the Quality Landlord Scheme
- Registered Social Landlord partners to acquire and refurbish empty properties to decency standard

The Empty Property Policy Action Plan, shown at Appendix 3, demonstrates additional activity that is going to be undertaken to reduce the number of private sector empty properties within the Borough.

As a measure of reducing and monitoring the number of empty properties within the Borough, the Council have retained Performance Indicator BVPI64, Empty properties brought back into use, as a local indicator. This years target is 120 properties brought back into use. To date 124 empty private sector properties have been brought back into use, illustrating strong performance to date.

Consideration is being given to reduce the number of 'new' empty properties that will contribute to the Borough figures as a result of the current 'credit crunch'. The PSRWG are working with the Affordable Housing Officer and our Registered Social Landlords to look at purchasing units as affordable homes for rent or shared ownership.

Strategic analysis of housing need, the quality of accommodation and where they are, is determining where we will intervene; this work has commenced with a small number of properties in Maltby, in partnership with Arches.

8. Finance

Funds for activity to support bringing empty properties back into use are sourced both from Transform South Yorkshire (within the Housing Market Renewal Pathfinder) and the Regional Housing Board. Funding has specifically been made available for the following;

- Three dedicated Proactive Enforcement Teams consisting of one Environmental Health Officer and an Enforcement Officer have been allocated from Transform South Yorkshire (TSY) and Regional Housing Board (RHB) Funds.
- Monies for assisting with capacity building of Private Sector Landlords have been allocated from RHB Funds.
- Monies for testing Enforced Sale procedure, assisting with community capacity building, for the reporting of Empty Properties, and bringing empty properties back into use through Living Over the Shops (LOTS), have been allocated from TSY Funds.

The following table identifies the private sector initiatives and the allocated budget related to those initiatives:

Prevention and Support	Funding Source	2008/09 Budget (£000's)	2009/10 Budget (£000's)	2008/10 Budget (£000's)
Living Over the Shops (LOTS)	TSY	230	300	530
	RHB	0	0	0
EHO Recruitment	TSY	70	70	140
	RHB	70	70	140
Works in Default	TSY	29	0	29
	RHB	20	0	20
Landlord Management	TSY	0	0	0
	RHB	0	15	15
Empty Property Portfolio	TSY	120	450	570
	RHB	0	70	70
Total	TSY	449	820	1,269
	RHB	90	155	245
		539	975	1,514

Table 1: Private sector empty property initiatives and forecasted funding

9. Risks and Uncertainties

Failure to reduce the number of empty private sector properties throughout the Borough will have an adverse impact on the Councils Corporate Performance Assessment (CPA) rating; H18 – The number of private sector empty properties (empty for longer than 6 months) as a percentage of the total private sector stock.

The following give an indication of the risks and uncertainties that are related to the Council's activity related to bringing empty properties back into use.

- The ability of Registered Social Landlords to purchase “empties” through negotiation. This is being mitigated through the Empty Property Officer identification/tracing of owners.
- Failure to deliver an Empty Property Policy will result in the Council's failure to meet the targets of BVPI 64 measurement of empty properties brought back into use; BVPI 98 measurement of the percentage of people satisfied with cleanliness and standards; and BVPI 199 measurement of street cleanliness. This is being addressed through recruitment affixed to the Empty Property Policy.
- Failure to deliver an empty property policy will have an adverse affect on targets contained within the Anti-Social Behaviour Strategy, and the overall drive to reduce the fear of crime.
- Requirements of the 2004 Housing Act have placed increased demands on Environmental Health Officer availability nationally. Successful recruitment to date has relied on Agency staff because only short term contracts can be offered. Funding has been provided from Regional Housing Board and Transform South Yorkshire funding streams.
- Housing Market Renewal (TSY) Funding is not a long term funding stream and a long term financial strategy may be required. This will be mitigated by the Investment Planning required by the Private Sector Renewal Working Group as part of the Year Ahead Target to achieve PSA7 for the private sector by 2010.
- Registered Social Landlords may seek to purchase empty commercial properties identified for retail development by Planning. Planning has confirmed

a requirement to look at each submission for “change of use” on a case by case basis.

10. Policy and Performance Agenda Implications

The works carried out contribute towards the Corporate and cross cutting policy agenda related to Regeneration and in particular the priority for improving and promoting the image of Rotherham.

The proposed project also contributes towards our key corporate strategic themes of:-

Rotherham Learning

Rotherham Proud

Rotherham Safe

Rotherham Alive

Rotherham Achieving

These key themes are reflected within the Individual Well-being and Healthy Communities outcome framework, as follows:

- Improved Quality of Life – by creating opportunities for improved housing standards to meet household aspirations and an improved quality of life, through facilitating Empty Properties brought back into use to meet identified housing needs and removing obsolete housing and environmental blight.
- Exercise Choice and Control – through enabling a range of housing options to be presented to households affected by regeneration programmes; ensuring individuals can exercise choice and control over their housing options and home life (Objective 6)
- Personal Dignity and Respect – through creating housing choices and tools which promote independent living, personal dignity and respect, investing in quality neighbourhoods, ensuring residents can enjoy a comfortable, clean and orderly environment.
- Freedom from discrimination or harassment – through providing quality housing and independent living, targeted to meet specific need, to support improved health and well-being, facilitated by a transparent process agreed with the client from the outset (Objective 2). The Brief appended at Appendix 2 contains requirements to provide move-on accommodation for vulnerable client groups.
- Economic well-being – providing high quality housing, through high design standards and meeting identified needs in order to create sustainable neighbourhoods, offering high quality and extended choice of housing provision, to meet current and future aspirations.

Alignment with Community Strategy and the Corporate Plan is clear from Rotherham Safe. Dealing with empty properties is clearly an aspect of the Corporate Priority “Rotherham Safe”, where the cleaner, greener agenda is set out, emphasising a preventative approach.

In addressing the **Rotherham Safe** priorities the strategy contributes to delivering the following key strategic actions;

- Maintaining the current overall low crime rate in Rotherham, as well as in continuing to address people's concerns about anti-social behavior and their fear of crime.
- Aiding the development of a sustainable housing stock.
- Supporting the Rotherham Renaissance Masterplan and reinforcing the town centre's role as a place for urban living.
- Increase satisfaction with local neighbourhoods.
- Making the connection between national and local strategies.
- Providing a link between regional, national and local organisations

In addition it will contribute to the **Sustainable Development** cross cutting theme by protecting and enhancing the environment, **Rotherham Alive** by ensuring a place where people feel good, are healthy and active, **Rotherham Achieving** by helping raise the quality of life in the most deprived communities and **Rotherham Proud** by increasing the satisfaction in the local area as a place to live and putting pride in the hearts of our communities.

Alignment with delivery of four themes of the Neighbourhood Renewal Strategy: Community of Interest – All communities of interest can be affected by Empty Properties and benefit by their re-use.

Contribution to Sustainable Development - Delivering to Sustainable Communities in line with Neighbourhood Investment Programme agenda.

Contribution to Equalities and Diversity - Impact Equality Assessment of the policy will be undertaken.

Contribution to Regeneration - Improving the quality of housing and neighbourhoods.

Evidence of policy Appraisal - Quality Assessment appraisal submitted.

Contribution to the Corporate Assessment – The introduction of an Empty Property Policy helps to demonstrate commitment to tackling non-decency in the private sector (PSA7). PSA7 is a Neighbourhood Renewal Floor target and a responsibility of the LSP. Also, reducing the number of private sector properties empty for more than 6 months contributes towards the CPA rating.

Contribution to BVPI Performance – BVPI 64 measures Empty Properties brought back into use

11. Background Papers and Consultation

2006 RMBC Private Sector Empty Property Policy

2004 Housing Act

2008 – 2011 RMBC Housing Strategy

2003 RMBC Private Sector Housing Assistance Policy

2006 RMBC Enviro Crime Strategy

Anti-social behaviour Strategy

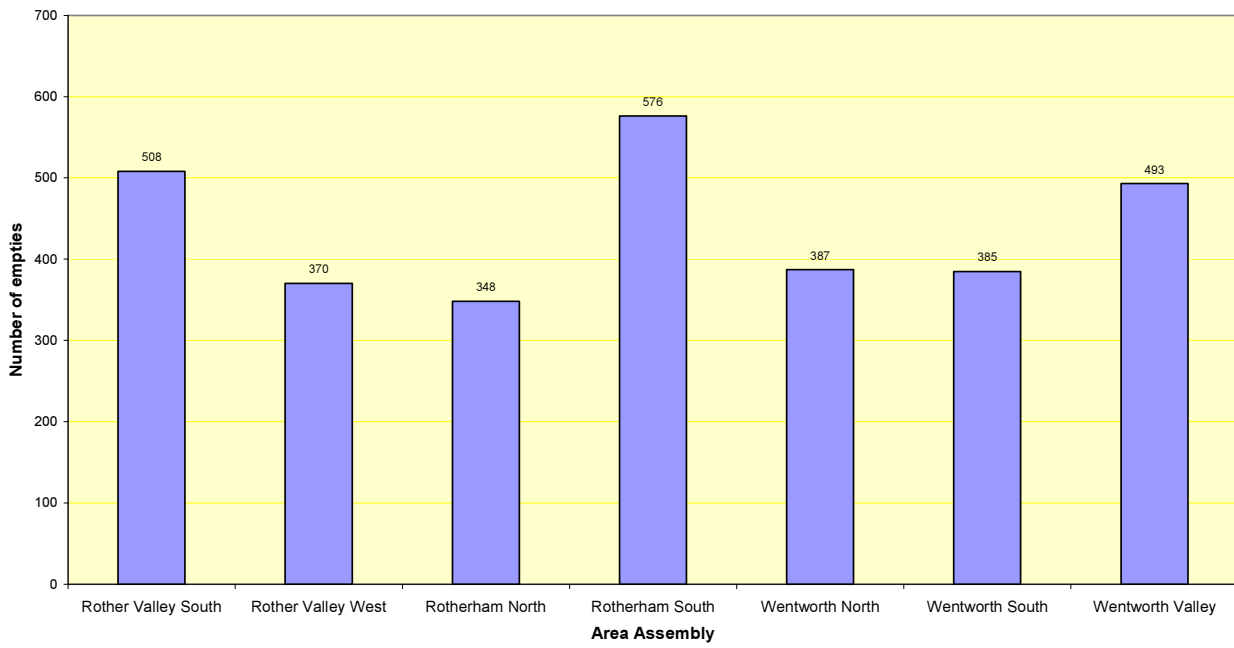
Contact Name: Paul Benson, Private Sector Officer, Neighbourhood Investment Services, ext. 4952

Appendix 1 Yorkshire and Humber – Empty Property Figures 2007/08

Local Authority	Total Empty Homes	% of homes empty	Local council	Housing association	Other public body	Privately Owned	Private homes empty more than 6 months
Barnsley	4,006	3.89%	427	84	12	3,483	1,410
Bradford	9,441	4.61%	0	1,087	0	8,354	4,986
Calderdale	5,392	5.88%	0	1,029	90	4,273	1,835
Craven	915	3.56%	2	30	1	882	276
Doncaster	5,138	3.96%	300	33	0	4,805	2,835
East Riding of Yorkshire UA	5,086	3.44%	109	29	8	4,940	2,200
Hambleton	1,734	4.49%	0	62	0	1,672	506
Harrogate	2,430	3.52%	26	14	16	2,374	1,080
Kingston upon Hull, City of UA	8,640	7.50%	1,307	109	0	7,224	2,795
Kirklees	6,785	3.87%	333	39	0	6,413	4,937
Leeds	17,557	5.35%	1,979	281	0	15,297	6,851
North East Lincolnshire UA	2,930	4.13%	0	473	0	2,457	1,068
North Lincolnshire UA	2,023	2.86%	0	192	28	1,803	863
Richmondshire	505	2.32%	42	2	101	360	291
Rotherham	2,405	2.19%	348	29	146	1,882	1,208
Ryedale	871	3.68%	0	20	6	845	319
Scarborough	2,058	3.79%	0	84	0	1,974	940
Selby	1,370	3.90%	26	11	0	1,333	446
Sheffield	5,733	2.46%	933	538	4	4,258	2,816
Wakefield	5,712	3.96%	0	507	0	5,205	3,151
York UA	1,678	1.99%	90	48	29	1,511	486
Yorkshire & the Humber	92,409	4.06%	5,922	4,701	441	81,345	41,299

Appendix 2

Area Assembly Empties - June 2008



Appendix 3 EMPTY PROPERTY ACTION PLAN 2008-2011

Overarching target

BVPI 64 aims to increase the number of empty residential dwellings brought back into use by 120 properties in 2008/09 and to achieve a reduction of 10% reduction per year in 2009/10 and 2010/11.

Ref	Actions	Milestones	Progress to date	Responsibility	Resources	Risks	Status
1.0 Pro-active Enforcement							
1.1	<p>Establish: Selective Licensing</p> <p>Enable: Works in Default</p> <p>Enable: Enforced Sale Proceedings</p> <p>Explore: Empty Dwelling Management Orders (EDMOs)</p>	<p>Oct 08: Identify a geographical area for selective licensing pilot</p> <p>Jan 09: Engage with landlords in the identified pilot area</p> <p>April/May 09: Review Pilot</p> <p>08/09: Two properties to be brought back into use.</p> <p>Aug 08: Prepare Service Level Agreement to allow sales. Legal support</p> <p>Mar 09: Examine viability of using EDMOs in the Borough</p> <p>Jun 09: Review EDMO position</p>	<p>Achieved – Eastwood Pilot Area identified</p> <p>Achieved – Questionnaires despatched</p> <p>On-going</p> <p>On-going</p> <p>Achieved, SLA in place. Legal supporting CPU</p> <p>Attended seminar to consider this emerging legislation. Legal consulting legislation</p> <p>On-going</p>	<p>Delivery: Lewis Coates – Community Protection Unit (CPU)</p> <p>Monitoring: Private Sector Renewal Working Group</p>	<p>Enforcement Officer time</p> <p>RHB/TSY funding</p>	<p>Without meaningful enforcement activity, preventative and capacity building activity may be seen as ineffective.</p> <p>EDMO's are untested nationally.</p>	Green
1.2	<p>Enforcement Team Action which targets the long term (over 6 months) empty properties</p>	<p>Sep 08: Establish a geographical list of long term empty properties.</p> <p>Monthly: Target 20 owners of empty properties with advice leaflets</p> <p>Apr 09: Involve the Arson Intervention Team (AIT) in the design of leaflet advice.</p>	<p>Achieved</p> <p>Achieved and on-going</p> <p>On-going – AIT approached – Jan 09.</p>	<p>Enforcement Team</p> <p>South Yorkshire Fire and Rescue - Arson Intervention Team</p>	<p>CPU Fire Officer (AIT)</p>	<p>An absence of preventative activity may hinder enforcement activity which must demonstrate that all reasonable steps taken to avoid enforcement.</p>	Amber
1.3	<p>Establish Multi-Agency, Empty Properties Procedure note and flowchart for Enforcement Action</p>	<p>Dec 08: Create Procedure Note and flowchart and roll out to stakeholders</p>	<p>Achieved ahead of milestone.</p>	<p>Lewis Coates Community Protection Unit</p>	<p>Enforcement Officer time</p>	<p>Joined-up multi-agency action will be compromised without formal approach</p>	Green

Ref	Actions	Milestones	Progress to date	Responsibility	Resources	Risks	Status
2.0 Private Landlords							
2.1	Encourage Landlords to bring empty properties back into use – to assist homelessness	Annual target to achieve 18 properties brought back into use to accommodate homeless households.	Exceeded target - 39 achieved to date (Mar 09)	Dan Peck - Quality Landlord Scheme Manager	QLS Officer time RHB funding	Unwilling Landlords will affect targets being met	Green
2.2	Provide Landlords with empty property information on grants/loans, letting practice, tenancy management, etc	Jan 09: Distribute newsletters to Landlords on RMBC register Nov 08: Design and implement RMBC web pages for private sector landlords	Achieved ahead of target (Dec 08) Home page achieved by Nov 08 – full implementation Dec 08.	Paul Benson - Private Sector Officer Dan Peck - Quality Landlord Scheme Manager	Private Sector Officer time RHB funding	Unwilling landlords will affect targets being met A lack of incentives will make it more difficult to achieve target	Green
3.0 Social Housing Providers (SHP) / Developer Partners							
3.1	Tackling long-term empty properties with Social Housing Provider assistance	Apr 08: Provide Registered Social Landlord (RSL) Partners with details of properties requiring targeted intervention May 08: RSL Partners to be tasked with bringing 10 empty properties back into use. Mar 09: 10 properties to have been acquired, refurbished and brought back into use as social housing by RSL Partners	Achieved Achieved To date (Mar 09) 7 properties acquired with one occupied	Paul Benson Private Sector Officer Registered Social Landlord partners	Private Sector Officer time RHB/TSY funding Housing Corporation funding	Affordable housing delivered through refurbishment is more expensive than new build. Current housing market makes it difficult to promote 'new' affordable housing tools. Unrealistic expectation of landlords of empty property values	Amber
3.2	Tackling long-term empty properties through engagement with private sector developers	Sept 08: Examine empty property list to establish new build unsold properties Apr/May 09: Engage all private sector developers with new build dwellings vacant for more than 6 months, to explore strategies to resolve Apr/May 09: Sign-post RSL partners to developers with a view to acquisition of empty new build properties for social housing.	Achieved On-going On-going	Paul Benson - Private Sector Officer Tracie Seals - Affordable Housing Officer, Registered Social Landlords and Private Sector Developers	Private Sector Officer and Affordable Housing Officer time Housing Corporation and TSY funding	Developer's expectation of empty new build property values. Strategic impact where change of tenure from open market sale to social rent. There will be an increase in the number of empty properties due to the current economic climate	Amber

Ref	Actions	Milestones	Progress to date	Responsibility	Resources	Risks	Status
4.0 Borough-wide initiatives							
4.1	Develop and implement a rural empty property programme	Apr 09: Develop interventions to tackle empty properties in Rural areas Mar 10: Reduce number of empty properties in rural areas by 10% in 2009/10	To be commenced in Apr 09 To be commenced in Apr 09	Paul Benson - Private Sector Officer Lewis Coates Community Protection Unit Manager Pete Stringer Council Tax	Private Sector Officer time RHB/TSY funding	Lack of information regarding location of properties will reduce opportunity of achieving target. Failure to utilise enforcement tools will prevent target from being achieved.	Green
4.3	Establish an Empty Property Database to map prioritise and target action	Mar 09: Explore data protection issues and develop an access agreement between Council Tax, Neighbourhood Investment Services and Central Intelligence Unit May 09: Plot, using GIS, empty property data to MapKey.	To be commenced in Apr 09 To be commenced in Apr 09	Paul Benson - Private Sector Officer Lewis Coates - Community Protection Unit Manager Richard Copley (GIS) & Pete Stringer (Council Tax)	Officer time and RHB funding	Without an Empty Property database, the council is restricted to reactive rather than proactive action	Amber
4.5	Monitor and report progress against the Empty Property Action Plan 2008/11	Bi-annual: in April and October: Update action plan and report progress to Cabinet Member for Neighbourhoods Monthly: Report on performance against BVPI 64 to Performance Management	October report slightly delayed until Nov 08 Achieved. Performance at Feb 09 was 124 empty properties brought back into use.	Neighbourhood Investment Services	Officer time	Failure to achieve target may mean that homeless households are not accommodated and the Council's CPA may be adversely affected.	Green

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

	Meeting:	Cabinet Member for Neighbourhoods
	Date:	20th April 2009
	Title:	Sheltered Housing Modifications 2009/10
	Directorate:	Neighbourhoods and Adult Services

5. Summary

The report sets out the recommendations for spending the 2009/10 Regional Housing Board (RHB) allocation for Sheltered Housing modifications.

6. Recommendations

That the Cabinet Member:

- **Approves the 2009/10 budget spend proposal**

7 Proposals and Details:

7.1 The 2008/09 Sheltered Modifications Project delivered level access improvements to 320 Sheltered properties at the following schemes:

- Crescent/Croft/South (Swinton)
- Godric Green (Brinsworth)
- Apollo Street (Kilnhurst)
- Turner Close (Rawmarsh)
- Greenfields (Rawmarsh)
- Arbour Drive (Thurcroft)
- Cliff Hill/Redwood Drive (Maltby)
- Model Village (Maltby)
- The Lings (Bramley)
- Cambron Gardens (Bramley)
- St Josephs Court (Dinnington)

7.2 It is recommended that the 2009/10 RHB allocation of £690K be committed to creating level access to the properties listed in Appendix A. There are 194 properties listed in total, covering the following 5 sheltered housing schemes.

- Dorothy Taylor (Dalton)
- Marshall Close (Rawmarsh)
- Pottery Close (Rawmarsh)
- Woodland Gardens (Maltby)
- Bevan Crescent (Maltby)

7.3 Following a review in 2008, the Sheltered schemes listed in items 7.1 and 7.2 are considered to be the most sustainable and have accordingly been prioritised for investment.

7.4 *Appendix B* provides a visual display of the Borough. The red circles indicate areas where level access improvements have taken place and are proposed to take place under items 7.1 and 7.2.

8. Finance

8.1 It is estimated at present that costs will average out at £3k per property. Therefore, based on a £690k programme approximately 200 properties could receive access improvements once fees and contingencies have been taken into consideration.

8.2 Once design has been delivered for the properties listed in Appendix A, a Target Cost and GMP (guaranteed maximum price) will be agreed with the selected contractor.

9. Risks and uncertainties

- 9.1 The original intention was always to improve access and design of all sheltered housing. The lack of assumed funds has severely limited the potential spend against the original sheltered housing review. Tenants' expectations have been raised, and although not all proposals were popular, many have expected improvements to their homes to be funded. There is a risk of negative publicity unless an alternative funding source can be identified. Communications with tenants now needs to be very sensitively managed, particularly on schemes where the pilot extensions have taken place.

10. Policy and Performance Agenda Implications

- 10.1 It is recommended that level access work be prioritised as it is a sustainable investment. It will help overcome difficulties experienced in letting due to poor access, and improvements can also be made to a greater number of properties this way. Achieving level access was also the number one priority set out in the 'The Rotherham Sheltered Housing Standard'.

11. Background Papers and Consultation

- Housing Strategy;
- Extra Care Housing Strategy;
- Supporting People Strategy;
- Correspondence with all Elected Members 02/03/05
- Meetings with elected members by ward – 21st-28th February 2005
- Report presented to CMT on 14 March, Cabinet Member for Housing & Environmental Services on 21 March, The Cabinet on 22 March, 2005.
- Report presented to The Cabinet on 7 September 2005
- Report presented to CMT on 27 March and The Cabinet on 3 May 2006
- Report presented to CMT on 2 October 2006
- Report presented to CMT on 25 October 2006
- Report presented to Neighbourhoods DMT on 18 December 2007
- Report presented to Neighbourhoods Cabinet Member DPM on 21 April 2008
- Report presented to Neighbourhoods Cabinet Member DPM on 19 May 2008

Contact names:

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Appendix A

RMBC - Environment and Development Services - Access Improvements Priority Table

Scheme Name	House No.	Road	Address	Post Code	Ward
Dorothy Taylor	1	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	2	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	2	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	3	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	4	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	4	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	5	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	6	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	6	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	7	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	8	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	8	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	9	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	10	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	10	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	11	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	12	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	12	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	13	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	14	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	14	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	15	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	16	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	16	Brierley Road	Dalton	S65 4HW	Valley Ward
Dorothy Taylor	17	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	18	Leverton Way	Dalton	S65 4HP	Valley Ward

Dorothy Taylor	19	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	20	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	21	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	23	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	24	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	26	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	27	Magna Lane	Thrybergh	S65 4HH	Valley Ward
Dorothy Taylor	28	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	28	Magna Lane	Thrybergh	S65 4HH	Valley Ward
Dorothy Taylor	29	Magna Lane	Thrybergh	S65 4HH	Valley Ward
Dorothy Taylor	30	Leverton Way	Dalton	S65 4HP	Valley Ward
Dorothy Taylor	30	Magna Lane	Thrybergh	S65 4HH	Valley Ward
Marshall Close	1	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	3	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	5	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	5	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	6	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	7	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	7	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	7	Griffiths Close	Rawmarsh	S62 6DD	Rawmarsh Ward
Marshall Close	8	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	8	Griffiths Close	Rawmarsh	S62 6DD	Rawmarsh Ward
Marshall Close	9	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	9	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	10	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	11	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	11	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	12	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	13	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	13	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	14	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	15	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	15	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	16	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward

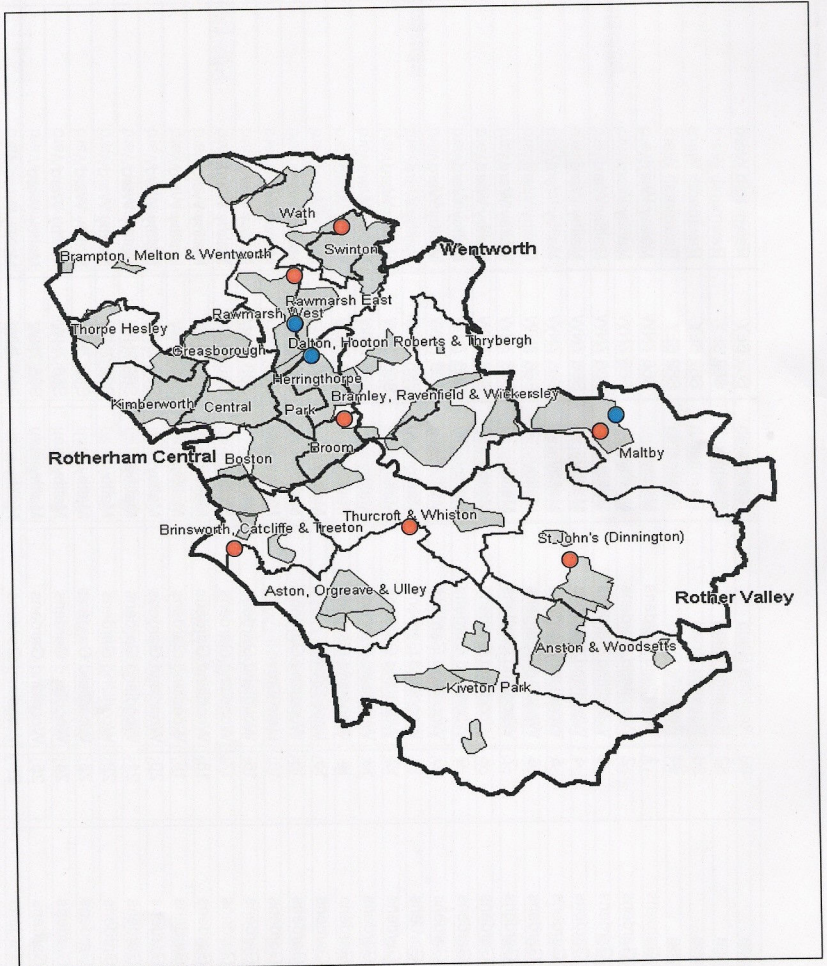
Marshall Close	17	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	17	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	19	Victoria Road	Rawmarsh	S62 6DA	Rawmarsh Ward
Marshall Close	19	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	21	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	23	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	25	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	27	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	29	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	31	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	33	Marshall Close	Rawmarsh	S62 6DB	Rawmarsh Ward
Marshall Close	63	Barber Avenue	Rawmarsh	S62 6DE	Rawmarsh Ward
Marshall Close	65	Barber Avenue	Rawmarsh	S62 6DE	Rawmarsh Ward
Marshall Close	67	Barber Avenue	Rawmarsh	S62 6DE	Rawmarsh Ward
Marshall Close	69	Barber Avenue	Rawmarsh	S62 6DE	Rawmarsh Ward
Marshall Close	71	Barber Avenue	Rawmarsh	S62 6DE	Rawmarsh Ward
Marshall Close	73	Barber Avenue	Rawmarsh	S62 6DE	Rawmarsh Ward
Bevan Crescent	2	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	4	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	6	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	8	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	10	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	12	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	14	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	16	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	18	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	20	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	22	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	24	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	26	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	28	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	30	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	32	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	34	Bevan Crescent	Maltby	S66 8AN	Maltby Ward

Bevan Crescent	36	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	38	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	40	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	42	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	44	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	46	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Bevan Crescent	48	Bevan Crescent	Maltby	S66 8AN	Maltby Ward
Pottery Close	1	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	1	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	1	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	2	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	2	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	2	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	3	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	3	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	3	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	4	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	4	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	4	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	5	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	5	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	5	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	6	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	6	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	6	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	7	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	7	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	7	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	8	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	8	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	8	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	9	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	9	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	9	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward

Pottery Close	10	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	10	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	10	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	11	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	11	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	11	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	12	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	12	Wilton Close	Rawmarsh	S62 6ND	Rawmarsh Ward
Pottery Close	12	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	13	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	13	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	14	Pottery Close	Rawmarsh	S62 6AB	Rawmarsh Ward
Pottery Close	14	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	18	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	19	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	20	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	21	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	22	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	24	Wedgewood Close	Rawmarsh	S62 6NB	Rawmarsh Ward
Pottery Close	50	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	52	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	54	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	56	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	58	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	60	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	62	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	64	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	66	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	68	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	70	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	72	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	74	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	76	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	78	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward

Pottery Close	80	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	82	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	86	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Pottery Close	84	Rockliffe Road	Rawmarsh	S62 6LY	Rawmarsh Ward
Woodland Gardens	1	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	2	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	3	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	4	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	5	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	6	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	7	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	8	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	9	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	10	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	11	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	12	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	13	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	14	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	15	Lime Grove	Maltby	S66 7NT	Maltby Ward
Woodland Gardens	15	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	16	Lime Grove	Maltby	S66 7NT	Maltby Ward
Woodland Gardens	16	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	17	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	18	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	19	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	20	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	21	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	22	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	23	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	24	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	25	Woodland Gardens	Maltby	S66 7NW	Maltby Ward
Woodland Gardens	26	Woodland Gardens	Maltby	S66 7NW	Maltby Ward

Appendix B - RMBC - Environment and Development Services
Illustration of level access works undertaken and proposed
Key: Blue = Proposed work, Red = Work already undertaken



ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Neighbourhoods
2.	Date:	20th April 2009
3.	Title:	Fees and Charges 2009/10 - Neighbourhood Services
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

This report proposes 2009-10 fees and charges for Neighbourhood Services activities including animal health, food, health & safety, houses in multiple occupation, pest control, pollution control, stray dogs and weights and measures.

The level of fee and charges recommended in the report reflect both corporate guidance regarding any required increase ie 2% and also nationally prescribed fee levels eg pollution control regulation. The only departure to the recommended local 2% increase relates to the fees set for “weights and measures” activity where a sub regional agreement is in place to follow national LACORS guidance.

6. Recommendations

That Cabinet Member

Agrees the proposed fees and charges for 2009/10, as set out in this report, with effect from 1 May 2009.

7. Proposals and Details

Legislation provides powers of discretion for local authorities to make charges for specific services. This report proposes the level of 2009-10 fees for services where charges are currently made across Neighbourhoods Services. A further report will be submitted to the Licensing Committee on licensing activities falling within that Committee's terms of reference.

Section 93 of the Local Government Act 2003 provides further powers for Best Value local authorities in England (includes RMBC) to make charges for discretionary services providing income from the charges does not exceed the service cost, taking one year with another. Reports will be submitted where it is considered appropriate to invoke these powers

Proposals are as follows and a schedule of proposed 2009-10 fees and charges are set out in Appendix 1.

Animal Health

The Council licences riding, animal boarding and breeding establishments, pet shops, dangerous wild animals and performing animals primarily to ensure animal welfare conditions are met. Regulation for some premises incorporates inspection by a veterinary surgeon, the costs of which are incorporated within licence fees. Increases of approximately 2% are recommended.

Bereavement Services

Cabinet Member will be aware that the Bereavement Services Partnership commenced on 1st August 2009. The fees charged by Dignity Funerals Ltd for the bereavement services it provides are reviewed in April each year. This review is currently in progress, this involves the benchmarking of the proposed fees against those charged by comparable authorities within the region, and a comparison against the national average. A further report will follow once this exercise has been completed.

Food, Health & Safety

The Council registers premises for activities such as ear piercing, electrolysis, tattooing and acupuncture primarily to check and maintain appropriate health & safety standards. Increases of 2% are recommended for all chargeable services provided by this team.

Houses in Multiple Occupation

Fees for the mandatory licensing of Houses in Multiple Occupation (HMOs) were established in June 2006. There are over 200 HMOs in the Borough, however; the law does not impose mandatory licensing for all premises as there are a number of exceptions. Currently there are only 6 known licensable HMOs where the landlords have applied for licences in Rotherham. Each licence is valid for 5 years with no further requirement for fees to be paid during the period of licence.

The Government guidance in fee setting advises a minimum licence fee of £350, and this level is reflected across the level of licence fee set by neighbouring authorities. During 2009 and beyond private sector landlords will be key in helping deliver the Housing Strategy for the Borough and, whilst the number of applications for licenses in the Borough is predicted to remain low, it is important that the fee is set reasonably so as not to pose a barrier to this housing market sector. It is recommended that no change is made to the existing level of fee for 2009/10.

Pest Control

Pest Control fees are charged for the provision of domestic treatments of pests ranging from "Public Health" pests such as mice and cockroaches, through to "nuisance" pests such as wasps and ants. The Pest Control team also provide service to businesses in the form of contracts or one off service provision. For one off infestation treatments for businesses the fees for are charged in accordance with an hourly rate.

A Value for Money assessment has recently been completed which included comparison of fees and charges with both other local authorities and privately run businesses. This showed the level of fee set for the service to be above the average for local authorities but still competitive with the pest control companies. The Value for Money report also highlighted that currently fees and charges cannot meet the income level that is set within the revenue budget, due mainly to the provision of free rat treatment to all residents of the Borough.

The level of fees recommended in Appendix 1 represents a 2% increase on current levels, in line with corporate direction.

Pollution control

The Environmental Protection Act 1990 (EPA) and Pollution Prevention and Control Act 1999 provide for the control of emissions from prescribed industrial processes. The legal controls are shared, dependant on the type of process, between the Environment Agency and local authorities. There is a national fee set by Government for the authorisation and inspection of these processes. These fees are set annually at levels that will recover costs of local authorities of implementing the system.

Accordingly it is recommended that fees for the local authority EPA regulatory regime for Part A2 and Part B processes are set in accordance with the statutorily prescribed DEFRA guidance and national fees. This national approach ensures a consistency of fees and charges to business across the country and amounts to an average increase of approximately 3% in Rotherham.

Stray Dog Fees

In April 2008, the Clean Neighbourhoods and Environment Act 2005 placed responsibility for dealing with stray dogs with the local authority.

The fees and charges have been benchmarked with neighbouring authorities and this shows our charges to be mid range in comparison. It is proposed to increase the fees currently charged by 2%.

Weights & Measures and prescribed poisons

Fees are charged for the testing and stamping (verification) of weights and measures used for trade and the sale by retail of certain strong chemicals prescribed by legislation as poisons. Most (about 90%) of local authorities set fees in accordance with annual guidance from the Local Authorities Co-ordinators of Regulatory Services (LACORS), the remainder tend to have high local demand for verification and offer reduced rates. Additionally, there is agreement between authorities within the Yorkshire and Humber area to set fees in accordance with the LACORS guidance for equipment tested under the Measuring Instruments Directive.

LACORS recommend fee increases of 5% for 2009/10 and this level is proposed for Rotherham.

8. Finance

Proposed fees and charges for 2009/10 meet established requirements for the setting of revenue budgets and are estimated to reduce the gap that has arisen in former years between actual and budgeted income.

Where service take up and income is lower than anticipated compensatory savings will be made.

9. Risks and Uncertainties

The level of fees and charges place a burden on local businesses and may, if set at unreasonably high level impede economic growth and/or become subject to challenge. In the event that income budgets are not achieved, it will be necessary for services to make compensatory savings.

10. Policy and Performance Agenda Implications

The Services provided reflect commitment to local priorities. Key strategic areas in particular are indicated below;

a. Community Strategy

The Services contribute to the themes and priorities of "Rotherham Safe" and "Rotherham Achieving". In addition, actions deliver against the cross cutting "Sustainable Development" theme.

b. Corporate Plan

The Services contribute to the following corporate priorities "Rotherham Safe", "Rotherham Alive", and "Rotherham Achieving".

c. Neighbourhoods and Adult Service Plan

Contributes to the strategic objectives to address crime and antisocial behaviour, promoting health, improving the satisfaction of people's neighbourhoods and helping to build sustainable neighbourhoods.

d. Outcomes Framework for Social Care

The services have clear links to the outcomes framework and importantly include:

- ***Improved Health and Emotional Well-being***, by promoting and facilitating the health and emotional well-being of people who use the services.
- ***Improved Quality of Life***, by supporting independence of people to live a fulfilled life.
- ***Economic Well-Being***, by ensuring people are not disadvantaged financially and have access to economic opportunity and appropriate resources to achieve this.

11. Background Papers

- DEFRA LAPPC Charges for 2009/10
- LACORS Guidance 2009/10

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APPENDIX 1
Neighbourhood Standards
Proposed Fees and Charges 2009/10 (excluding VAT)

<u>Service</u>	<u>2008/09 (£)</u>	<u>2009/10 (£)</u>
ANIMAL HEALTH		
Animal Boarding Establishments	210	214
Riding Establishments	210	214
Performing Animals	128	131
Dog Breeding Establishments	128	131
Dangerous Wild Animals	128	131
Pet Shops	128	131
Zoos (First licence 4 years)	918	936
Zoos (Renewal licence 6 years)	1,357	1384
FOOD, HEALTH AND SAFETY		
Ear-piercing – premises	107	109
Ear piercing - person carrying on the business	21	22
Tattooing	158	161
Acupuncture – premises	133	136
Acupuncture – person carrying on the practice	21	22
Electrolysis	133	136
Water Standard	27	28
Water Additional	32	32
HOUSES IN MULTIPLE OCCUPATION		
First Application	460	460
Subsequent Applications	360	360
PEST CONTROL		
Domestic Treatments (all prices are subject to VAT)		
Rats	Free	Free
Mice (up to 3 visits)	55	57
(any subsequent requested mouse visit)	12	13
Insects excluding cockroaches	55	57
All other treatments including cockroaches (per hour)	55	57
Call out fee paid for visit where treatment cancelled by customer	40	41
Out of hours fixed fee:		
Evenings and Saturday	60	62
Sunday & Bank Holiday	70	72

Commercial premises (All prices are per hour and subject to VAT and materials costs)		
All treatments and proofing	55	57
Out of hours:		
Evenings and Saturday	85	87
Sundays and Bank Holiday	110	112
Other charges (Single fees)		
Call out fee paid for visit where treatment cancelled by customer	40	41
Surveyors charge	55	57
Other Service Provision:		
Self-Help Ant Spray	6	7
Client Missed Appointment	26	27
Treatment Penalty (For further treatments where repairs have been reported and repairs not done – in lieu of legal proceedings)	112	114
POLLUTION CONTROL		
Standard process	1,514	1,561
Additional fee for operating without a permit	1,090	1,124
Reduced fee activities (Except VRs)	142	146
PVR I & II Combined	-	243
Vehicle Refinishers (VRs)	-	342
Reduced fee activities additional fee for operating without a permit	65	67
Mobile screening and crushing plant	1,504	1561
for the third to seventh applications	904	932
for the eighth and subsequent applications	458	472
Annual Subsistence Charge		
Subsistence charges can be paid in four equal quarterly instalments paid on 1 st April, 1 st July, 1 st October and 1 st January. Where paid quarterly the total amount payable to the local authority will be increased by £36.		
Reduced fee activities are: service stations, vehicle refinishers, Dry Cleaners and small Waste Oil Burners under 0.4MW		
Standard process LOW	706	731
Standard process MEDIUM	1,060	1098
Standard process HIGH	1,581	1653
Reduced fee activities Low/Medium/High	145	75 149 224

PVR I & II Combined Medium Component	208	65**
Vehicle Refinishers Low/Medium/High	335	216 345 518
Odourising of natural gas Low/Medium/High	353	75 149 224
Mobile screening and crushing plant Low/Medium/High	949	611 978 1467
for the third to seventh authorisations Low/Medium/High	565	364 583 874
for the eighth and subsequent authorisations Low/Medium/High	290	187 299 448
		** To be added to risk assessed reduced fee for PVRI
Where a Part B Installation is subject to reporting under the E-PRTR Regulation, add an extra £98 to the above amounts.		
Transfer and Surrender		
Standard process transfer	155	160
Standard process partial transfer	457	471
Surrender: all Part B activities	0	0
Reduced fee activities*: transfer	0	0
Reduced fee activities*: partial transfer	43	44
Temporary Transfer for Mobiles		
First Transfer	-	50
Repeat Transfer	-	10
Repeat Following enforcement or warning	-	50
Substantial change s10 and s11		
Standard process	964	994
Standard process where the substantial change results in a new PPC activity	1,514	1,561
Reduced fee activities*	94	97
* Reduced fee activities are:- Service Stations, Vehicle Refinishers, Dry Cleaners and Small Waste Oil Burners under 0.4MW		
Part A2		
Application	3,085	3181
Additional fee for operating without a permit	1,090	1124
Annual Subsistence LOW	1,232	1368
Annual Subsistence MEDIUM	1,383	1524
Annual Subsistence HIGH	2,047	2208
Substantial Variation	1,255	1294
Transfer	216	222
Partial Transfer	640	660

Surrender	640	660
STRAY DOGS		
Handling Charge	16	17
Dog per day	6.50	7
WEIGHTS & MEASURES		
<p>It has been the practice of the Council, and other neighbouring authorities to set the level of fees in accordance with recommendations of the Local authorities Co-ordinators of Regulatory Services. It is proposed that this practice be continued in Rotherham for 2008-09</p>		

LACORS Costing Guidance 2009-2010

1. The LACORS Costing Guidance is presented solely as guidance to local authorities and its use is not mandatory.
2. Costings have been increased by 5.0 % over 2008/09 rates. This is in accordance with the RPI (Retail Price Index) figure published in October 2008 by National Statistics, for the year to September 2007.
3. The 2009/10 guidance is based on a chargeable rate of **£67.57** per officer per hour, designed to facilitate full cost recovery for metrological activity.
4. For any work not covered by this guidance, or which varies significantly or is carried out in exceptional circumstances, an appropriate charge may be calculated as a surcharge to the hourly rate.
5. When a visit is made by a Trading Standards Officer to any premises for the purpose of carrying out any of the functions or activities listed below, each visit may be subject to a minimum charge of **£67.57** per Officer per visit regardless of the nature or amount of work requested or completed. Warning: At present, LACORS has not established the legal position regarding the charging of a minimum fee in the case of cancellation or curtailment of the work to be carried out (i.e. a 'call-out' or cancellation charge). If such a fee is charged, it may be subject to a legal challenge.
6. Visits carried out partly or entirely outside of normal office hours may incur a surcharge of **50%** of the standard fee or of the standard hourly rate per Officer per hour.
7. The guidance relates to the cost of testing single items. Authorities should not be inhibited from departing from the quoted fee in locally determined circumstances. Discounted fees may be appropriate, for example, in the following circumstances:
 - a. Where more than a single item is submitted on one occasion and particularly where large quantities are involved;
 - b. Where facilities, equipment or assistance are provided by the submitter by prior arrangement;
 - c. Where no officer travelling time is involved.
8. Previous discussions with HM Customs & Excise had concluded that fees, with the exception of those put forward for the purposes of Section 74 of the Weights and Measures Act 1985, were NOT subject to VAT. This is because the work of local authorities was classified as a 'non-business' activity. However, the situation has now changed. Where applicable, VAT is included in the guidance provided. See Customs & Excise Notice 749 – Local Authorities and similar bodies (April 2002)

for further details. NB This may be subject to further review at any time, but is current at the time of writing (November 2007).

9. This guidance is written on the assumption that the proposed Legislative Reform Order (to permit self-verification after adjustment) will come into effect on 1st April 2008. If this were not to be the case, fees for such eventualities would continue to be VAT-exempt.

Activity	Cost	Fee Subject to addition of VAT
A. Measuring Instruments Directive		
In order to reflect additional costs associated with examination, testing and documentation, and maintenance of MID notified body status, certain classes of instrument covered by MID should be subject to additional charges, as follows:		
<ul style="list-style-type: none"> • Automatic discontinuous totalisers, automatic rail weighbridges, automatic catchweighers, automatic gravimetric filling instruments and beltweighers • Cold water meters 	No extra charge	Yes
<ul style="list-style-type: none"> • Measuring instruments for liquid fuel and lubricants • Measuring instruments for liquid fuel delivered from road tankers 	10% surcharge	Yes
<ul style="list-style-type: none"> • Capacity serving measures • Material measures of length 	25% surcharge	Yes
Note: Fees increase for initial MID conformity assessment, but not subsequent reverification.		
B. Special Weighing and Measuring Equipment		
<p>Examining, testing, certifying, stamping, authorising or reporting on special weighing or measuring equipment at the place where the service is provided. Such types of equipment, specifically excluded from tables (C) to (I) below, include:</p> <ol style="list-style-type: none"> 1. Automatic or totalising weighing machines 2. Equipment designed to weigh loads in motion 3. Bulk fuel measuring equipment tested following a Regulation 65 or 66 occurrence under the 1983 Regulations or Regulation 23 or 24 occurrence under the 1988 Regulations 	£67.57 ph	Yes, unless <ol style="list-style-type: none"> 1. Under the Measuring Instruments (EEC Requirements) Regs 1988 2. In pursuance of a Community obligation other than under (1)

4. Weighing or measuring equipment tested by means of statistical sampling 5. The establishment of calibration curves from templates 6. Templates graduated in millilitres 7. Testing or other services in pursuance of a Community obligation other than EC initial or partial verification		
C. Weights		
Weights exceeding 5kg or not exceeding 500 mg, 2 CM	£7.50 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Other Weights	£5.77 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
D. Measures		
Linear measures not exceeding 3 m, for each scale	£8.40 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Capacity measures, without divisions, not exceeding 1 litre	£6.41 ea	Yes
Cubic ballast measures (other than brim measures)	£148.79 ea	Yes
Liquid capacity measures for making up and checking average quantity packages	£23.52 ea	Yes
Templates		
Per scale - first item	£40.90 ea	Yes
Second and subsequent items	£15.90 ea	Yes
E. Weighing Instruments		
Non-NAWI		
Not exceeding 1 tonne	£53.41 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Exceeding 1 tonne to 10 tonne	£86.53 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Exceeding 10 tonnes	£180.71 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988

NAWI		
Not exceeding 1 tonne	£88.89 ea	Yes
Exceeding 1 tonne to 10 tonne	£137.60 ea	Yes
Exceeding 10 tonnes	£301.19 ea	Yes
When testing instruments incorporating remote display or printing facilities, and where completion of the test requires a second person or a second series of tests by the same person, an additional fee may be charged	50% surcharge	Yes
Note: When supplying specialist equipment (including but not limited to weighbridge test unit, van and test weights, etc) an additional fee may be charged hourly, daily or per appointment, according to circumstance		
F. Measuring Instruments for Intoxicating Liquor		
Not exceeding 150ml	£14.65 ea	Yes
Other	£16.92 ea	Yes
G. Measuring Instruments for Liquid Fuel and Lubricants		
Container type (not subdivided)	£61.41 ea	Yes
Single/multi-outlets (nozzles)		
First nozzle tested, per site	£100.17 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Each additional nozzle tested	£61.54 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Testing of peripheral electronic equipment on a separate visit (per site)	£67.57 ph	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Testing of credit card acceptor (per unit, regardless of no. of slots/nozzles/pumps)	£67.57 ph	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
H. Road Tanker Fuel Measuring Equipment (Above 100 Litres)		
Meter measuring systems		
Wet hose with two testing liquids	£215.00 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Wet hose with three testing liquids	£250.82 ea	Yes, unless under the Measuring Instruments (EEC Requirements)

		Regs 1988
Dry hose with two testing liquids	£238.86 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988 Requirements) Regs 1988
Dry hose with three testing liquids	£274.84 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Wet/dry hose with two testing liquids	£334.46 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Wet/dry hose with three testing liquids	£358.32 ea	Yes, unless under the Measuring Instruments (EEC Requirements) Regs 1988
Dipstick measuring systems		
Up to 7,600 litres (for calibration of each compartment and production of chart)	£146.30 ea	Yes
Over 7,600 litres, basic fee, plus additional charge	£67.57 ph	Yes
Initial dipstick	£16.92 ea	Yes
Spare dipstick	£16.92 ea	Yes
Replacement dipstick (including examination of compartment)	£37.17 ea	Yes
I. Certificate of errors		
For supplying a certificate containing results of errors found on testing (certificate supplied upon request of the submitter; fee applies when no other fee is payable).	£34.04 ea	Yes

2009-2010 Charges
LAPPC charges for 2009/10

Type of charge	Type of process	2009/10 Fee
Application Fee	Standard process	£1561
	Additional fee for operating without a permit	£1124
	Reduced fee activities (except VRs)	£146
	PVR I & II combined	£243
	Vehicle refinishers (VRs)	£342
	Reduced fee activities: Additional fee for operating without a permit	£67
	Mobile screening and crushing plant for the third to seventh applications	£1561
	for the eighth and subsequent applications	£932
		£472
		Where an application for any of the above is for a combined Part B and waste application, add an extra £294 to the above amounts
Annual Subsistence Charge	Standard process Low	£731 (+£98)*
	Standard process Medium	£1098(+£147)*
	Standard process High	£1653 (+£196)*
	Reduced fee activities Low/Med/High	£75 £149 £224
	PVR I & II combined Medium component	£65**
	Vehicle refinishers Low/Med/High	£216 £345 £518
	Odorising of natural gas Low/Med/High	£75 149 £224
	Mobile screening and crushing plant, for first and second permits L/M/H	£611 £978 £1467
	for the third to seventh permits L/M/H	£364 £583 £874
	eighth and subsequent permits L/M/H	£187 £299 £448
		* the additional amounts in brackets must be charged where a permit is for a combined Part B and waste installation
	Where a Part B installation is subject to reporting under the E-PRTR Regulation, add an extra £98 to the above amounts	
Transfer and Surrender	Standard process transfer	£160
	Standard process partial transfer	£471
	New operator at low risk reduced fee activity	£74
	Surrender: all Part B activities	£0
	Reduced fee activities: transfer	£0
	Reduced fee activities: partial transfer	£44

Temporary transfer for mobiles	First transfer	£50
	Repeat transfer	£10
	Repeat following enforcement or warning	£50
Substantial change	Standard process	£994
	Standard process where the substantial change results in a new PPC activity	£1561
	Reduced fee activities	£97

LAPPC mobile plant charges for 2009/10

Number of permits	Application fee 2009/10	Subsistence fee 2009/10		
		Low	Med	High
1	£1559	£611	£978	£1467
2	£1559	£611	£978	£1467
3	£931	£364	£583	£874
4	£931	£364	£583	£874
5	£931	£364	£583	£874
6	£931	£364	£583	£874
7	£931	£364	£583	£874
8 and over	£472	£187	£299	£448

Key

Subsistence charges can be paid in four equal quarterly instalments paid on 1st April, 1st July, 1st October and 1st January. Where paid quarterly the total amount payable to the local authority will be increased by £36.

Reduced fee activities are; Service Stations, Vehicle Refinishers, Dry Cleaners and Small Waste Oil Burners under 0.4MW

LA-IPPC charges for 2009/10

NB – every subsistence charge in the table below includes the additional £98 charge to cover LA extra costs in dealing with reporting under the E-PRTR Regulation.

Type of charge	Local authority element 2009/10
Application	£3181
Additional fee for operating without a permit	£1124
Annual Subsistence LOW	£1368
Annual Subsistence MEDIUM	£1524
Annual Subsistence HIGH	£2208
Substantial Variation	£1294
Transfer	£222
Partial transfer	£660
Surrender	£660

Environment Agency Subsistence Fees for Discharge to Controlled Waters 2009/10

Charge band	Charge	Applicability
A	£ 2,250	Where permit conditions contain numerical water discharge limits other than for the pollutants or parameters listed in bands B and C
B	£ 750	Where permit conditions contain numerical water discharge limits for BOD, COD ¹ or ammonia
C	£ 220	Where permit conditions contain numerical limits for water flow, volume, suspended solids, pH, temperature, or oil or grease

¹ biological oxygen demand and chemical oxygen demand

D	£ 65	Where conditions are included in a permit which do not fall within any of the descriptions in bands A-C (e.g. descriptive conditions)
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Key

Subsistence charges can be paid in four equal quarterly instalments paid on 1st April, 1st July, 1st October and 1st January. Where paid quarterly the total amount payable to the local authority will be increased by £36. There is no extra fee payable to the Environment Agency where quarterly payments are made.

Newspaper advertisements

Newspaper adverts may be required under EPR at the discretion of the LA as part of the consultation process when considering an application (see Chapter 9 of the General Guidance Manual). This will be undertaken and paid for by the LA and the charging scheme contains a provision for the LA to recoup its costs

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	CABINET MEMBER FOR NEIGHBOURHOODS
2.	Date:	20th April 2009
3.	Title:	BUILDING SAFER AND STRONGER COMMUNITIES TRAINING (BSSC)
4.	Directorate:	HOUSING AND NEIGHBOURHOOD SERVICES

5. Summary

- 5.1. Following the Safer Neighbourhood Team Review, Training of Staff was highlighted as a key action. This report is to inform members of the actions taken to date to ensure that a fit for purpose training schedule will be in place in line with the outcomes of the review and, in doing so, closes delivery of the related Year Ahead commitment (Commitment 63)
- 5.2. The training identified will ensure that Safer Neighbourhood Team and Area Partnership staff are equipped with the tools to assist communities in reducing crime and the fear of crime and anti-social behaviour.
- 5.3. The objective of this paper is to present the suggested training package which will not only address the requirements for Safer Neighbourhood Team officers but embed a training package that will meet the wider capacity building requirements of the wider partner “Neighbourhood Team”
- 5.4. The development and roll out of this package can be considered a “Green Flag” rated best practice activity that can be promoted in the Comprehensive Area Assessment.

6. Recommendations

That Cabinet Member for Neighbourhoods:

- **Recognises the work already carried out in respect of the training**
- **Notes the need for training which will underpin Service Plan Objectives for Neighbourhood and Adult Services and be incorporated in the Performance Development Review of all council staff who are part of the Safer Neighbourhood Teams and Area Partnership Teams.**

7. Proposals and Details

7.1 Background

Safer Neighbourhood Team working, encompassing Neighbourhood Policing and key elements of neighbourhood management, was rolled out in Rotherham in April 2006. The framework being based on the established Neighbourhood Area Assembly alignment with the Safer Neighbourhood Teams (SNTs) structured to three Safer Neighbourhood Areas (SNAs) based on parliamentary constituencies.

In November 2008 a realignment of Neighbourhoods took place, putting Neighbourhood Partnership Teams and Community Protection Teams to mirror the above community focused approach.

In the Review of Safer Neighbourhood Teams carried out in March 2008 training was emphasised and put forward as an action, and during the year services have delivered a range of development for their front line staff. It has become apparent especially since the introduction of the new Neighbourhood Partnership focus, that, critically, there is a significant gap in the understanding of what and how each of the partner's work within a neighbourhood management backdrop arena.

To address this, a partnership Task & Finish Group has looked at training for Neighbourhood Teams and the Group has been informed from a series of Safer Neighbourhood Learning Days across each SNA looking at the area itself, its priorities, offenders and victims, roles of locality teams, early intervention teams and the makeup of household and individuals themselves. At the Learning Days all attendees have been asked to complete a training needs assessment in order to capture areas of learning required and identify the tools needed for staff to deliver their role in partnership. A copy of the questionnaire is attached to this report shown as **Appendix A**.

From this the Group has agreed that there would be an initial test of a new Building Safer and Stronger Neighbourhood (BSSN) training package before it is rolled out more widely. The training programme firstly focus on the seven Neighbourhood Teams across the borough and attendees will include Elected Members, staff from the Council, South Yorkshire Police, South Yorkshire Fire and Rescue Service and the Primary Care Trust and 2010 Rotherham Limited.

7.2 Building Safer and Stronger Neighbourhood Training

The test of the new training package is planned to start to commence at the end of April 2009, initially in Wentworth North. The Building Safer and Stronger Neighbourhood training will be run by South Yorkshire Police Training Department and has been designed to address the training needs which have emerged from the introduction of the Neighbourhood Policing Agenda, the Citizen Focus Agenda and the changes in how we measure and manage performance. The training will then be rolled out over the next six months to each of the 8 Safer Neighbourhood Teams across the borough and will form the start of a rolling programme of training.

The BSSN package itself is designed to be delivered to all South Yorkshire Safer Neighbourhood Team members, irrespective of their agency, role or rank in order to create a more cohesive and supported way of working.

The training package requires the full co-operation of all attendees and is designed to ensure that tools are provided to staff whose role is to provide quality services to citizens, customers and communities in a bid to build confidence, satisfaction and deal with locally identified issues. The training will take an in-depth look at the academic theories behind anti-social behaviour, its context, the mechanisms to bring about change and the outcomes. It breaks down an area, looks at its makeup, what type of people live in an area, looks at the questions asked in relation to their concerns so the correct support, advice, action and reassurance can be given and most importantly changes thought processes to move from just crime and disorder to civil renewal.

It is important to point out that the training package is set over two full days and requires attendees to carry out research. The objectives can also be clearly linked to Neighbourhoods key priorities, full details of which are attached to this report shown as **Appendix B**. The costs of each of the pilots will be funded through existing budgets.

Further work is being carried out on a more detailed training package, breaking down the needs assessment discussed earlier in this report and issues learned from the Chesterhill Intensive Management Pilot.

Meetings have taken place with the new Neighbourhood Initiatives Manager to build into the training key elements of Neighbourhood Management which will be part of the rolling programme of training. It is anticipated that a number of intensive neighbourhood management projects will be delivered across a small number of our most deprived and vulnerable neighbourhoods. The projects would be a replica of the Chesterhill approach and therefore there would be a need to deliver training to the managers and teams of those projects.

The rolling programme of training suggested is attached to this report shown as **Appendix C**. It will take into account the need to enhance the understanding of key elements of neighbourhood management and the roles of agencies. The programme will also break down the level of knowledge required by staff in order for them to provide excellent customer service and advice and reassurance. It will be based on six Cognitive Skills for Learning outcomes. The description of which are shown as Appendix D

8. Finance

An allocation of £600 per 2 day sessions to carry out 7 BSSN training days has been identified from the Neighbourhoods and Adult services training budget. South Yorkshire Police are providing the trainer for each of the sessions.

There is potential for external funding to reduce the Council's commitment with in addition, partner agencies contributing to the cost or running of the training events.

9. Risks and Uncertainties

Failure to utilise all the tools available to Local Authorities to address anti-social behaviour will ensure that residents of Rotherham will not live in an area which is relatively safe

Failure to deliver will have an adverse affect on targets contained within the Respect Agenda, and the overall drive to reduce the fear of crime.

To ensure that we have come civil renewal in our Neighbourhoods it is key to our officers and community leaders knowing the areas they work and live in.

10. Policy and Performance Agenda Implications

Training of the Safer Neighbourhood Team staff is clearly an aspect of the Corporate Priority "Rotherham Safe", where the cleaner, greener agenda is set out, emphasising a preventative approach.

In addressing the **Rotherham Safe** priorities the strategy contributes to delivering the following key strategic actions;

- Maintaining the current overall low crime rate in Rotherham, as well as in continuing to address people's concerns about anti-social behaviour and their fear of crime
- Aiding the development of a sustainable housing stock
- Supporting the Rotherham Renaissance Masterplan and reinforcing the town centre's role as a place for urban living
- Increase satisfaction with local neighbourhoods
- Making the connection between national and local strategies
- Providing a link between regional, national and local organisations

In addition it will contribute to the **Sustainable Development** cross cutting theme by protecting and enhancing the environment, **Rotherham Alive** by ensuring a place where people feel good, are healthy and active, **Rotherham Achieving** by helping raise the quality of life in the most deprived communities and **Rotherham Proud** by increasing the satisfaction in the local area as a place to live and putting pride in the hearts of our communities.

Training Safer Neighbourhood Teams has clear linkages to the seven outcomes of the Outcomes Framework for Social Care, and importantly includes:

- **Improved Health and Emotional Well-being**, by promoting and facilitating the health and emotional well-being of people who use the services
- **Improved Quality of Life**, by supporting independence of people to live a fulfilled life.

10. Background Papers and Consultation

The report was informed by:

Home Office Strategic Plan and the White Paper – Building Communities, Beating Crime 2004 -2008:

- The Neighbourhood Policing Agenda
- The Citizen Focus Agenda

The training plan is monitored by a small working group comprising

- Janet Greenwood, Lesley Cooper, Lewis Coates, Shirley Hallam, Diane Hurst, Helen Nixon – RMBC
- Insp Stephen Tattershall, PC Emma Smart – South Yorkshire Police
- Andrew Leigh, Lynne Hamshaw – 2010 Rotherham Limited

Contact Name: Janet Greenwood, Neighbourhood Partnership Manager, Ext 4540
Janet.Greenwood@rotherham.gov.uk

Safer Neighbourhood Teams**Training Needs Assessment**

A training programme for the Safer Neighbourhood Team was highlighted as an action within the Safer Neighbourhood Review. In order to create a meaningful package for Officers, there is a need to identify what 'tools' you need to deliver your job within the Partnership

Would you please use this 'Learning Day' opportunity to answer the following questions?

Name and Contact:	
Organisation:	
The following areas below are suggestions of where further training may be needed, this is not exhaustive. Please list any other areas in the box below	
Partnership: Officers Roles/Responsibilities Organisational Structures Neighbourhood Action Groups – what are they, what is their function? Problem Solving (SARA) Knowing your Neighbourhood (Profile) Reporting Intelligence (NIR) Building Safer and Stronger Communities Walkabouts Every Contact Counts (Safeguarding)	(please √)
Area Assemblies: What are they and what do they do? Consultation and Community Engagement Identifying Area Priorities Implementing Plans and Services for the Area	
2010: What is an ALMO? Basic Housing Legislation Managing a Tenancy Agreement Enforcement Action against a Tenancy Estate Management How void properties are managed	
Safer Neighbourhoods – Neighbourhood and Adult Services What are our powers? Inter linking enforcement approaches (Private Sector)	
Customer Focus: Community Perception/Your Voice Counts/Impact Surveys Service Standards Policing Pledge Joint ASB Performance Framework	

Customer Satisfaction Surveys	
<p>Please note any additional needs/further information that you have identified</p> <p>What do you see as priority for inclusion in an Induction Pack new starters?</p>	

Neighbourhoods and Adult Services**Building Safer and Stronger Neighbourhoods**

The Building Safer and Stronger Neighbourhood (BSSN) training package has been designed to address the training needs which have emerged from the introduction of the neighbourhood policing agenda, The citizen focus agenda and the changes in how we measure and manage performance targets.

The package is designed to be delivered to all South Yorkshire staff irrespective of role and rank or agency to create a more cohesive and supported way of working.

The training package aims to provide tools to those in South Yorkshire whose business it is to provide quality service to citizens and customers in a bid to build confidence, satisfaction and deal with locally identified issues.

The training package is at present a two day course which covers the following elements:

Session One Setting the Context

Provides students with an overview of neighbourhood policing, partnership working and the current government and NPIA agenda. This sets the context of the training and provides students with an understanding of why such training needs delivering.

FEEDING INTO: CSE: Culture; Social Care Outcome: Leadership

Session Two Theories for building safer and stronger neighbourhoods

This session has been designed to provide students with a basic understanding of academic theories that are essential if we are to be successful in building safer and stronger neighbourhoods. Furthermore, it is an essential component in understanding how to influence and improve public confidence and satisfaction.

FEEDING INTO: CSE: Culture; Information and Access, Customer Insight; Social Care Outcome: Positive Contribution

Session Three Context / Mechanism / Outcome

This session provides students with the knowledge that will enable them to become more scientific and in their approaches to dealing with actions in their communities. By adopting such methods they will be able to measure the successfulness of any interventions chosen. This is tied into the SARA model.

FEEDING INTO: CSE: Culture; Information and Access, Customer Insight; Delivery, Timeliness and Quality of Service; Social Care Outcome: Commissioning and Use of Resources

Session three is then broken down further to provide the 'meat on the bones' in the following way:

Context

Context looks at communities, neighbourhoods and the importance of understanding them in line with social capital.

Mechanism

Mechanism breaks down into further sessions and starts to look at possible interventions which can be implemented in communities to deal with locally identified issues in partnership.

- Information giving.
 - This lesson looks at how and when to provide people with information, the importance of getting it right and the problems we create if we get it wrong.
- Consultation
 - The session involves looking at how we can conduct community research and enhance our opportunities and success of engaging wider audiences.
- Involvement
 - This session is about how we can involve citizens and to what extent.
- Service Delivery
 - This session looks at what services can be delivered in partnership to address and deal with neighbourhood issues
- Empowerment
 - This session looks at empowerment and what it means. It focuses on engaging people as citizens so they are able to take an active part in building safer and stronger neighbourhoods.
- Governance
 - This session is to simply provide an understanding of what governance is and what the benefits are. Here participatory budgeting can be explored, community assemblies and community justice panels.

Outcome

This session looks at what the organisational priorities might be that we are working towards. This may be in the form of APAC's, LAA's or the new top down approach – improving public confidence that crime and anti-social behaviour issues that matter locally are being dealt with by the police and their partners.

This also links to obtaining through consultation such community issues and then looking at how this may link into being a joint priority.

OVERALL FEEDING INTO:

- CSE Standard – all 5 criterion
- Social Care Outcomes: Leadership, Commissioning and Use of Resources, Improved Quality of Life, Freedom from Discrimination or Harassment, Making a Positive Contribution, Choice and Control.
- Rotherham SAFE
- Personalisation agenda – removing barriers and tailoring activity, problem solving and empowering neighbourhoods to take the lead having more choice and control around how their community remains safe.

**Safer Neighbourhood Teams Training
List of Required Training**

Identified Training	Cognitive Domain	Learning Outcome	Delivery Mechanism	Completion Date	
1.0 Partnerships					
1.1	Officers Roles and Responsibilities in the SNT	Knowledge	Officers will be able identify what other officers roles are and understand basic principles of their duties	2 day training course – Building Safer and Stronger Neighbourhoods via South Yorkshire Police	December 2009
1.2	Organisational Structures	Knowledge	Officers will be able to understand the structure of partner organisations and define ranking such as in SYFS and SYP for example	To be identified through working group	To be part of a rolling programme as decided by working group
1.3	NAGS – What are they, what is their function and the bigger picture	Analysis	Officers will be able to understand and compare and contrast trends in respect of actions in areas and be able to recognise the differences between fact and inferences within their specific area	2 day training course – Building Safer and Stronger Neighbourhoods via South Yorkshire Police	December 2009
1.4	Problem Solving Techniques i.e. SARA	Analysis	Officers will be able to support the process by examining evidence and illustrating appropriate actions	2 day training course – Building Safer and Stronger Neighbourhoods via South Yorkshire Police	December 2009
1.5	Knowing your Neighbourhood (profile), what information is gathered, what can be gathered and how it can be used	Analysis	Officers will be able to understand and distinguish trends in behaviour and apply detailed arguments to classify appropriate actions	2 day training course – Building Safer and Stronger Neighbourhoods	December 2009

				via South Yorkshire Police	
1.6	Reporting Intelligence (NIR)	Application	Through training officers will have the ability to provide appropriate and timely information and evidence	To be identified through working group	To be part of a rolling programme as decided by working group
1.7	Building Safer and Stronger Communities	Application	Through training officers will have the ability to identify with the community, have the understanding of the background and theories of the issues and put into practice true partnership working to bring about change	2 day training course – Building Safer and Stronger Neighbourhoods via South Yorkshire Police	December 2009
1.8	Participating in Walkabouts – What is required of agencies etc	Knowledge	Using skills and knowledge gained officers will be able to recall previously learned basic knowledge and skill of work of partner agencies	To be identified through working group	To be part of a rolling programme as decided by working group
1.9	Every Contact Counts (Safeguarding adults and children)	Knowledge	As above	To be identified through working group	To be part of a rolling programme as decided by working group
2.0. Area Assemblies					
2.1	Area Assemblies, what are they and what is their role	Knowledge	Officers would be able to identify the role of area assemblies and have a basic understanding of the principles of their work	To be identified through working group	To be part of a rolling programme as decided by working group
2.2	Consultation and Community Engagement	Application	Officers will have the ability to apply theories in order to engage with communities and compare and contrast issues	2 day training course – Building Safer and Stronger Neighbourhoods via South Yorkshire Police	December 2009
2.3	Identifying Area Priorities	Application	Officers will have the ability to apply theories in order to engage with communities and compare and	To be identified through working	To be part of a rolling

			contrast issues	group	programme as decided by working group
2.4	Implementing Plans and Services for the Area	Knowledge	Following training officers will have basic facts and knowledge to recognise how plans and services are implemented	To be identified through working group	To be part of a rolling programme as decided by working group
3.0. 2010 Rotherham Limited					
3.1	What is an Arms Length Management Organisation	Knowledge	Officers will understand what an Arms Length Management Organisation is, the history behind its development	To be identified through working group	To be part of a rolling programme as decided by working group
3.2	Estate Management	Comprehension	Officers will be able to differentiate between estate Management, Neighbourhood Management and Managing Anti-Social Behaviour.	To be identified through working group	To be part of a rolling programme as decided by working group
3.3	Void Property Management	Knowledge	Officers will have a basic understanding of property management and the letting of property	To be identified through working group	To be part of a rolling programme as decided by working group
4.0 The Legal Side Council and Police					
4.1	Basic Housing Management and Legal Remedies- NOSP, Introductory Tenancies, Evictions ASBO's, Undertakings etc	Application	Officers will be able to differentiate between the types of Legal actions available and how to use them appropriately	To be identified through working group	To be part of a rolling programme as decided by working group
4.2	Police legal services, roles and responsibilities	Comprehension	Officers will be able to review actions taken and understand the significance of taking such action	To be identified through working group	To be part of a rolling programme as decided by working group
4.3	Crown Prosecution Service(CPS), role and responsibilities	Knowledge	Officers will have basic knowledge of the Crown Prosecution Service	To be identified through working group	To be part of a rolling programme as

					decided by working group
4.4	Information sharing is another concern. With evidence of confusion over this area, all staff in every service need to understand when they may lawfully share information about both children and parents - the safety and welfare of children is the overriding consideration.	Application	Officers will understand the importance of Data Protection in the role of the SNT	To be identified through working group	To be part of a rolling programme as decided by working group
5.0. Safer Neighbourhoods –NAS					
5.1	Role of the Department	Application	Officers will have a basic understanding of Environmental issues and know specific facts	To be identified through working group	To be part of a rolling programme as decided by working group
5.2	Tools and Powers	Application	Officers will be able to differentiate between the types of Legal actions available and how to use them appropriately	To be identified through working group	To be part of a rolling programme as decided by working group
5.3	Interlinking enforcement approaches (Private Sector)	Application	As above	To be identified through working group	To be part of a rolling programme as decided by working group
6.0. Customer Focus					
6.1	Community Perception/ Your Voice Counts/ Impact Surveys.	Knowledge	Following training officers will have basic facts and knowledge to recognise how plans and services are implemented	2 day training course – Building Safer and Stronger Neighbourhoods via South Yorkshire Police	December 2009
6.2	Asking the “right” questions, getting it right	Application	Officers will have the ability to apply theories in order to engage with communities and compare and contrast issues	2 day training course – Building Safer and Stronger Neighbourhoods via South	December 2009

				Yorkshire Police	
6.3	Service Standards, LAA etc	Knowledge	Following training officers will have basic facts and knowledge to recognise how plans and services are implemented	To be identified through working group	To be part of a rolling programme as decided by working group
6.4	Policing Pledge	Knowledge	Following training officers will have basic facts and knowledge to recognise how plans and services are implemented	To be identified through working group	To be part of a rolling programme as decided by working group
6.5	Performance Management , techniques used	Application	Officers will have the ability to assist in providing suitable information to inform on actions taken and the impact on service provision	To be identified through working group	To be part of a rolling programme as decided by working group
7.0 Role of other Partners and Agencies					
7.1	Overview of roles and responsibilities of South Yorkshire Fire and Rescue Service	Knowledge	Following training officers will have a basic understanding of the role of the fire service, and will be able to provide basic information to communities.	To be identified through working group	To be part of a rolling programme as decided by working group
7.2	Overview of roles of the Drug Strategy Team	Knowledge	Officers will have a basic knowledge of the team and a good understanding of drug related issues. They will have the ability to recognise areas of concerns and know who does what, and how to contact the team	To be identified through working group	To be part of a rolling programme as decided by working group
7.3	Overview of Children and Young People's Services	Knowledge	Learning outcomes will be identified once working group have decided the appropriate information required.	To be identified through working group	To be part of a rolling programme as decided by working group
8.0 Hate Crimes					
8.1	<i>Definition of Hate Crimes and Racism</i> Why is it so important to identify hate incidents How does it feel to be victimised High risk factors	Comprehension	Work is currently taking place to identify key issues for training. Once this has been acknowledged, outcomes will be added to the plan	To be identified through working group	To be part of a rolling programme as decided by working group

	<p>Common characteristics of offenders Why don't people report What's happening in Rotherham / Strategic Links Where do people report race and hate crimes What happens following the report Prevention, Support and advice available</p>				
8.2	<p><u>Preventing Violent Extremism</u> Understanding the Terminology Rich Picture and Prevent Overview Islam and the Muslim Community</p>	Comprehension	Work is currently taking place to identify key issues for training. Once this has been acknowledged, outcomes will be added to the plan	To be identified through working group	To be part of a rolling programme as decided by working group
8.3	<p><u>Community Tensions</u> Definition Why report How to report What happens to the report</p>	Comprehension	Work is currently taking place to identify key issues for training. Once this has been acknowledged, outcomes will be added to the plan	To be identified through working group	To be part of a rolling programme as decided by working group

Cognitive Skills for Learning Outcomes

Cognitive Domain	Selection of active Verbs for Learning Outcomes	Answers the questions
knowledge - Ability to recall previously learned material, know specific facts/methods/procedures, know basic concepts/principles.	Define, label, recall, order, list, quote, match, state, recognise, identify, recite	<i>Who, what, when, where, how?</i> <i>How do you define?</i>
Comprehension – ability to understand the meaning of material, interpret charts/graphs, estimate future consequences implied in the data	Describe, discuss, summarize paraphrase, report, review, understands, explain	<i>How would you paraphrase?</i> <i>What are the main ideas?</i> <i>How would you summarise</i> <i>Give examples of.....</i>
Application – ability to use learned information in new situations/problems solving/solutions that have “best answers, demonstrate correct usage of procedures, apply laws/theories to practical solutions	Assess, demonstrate, examine, distinguish, establish, show, report, implement, determine, produce, solve, draw, interpret, provide, use, utilise, write	<i>How is xxx an example of yyy?</i> <i>How is xx related to yy?</i> <i>Why is xx significant?</i>
Analysis – ability to identify component parts of knowledge, to understand its structure and composition, recognise, logical fallacies in reasoning, make distinctions between facts and inferences	Analyse, illustrate, discriminate, differentiate, distinguish, examine, question, infer, support, prove, test, experiment, categorise, write	What are the parts/features of xx? Classify according t...? Outline/diagram How does xx compare/contrast with? What evidence is there for...?
Synthesis – ability to creatively apply knowledge to new areas, integrate new knowledge, write well argued paper/speech propose research design to test hypothesis	Compile, categorise, generate, negotiate, reconstruct, reorganise, revise, validate, organise, plan, propose, set up, write, substitute, initiate, express, compare, modify, design, create, build, devise, and integrate.	What would you infer/predict from...? What ideas can you add to? How would you create/design...? What might happen if you? What solutions would you suggest?
Evaluation – ability to judge the value of evidence / material for a given purpose	Appraise, criticise, assess, argue, justify, defend, interpret, support, estimate, evaluate, critique, review, write	Do you agree that ...? What did you think about..? What is the most important..? Prioritise & give rationale Decision making – rationale Criteria for assessing ...

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Neighbourhoods
2.	Date:	20th April 2009
3.	Title:	Continuation of Legal Authorisations in respect of Illegal Money Lending Activities
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

In November 2007 a report was prepared and approved by Cabinet to delegate certain functions of the Council under the Consumer Credit Act 1974 to the Executive of Birmingham City Council in order to take advantage of expertise and funding located with the Illegal Money Lending team based in Birmingham City Council. At the time, this authorisation was only based on the period for which central Government funding was available which was until the end of March 2009. Since that time, the funding has been extended up until the end of March 2011.

This report is to address the issue of delegation beyond March 2009 and ensure that the work already carried out in the Rotherham area is continued while funding is available.

It is recommended that a new protocol is signed along the lines of the original one with an open ended term. The current protocol already contains a clause which allows Rotherham MBC to withdraw, provided there are reasonable grounds for doing so.

6. Recommendations

1. That certain functions of the Council under the Consumer Credit Act 1974 be delegated to the executive of Birmingham City Council in the following terms:

“without prejudice to Rotherham Borough Council’s duty in its capacity as an enforcement authority to enforce the provisions of the Consumer Credit Act 1974, the functions conferred upon Rotherham Borough Council under parts iii (licensing of credit and hire business) and part xii (enforcement of act) of the 1974 act be delegated to the executive of Birmingham City Council for the period commencing on 1st April 2009 and continuing for the life of the Birmingham Illegal Money Lending Team or until Rotherham Borough Council withdraws.”

2. That the *‘protocol for illegal money lending team investigations’* (attached as Appendix 2 to this report) be approved and the Director of Housing and Neighbourhood Services be authorised to sign it.

7. Proposals and Details

The background to the set up and funding for the illegal money lending team in Birmingham is laid out in the Measures to tackle Illegal money lending – Legal Authorisations Report laid before Cabinet on the 14th November 2007, a copy of which is attached for information as Appendix 1.

At that time, the term of the agreement was set to end on the 31st March 2009 which followed the terms of the funding provided by central Government for the team based in Birmingham. This funding has been extended until the 31st March, 2011 and looks as though it will be extended further.

The team works on intelligence gathered from local communities, as well as providing funding for Financial Inclusion Officers, ensuring that once the enforcement work is completed, communities and individuals are supported. These officers work closely with the Local Authority and other organisations to provide a co-ordinated approach to financial problems from providing lifestyle support to debt advice to legitimate forms of available credit.

Rotherham had its own launch in June 2008 with John Healey MP attending along with the Mayor, Cllr Ann Russell, The Mayoress, Cllr Patricia Russell, and Cllr Jahangir Akhtar. This led to good publicity, with at least three radio stations picking up the storey along with local newspapers.

Over the past twelve months, the benefits of authorising the Illegal Money Lending Team have spread and now all the Yorkshire and Humber Authorities have signed up to protocols with Birmingham City Council. On the 23rd January, 2009, with all four South Yorkshire authorities signed up, a South Yorkshire Launch was held with Rosie Winterton MP, Minister for Yorkshire and Humber, attending to show the Government support for this scheme.

A “stop loan sharks” brand has now been established for the project nationally as well as a national website. The launch of the brand and website is likely to be mid February 2009 by a Government Minister. The **0300 555 2222** number is now the Illegal Money Lending Team project national contact number.

It is important that the protocol is continued without a break in order to allow the Illegal Money Lending Team to continue the good work they are carrying out in the Rotherham area without a break in continuity. Tables are attached showing the level of work carried out in the Yorkshire and Humber Region and the number of victims supported and the type of support received. Unfortunately, more precise information on the impact of the team on a more local level is not available. This is due to the way in which the intelligence and data is currently being gathered and recorded by the team. However assurances have been given that this will be amended in the near future to enable more accurate reporting of the team’s activities on a sub-regional and local basis.

8. Finance

No new financial considerations for the Council arise from this report. The costs associated with the work of the team will be met by Birmingham City Council who will reclaim these from HM Treasury via the Department for Business Enterprise and Regulatory Reform.

Being involved with the Illegal Money Lending project also opens up an access route for financial benefits, e.g. supporting credit unions and debt advice.

9. Risks and Uncertainties

In order to ensure that all investigations, prosecutions and associated costs are properly authorised and accounted for, it is essential that authority is given to the Illegal Money lending Team in accordance with this report and attached protocol. Failure to do this will limit the opportunity to prevent, deter and detect illegal money lending in Rotherham.

10. Policy and Performance Agenda Implications

Providing authority to the team impacts on the following RMBC priority themes:

Rotherham Achieving – Illegal moneylenders invariably target low-income households and the most vulnerable members of society. This can mean that their activities have disproportionate implications for the more deprived areas.

Rotherham Alive – There is evidence of associated violence with illegal money lending. This can lead to health implications through stress and worry.

Rotherham Proud – Although illegal money lending is not something which is visible outside the community, it can have a negative impact on strong sustainable and cohesive communities. Action taken against them supports the policy priorities associated with crime and disorder and protecting the more vulnerable members of the community.

Rotherham Learning – Rotherham's residents will benefit by raising awareness of illegal money lending, the implications for individuals and who to contact for assistance.

Rotherham Safe - As detailed above, the activity of illegal money lending is quite often linked to other types of crime being carried out by the money lenders. It can also lead to petty theft by people desperate to pay the lenders.

Rotherham Sustainable Development – Illegal money lending has a negative effect on economic growth, siphoning off money from the legitimate economy and affecting local businesses. Marginalising rogue traders will assist in supporting legitimate credit providers

The project also impacts on the Social Care Outcomes Framework as follows:

Improved Quality of Life - by reducing the impact of Loansharks on the local community and wiping out the illegal debt which has built up

Exercise of Choice and Control - by providing lifestyle and financial advice and assistance to vulnerable members of the community

Economic Well-Being - by ensuring that money remains within the community and supports local trade and the local economy.

11. Background Papers and Consultation

- **Appendix 1** – Copy of Report: Measures to tackle Illegal money lending – Legal Authorisations Report laid before Cabinet on the 14th November, 2007
- **Appendix 2** - Updated Protocol for Illegal Money Lending Team Investigations – OFT / Birmingham City Council
- **Appendix 3** – Tables detailing statistical levels of intelligence and victim support provided

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	The Cabinet
2.	Date:	14 November 2007
3.	Title:	Measures to tackle illegal money lending – Legal Authorisations
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

The Department of Trade and Industry (DTI), as an extension to various other strands of work enhancing consumer protection and promoting affordable credit and working to minimise over-indebtedness, has moved to addressing illegal money lending. One measure has been the introduction of two pilot enforcement projects in Birmingham and Glasgow. Following success in the pilots, the scheme has been enhanced using central funding. Officers from the Birmingham team have been working in Sheffield, and wish to extend this work into Rotherham. The team is managed by Birmingham City Trading Standards management utilising powers under the Consumer Credit Act 1974. The enforcement responsibilities under this legislation within Rotherham, rest with the Council.

This report seeks approval to authorise Birmingham City Council to investigate and institute proceedings against illegal money lenders operating within areas of Rotherham.

6. Recommendations

It is recommended that –

1. **Certain functions of the Council under the Consumer Credit Act 1974 be delegated to the Executive of Birmingham City Council in the following terms:-**

“Without prejudice to Rotherham Borough Council’s duty in its capacity as an enforcement authority to enforce the provisions of the Consumer Credit Act 1974, the functions conferred upon Rotherham Borough Council under Parts III (Licensing of Credit and Hire Business) and Part XII (Enforcement of Act) of the 1974 Act be delegated to the Executive of Birmingham City Council for the period commencing on 1st November, 2007 and ending on 31st March, 2009.”

2. **The *protocol for illegal money lending team investigations* appended as the appendix to this report be approved and the Director of Housing and Neighbourhood Services be authorised to sign it.**
3. **The illegal money lending loan shark project be launched in Rotherham as a high-profile, “hard launch”.**

7. Proposals and Details

If a business offers credit or lends money to consumers, or allows customers time to pay for goods and services, it must be licensed with the Consumer Credit Licensing Bureau of the Office of Fair Trading (OFT) under the Consumer Credit Act 1974. The OFT must be satisfied that an applicant for a Licence is a fit and proper person. Enforcement of this legislation is the responsibility of the OFT and Local Authority Trading Standards Services.

To operate a consumer credit business without being licensed is a criminal offence and carries a maximum penalty of £5,000 and/or up to two years imprisonment. Additionally the OFT can revoke licences, issue warnings and add conditions where necessary.

The issue of money lending can cover a range of illegal activities including:

- persons that are actually licensed but are acting unlawfully (for example by canvassing off trade premises)
- persons offering cash loans without being licensed at all (Loan Sharks)

In light of the serious nature of illegal money lending and the negative impact it can have on the well-being of vulnerable sections of the community the DTI set up a pilot project through Birmingham City Council Trading Standards Services. A team was established to investigate illegal money lending activity, investigate if a problem existed, and bring to justice those persons responsible.

Initially the team covered a geographical area including the West Midlands, Warwickshire, Shropshire, Herefordshire, Worcestershire, Stoke, Staffordshire and Telford. The team consisted of seven investigators and a team manager.

Following the pilot, research commissioned by the Department for Business, Enterprise and Regulatory Reform (DBERR) (formerly the DTI) identified the extent of the problem and the reasons why people use illegal money lenders. Subsequently HM Treasury announced an extension to the funding for the scheme up to March 2008. This continuation demonstrates Government's support for the scheme. Additionally Government announced that the project would extend its geographical area to cover Leeds, Bradford, Liverpool and Sheffield.

Since the launch in Sheffield, some information on possible illegal money lending in Rotherham has been passed to the Birmingham team. In order to expand the work of the team into the Rotherham Area, team members require authority to carry out investigations and instigate legal proceedings within the Borough under the Consumer Credit Act 1974. The attached protocol at Appendix 1 contains all the required conditions and consents to enable these officers to undertake the necessary investigations and legal procedures.

Should the illegal money lending team take on any investigations within the Rotherham area, all costs and risks associated with the case will be borne by Birmingham City Council.

At the beginning of the project, there will be a launch. This can be of a soft or hard nature, although the hard launch is preferable as it highlights the campaign in the area and helps publicise the loan shark team to vulnerable members of the community. This would include advertising on buses, posters and radio campaigns. All literature will be Rotherhamised, with the RMBC logo and the loan shark team using a local number which would be switched through to a 24 hour helpline in Birmingham. All this would be funded through the illegal money lending project. An example of the poster, designed for Sheffield, is attached as Appendix 2

Apart from the funding, the Illegal Money Lending Team would bring a wealth of experience to Rotherham citizens, eg. being able to organise such things as witness protection which would not be easy to provide at a local level.

8. Finance

No new financial considerations for the Council arise from this report. The costs associated with the work of the team will be met by Birmingham City Council who will reclaim these from HM Treasury via the DBERR.

Being involved with the Illegal Money Lending project will also open up an access route for financial benefits, e.g. supporting credit unions and debt advice.

9. Risks and Uncertainties

In order to ensure that all investigations, prosecutions and associated costs are properly authorised and accounted for, it is essential that authority is given to the Illegal Money lending Team in accordance with this report and attached protocol. Failure to do this will limit the opportunity to prevent, deter and detect illegal money lending in Rotherham.

10. Policy and Performance Agenda Implications

Providing authority to the team impacts on the following priority themes

Rotherham Achieving – Illegal moneylenders invariably target low-income households and the most vulnerable members of society. This can mean that their activities have disproportionate implications for the more deprived areas

Rotherham Alive – There is evidence of associated violence with illegal money lending. This can lead to health implications through stress and worry.

Rotherham Proud – Although illegal money lending is not something which is visible outside the community, it can have a negative impact on strong sustainable and cohesive communities. Action taken against them supports the policy priorities associated with crime and disorder and protecting the more vulnerable members of the community.

Rotherham Learning – Rotherham's residents will benefit by raising awareness of illegal money lending, the implications for individuals and who to contact for assistance.

Rotherham Safe - As detailed above, the activity of illegal money lending is quite often linked to other types of crime being carried out by the money lenders. It can also lead to petty theft by people desperate to pay the lenders.

Rotherham Sustainable Development – Illegal money lending has a negative effect on economic growth, siphoning off money from the legitimate economy and affecting local businesses. Marginalising rogue traders will assist in supporting legitimate credit providers

11. Background Papers and Consultation

- **Appendix 1** - Protocol for Illegal Money Lending Team Investigations – OFT / Birmingham City Council
- **Appendix 2** - Copy of Loan Shark poster

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Draft No.3/ RW/18195/14 November 2007

DEPARTMENT OF TRADE AND INDUSTRY
ILLEGAL MONEY LENDING PROJECT

PROTOCOL FOR ILLEGAL MONEY LENDING TEAM INVESTIGATIONS

Interpretation

For the purposes of this Protocol –

- “Birmingham Trading Standards” - means the regulatory services of BCC
- “BCC” - means Birmingham City Council
- “Commencement Date” - means 1st April 2009
- “Delegated Power” - means the delegation of the discharge of the functions under Part III (licensing of credit and hire business) and Part XII (enforcement of Act) of the Consumer Credit Act 1974 to BCC by RBC in pursuance of section 13, section 19 (1) (b) of the Local Government Act 2000 and regulation 7 of the Local Authorities (Arrangements for Discharge of Functions) (England) Regulations 2000 and any other legislation enabling the delegation of those functions
- “IMLT” - means the Illegal Money Lending Team
- “RBC” - means Rotherham Borough Council
- “RBC Trading Standards” - means the Trading Standards Service unit of RBC
- “Term” - means from 1st April, 2009 for the life of the scheme or until RBC withdraw.

1. Application

- 1.1. This Protocol applies to the BERR (formerly DTI)/HM Treasury funded *Illegal Money Lending Project* and covers –
- the conduct of investigations and associated working practices for IMLT officers when conducting investigations or operating in RBC's area;
 - the mechanisms whereby RBC Trading Standards is updated on the progress of the project and any significant issue relating thereto;
 - the exchange of intelligence and information between the IMLT and RBC; and
 - the institution of legal proceedings.

2. Protocol

- 2.1. The purpose of this Protocol is to facilitate the delegation of powers to officers employed within BCC's IMLT to enforce the provisions of Parts III and XII of the Consumer Credit Act 1974 in RBC's area. The Protocol encourages the exchange of information and a working partnership approach between BCC and RBC in relation to offences committed under Part III of the Consumer Credit Act 1974.
- 2.2. This Protocol will come into force on the Commencement Date and terminate at the expiry of the Term.
- 2.3. Notwithstanding the terms and conditions of this Protocol, this Protocol does not prohibit RBC from withdrawing the Delegated Power at any time during the Term. However, RBC agrees and undertakes not to withdraw the Delegated Power unless it has reasonable grounds for so doing.

3. The IMLT

- 3.1. The Delegated Power confers upon BCC authority to conduct investigations and prosecutions in relation to offences committed under Part III of the Consumer Credit Act 1974 in RBC's area under the auspices of the *Illegal Money Lending Project*.
- 3.2. The IMLT comprises a team manager and up to 29 staff directly employed by BCC. The IMLT team manager will be responsible for the day-to-day operation and supervision of the IMLT.
- 3.3. The IMLT team manager will report directly to the Director of Regulatory Services or the Head of Trading Standards and Licensing of BCC, as appropriate.
- 3.4. Thirteen weeks after the Commencement Date and quarterly thereafter, the IMLT team manager of BCC will provide to the Trading Standards and Business Regulation Manager of RBC Trading Standards and CENTSA a progress report on investigations being conducted by the IMLT in RBC's area. The report shall contain details of all investigations undertaken by

the IMLT during the preceding quarter unless, in the opinion of the Director of Regulatory Services or the Head of Trading Standards of BCC, there is a significant risk that disclosure in a particular case may jeopardise an investigation, prosecutions being pursued or concluded, and developments concerning or affecting the *Illegal Money Lending Project*.

- 3.5. RBC agrees and acknowledges that the Delegated Power confers upon BCC the right to instigate investigations, make decisions to prosecute and lay charges and/or informations in relation to offences under Part III of the Consumer Credit Act 1974 committed in RBC's area. BCC agrees and undertakes to conduct investigations and prosecutions in accordance with the relevant Code for Crown Prosecutors, BCC's Enforcement Policy and in accordance with the policies and procedures approved and adopted by Birmingham Trading Standards.

4. Working Arrangements in RBC's area

- 4.1. RBC will designate and appoint a RBC Contact Officer ("the RCO"), and a deputy RCO ("the deputy RCO") to liaise with the IMLT team manager on matters relating to and in connection with the *Illegal Money Lending Project*.
- 4.2. The IMLT team manager will consult with the RCO (or the deputy RCO in the RCO's absence) before any charges and/or informations are preferred or laid in relation to offences alleged to have been committed in RBC's area, unless it would be impracticable to do so. In those circumstances, the IMLT team manager will consult with the RCO (or the deputy RCO) at the earliest reasonable opportunity on the charges and/or informations being or about to be pursued.
- 4.3. The IMLT team manager will on the first working day of each month (and at any other time that he/she considers it to be necessary or prudent), or at the request of the RCO (or deputy RCO), brief the RCO (or deputy RCO) on any intelligence gathered, any progress made on investigations and/or prosecutions pending or otherwise, relating to or affecting RBC and/or its residents and/or RBC Trading Standards.
- 4.4. Notwithstanding clause 4.3 above, all reasonable steps will be taken by the IMLT team manager to keep the RCO (or deputy RCO) updated on the progress of investigations and inquiries being carried out in RBC's area and any changes made or introduced by BERR concerning the *Illegal Money Lending Project*. The IMLT team manager shall maintain regular communications with the RCO (or deputy RCO).
- 4.5. The IMLT will have regular contact with South Yorkshire Police and other government agencies. The IMLT team manager will consult the RCO, (or deputy RCO) to identify any local arrangements, investigations and protocols before any investigation is commenced in pursuance of the *Illegal Money Lending Project*. Wherever possible, the IMLT team manager will actively involve the RCO (or deputy RCO) and seek to develop close links between those agencies and RBC Trading Standards.

- 4.6. The IMLT team manager will as soon as reasonably practicably inform the RCO (or deputy RCO) of the outcome of any concluded prosecution proceedings in relation to offences committed in RBC's area.
- 4.7. BCC will consult with RBC and RBC's press and public relations officer in good time before issuing any press release concerning any prosecution pursued by BCC pursuant to this Protocol.
- 4.8. Any contact with other local authorities, public bodies, other police forces, credit unions or similar organisations that may be locally funded or may involve local sensitivities will be agreed with the RCO (or deputy RCO) in advance. Upon being notified of an intention to contact such an authority or body, RBC Trading Standards may arrange for one of their own officers to accompany the IMLT's officer on any visit or undertake to conduct the visit itself and pass any results back to the IMLT.
- 4.9. Where the IMLT team manager and the RBC Trading Standards and Business Partnership Manager agree that an officer or officers of RBC Trading Standards will be actively involved in an investigation, that officer will remain an employee of RBC but, for the purposes of the investigation, will come under the control and supervision of the IMLT team manager.
- 4.10. The IMLT team manager may give his agreement subject to any terms or conditions that the IMLT team manager and the RBC Trading Standards and Business Partnership Manager consider necessary and/or appropriate, and subject also to the IMLT team manager being satisfied that the participating RBC officer or officers will not compromise any investigation or endanger any member of the IMLT or supporting staff or witnesses, and that the participating officer or officers have the appropriate training and experience to participate in the investigation.
- 4.11. Unless there is prior agreement with the IMLT team manager for assistance in an investigation, which is accompanied by an official purchase order from BCC, no reimbursement will be made for time spent on activities supporting the *Illegal Money Lending Project* or expenditure incurred by any RBC officer.
- 4.12. In the absence of the IMLT team manager, the role, duties, and responsibilities of the IMLT team manager shall be discharged and carried out by the Senior Assistant Director of Regulatory Services or Head of Trading Standards and Licensing of BCC.

5. Referral of Information and Intelligence to the IMLT

- 5.1. It is recognised that the IMLT will rely on receiving information about illegal money lending activities.
- 5.2. Having regard to any statutory limitations or restrictions, the time likely to be expended, resources available and costs likely to be incurred by RBC, RBC will endeavour to provide to the IMLT as much relevant information and intelligence as it could reasonably and practicably be expected to provide concerning any investigation being carried out in RBC's area.

- 5.3. Information and intelligence will be provided by the RCO (or deputy RCO) to the IMLT team manager or a person designated by him/her.
- 5.4. The IMLT will not, as a matter of routine, investigate individual complaints received concerning alleged illegal money lending activities. However, these complaints may be used by the IMLT as a source of intelligence.
- 5.5. BCC, the IMLT and RBC agree to process personal data only in accordance with the requirements of the Data Protection Act 1998 and to disclose information only in accordance with the requirements of the Enterprise Act 2002.

6. Conduct and Control of Investigations

- 6.1. The conduct and control of all investigations and prosecutions undertaken by the IMLT in RBC's area will be the responsibility of BCC. Investigations and prosecutions will be undertaken in accordance with the relevant Code for Crown Prosecutors, BCC's published Enforcement Policy and in accordance with the policies and procedures approved and adopted by Birmingham Trading Standards.
- 6.2. BCC will be responsible for all aspects of the investigations and responsibilities under the Criminal Procedure and Investigations Act 1996, Regulation of Investigatory Powers Act 2000, the Data Protection Act 1998, the Freedom of Information Act 2000 and the Enterprise Act 2002.
- 6.3. BCC will be solely responsible for the health and safety of IMLT officers and any other officer or person under the control or supervision of the IMLT, who is providing support and assistance in any investigation undertaken by the IMLT.
- 6.4. When the IMLT team manager recommends a prosecution under Part III of the Consumer Credit Act 1974, RBC will be provided with a copy of the relevant prosecution file.
- 6.5. The prosecution file will consist of a detailed case summary, schedule of issues, aggravating and mitigating factors, reasons justifying prosecution and any other material facts that should be brought to RBC's attention.
- 6.6. RBC may make representations about a proposed prosecution to the Director of Regulatory Services of BCC (the informant for BCC) , who shall give due consideration to any such representations when making his/her decision on whether or not to prosecute in a particular case.

7. Responsibilities and Actions of the Parties

- 7.1. BCC shall be liable for the actions and competence of the persons employed within the IMLT and shall ensure that the IMLT complies with all legislative requirements and takes all reasonable steps to ensure any actions taken by members of the IMLT are lawful and within the spirit of this Protocol.

- 7.2. RBC shall be liable for the actions and competence of RBC Trading Standards officers and shall take all reasonable and practicable steps to ensure that they are competent to carry out their duties and that they comply with legislative requirements and the spirit of this Protocol.
- 7.3. Information/intelligence provided between BCC and RBC shall only be used for the purpose in which it was provided and shall not be divulged to third parties unless required by law or in pursuance of an investigation/inquiry under this Protocol.
- 7.4. BCC and RBC endorse a joined up working approach to the enforcement of Part III of the Consumer Credit Act 1974. They will attempt to promote consistency in enforcement. However, this Protocol does not attempt to restrict the powers of authorised officers of the IMLT or RBC from discharging their duties, as appropriate.

Dated: _____

Signed: _____

Trading Standards and Business Partnership Manager
Rotherham Borough Council Trading Standards Service

Signed: _____

Director of Regulatory Services
Birmingham City Council

Summary of performance statistics - enforcement

	Current month	To date
Information / intelligence		
No. of contacts providing actionable intelligence		
No. of illegal lenders identified	1	36
Enforcement		
No. of new investigations commenced	1	
No. of proceedings instituted (In Scotland, cases reported to Procurator Fiscal)		5
of which prosecutions		5
of which other enforcement actions (cautions /letters of warning - please specify)		
No. of witness statements obtained		
No. of defendants		
No. of prosecutions in the pipeline		
No. of other enforcement actions in the pipeline		
No. of prosecutions resulting in custodial sentences		
No. of proceedings resulting in non-custodial sentences		
Total length of prison sentences		37
Total value of fines		
Total value of illegal lenders' loan books (estimated if necessary)		

	Current month	Year to date
<i>Victim support</i>		
No. of victims whose details have been passed to sources of financial support:	1	7
CAB		2
LA debt/money advice		2
National debtline		
Credit union/CDFI		3
Other	1	2
No. of victims whose details have been passed to other sources of advice (e.g. lifestyle counselling)		
No. of victims applying for credit from credit unions		
No. of victims obtaining credit from credit unions		
No. of victims not wishing to seek new credit immediately		
No. of victims requiring other support (protection, re-housing)	1	1

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Neighbourhoods
2.	Date:	20th April 2009
3.	Title:	2008/09 Status Survey Summary Report
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

This report outlines the summary of the findings of the 2008/09 Status (Tenant Satisfaction) Survey. National Indicator 160 was created to measure local authority tenants' satisfaction with landlord services. Local authorities that have retained all or part management of their housing stock (including those with ALMO's) are required to report on this national indicator.

6. Recommendations

That Cabinet Member is asked to note the summary of the results.

That the areas for development are captured within the annual revision to the Delivery Plan.

That the results are used to inform the negotiations and setting of the Management Fee.

That a further report is submitted by the Landlord Relations Manager setting out a joint improvement plan in May 2009.

7. Proposals and Details

7.1 Methodology

Rotherham Metropolitan Borough Council (RMBC) commissioned BMG Research Ltd (BMG) to carry out a postal Status (Tenant Satisfaction) Survey with council tenants excluding those living in sheltered accommodation, in line with 2008 Status survey guidance.

The overall objective of the survey was to gain levels of customer satisfaction with RMBC and its Housing Management partner, 2010 Rotherham Ltd (2010) in key service delivery areas. The postal customer satisfaction survey of customers was carried out between October and November 2008.

In total, a random 2,000 questionnaires and letters were mailed out with two full reminder mailings going out to those customers who did not or could not respond to prior mailings, from this 853 (43%) questionnaires were completed and returned to BMG.

To encourage response rates RMBC offered an incentive of a prize draw to win one of three prizes of £50 shopping vouchers.

7.2 Summary of survey results

The headline figures are as follows

- **76% (NI 160)** of general needs tenants are satisfied with the overall service provided by the landlord (RMBC). This is a similar level of satisfaction to that achieved in 2006 (**74%**) but we need to reflect that the 2006 data includes sheltered tenants who are typically more positive towards their landlord than general needs tenants.
- **83%** are satisfied with the overall quality of their home compared to **80%** in 2006.
- **80%** are satisfied with the general condition of their home compared to **69%** in 2006.
- **77%** are satisfied with their neighbourhood as a place to live compared to **79%** in 2006.
- **78%** are satisfied with the value for money for their rent compared to **71%** in 2006.
- **63%** are satisfied with the final outcome from last contact with RMBC / 2010 compared to **71%** in 2006.
- **75%** are satisfied with how Repairs and Maintenance is dealt with compared to **74%** in 2006.

- **76%** feel good that RMBC / 2010 is keeping tenants informed about things that might affect them compared to **79%** in 2006.
- **56%** are satisfied with the opportunities for participation in management and decision making compared to **64%** in 2006.
- **Of the following which did tenants consider to be the 3 most important :**
 - Keeping tenants informed 28% - 40% 2006
 - Overall quality of your home 60% - 87% 2006
 - Taking tenants views into account 22% - 35% 2006
 - Repairs and Maintenance 78% - 81% 2006
 - Dealing with ASB 40%
 - Neighbourhood as a place to live 34%
 - Value for money for your rent 27% - 53% 2006

The above figures are slightly different from the top priorities for improvement identified through the Council Housing Futures consultation which shows keeping rents and service charges affordable at 74% and reducing ASB at 66%.

7.3 These findings are based upon the report submitted by BMG and are not the Council's views on the survey.

8. Finance

The funding for the Status Survey (£8k) was through a Tenant Satisfaction Survey grant provided to all local authorities from central government. The cost to procure BMG was £7,300.

9. Risks and Uncertainties

The main risk relates to not implementing the learning from this survey. It is important that these results are reflected in the work around the future options for managing council housing.

10. Policy and Performance Agenda Implications

NI 160 is part of the National Performance regime, part of the Comprehensive Area Assessment and the future inspection of the housing service.

11. Background Papers and Consultation

The report has been discussed with Neighbourhoods and Adult Services Directorate Management Team. The comparison results are attached (Appendix A) and the draft Status report is attached (Appendix B).

A presentation is to be presented by BMG Research in April 2009.

Contact Name: Robin Walker, Performance Management Officer, Extension 3788
E-mail: robin.walker@rotherham.gov.uk

Comparison of 2008/09 STATUS results

Key:

Positive (<5% change)	Positive (>5% change)	Negative (<5% change)	Negative (>5% change)
-----------------------	-----------------------	-----------------------	-----------------------

2008 Question Number	2008 Question wording	2008 result	2006 result	% change
10	TAKING EVERYTHING INTO ACCOUNT, HOW SATISFIED ARE YOU WITH THE OVERALL SERVICES PROVIDED BY Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd?	76.2%	73.5%	+ 2.7%
11a	OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING: THE OVERALL QUALITY OF YOUR HOME?	82.8%	80%	+ 2.8%
11b	OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING: THE GENERAL CONDITION OF THIS PROPERTY?	80%	69%	+ 11%
11c	OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING: THIS NEIGHBOURHOOD AS A PLACE TO LIVE?	77.3%	79%	-1.68%
11d	OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING: THE VALUE FOR MONEY FOR YOUR RENT?	77.9%	70.9%	+ 7%
12a	HOW SATISFIED ARE YOU WITH EACH OF THE FOLLOWING SERVICES PROVIDED BY Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd: ADVICE ON RENT PAYMENTS?	78%	62.1%	+ 15.9%
12b	HOW SATISFIED ARE YOU WITH EACH OF THE FOLLOWING SERVICES PROVIDED BY Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd: ADVICE ON MOVING HOME?	55.9%	54.5%	+ 1.4%
12e	HOW SATISFIED ARE YOU WITH EACH OF THE FOLLOWING SERVICES PROVIDED BY Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd: HOW ENQUIRIES ARE DEALT WITH GENERALLY?	76.5%	71.1%	+ 5.4%

Satisfaction figures are the total of % answering 'very satisfied' and 'fairly satisfied'.

2008 Question Number	2008 Question wording	2008 result	2006 result	% change
Q13	Q13. OF THE FOLLOWING, WHICH DO YOU CONSIDER TO BE THE THREE MOST IMPORTANT?			
	KEEPING TENANTS INFORMED	28%	40.1%	-12.1%
	OVERALL QUALITY OF YOUR HOME	60%	86.7%	-26.7%
	TAKING TENANTS' VIEWS INTO ACCOUNT	21.5%	34.5%	-14%
	REPAIRS & MAINTENANCE	78.2%	81.3%	-3.1%
	DEALING WITH ANTI-SOCIAL BEHAVIOUR	40.2%	N/A	
	NEIGHBOURHOOD AS A PLACE TO LIVE	33.9%	N/A	
	VALUE FOR MONEY FOR YOUR RENT	26.6%	52.5%	-25.9%
Q21	WERE YOU SATISFIED WITH THE FINAL OUTCOME (of your last contact with RMBC/ 2010 Ltd)?	63%	71.1%	-8.1%
Q22	GENERALLY, HOW SATISFIED ARE YOU WITH THE WAY Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd DEALS WITH REPAIRS AND MAINTENANCE?	74.9%	73.8%	+1.1%
Q26	HOW SATISFIED ARE YOU THAT YOUR VIEWS ARE BEING TAKEN INTO ACCOUNT BY Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd?	60.9%	N/A	
27	HOW GOOD DO YOU FEEL Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd IS AT KEEPING YOU INFORMED ABOUT THINGS THAT MIGHT AFFECT YOU AS A TENANT?	75.7% good	79.2% good	-3.5%
QR1	HOW SATISFIED ARE YOU WITH THE OPPORTUNITIES FOR PARTICIPATION IN MANAGEMENT & DECISION-MAKING?	55.9%	63.8%	-7.9%

Satisfaction figures are the total of % answering 'very satisfied' and 'fairly satisfied'.

2008 Question Number	2008 Question wording	2008 result	2006 result	% change
29	WHEN YOU LAST HAD CONTACT, WAS GETTING HOLD OF THE RIGHT PERSON EASY?	47.5%	77.7%	-30.2%
29	WHEN YOU LAST HAD CONTACT, WAS GETTING HOLD OF THE RIGHT PERSON DIFFICULT?	45.8%	13.3%	+32.5%
30	DID YOU FIND THE STAFF HELPFUL?	59%	84.7%	-25.7%
30	DID YOU FIND THE STAFF UNHELPFUL?	25.4%	5.0%	+20.4%
31	AND WERE THEY ABLE TO DEAL WITH YOUR PROBLEM?	45%	79.2%	-34.2%
31	AND WERE THEY UNABLE TO DEAL WITH YOUR PROBLEM?	41%	13.2%	+27.8%
32	HOW SATISFIED WERE YOU WITH THE FOLLOWING ASPECTS OF HOW YOUR REPORT WAS HANDLED: ADVICE PROVIDED BY STAFF?	59.3%	N/A	
32	HOW SATISFIED WERE YOU WITH THE FOLLOWING ASPECTS OF HOW YOUR REPORT WAS HANDLED: BEING KEPT INFORMED?	43.9%	N/A	
32	HOW SATISFIED WERE YOU WITH THE FOLLOWING ASPECTS OF HOW YOUR REPORT WAS HANDLED: SUPPORT PROVIDED BY STAFF?	49.2%	N/A	
32	HOW SATISFIED WERE YOU WITH THE FOLLOWING ASPECTS OF HOW YOUR REPORT WAS HANDLED: HOW THE REPORT WAS DEALT WITH?	47.1%	N/A	
32	HOW SATISFIED WERE YOU WITH THE FOLLOWING ASPECTS OF HOW YOUR REPORT WAS HANDLED: SPEED WITH WHICH YOUR REPORT WAS DEALT WITH?	43.8%	N/A	
32	HOW SATISFIED WERE YOU WITH THE FOLLOWING ASPECTS OF HOW YOUR REPORT WAS HANDLED: THE FINAL OUTCOME OF YOUR REPORT?	44.2%	71.1%	-26.9%

Satisfaction figures are the total of % answering 'very satisfied' and 'fairly satisfied'.

2008 Question Number	2008 Question wording	2008 result	2006 result	% change
33	HAVE YOU HEARD OF TENANT PARTICIPATION COMPACTS - AGREEMENTS BETWEEN LOCAL COUNCILS AND THEIR TENANTS - WHICH SET OUT HOW TENANTS WILL BE INVOLVED IN SHAPING LOCAL DECISIONS ABOUT HOUSING?	28.9% yes	41.8% yes	-12.9%
34	HOW SATISFIED ARE YOU WITH YOUR LOCALLY-AGREED TENANT PARTICIPATION COMPACT? (answered by those who had heard of compacts)	71.8%	71.4%	+0.4%
QR2	HAS THE DECENT HOMES WORK PROGRAMMED FOR YOUR HOME BEEN COMPLETED YET?	62.1%	N/A	
QR3	HOW WOULD YOU DESCRIBE THE DIFFERENCES YOU HAVE EXPERIENCED SINCE THE WORKS HAVE BEEN COMPLETED, COMPARED WITH BEFORE IN RESPECT OF: THE ENERGY CONSUMPTION FOR YOUR HOME (HEATING / LIGHTING /COOKING)?	68.8% improved	N/A	
QR3	HOW WOULD YOU DESCRIBE THE DIFFERENCES YOU HAVE EXPERIENCED SINCE THE WORKS HAVE BEEN COMPLETED, COMPARED WITH BEFORE IN RESPECT OF: THE COMFORT LEVEL OF THE ENVIRONMENT WITHIN YOUR HOME?	75.8% improved	N/A	
QR3	HOW WOULD YOU DESCRIBE THE DIFFERENCES YOU HAVE EXPERIENCED SINCE THE WORKS HAVE BEEN COMPLETED, COMPARED WITH BEFORE IN RESPECT OF: YOUR PERSONAL HEALTH?	31.29% improved	N/A	
QR6	HAVE YOU HAD ANY AIDS OR ADAPTATION EQUIPMENT FITTED IN THE LAST 12 MONTHS?	13.5% yes	N/A	
QR7	TO WHAT EXTENT DO YOU THINK THIS HAS MADE A DIFFERENCE ON YOUR OWN PERSONAL HEALTH?	82% improved	N/A	

Satisfaction figures are the total of % answering 'very satisfied' and 'fairly satisfied'.

Draft Research report



STATUS Survey 2008 General Needs Tenants

Prepared for: Rotherham Metropolitan Borough
Council and 2010 Rotherham Ltd

STATUS Survey 2008 General Needs Tenants

Prepared for: **Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd**

Prepared by: **BMG Research**

April 2009



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1 Executive summary

This report contains a written summary of the findings of the STATUS Survey undertaken with general needs tenants on behalf of Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd. In total, 853 tenants responded to the postal survey.

1.1 Overall satisfaction

The survey establishes that 76% of general needs tenants are satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd. This is above the national average (69%)¹ for council tenants and is a similar level of satisfaction to that achieved in 2006 (74% but reflect that this data includes sheltered tenants who are typically more positive towards their landlord than general needs tenants).

Overall satisfaction is significantly higher for older, retired tenants and tenants that have been in their property for 21 years or more than for other respondent groups. Families and younger tenants are more likely to be dissatisfied with the overall service provided by their landlord, and for many individual aspects of the service.

How well their landlord takes their views into account and keeps them informed are key areas of low satisfaction for families and younger tenants, and the survey indicates that these factors are also key drivers of overall satisfaction. Communication channels specifically aimed at these sub-groups may be beneficial in increasing future satisfaction levels.

The survey also shows that overall satisfaction is clearly linked to tenants' satisfaction with the quality of their home, the neighbourhood and the general condition of their property. In addition, tenants who are dissatisfied with the way Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd deals with repairs and maintenance are also significantly more likely to be dissatisfied with the overall service provided by their landlord.

Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd should therefore continue to concentrate on the provision of these services to ensure overall satisfaction continues at these high levels.

1.2 Service provision

The survey establishes that the majority of general needs tenants are satisfied with the service they receive from Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, in particular with the quality of their home (83%), that their rent represents value for money (78%) and the repairs and maintenance service (74%).

The repairs and maintenance service is rated as the most important and encouragingly all aspects of the repairs service are regarded very highly and show great consistency over the three repair areas.

¹ Survey of English Housing 2005/06

Area assembles analysis highlights low satisfaction with services issues in Rotherham South and Wentworth South, in particular with the quality of the home, value for money for the rent and the condition of the property.

Three quarters (76%) of tenants believe Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is good at keeping them informed and approaching three fifths (56%) are satisfied that the Council takes their views into account, however this proportion reduces to 49% amongst those who rate this issue as important.

Around three in ten (29%) tenants have heard of the Tenant Participation Compacts. Further targeted consultation and awareness-raising of opportunities for participation should help to improve these proportions.

Improvements could also be made with regard to tenants' experience of reporting anti-social behaviour. Less than half of those reporting ASB found getting hold of the right person easy (45%) and of more concern is that a similar proportion (43%) claimed to have found it difficult. A quarter mentioned that the staff were unhelpful (25%) and the satisfaction levels seen are generally lower than for other service areas. Tenants reporting ASB had different opinions regarding their view on the ability of staff to deal with the problem; 43% felt they were able to deal with the problem reported, 39% unable. Whilst three fifths (60%) were satisfied with the advice given, less than a half were satisfied with the support provided (49%) and the final outcome (44%).

Improving access to staff with the knowledge and ability to deal with ASB issues and increasing communication and support throughout the process could help to increase satisfaction with how ASB is dealt with.

The Decent Homes initiative has resulted in large improvements noted for energy consumption for the home and for the comfort level of the home environment. Improvements in population health are also recognised and attributed to the Decent Homes program of works.

2 Key Findings

2.1 Introduction and methodology

As part of its ongoing commitment to seek the views of its general needs tenants, Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its customers. The overall objective of the survey was to gain levels of customer satisfaction with RMBC and 2010 Rotherham Ltd in key service areas.

A postal customer satisfaction survey of customers was carried out between October and November 2008. In total, 2,000 questionnaires and letters were mailed out with two full reminder mailings going out to those customers who did not or could not respond to prior mailings. In total, 853 questionnaires were completed and returned to BMG Research.

The sample for tenants (853 respondents) is subject to a maximum standard error of +/-3.4% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the tenant population, if a census had been conducted, to within 3.4% of the percentages reported

2.2 Overall satisfaction

Around three quarters (76%) of respondents are satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, with approaching three in ten (28%) very satisfied.

In contrast, just over one in ten (11%) tenants are dissatisfied, with a minority (5%) very dissatisfied, and 1% neither satisfied nor dissatisfied.

2.3 Views on the home

2.3.1 Quality of the home

Over four in five (83%) tenants are satisfied with the overall quality of their home, including almost a third (32%) who are very satisfied. Conversely, around one in eight (13%) are dissatisfied with a minority (5%) claiming that they are very dissatisfied and 4% neither satisfied nor dissatisfied.

2.3.2 General condition of the property

Four fifths (80%) are satisfied with the general condition of their property, including over a quarter (28%) who are very satisfied. Some 15% are dissatisfied with the general condition of their property, with a third of these claiming to be very dissatisfied (5%), whilst one in twenty (5%) are neither satisfied nor dissatisfied

2.3.3 Satisfaction that rent represents value for money

Over three quarters (78%) of tenants are satisfied that the rent for their property represents value for money, with a third (33%) very satisfied.

Around one in ten (11%) are dissatisfied that their rent represents value for money and a further 11% are neither satisfied nor dissatisfied.

2.3.4 Most important services

Tenants were presented with seven services and asked which they consider to be the three most important.

The majority of tenants indicated that repairs and maintenance (80%) is most important to them, followed by the overall quality of their home (61%), and dealing with anti-social behaviour (41%).

Around a third (35%) of respondents also selected the neighbourhood as a place to live as one of their three most important services.

2.4 The neighbourhood

Approaching four fifths (78%) of respondents are satisfied with their neighbourhood as a place to live, with just over two thirds (36%) very satisfied.

Conversely, some 15% are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

2.4.1 Problems in the neighbourhood

All tenants were provided with a list of 13 possible neighbourhood issues and asked to indicate how much of a problem in their local neighbourhood they are.

Just under a fifth (19%) of respondents think that car parking is a very big problem. Following that, one in seven thinks that rubbish or litter (14%) or disruptive children or teenagers (14%) are a very big problem.

2.5 Contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd

Just over two thirds (68%) of tenants indicated they had been in contact, whereas 26% have not. The majority (79%) did so via the telephone. Less than a fifth (19%) visited the office and a minority wrote (2%)

The majority (72%) made contact about repairs. One in eight had made contact about their rent/housing benefit (12%) and around one in twenty regarding neighbours or neighbourhood issues (6%), housing transfer (3%), or the garden or communal area (3%).

2.5.1 Aspects of the contact experience

Two thirds (66%) found getting hold of the right person easy, whereas just over a fifth (22%) found it difficult.

The majority (81%) indicated that the member of staff had been helpful, whilst around one in ten (11%) had found them unhelpful.

Around seven in ten (71%) indicated that the member of staff had been able to deal with their problem, though a fifth (20%) had found them unable to do so.

Around three fifths (62%) reported they were satisfied with the final outcome of their last contact with RMBC and 2010 Rotherham Ltd. Conversely, almost three in ten (29%) expressed a level of dissatisfaction.

2.6 Repairs and maintenance

2.6.1 Satisfaction with repairs and maintenance

Approaching three quarters (74%) of tenants are satisfied with repairs and maintenance, with more than a quarter (27%) very satisfied. Around one in six (17%) are dissatisfied with just 8% neither satisfied nor dissatisfied.

2.6.2 Rating aspects of the repairs service

Encouragingly, the majority of tenants are satisfied with all aspects of their last completed repair. Consistent with the post-repair monitoring which shows high levels of satisfaction with the service, more than four fifths rate the overall quality of repair work in their last completed repair as either very or fairly good.

The quality of the workers is also rated very highly with just over nine in ten declaring the attitude of workers as good (91%), 85% for keeping dirt and mess to a minimum and 82% for the speed with which work was completed.

Communication about repairs work is effective (84% rate being told when workers would call as good), and the service efficient (81% rate time taken before work started as good).

2.7 Communication and participation

2.7.1 Preferred methods for information and consultation

Overall, the largest proportion of tenants (85%) would prefer to be contacted about issues that may affect them via a letter. Just under four fifths (39%) would like to be informed via a telephone call and around a third by either a magazine or newsletter (34%) or a personal visit (32%).

Just one in twelve (8%) are interested in open meetings or the annual general meeting (AGM).

2.7.2 Satisfaction that views are being taken into account

Approaching three fifths (56%) of tenants are satisfied that their views are taken into account, with around one in five (18%) very satisfied.

One in eight (12%) are dissatisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd does not take their views into account and almost a quarter are neither satisfied nor dissatisfied (23%).

2.7.3 How well informed residents feel

Three quarters (75%) of respondents think that their landlord is good at keeping them informed, with just over a quarter (28%) stating they think RMBC and 2010 Rotherham Ltd is very good.

Less than one in ten (9%) consider RMBC and 2010 Rotherham Ltd to be poor at keeping them informed, and some 15% saying they are neither good nor poor.

2.7.4 Opportunities to participate in management and decision making

Just under half (47%) were satisfied with the opportunities to participate, one in twelve dissatisfied (8%).

The remainder were either neither satisfied nor dissatisfied (29%) or could offer no opinion (16%).

2.8 Anti-social behaviour

One in six (16%) tenants has reported ASB to their landlord in the past 12 months, the remainder have not (84%).

There is some significant variation in the level of reporting ASB by area assemblies. Rotherham North and Wentworth North have reported ASB at significantly higher levels than Rother Valley South.

2.8.1 Reporting ASB

Views on how easy it was to get hold of the right person show similar proportions of tenants finding it easy to get hold of the right person (45%), when compared to those that said it was difficult to get hold of the right person (43%). A minority (6%) stated it was neither easy nor difficult.

Approaching three fifths (58%) indicated that the member of staff had been helpful, whereas a quarter (25%) indicated staff had been unhelpful. Just 15% claimed that staff had neither been helpful nor unhelpful.

Respondent views on the ability of staff to deal with the problem indicated that around two fifths of respondents said staff were able to deal with the problem (43%) and a similar proportion finding staff were not able to deal with the problem (39%). One in eight (13%) said that staff were neither able nor unable to deal with their problem.

2.8.2 Rating aspects of the ASB reporting process

Tenants express the highest level of satisfaction with the advice provided by staff (60%). Almost half are satisfied with the support provided by staff (49%) and with how the report was dealt with (47%).

The percentage satisfied is similar to the percentage dissatisfied across the remaining three aspects of the ASB reporting process: the speed with which the report was dealt with (44%:42% respectively), with being kept informed (43%:39%); and the final outcome of the report (44%:43%).

2.9 Tenant Participation Compact

Seven in ten (71%) respondents have not heard of the TPC, whereas approaching three in ten (29%) have.

Over two thirds (68%) are satisfied with their TPC, with just over a quarter (28%) very satisfied.

Around a fifth (22%) are neither satisfied nor dissatisfied, with fewer than one in twenty (4%) dissatisfied. A minority (6%) were unable to offer an opinion.

2.10 Decent Homes Initiative and Home Energy Efficiency

Almost three fifths (57%) of tenants indicated the Decent Homes work had been completed, whereas a third (34%) stated it had not and 8% didn't know.

2.10.1 Improvements following Decent Homes program of work

Following the Decent Homes program of work, three quarters (74%) described an overall improvement with the comfort level of the environment in their home, with almost half (47%) claiming that this had improved a lot when compared with before.

Three fifths (61%) described an overall improvement with energy consumption for their home, with two fifths (40%) claiming that it had improved a lot.

Three in ten described an overall improvement in their personal health, with almost a fifth (18%) claiming that their health had improved a lot. Just over half (56%) claimed that they had experienced no change in their personal health as a result of the works.

2.10.2 Annual Home Heating Safety Check Service

Two fifths stated that their last annual safety check was carried out before July 2008 (41%) and two fifths since 1st July 2008. The remaining fifth (19%) couldn't recall when their last annual safety check had been conducted.

Around a fifth (19%) stated that an Affordable Warmth leaflet had been left at the last safety check and a similar proportion (18%) had received advice about how to use the heating system controls to minimise their fuel bills. Three fifths had not received either a leaflet (58%) or advice (62%) at the last check.

2.11 Aids and Adaptations

Around one in eight (13%) of tenants indicated that they had either aids or adaptation equipment fitted in the past 12 months.

Four fifths (81%) of those who have either an aid or adaptation fitted cited that there had been an improvement on their own personal health as a result. Half stated that their health had improved a lot.

A minority (2%) found their health had worsened.

2.12 Key Indicators over Time

The table below provides a broad comparison over time of some of the key indicators and other statistics. The figures are based on 'valid responses' only ie. those providing an answer.

Caution should be taken when reviewing the results:

- 2006 – 2007 data includes sheltered tenants as well as general needs. 2008 data includes only general needs tenants. Typically sheltered tenants have a more positive opinion of the landlord so if they were to be stripped out of the historical data we would anticipate a reduction in the positive ratings (eg. very/fairly satisfied)
- The question format has changed for some key indicators. For example in 2008, we ask about 'satisfaction' with value for money for rent whereas in 2006-2007 the question was asked on a scale of very good value to very poor value. Differences in question approach in 2008 have been marked in the table below:

Comparison over time		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Overall satisfaction with services provided by their landlord		
Very satisfied	27	28
Fairly satisfied	47	48
Neither satisfied nor dissatisfied	14	13
Fairly dissatisfied	7	6
Very dissatisfied	6	5

Comparison over time (...continued _{2/4})		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Value for money for rent		
Very good value / Very satisfied ⁽²⁰⁰⁸⁾	27	33
Fairly good value / Fairly satisfied ⁽²⁰⁰⁸⁾	44	45
Neither / nor	18	11
Fairly poor value / Fairly dissatisfied ⁽²⁰⁰⁸⁾	7	6
Very poor value / Very dissatisfied ⁽²⁰⁰⁸⁾	4	5
General condition of property		
Very good condition / Very satisfied ⁽²⁰⁰⁸⁾	19	28
Fairly good cond ⁿ / Fairly satisfied ⁽²⁰⁰⁸⁾	50	52
Neither / nor	18	5
Fairly poor cond ⁿ / Fairly dissatisfied ⁽²⁰⁰⁸⁾	8	10
Very poor cond ⁿ / Very dissatisfied ⁽²⁰⁰⁸⁾	5	5
Overall satisfaction with this area / neighbourhood as a place to live		
Very satisfied	39	36
Fairly satisfied	40	42
Neither satisfied nor dissatisfied	9	7
Fairly dissatisfied	7	8
Very dissatisfied	5	7
Overall satisfaction with repairs and maintenance service		
Very satisfied	30	27
Fairly satisfied	44	47
Neither satisfied nor dissatisfied	9	8
Fairly dissatisfied	11	9
Very dissatisfied	6	8

Comparison over time (...continued 3/4)		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Good at keeping informed about issues		
Very good	34	28
Fairly good	45	48
Neither / nor	16	15
Fairly poor	4	6
Very poor	1	3
Opportunities for participation in management & decision making		
Very satisfied	19	13
Fairly satisfied	45	34
Neither satisfied nor dissatisfied	28	29
Fairly dissatisfied	4	4
Very dissatisfied	4	4
Last contact with landlord		
Phoned	74	79
Visited office	21	19
Wrote	3	3
Email	1	*
Other method	2	-
Reason for last contact		
Repairs	73	72
Rent / housing benefit	8	12
Transfer exchange	3	3
Neighbours	3	6
Other reasons	13	2
Contact experience – getting hold of right person		
Easy	78	66
Difficult	13	22
Neither	9	9

Comparison over time (...continued _{4/4})		
	2006 - 2007 (General needs and Sheltered tenants)	2008 (General needs)
	%	%
Contact experience – staff helpfulness		
Helpful	85	81
Unhelpful	5	11
Neither	10	7
Contact experience – ability to deal with problem		
Able to deal with problem	79	71
Unable to deal with problem	13	20
Neither	8	7
Contact experience – satisfaction with final outcome		
Satisfied	71	62
Dissatisfied	22	29
Neither	7	8

3 Introduction

3.1 Background and method

As part of its ongoing commitment to seek the views of its general needs tenants, in September 2008 Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd commissioned BMG Research Ltd (BMG) to carry out a postal STATUS survey amongst its general needs tenants. The overall objective of the survey was to gain levels of customer satisfaction with RMBC and 2010 Rotherham Ltd in key service areas. More specifically, however, the objectives of the research are outlined below:

- To provide the score for the National Indicator 160, satisfaction with overall service provided;
- To assess levels of satisfaction with the housing services offered to its customers;
- To identify areas of the service which require improvement and examine the future needs and aspirations of general needs tenants;
- To enable RMBC and 2010 Rotherham Ltd to benchmark the results of the survey against those of other housing organisations; and
- To continue to provide baseline data to inform the organisation's approach to Best Value.

This report presents the findings of the survey of general needs tenants.

The data was collected in accordance with the department for Communities and Local Government (CLG) and National Housing Federation (NHF) guidance.

3.2 Methodology

A postal customer satisfaction survey of customers was carried out between October and November 2008. In total, 2,000 questionnaires and letters were mailed out with two full reminder mailings going out to those customers who did not or could not respond to prior mailings.

Sampling was randomly selected from a list of all general needs tenants, proportionate to the 7 area assembles.

To encourage response RMBC and 2010 Rotherham Ltd offered an incentive of a prize draw to win one of three prizes of £50 shopping vouchers. All respondents who returned a completed questionnaire before the field end date were entered into the draw.

The tenants questionnaire was based on the National Housing Federation's Standardised Tenant Satisfaction questionnaire (4NB), known as STATUS. The use of STATUS allows comparison with the performance of other social housing providers. Additional questions were included to address enable monitoring of specific issues identified by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd.

The number of returns, response rate and confidence interval are provided in the table below. The overall response rate for the survey is 43%.

Table 1 Returns and response rate

	Returns	Mailed out	Response rate	Confidence interval
All tenants	853	2000	43%	+/-3.4%

As illustrated in the table above, the total tenants sample is subject to a maximum standard error of +/-3.4% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 3.4% of the percentages reported.

According to the new STATUS guidance, the margin of error for the total stock and/or general needs stock needs to be +/-4.0%. As can be seen from the table above, RMBC and 2010 Rotherham Ltd's general needs sample has a margin of error of +/-3.4%, therefore well within the guidance.

In order to ensure that the survey results reflect the views of all general needs tenants, the data was weighted prior to analysis. The weights were applied to the 7 area assembles. This weighting corrects the relative housing stock imbalances within the returns.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

4 National Indicator 160

4.1 Introduction

In accordance with STATUS guidelines, invalid responses are excluded from calculation of the National Indicator 160. The criteria for invalid responses are if a respondent did not check any of the boxes, checked more than one box, wrote in a comment instead of checking a box, etc. Put simply, any respondent not providing a valid response is excluded.

4.2 National Indicator 160

The National Indicator 160 that is required to be reported on is:

4.2.1 Satisfaction with the overall service provided

- Percentage of general needs tenants satisfied with the overall service provided:

The following table will outline the NI 160:

	% tenants satisfied with the overall service provided	Unweighted sample base
General needs	76%	842

5 Benchmarking against national and local organisations

5.1 Comparison with national averages

We have selected two key measures of performance and compared the Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd results with the national averages obtained from the survey of English Housing (2005/06) for Council tenants. Comparisons will be made on all general needs tenants who provided a valid response.

Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd performs well against the national data for overall satisfaction with the landlord (+7%) and in-line with the national results for satisfaction with the neighbourhood as a place to live (=).

Table 2 Comparison with national data (valid responses only; Council tenants)

Satisfaction with key aspects of service		
	Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd General Needs Tenants	National average (2005/06)
	Total satisfaction %	Total satisfaction %
Overall satisfaction with landlord	76	69
Satisfaction with neighbourhood	78	78
Unweighted sample base:	Varied	Varied

6 Satisfaction with the overall service provided by landlord

This section will look at the National Indicator 160: satisfaction with the overall service provided by Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd.

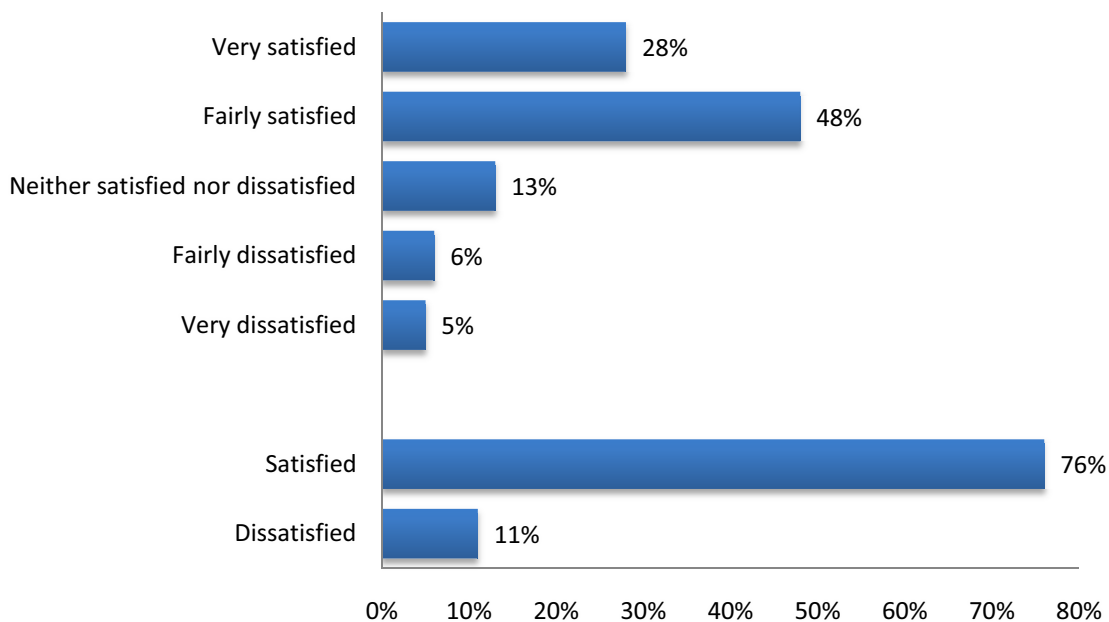
6.1 Satisfaction with the overall service provided by landlord

Around three quarters (76%) of respondents are satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, with approaching three in ten (28%) very satisfied.

In contrast, just over one in ten (11%) tenants are dissatisfied, with a minority (5%) very dissatisfied, and 1% neither satisfied nor dissatisfied.

Satisfaction with the overall service provided by the landlord remains at a similar level to the 2006 survey results (74% satisfied – note that general needs and sheltered respondents were included in the 2006 survey).

Figure 1 Satisfaction with the overall service provided by landlord (All valid responses)



Unweighted sample base = 842

Q10. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord

Analysing the 2008 results in more detail finds those respondents who tend to express a statistically significant higher level of satisfaction are:

- The older, 65+ years age group
 - Almost nine in ten of the non working age respondents (86%) are very or fairly satisfied compared to just seven in ten with those who are of working age (71%).
 - Top box endorsement (very satisfied) can be seen to increase with each age group analysed (16-34yrs 14%, 35-54yrs 23%, 55-64yrs 30%, 65+yrs 35%);
- Respondents who have been living in their home for 21 years or more (82%);
- Respondents who are satisfied with the general condition of their property (87%) in comparison with those who are dissatisfied (31%); and
- Respondents who are satisfied that their views are taken into account (90%) in comparison with those who are dissatisfied (35%).

Of the 11 BME respondents who provided a response to this question, eight indicated that they were satisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd.

Respondents who tend to express a statistically significant higher level of dissatisfaction are:

- Families (17%) compared to single person over 60 (9%) and multi adult households (9%);
- Respondents who are dissatisfied with the general repairs and maintenance (49%) compared with those who are satisfied (3%);
- Respondents who feel they are poorly informed (49%) in comparison with those who have rated their landlord as very good or fairly good at keeping them informed (5%); and
- Respondents who are dissatisfied with the overall quality of their home (58%), in comparison with those who are satisfied (4%).

6.1.1 Analysis by Area Assembles

Looking at the results by area assembles, Rotherham South shows a significantly lower level of satisfaction (68%) when compared to Rother Valley South (84%), Rother Valley West (81%) and Wentworth Valley (81%) – highlighted in the table below. Rotherham South also has a comparatively high level of dissatisfaction resulting in the lowest net satisfaction score (% satisfied less % dissatisfied).

Table 3 Satisfaction with the overall service provided by the landlord by Area Assembles²

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	76%	73%	68%	84%	81%	77%	76%	81%
Neither	13%	14%	18%	7%	6%	14%	12%	11%
Dissatisfied	11%	12%	14%	9%	13%	9%	11%	8%
Net Satisfaction	65%	61%	54%	75%	68%	68%	65%	73%
Unweighted sample base	842	180	122	57	93	144	181	65

6.1.2 Analysis by Repairs Area

Analysing the results by repairs area, Centre achieves a significantly lower level of satisfaction with the overall service provided than the North area, but has a comparatively higher endorsement of the neutral, neither satisfied nor dissatisfied point of the scale.

Table 4 Satisfaction with the overall service provided by landlord by Repairs Area³

	Total	Repairs Area		
		Centre	North	South
Satisfied	76%	72%	82%	78%
Neither	13%	16%	7%	12%
Dissatisfied	11%	13%	11%	10%
Net Satisfaction	65%	65%	71%	68%
Unweighted sample base	842	302	150	390

² The shaded areas denote statistically significant variations to the Rotherham South results

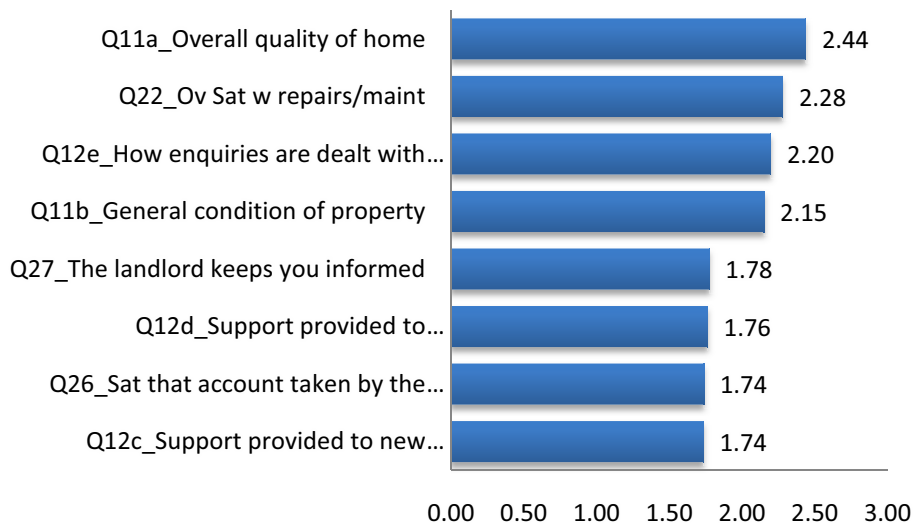
³ The shaded areas denote statistically significant variation to the Central Repairs Area results

6.2 The key drivers of satisfaction with the overall service provided by 2010 Rotherham

Using Stepwise Multiple Regression as a basis of Key Driver Analysis (KDA) it is possible to find the important influences on overall satisfaction with 2010 Rotherham. The objective was to find the relative impact of individual aspects of areas explored in the questionnaire on overall satisfaction with the organisation. This type of analysis enables the landlord to understand detailed drivers of satisfaction.

The chart below suggests that 2010 Rotherham needs to focus on a number of areas. What is evident is that the most dominant driver explaining overall satisfaction seems to be significantly related to the overall quality of the home.

In BMG's experience, overall satisfaction with the repairs and maintenance service normally heads the list of dominant drivers, but for 2010 Rotherham it is less important than the quality of the home. The research highlights that residents' satisfaction with the quality of the home is 2.44 times more important in explaining why residents are satisfied with the overall service than the average for all the indicators explored through this analysis (a score of 1.0 indicates an average impact). Perceptions of the quality of the home may have been affected by the move to ALMO status and tenants' expectations of investment to improve their homes.



Following on from the most important driver are two other factors which have a broadly similar level of impact on explaining satisfaction with the overall service. These are satisfaction with the repairs and maintenance service and satisfaction with how enquiries are dealt with. Each is more than twice as important as the average for all the indicators explored through this analysis in explaining why residents are satisfied with the overall service.

The repairs service is therefore a key driver of satisfaction with 2010 Rotherham and the service has a direct impact on perceptions of the overall quality of a home. In addition, respondents' view of the service is shaped from the moment they make contact with their landlord and so how enquires are dealt with is of critical importance and how front line staff deal with enquires from residents is therefore a major driver in explaining satisfaction with 2010 Rotherham. Programmes looking at the quality of service provision in this area will be very important and activities such as mystery

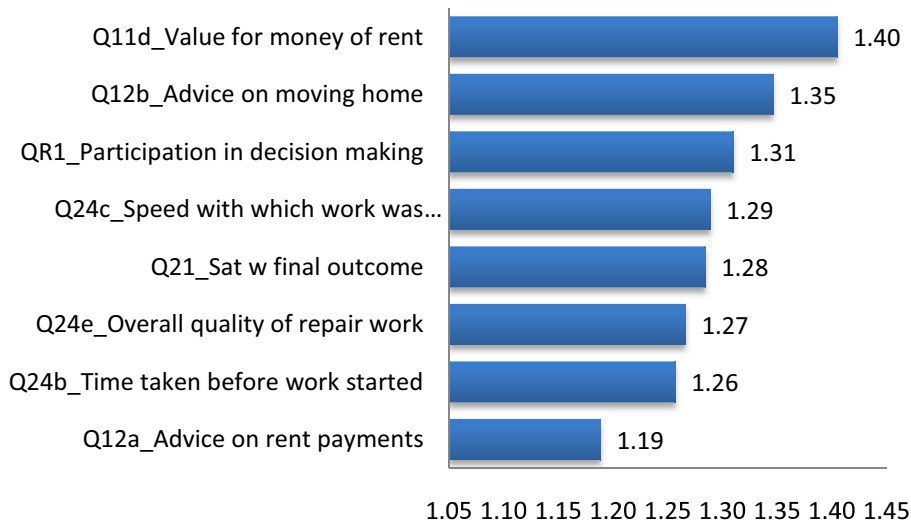
shopping to constantly test the service provision and adherence to service standards are therefore important. Issues related to actual service delivery and performance are, therefore significant drivers. Communication around performance in this area is also important, especially for those who have not had direct experience and who are therefore making judgements based on perceptions or second hand feedback.

Also of considerable importance is the need to demonstrate to customers that 2010 Rotherham keeps tenants informed (1.78 times as important as average) and takes the views of tenants into account (1.74 times as important as average). Again, much of this is linked to communication strategies (listening, action and communication reflex) but also resident involvement mechanisms as well.

What is important is that residents take a ‘caring view’ of how the organisation supports and cares for vulnerable and new tenants (6th and 8th most important drivers) and this message and core approach needs to run throughout the organisation.

Secondary drivers

Further down in importance are a series of secondary drivers. The first of which is the finding that the value for money rent represents is a key driver in explaining the variation in overall satisfaction levels with an overall importance score of 1.40. It is therefore very important for 2010 Rotherham to have a clear and well understood strategy that demonstrates value for money to its customers. In addition, it may also be helpful in exploring further with customers what attributes they tend to associate with when explaining value for money. This will provide 2010 Rotherham with specific ‘hooks’ from which to communicate with customers.



As the figure above illustrates, three of the eight secondary drivers are related to the repairs service. This highlights the importance of not only how tenants perceive the repairs service overall, but also specific aspects of it.

7 Housing and services

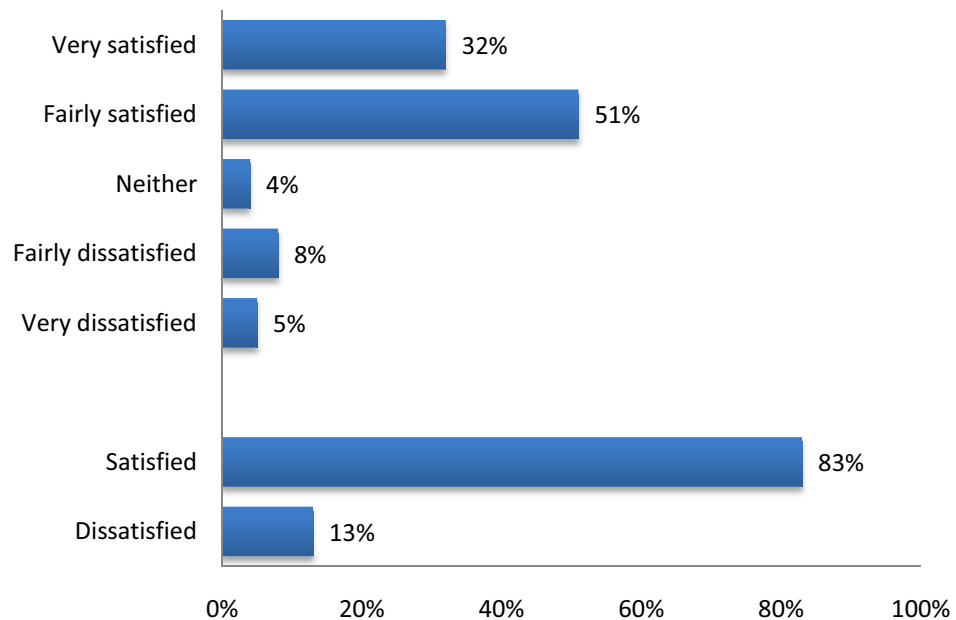
This section will focus on tenants' views on the home, specifically their satisfaction levels with the quality and condition of their home and value for money for rent.

7.1 The quality of the home

All tenants were asked to rate how satisfied or dissatisfied they are with the quality of their home.

Over four in five (83%) tenants are satisfied with the overall quality of their home, including almost a third (32%) who are very satisfied. Conversely, around one in eight (13%) are dissatisfied with a minority (5%) claiming that they are very dissatisfied and 4% neither satisfied nor dissatisfied.

Figure 2 Satisfaction with the overall quality of the home (All valid responses)



Sample base = 831

Q11a. Overall how satisfied or dissatisfied are you with each of the following ... the overall quality of your home?

Similar to the findings for the overall satisfaction with the service provided, the older 65 plus years age group express significantly higher levels of satisfaction with the overall quality of their home:

- The majority of the non working age respondents (92%) are very or fairly satisfied compared to around three quarters of those who are of working age (78%).
- Top box endorsement (very satisfied) can be seen to increase significantly with the 55 years plus age groupings (16-34 years 13%; 35-54 years 24%; 55-64 years 33%; 65+ years 43%);

Consistent with these age-related findings, significantly higher levels of satisfaction are also seen amongst:

- Respondents who have lived in their property for 21 years or more (91%);
- Economically inactive (86%) respondents in comparison with economically active (79%);

Of the 12 BME respondents who provided a response to this question, eight indicated that they were satisfied with the quality of their home.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Respondents aged 16-34 (31%) in comparison with respondents aged 35-54 (15%) aged 55-64 (11%) and those aged 65+ (6%);
- Family households (23%), in comparison with single person households where the resident is aged 60+ years (9%) and multi adult households (9%); and
- Respondents who are dissatisfied with the overall service provided (68%) compared to those who are satisfied (5%).

7.1.1 Analysis by Area Assembles

Looking at the results by area assembles, the Wentworth South area achieves the lowest net satisfaction score (% satisfied less % dissatisfied). The highest net satisfaction with overall quality of the home is in Rother Valley South. The percentage satisfied and dissatisfied scores vary significantly between these two areas.

Table 5 Satisfaction with the overall quality of the home by Area Assembles⁴

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	83%	85%	78%	93%	82%	87%	77%	87%
Neither	4%	5%	8%	2%	2%	2%	4%	3%
Dissatisfied	13%	11%	14%	6%	16%	11%	19%	10%
Net Satisfaction	70%	74%	64%	87%	66%	76%	58%	77%
Unweighted sample base	831	176	123	56	90	143	180	63

⁴ Shaded boxes denote statistically significant variations to Wentworth South results

7.1.1 Analysis by Repairs Area

Similar to the overall level of satisfaction with the landlord, the North repairs area again achieves the highest levels of satisfaction with the overall quality of the home. However, any variations noted between the three areas are not significant.

Table 6 Satisfaction with the overall quality of the home by Repairs Area

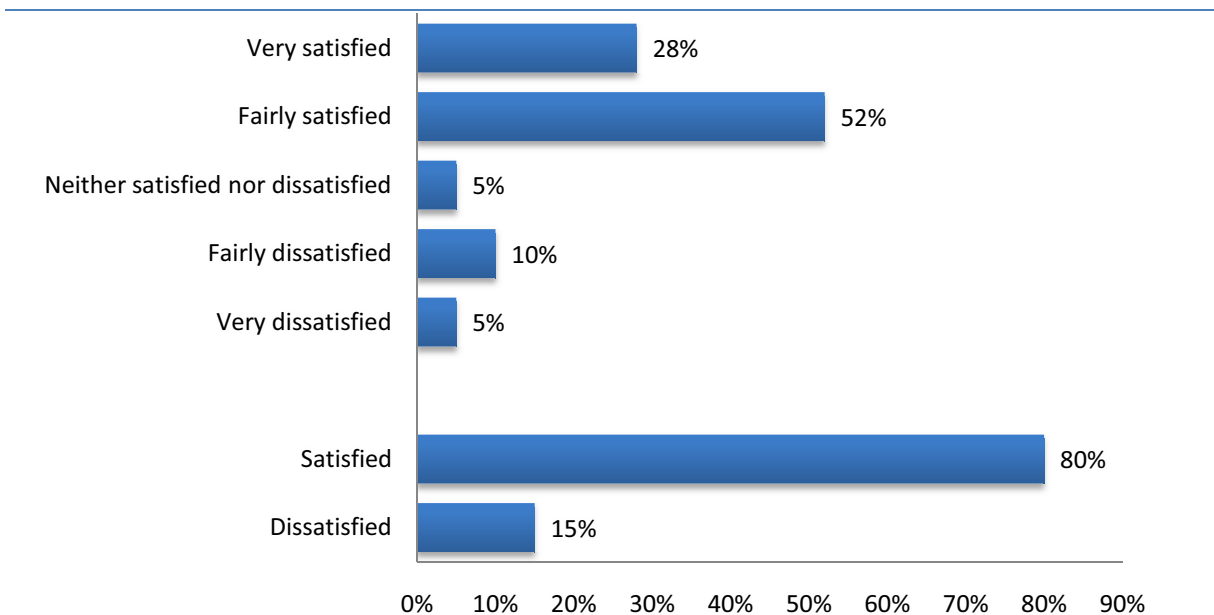
	Total	Repairs Area		
		Centre	North	South
Satisfied	83%	81%	87%	82%
Neither	4%	6%	2%	3%
Dissatisfied	13%	12%	12%	15%
Net Satisfied	70%	69%	75%	67%
Unweighted sample base	831	314	144	374

7.2 The condition of the property

Tenants were asked to rate their level of satisfaction or dissatisfaction with the general condition of their property.

Four fifths (80%) are satisfied with the general condition of their property, including over a quarter (28%) who are very satisfied. Some 15% are dissatisfied with the general condition of their property, with a third of these claiming to be very dissatisfied (5%), whilst one in twenty (5%) are neither satisfied nor dissatisfied.

Figure 3 General condition of the property (All valid responses)



Unweighted sample base = 815

Q11b. Overall how satisfied or dissatisfied are you with each of the following ... the general condition of this property?

Breaking down the results further, respondents who tend to express a significantly higher level of satisfaction are:

- Respondents who are 65 years of age and older (89%) in comparison with younger respondents aged 16 – 54 years (61% of those aged 16-34; 76% of those aged 35-54;
- Respondents who have lived in their property for 21 years or more (88%);
- Economically inactive respondents (84%) in comparison with economically active (74%); and
- Respondents who are satisfied with the general repairs and maintenance (91%) in comparison with those who are dissatisfied (38%).

Of the 12 BME respondents who provided a response to this question, ten indicated that they were satisfied with the condition of their property.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- 16-34 year olds (31%) in comparison with all other age groupings (35-54 18%, 55-64 12%, 65+ years 8%);
- Family households (26%) in comparison with single person householders where the resident is over 60 years old (11%) and multi adult compositions (11%);
- Respondents who feel they are poorly informed (51%) in comparison with those who rate Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd as good at keeping them informed (9%); and
- Respondents who are dissatisfied with the value for money for their rent (61%) in comparison to those who are satisfied (8%).

7.2.1 Analysis by Area Assembles

Looking at the results by area assembles, the Wentworth South area again achieves a comparatively low net satisfaction score (56%). A fifth claim to be dissatisfied with the general condition of the property in both Wentworth South (20%) and Rother Valley West (21%), at least twice the level seen in either Wentworth North (10%) or Wentworth Valley (6%).

Table 7 Satisfaction with the general condition of the property by Area Assembles⁵

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	80%	79%	79%	86%	75%	86%	76%	86%
Neither	5%	5%	5%	4%	3%	4%	5%	8%
Dissatisfied	15%	15%	16%	11%	21%	10%	20%	6%
Net Satisfaction	65%	64%	63%	75%	54%	76%	56%	80%
Unweighted sample base	815	174	115	57	89	140	177	63

7.2.1 Analysis by Repairs Area

There are minor variations between repairs areas in rating the general condition of the property, with the South area gaining the highest net satisfaction.

Table 8 Satisfaction with the general condition of the property by Repairs Area

	Total	Repairs Area		
		Centre	North	South
Satisfied	80%	79%	79%	81%
Neither	5%	5%	3%	5%
Dissatisfied	15%	16%	17%	14%
Net Satisfied	65%	63%	62%	67%
Unweighted sample base	815	289	146	380

⁵ Shaded boxes denote statistically significant variations to Wentworth South & Rother Valley West results

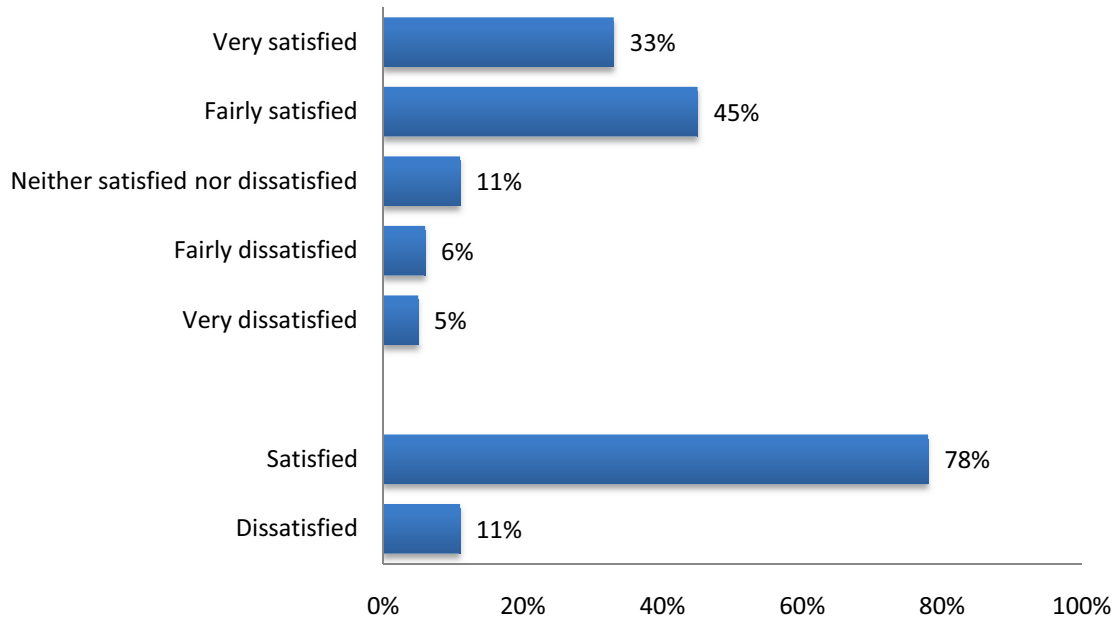
7.3 Value for money for rent

All tenants were asked to indicate their level of satisfaction with value for money for their rent.

Over three quarters (78%) of tenants are satisfied that the rent for their property represents value for money, with a third (33%) very satisfied.

Around one in ten (11%) are dissatisfied that their rent represents value for money and a further 11% are neither satisfied nor dissatisfied.

Figure 4 Value for money for rent (All valid responses)



Unweighted sample base = 806

Q11d. Overall how satisfied or dissatisfied are you with each of the following ... the value for money for your rent?

Further analysis of the 2008 value for money data shows respondents who tend to express a significantly higher level of satisfaction are:

- The respondents aged 65 plus years (86%) in comparison with the 16 – 54 year olds (16-34 years 57%, 35-54 years 75%);
- Single person households where the resident is over 60 years old (84%) in comparison with family households (65%) and single person households under 60 years old (74%);
- Those satisfied with the overall quality of the home (86%) in comparison with those dissatisfied (35%); and
- Those satisfied with their neighbourhood as a place to live (86%) in comparison with those dissatisfied (48%).

Of the 12 BME respondents who provided a response to this question, nine indicated that they were satisfied with the value for money the amount they pay in rent represents.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Respondents aged between 16 – 34 (19%) in comparison with 35-54 year olds (9%) and 65+ (9%);
- The economically active (14%) compared to just 9% of economically inactive;
- Respondents who are dissatisfied with the overall service (43%) compared to those who are satisfied (6%); and
- Those dissatisfied with the general condition of their property (43%) compared to those who are satisfied (4%).

7.3.1 Analysis by Area Assembles

In the main, the majority in each area are satisfied with the value for money offered by the rent. However, the level of dissatisfaction with the value for money for the rent is significantly lower in Rotherham North (4%) when compared with Rotherham South (15%), Rother Valley West (20%), Wentworth North (11%) and Wentworth South (13%).

Table 9 Satisfaction with the value for money for the rent by Area Assembles⁶

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	78%	80%	73%	86%	76%	78%	75%	86%
Neither	11%	16%	12%	7%	3%	11%	13%	5%
Dissatisfied	11%	4%	15%	8%	20%	11%	13%	9%
Net Satisfaction	67%	76%	58%	78%	56%	67%	62%	77%
Unweighted sample base	806	176	114	56	89	137	176	58

7.3.1 Analysis by Repairs Area

More than three quarters in each repairs area state they are satisfied with the value for money for their rent.

Table 10 Satisfaction with the value for money for rent by Repairs Area

	Total	Repairs Area		
		Centre	North	South
Satisfied	78%	77%	80%	78%
Neither	11%	15%	5%	11%
Dissatisfied	11%	8%	16%	11%
Net Satisfied	67%	69%	64%	67%
Unweighted sample base	806	290	145	371

⁶ Shaded boxes denote statistically significant variations to Rotherham North results

7.4 Satisfaction with aspects of the service provided by landlord

All tenants were asked to indicate their level of satisfaction and dissatisfaction with aspects of the service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd, such as advice and support provided by the Council and how enquiries are dealt with generally.

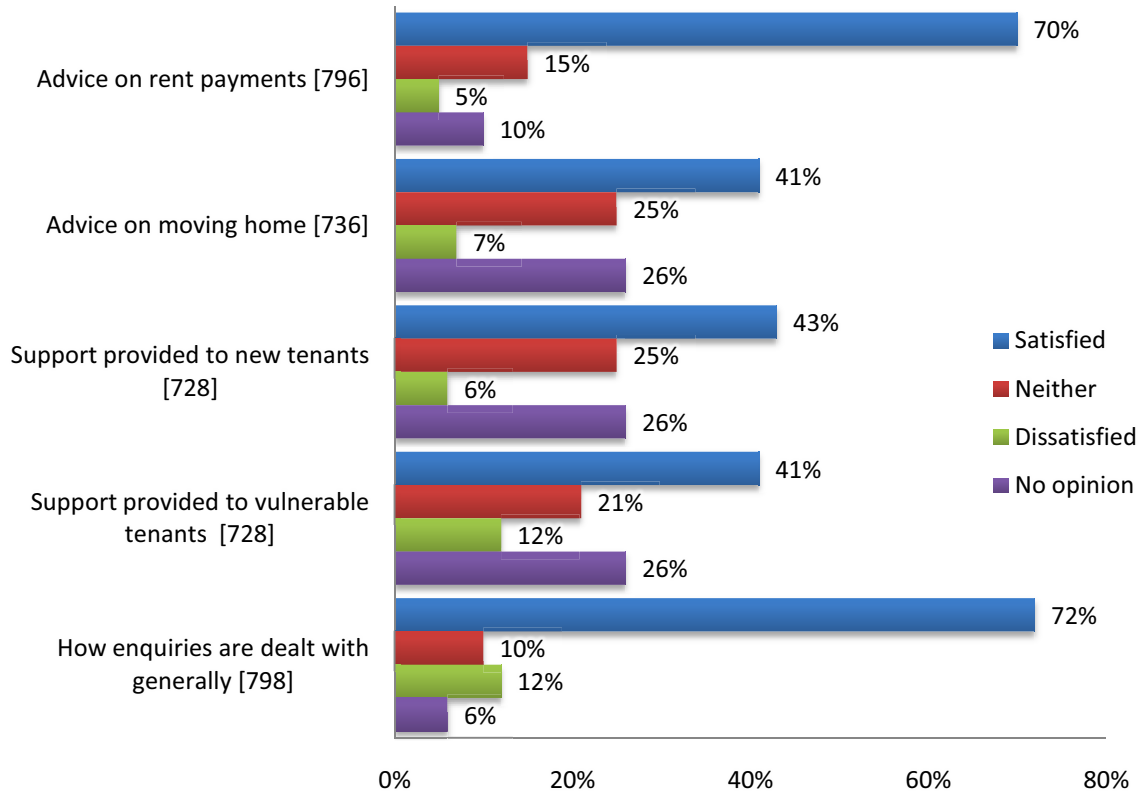
Seven in ten (70%) tenants are satisfied with the advice given by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd on rent payments, with just over a third (35%) very satisfied. A similar proportion of respondents (72%) are satisfied with how enquiries are dealt with generally, although relatively less state they are very satisfied (24%).

Around four in ten (41%) tenants are satisfied with the advice on moving house. It is worth noting that there was a high proportion saying that they were neither satisfied nor dissatisfied (25%), or not giving an opinion (26%), suggesting tenants have perhaps not experienced the service. Amongst those who have only been resident in their home for less than a year (caution small base size of 42 respondents), satisfaction with the service is relatively higher (52%)

Likewise, around four in ten (43%) tenants are satisfied with support provided to new tenants, with a quarter (25%) neither satisfied nor dissatisfied, and 26% having no opinion. Satisfaction with the support for new tenants increases to just over half (55%) of all respondents who have a length of tenancy of 5 years or less express, with one in eight dissatisfied (13% compared to 6% total sample).

A similar proportion (41%) are satisfied with the support for vulnerable tenants, a fifth (21%) are neither satisfied nor dissatisfied and a quarter (26%) have no opinion. Satisfaction with support for vulnerable tenants does not differ significantly between those tenants with a disability (42%) and those without a disability (39%), however dissatisfaction is significantly higher (15% with a disability, 7% without).

Figure 5 Satisfaction with aspects of the service provided by landlord (All valid responses)



Unweighted sample bases in brackets []

Q12a-e. Overall how satisfied or dissatisfied are you with each of the following services provided by your landlord...?

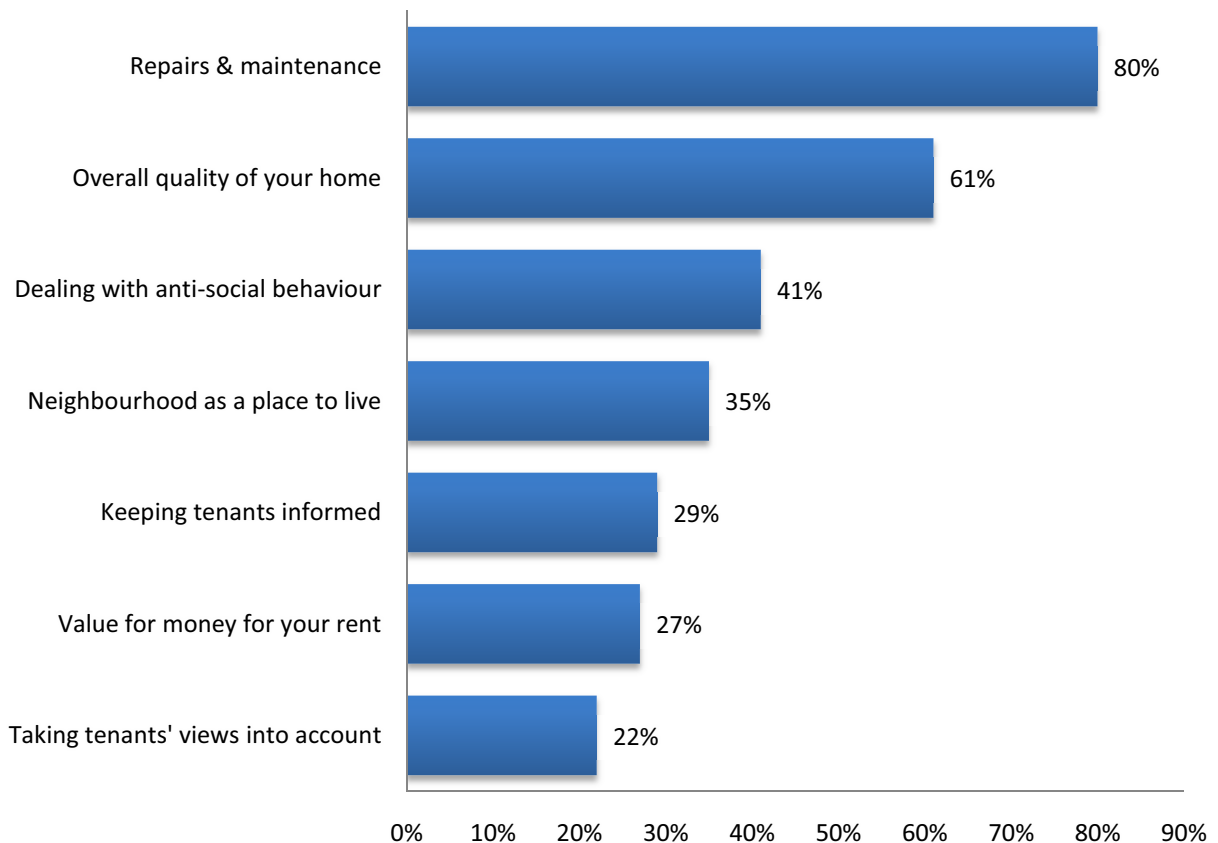
7.5 Most important services

Tenants were presented with seven services and asked which they consider to be the three most important.

The majority of tenants indicated that repairs and maintenance (80%) is most important to them, followed by the overall quality of their home (61%), and dealing with anti-social behaviour (41%).

Around a third (35%) of respondents also selected the neighbourhood as a place to live as one of their three most important services.

Figure 6 Most important services (All valid responses)



Unweighted sample base = 822

Q13a-g. Of the following, which do you consider to be the three most important...?

For single person households under 60 years, dealing with anti-social behaviour increases in relevance, endorsed as a most important service at similar levels to the overall quality of the home (repairs and maintenance 74%, overall quality of home 54% and dealing with anti-social behaviour 53%). Conversely for single person households over 60 years, the neighbourhood as a place to live becomes the third highest rated most important service (repairs and maintenance 81%, overall quality of home 60%, neighbourhood as a place to live 38%) with dealing with anti-social behaviour their fourth rated issue (34%).

For those who claim to be dissatisfied with the overall service provided by the landlord, the repairs service (74%) and home quality (56%) again are key, with the third most endorsed issue being the neighbourhood as a place to live (40%).

8 The neighbourhood/local area

This section will examine tenants' views on their neighbourhood, including perceived problems in their local area.

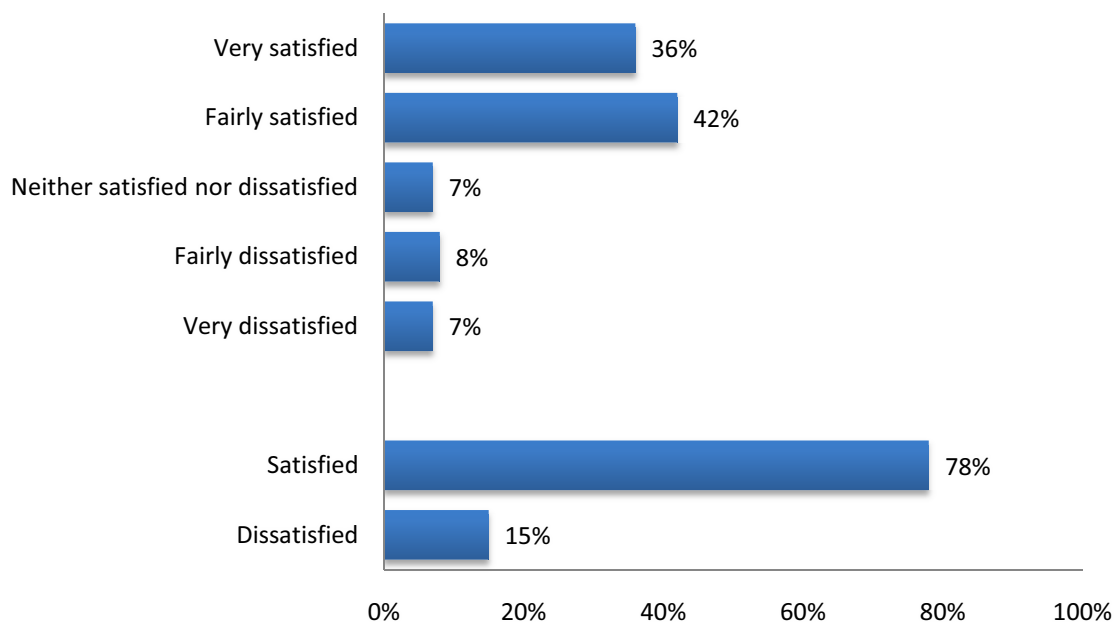
8.1 Satisfaction with the neighbourhood

All tenants were asked to rate their level of satisfaction or dissatisfaction with their neighbourhood as a place to live.

Approaching four fifths (78%) of respondents are satisfied with their neighbourhood as a place to live, with just over two thirds (36%) very satisfied.

Conversely, some 15% are dissatisfied and a further 7% are neither satisfied nor dissatisfied.

Figure 7 Satisfaction with the neighbourhood (All valid responses)



Unweighted sample base = 816

Q11c. Overall how satisfied or dissatisfied are you with this neighbourhood as a place to live?

Respondents who tend to express a significantly higher level of satisfaction are:

- Older respondents (65 years + 87% compared to 16-34 years 64%, 35-54 years 70%);
- Respondents who have lived in their home for 21 years or more (86%) compared to those who have had shorter tenancies;
- Respondents who are satisfied with the overall service (84%) in comparison with those who are dissatisfied (51%); and
- Respondents who are satisfied that their views are taken in to account (86%) in comparison to those who are dissatisfied (46%).

Of the 12 BME respondents who provided a response to this question, nine indicated that they were satisfied with the neighbourhood as a place to live.

Respondents who tend to express a significantly higher level of dissatisfaction are:

- Younger respondents (16-34 years 22%, 35-54 years 19%) in comparison with 55 years plus (12%);
- Household compositions of a single person under 60 (21%) compared to those households with a single person over 60 (11%);
- Respondents who are economically active (19%) in comparison with the economically inactive (13%).

8.1.1 Analysis by Area Assemblies

The majority of Rother Valley South respondents (90%) are satisfied with the neighbourhood as a place to live. This is a significantly higher level of satisfaction than achieved in Rotherham South, Rother Valley West or Wentworth South.

Table 11 Satisfaction with the neighbourhood as a place to live by area assemblies⁷

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Satisfied	78%	82%	73%	90%	75%	78%	73%	80%
Neither	7%	6%	11%	0%	4%	5%	10%	12%
Dissatisfied	15%	12%	17%	10%	22%	18%	17%	8%
Net Satisfaction	63%	70%	56%	80%	53%	60%	56%	72%
Unweighted sample base	816	176	116	57	90	138	179	60

⁷ Shaded boxes denote statistically significant variations compared to Rother Valley South results

8.1.2 Analysis by Repairs Area

There are no significant variations by repairs area in satisfaction with the neighbourhood as a place to live.

Table 12 Satisfaction with the neighbourhood as a place to live by repairs area

	Total	Repairs Area		
		Centre	North	South
Satisfied	78%	78%	81%	76%
Neither	7%	8%	3%	8%
Dissatisfied	15%	14%	17%	16%
<i>Net Satisfied</i>	63%	64%	64%	60%
Unweighted sample base	816	292	147	377

8.2 Neighbourhood problems

All tenants were provided with a list of 13 possible neighbourhood issues, ranging from litter and rubbish in the streets, to car parking and asked to indicate how much of a problem in their local neighbourhood they are.

Looking first at issues respondents identified as very big problems, it can be seen that just under a fifth (19%) of tenants think that car parking is a very big problem. Following that, one in seven thinks that rubbish or litter (14%) or disruptive children or teenagers (14%) are a very big problem.

Table 13 Neighbourhood problems

Issue	Very big problem	Fairly big problem	Not a very big problem	Not a problem at all
Car parking [769]	19%	18%	25%	38%
Rubbish or litter [777]	14%	23%	39%	24%
Disruptive children / teenagers [762]	14%	18%	34%	34%
Drug use or dealing [752]	11%	12%	24%	53%
Drunk or rowdy behaviour [757]	8%	8%	29%	54%
Vandalism and graffiti [752]	8%	14%	31%	48%
Noisy neighbours [760]	7%	11%	29%	53%
Noise from traffic [757]	7%	7%	33%	53%
Pets and animals [755]	5%	8%	32%	56%
People damaging your property [754]	5%	9%	25%	61%
Other crime [722]	4%	9%	35%	53%
Racial or other harassment [745]	3%	5%	18%	74%
Abandoned or burnt out vehicles [748]	2%	3%	17%	79%
Unweighted sample bases in brackets []				

Concentrating initially on the top three issues identified as a very big problem, respondents more likely to say **car parking** is a very big problem are:

- Females (21%) in comparison to males (17%);
- Respondents whose household comprises a single adult under 60 (24%) in comparison with single adult composition aged over 60 years of age (13%); and
- Respondents who are dissatisfied with the overall service provided by RMBC and 2010 Rotherham Ltd (33%) in comparison with those who are satisfied (18%).

Area assembles analysis shows that car parking is considered a very big problem for three in ten of the respondents in Rother Valley South (30%) and almost a quarter of the respondents in Rotherham South (23%). Wentworth North has the lowest issue with parking when compared to the other areas with just 13% citing it a very big problem.

Respondents more likely to say that **litter or rubbish** is a very big problem are:

- Younger respondents (16-34 years 25% in comparison with 35-54 years 12%, 55-64 years 14% and 65 plus years 13%);
- Dissatisfied with overall service provided by landlord (30%) compared to satisfied (12%);
- Dissatisfied with overall quality of the home (27%) compared to satisfied (12%); and
- Dissatisfied with neighbourhood as a place to live (39%) compared to satisfied (9%)

Again comparing area assembles, Rotherham South respondents find litter or rubbish a very big problem (20%) at a significantly higher level than either Wentworth North (11%) or Wentworth Valley (8%).

Respondents more likely to say **disruptive children or teenagers** are a problem are:

- Those who have lived in their home between 6-10 years (23%) in comparison with those respondents who have a tenancy length of 5 years or less (14%) or of 21 years or longer (11%);
- Respondents who are dissatisfied with the overall service provided by RMBC and 2010 Rotherham Ltd (27%) in comparison with those who are satisfied (12%). Respondents who are dissatisfied with the neighbourhood as a place to live (38%) in comparison with those who are satisfied (8%);

There is no significant variation between area assembles that consider disruptive children or teenagers a very big problem. However Rotherham South is the area most likely to find it a very or fairly big problem (42%), Rother Valley South the least likely (19%).

Amongst those who have expressed dissatisfaction with their neighbourhood as a place to live, the top three issues discussed previously are similarly endorsed as very big problems although at higher levels; rubbish or litter (39%), disruptive children/teenagers (38%) and car parking (35%). Drug use or dealing (34%) and drunk or rowdy behaviour (30%), are also cited.

Note that the sample of BME respondents is too small to allow for separate analysis of racial harassment in the neighbourhood (10 people).

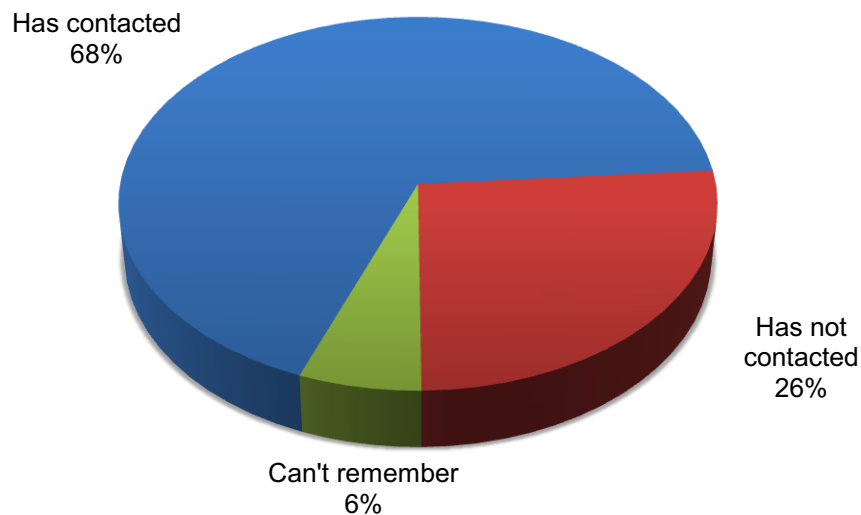
9 Contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd

This section will examine tenants' contact with Rotherham Metropolitan Borough Council (RMBC) and 2010 Rotherham Ltd and in particular, their satisfaction with the contact experience and the reasons for contacting their landlord.

9.1 Contact with landlord

All respondents were asked whether or not they had been in contact with their landlord over the last twelve months. Just over two thirds (68%) of tenants indicated they had been in contact, whereas 26% have not.

Figure 8 Contact with landlord in last 12 months (All valid respondents)



Unweighted sample base = 792

Q15. Have you been in contact with your landlord in the last 12 months?

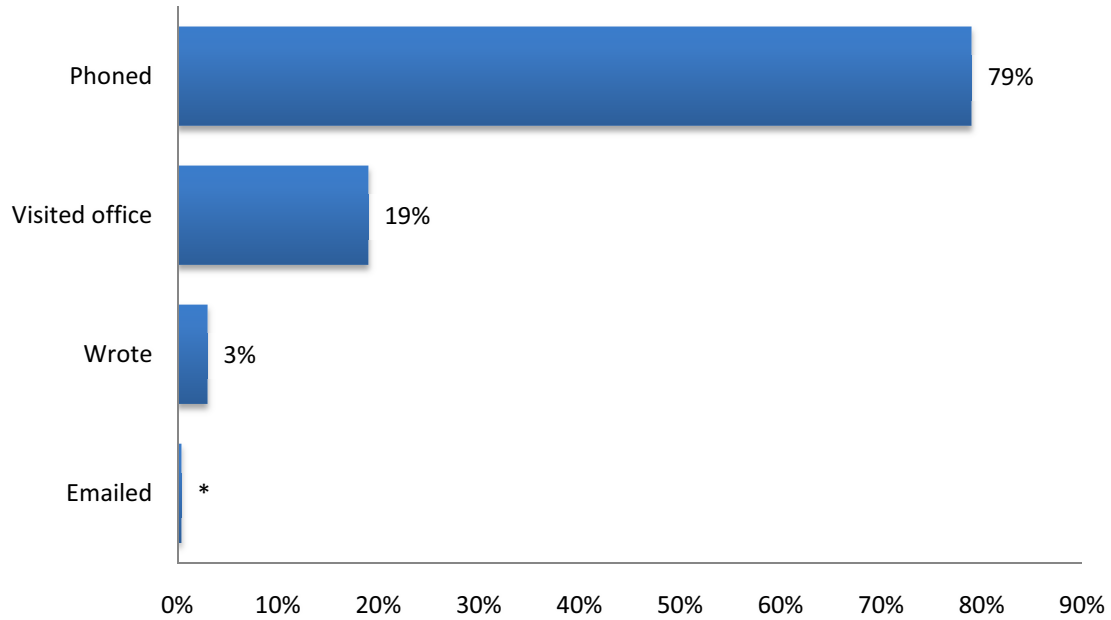
Respondents more likely to have been in contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd are:

- Of a working age (16-34 years 73%, 35-54 years 75%, 55-64 years 73%);
- Families (74%), multi adult households (74%) and single occupied households under 60 years old (69%) in comparison with single occupied households over 60 years old (52%); and
- Those with a disability (71%) compared to those without (65%).

9.2 Method of contact

All respondents who made contact with their landlord in the last 12 months were asked how they had last made contact. The majority (79%) did so via the telephone. Less than a fifth (19%) visited the office and a minority wrote (2%).

Figure 9 Method by which contacted landlord (Respondents who had made contact)



Unweighted sample base = 491

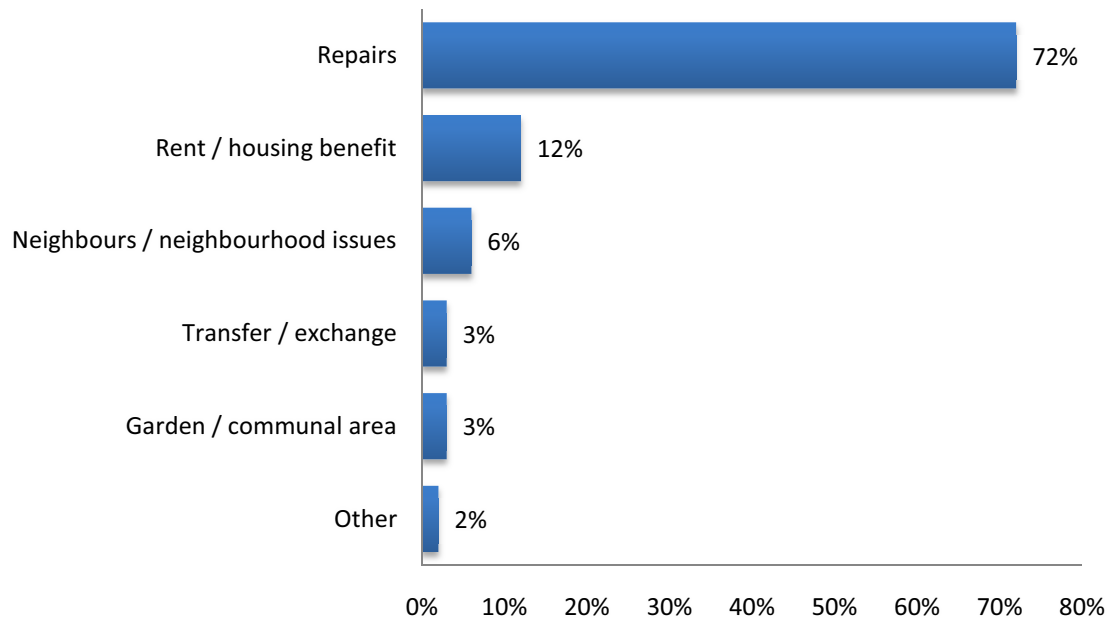
Q16. How did you last contact your landlord?

9.3 Reason for contact

All tenants who had made contact with their landlord were also asked the reason for the last contact.

The majority (72%) made contact about repairs. One in eight had made contact about their rent/housing benefit (12%) and around one in twenty regarding neighbours or neighbourhood issues (6%), housing transfer (3%), or the garden or communal area (3%).

Figure 10 Reason for last contact with landlord (Respondents who had made contact)



Unweighted sample base = 514

Q17. What did you last have contact about?

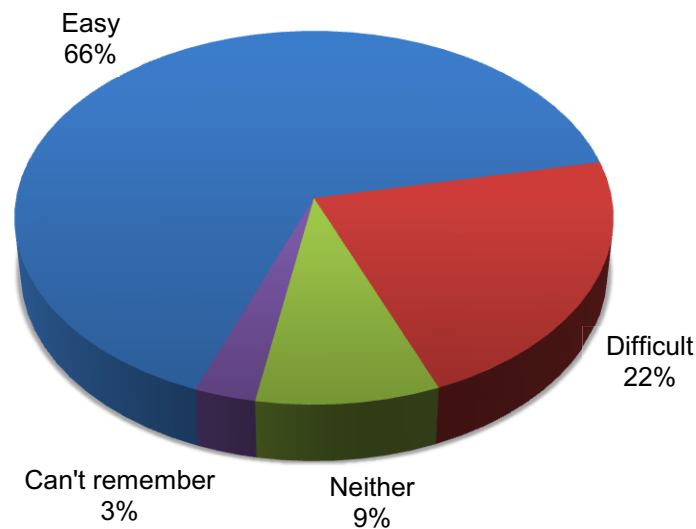
9.4 Contact experience

All tenants who had been in contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd in the last twelve months were asked a number of questions about their contact experience.

9.4.1 Getting hold of the right person

Two thirds (66%) found getting hold of the right person easy, just over a fifth (22%) difficult.

Figure 11 Ease of getting hold of the right person (Respondents who had made contact)



Unweighted sample base = 529

Q18. When you last had contact was getting hold of the right person ...?

Those tenants who were significantly more likely to have found it difficult to get hold of the right person tend to exhibit the following characteristics:

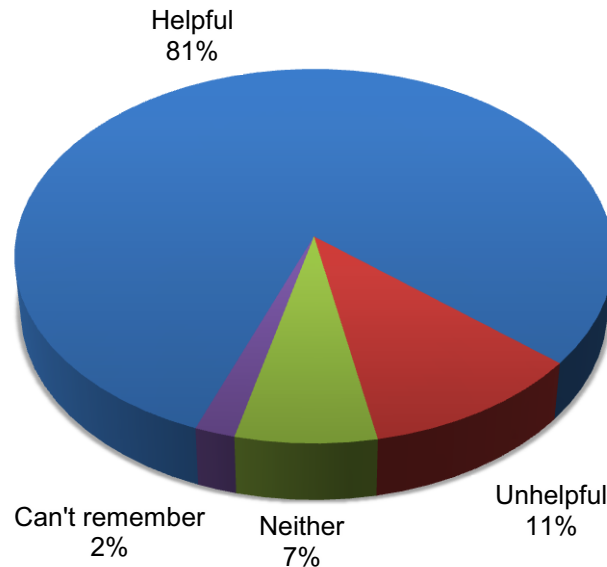
- 16-34 year olds (37%) when compared to 35-54 years (22%), 55-64 years (18%) and 65 plus years (17%);
- Respondents who have been resident in their home for less than five years (27%) in comparison with those who have been resident for eleven plus years (18%);
- Those who are dissatisfied with the overall service provided by their landlord (58%); and
- Those who are dissatisfied that their views are being taken into account (62%).

9.4.2 Helpfulness of staff

The same sample was then asked whether or not they had found the member of staff they had dealt with helpful or unhelpful.

The majority (81%) indicated that the member of staff had been helpful, whereas around one in ten (11%) had found them unhelpful.

Figure 12 Helpfulness of staff (Respondents who had made contact)



Unweighted sample base = 533

Q19. Did you find the staff...?

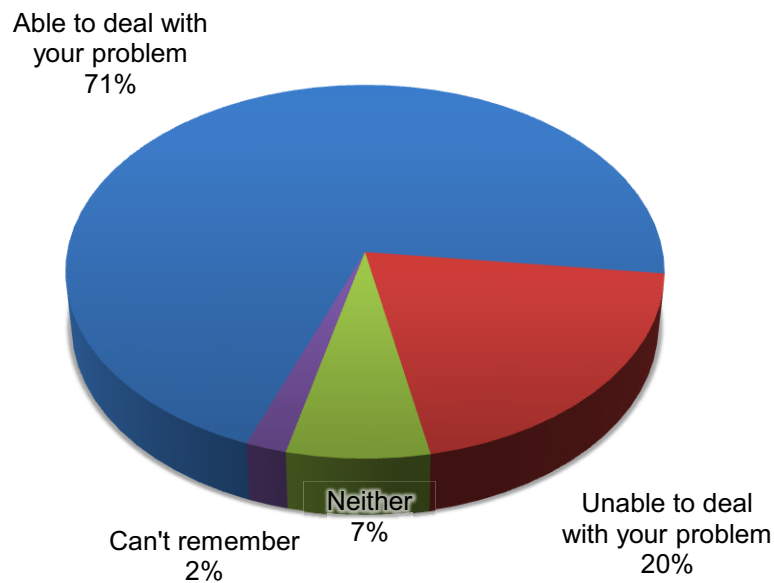
Tenants more likely to have found staff unhelpful tend to exhibit the following characteristics:

- Younger respondents aged 16-34 years (19%) and 35-54 years (15%) in comparison with 55 years plus (7%);
- Families (18%) in comparison with multi-adult households (9%) and single person households over 60 (6%)
- Those who have been resident in their home for less than 5 years (17%) compared to those resident for 11 plus years (6%);
- Respondents who are dissatisfied with the overall service provided by RMBC and 2010 Rotherham Ltd (36%) in comparison with those who are satisfied (4%);
- Respondents who are dissatisfied with the repairs and maintenance service (32%) in comparison with those who are satisfied (4%); and
- Respondents who are dissatisfied that their views are being taken into account (39%) in comparison with those who are satisfied (4%).

9.4.3 Ability of staff to deal with the problem

Respondents were then asked whether or not the staff had been able to deal with their problem or issue. Around seven in ten (71%) indicated that the member of staff had been able to deal with their problem, whereas a fifth (20%) had found them unable to do so.

Figure 13 Ability of staff to deal with the problem (Respondents who had made contact)



Unweighted sample base = 527

Q20. And were they...?

Respondents aged 16-34 years are significantly more likely to indicate that staff were unable to deal with their problem in comparison with those aged 65 plus years (33% and 17% respectively).

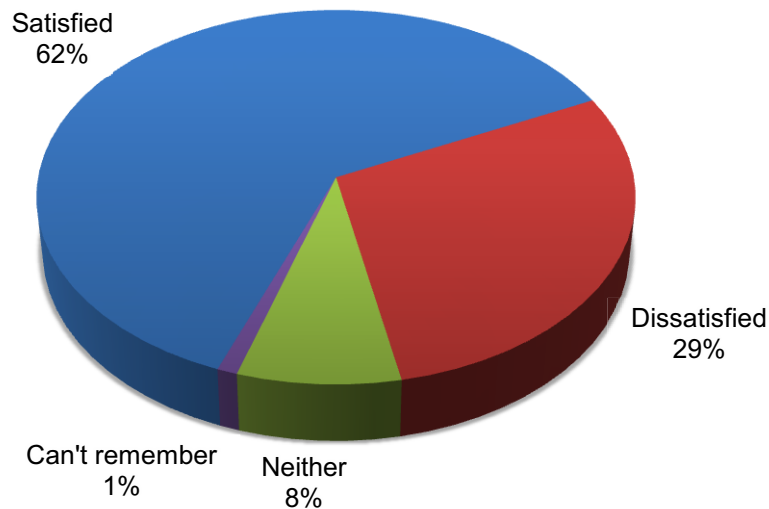
Respondents who are dissatisfied with the overall service provided by the landlord are also significantly more likely to say staff were unable to deal with the problem (60%), in comparison with those satisfied (11%).

9.4.4 Satisfaction with the final outcome

Respondents were asked to rate their satisfaction with the final outcome. Around three fifths (62%) reported they were satisfied with the final outcome of their last contact with RMBC and 2010 Rotherham Ltd. Conversely, almost three in ten (29%) expressed a level of dissatisfaction.

Of the five BME respondents who provided a response to this question, three indicated that they were satisfied with the final outcome.

Figure 14 Satisfaction with the final outcome (Respondents who had made contact)



Unweighted sample base = 529

Q21. Were you satisfied or dissatisfied with the final outcome?

Younger respondents tend to express a significantly higher level of dissatisfaction when compared with older tenants (49% of those aged 16 – 34 years; 29% of those aged 35 – 54 years; 25% of those aged 55 – 64 years; and 22% of those aged 65+ years).

Families also have a greater level of dissatisfaction (40%) when compared with multi-adult households (25%) and single person households over 60 (25%).

Almost three quarters of those dissatisfied with the overall service provided by their landlord are dissatisfied with the final outcome (74%), in comparison with just 17% of those satisfied with the service.

10 Repairs and maintenance

This section will focus on the repairs and maintenance service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd. Satisfaction will be examined, as will rating of various aspects of the repairs service.

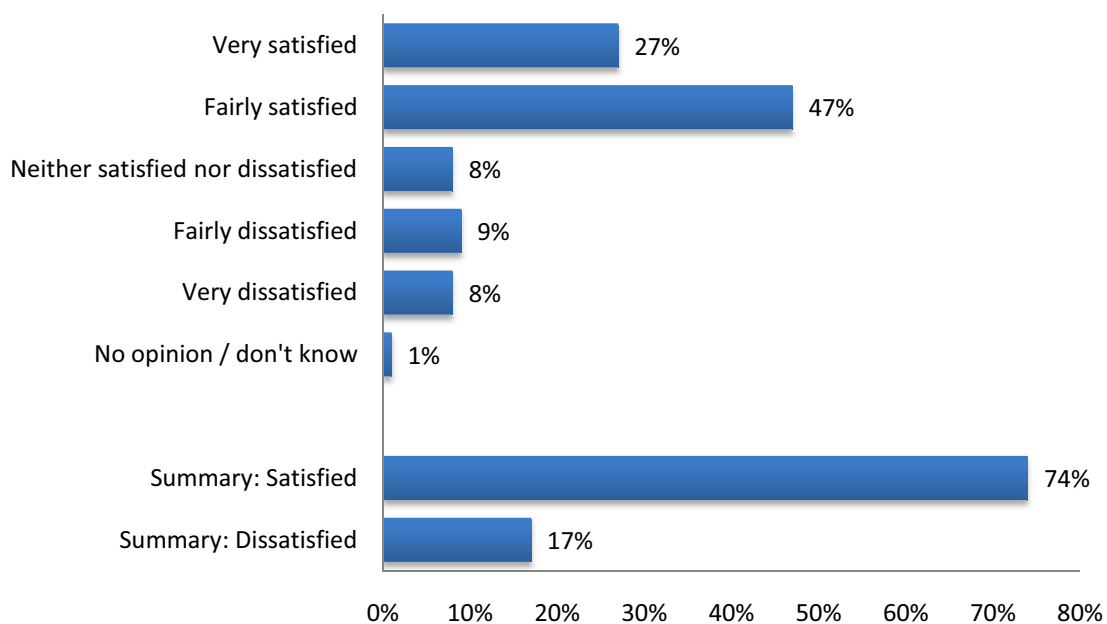
10.1 Satisfaction with the repairs and maintenance service

All respondents were asked to rate their level of satisfaction with the way in which Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd deals with repairs and maintenance.

Approaching three quarters (74%) of tenants are satisfied, with more than a quarter (27%) very satisfied. Around one in six (17%) are dissatisfied, with just 8% neither satisfied nor dissatisfied.

Of the ten BME respondents who provided a response to this question, six indicated that they were satisfied with the repairs and maintenance service.

Figure 15 Satisfaction with general repairs and maintenance (All valid responses)



Unweighted sample base = 834

Q22. Generally how satisfied or dissatisfied are you with the way your landlord deals with repairs and maintenance?

Amongst those respondents who have had a repair completed in the last 12 months, there are marginal positive movements to the satisfaction ratings:

- Very/fairly satisfied with the repairs service increases to 76%
- Very/fairly dissatisfied with the repairs service decreases to 15%.

Tenants more likely to be dissatisfied with their repairs and maintenance service tend to exhibit the following characteristics:

- Younger respondents aged 16-34 years (40%) in comparison with 35-54 years (18%), 55-64 years (17%) and 65 plus years (9%);
- Respondents who have had a shorter length of tenancy (22% of those with less than 5 years) in comparison with those of a longer tenancy (12% of those with 21+ years);
- Respondents who are dissatisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd (72%) in comparison with those who are satisfied (7%);
- Respondents who are dissatisfied with the overall quality of their home (62%) in comparison with those who are satisfied (8%); and
- Respondents who are dissatisfied with the general condition of their property (59%) in comparison with those who are satisfied (8%).

10.1.1 Analysis by Repairs Area

Looking at the results by repairs area, there are no significant variations but the Centre repairs area exhibits the lowest level of satisfaction with the repairs and maintenance service (71%) and highest dissatisfaction (20%) giving the lowest net satisfaction score of 51%.

Table 14 Satisfaction with repairs and maintenance service by Repairs Area

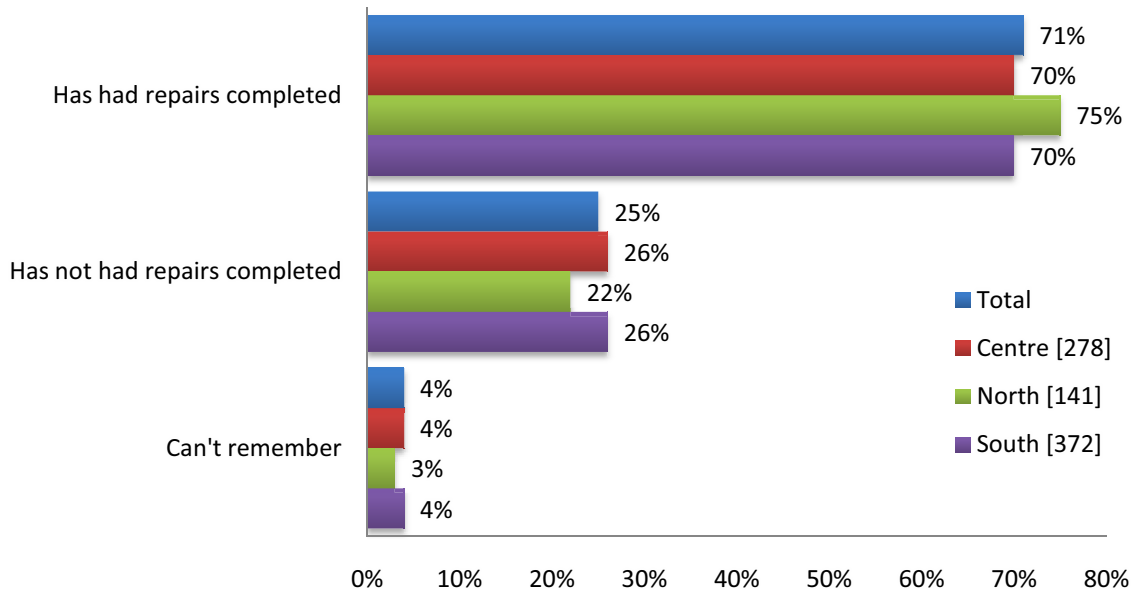
	Total	Repairs Area		
		Centre	North	South
Satisfied	74%	71%	77%	75%
Neither	8%	8%	8%	8%
Dissatisfied	17%	20%	13%	15%
<i>Net Satisfied</i>	57%	51%	64%	60%
Unweighted sample base	834	296	148	390

10.1.2 Completing a repair

All tenants were then asked if they had any repairs completed over the last 12 months. Seven in ten (71%) indicated they had, whilst a quarter (25%) had not.

Three quarters of respondents in the North repairs area stated they had a repair completed in the last 12 months, marginally lower repair completions were declared in both the Centre (70%) and the South (70%).

Figure 16 Whether or not had repairs completed in last 12 months (All valid responses)



Unweighted sample base = Total (791)

Q23. Have you had any repairs completed in the last 12 months?

Middle aged tenants are more likely to have had a repair completed in the last 12 months (76% of 35-54 year olds, 74% of 55-64 year olds) when compared to the younger 16-34 year olds (65%) and the older tenants (68% of those aged 65 years and over). Consistent with this finding is the higher level of completed repairs amongst families (77%) and multi-adult households (72%) when compared to single person households either under 60 (69%) or over 60 (66%)

Respondents are more likely to have had a repair completed if they have lived in their home 5 or less years (77%) in comparison with those who have lived in their home for longer (69% of 6-10 years, 72% of 11-20 years and 67% of 21 years and over).

10.2 Satisfaction with aspects of the repairs service

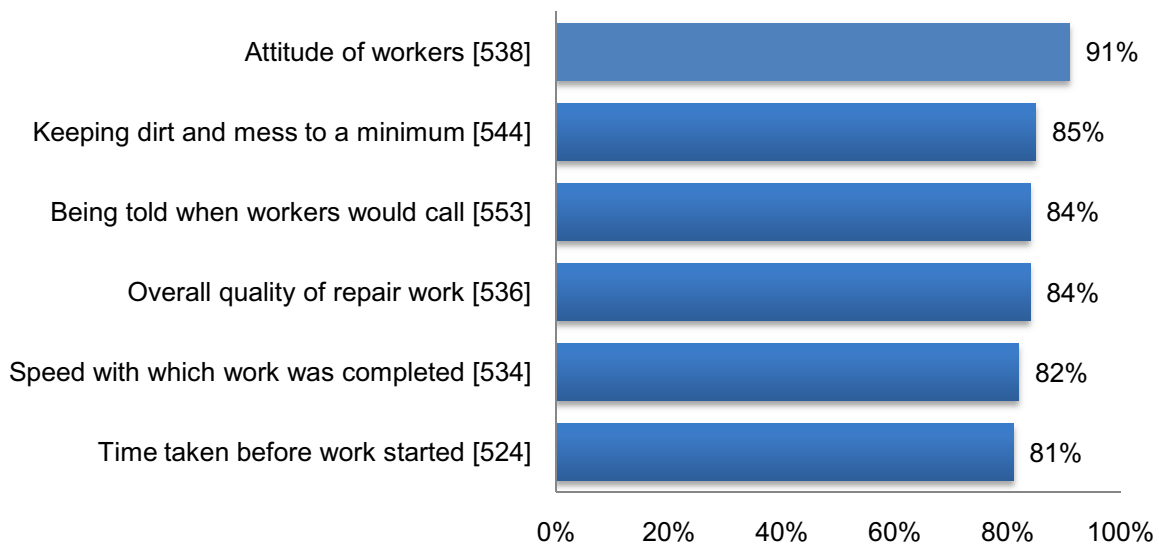
Respondents who had had any repair completed in the last 12 months were asked to rate their last completed repair on a number of different service aspects.

Encouragingly, the majority of tenants are satisfied with all aspects of their last completed repair. Consistent with the post-repair monitoring which shows high levels of satisfaction with the service, more than four fifths rate the overall quality of repair work in their last completed repair as either very or fairly good.

The quality of the workers is also rated very highly with just over nine in ten declaring the attitude of workers as good (91%), 85% for keeping dirt and mess to a minimum and 82% for the speed with which work was completed.

Communication about repairs work is effective (84% rate being told when workers would call as good), and the service efficient (81% rate time taken before work started as good).

Figure 17 Rating of aspects of the last completed repair as very or fairly good (Respondents who have had a repair completed)



Unweighted sample bases vary

Q24. Thinking about your last complete repair, how would you rate it in terms of?

The table overleaf (table 15) provides a full detail breakdown of the ratings given for the different service aspects of the last completed repair.

Table 15 Rating of aspects of the last completed repair (Respondents who have had a repair completed)

	Very good	Fairly good	Neither	Fairly poor	Very poor	No opinion
Attitude of workers [538]	65%	26%	5%	2%	2%	1%
Keeping dirt and mess to a minimum [544]	52%	33%	8%	2%	4%	1%
Being told when workers would call [553]	50%	34%	6%	5%	5%	*%
Overall quality of repair work [536]	50%	34%	7%	4%	4%	1%
Speed with which work was completed [534]	48%	34%	8%	4%	5%	1%
Time taken before work started [524]	39%	42%	8%	4%	6%	1%

10.2.1 Analysis by Repairs Area

Looking at the results by repairs area, there is an excellent consistency across the repairs areas in all aspects of the repairs service rated.

Table 16 Rating of aspects of the last completed repair as good by Repairs Area (Respondents who have had a repair completed)

	Total	Repairs Area		
		Centre	North	South
Attitude of workers	91%	89%	92%	91%
Keeping dirt and mess to a minimum	85%	84%	84%	86%
Being told when workers would call	84%	85%	77%	85%
Overall quality of repair work	84%	82%	85%	84%
Speed with which work was completed	82%	80%	81%	83%
Time taken before work started	81%	79%	82%	81%
Unweighted sample bases vary				

11 Communication and information

This section will look at the level of communication between Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd and its residents. Issues will be examined surrounding how well residents feel informed and how they would prefer to be consulted.

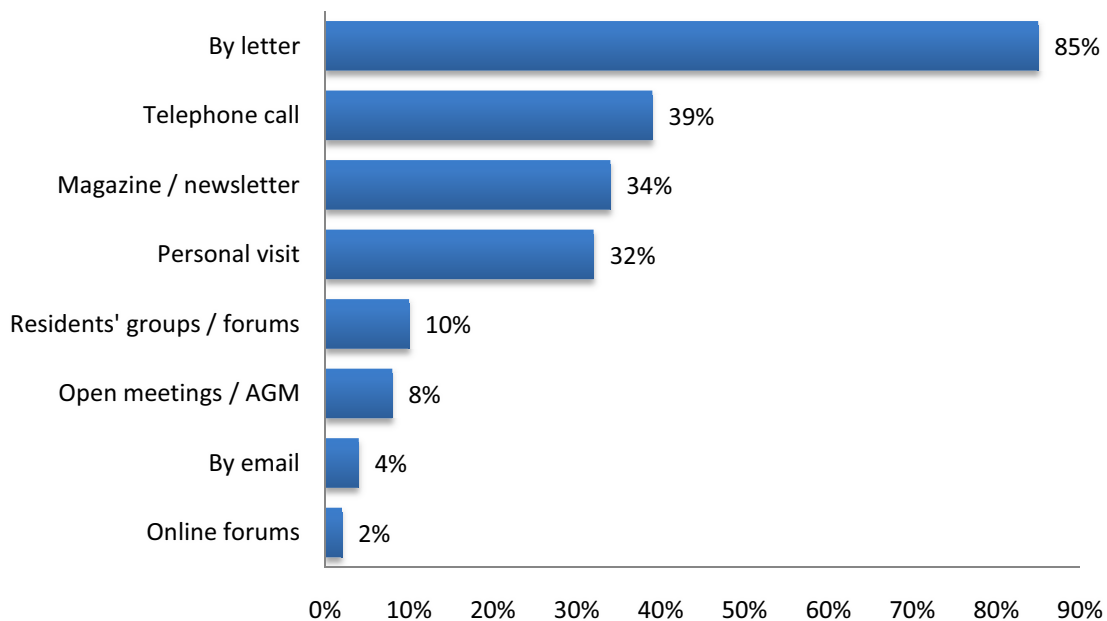
11.1 Methods for information and consultation

All tenants were asked how they would prefer to be informed and consulted about issues that may affect them. They were provided with a list of options from which to choose their preferences.

Overall, the largest proportion of tenants (85%) would prefer to be contacted about issues via a letter. Just under four fifths (39%) would like to be informed via a telephone call and around a third by either a magazine or newsletter (34%) or a personal visit (32%).

Just one in twelve (8%) are interested in open meetings or the annual general meeting (AGM).

Figure 18 Preferred methods of information and consultation (All valid responses)



Unweighted sample base = 828

Q25. Which methods do you prefer your landlord to use to inform you or consult you about issues that may affect you?

Amongst those who feel their landlord is poor at keeping them informed, the letter is still rated as the most preferred method of communication, although at a lower level (73%). Face-to-face communication is of increased importance to this group when compared to the total sample such as a personal visit (preferred by 37% compared to 32% of total), open meeting or AGM (preferred by 19% compared to 8% of total), and residents groups or forums (preferred by 15% compared to 10% of total).

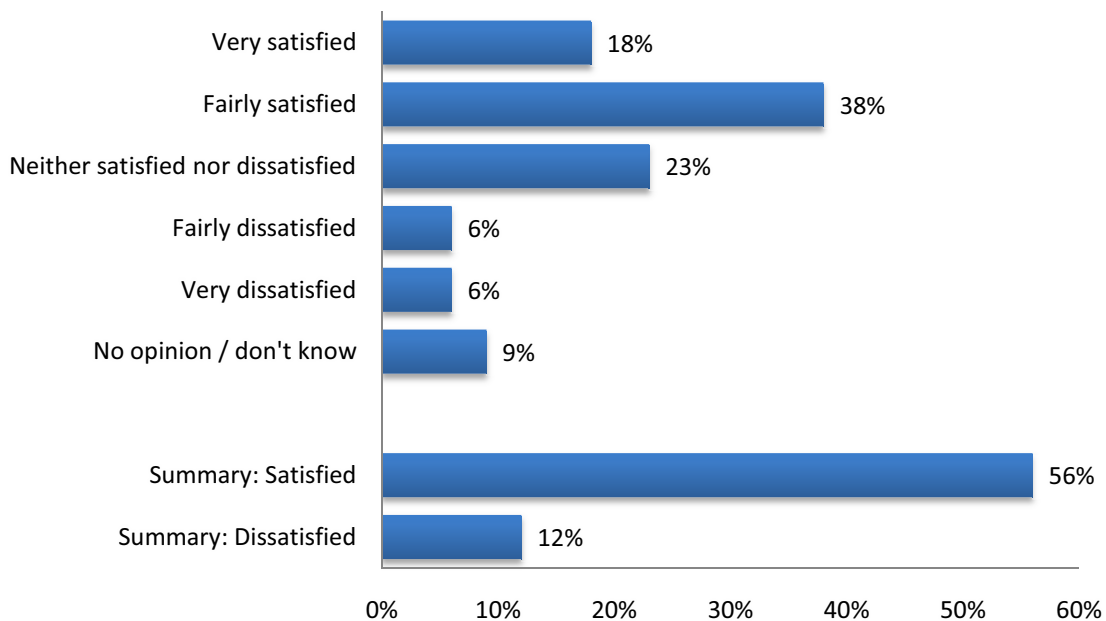
11.2 Taking into account tenants' views

All respondents were asked how satisfied or dissatisfied they are that their landlord takes into account tenants' views.

Approaching three fifths (56%) of tenants are satisfied that their views are taken into account, with around one in five (18%) very satisfied. Of the eight BME respondents who provided a response to this question, seven indicated that they were satisfied that tenants' views are being taken into account..

One in eight (12%) are dissatisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd does not take their views into account, and almost a quarter are neither satisfied nor dissatisfied (23%).

Figure 19 Level of satisfaction that tenants' views are being taken into account (All valid responses)



Unweighted sample base = 818

Q26. How satisfied or dissatisfied are you that your views are being taken into account by your landlord?

Tenants significantly more likely to be satisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd takes their views into account are:

- Older tenants (64% of those aged 65+ years) in comparison with younger tenants (36% of those aged 16 – 34 years, 53% of those aged 35-54 years);
- Multi-adult households (64%), Single occupied households aged 60 and over (58%) and aged under 60 yrs (54%) in comparison with families (41%);
- Respondents who have lived in their home for 21 years or more (62%) in comparison with all other tenancy lengths;
- Economically inactive respondents (57%) in comparison with active (47%); and
- Respondents from Rother Valley West (63%) in comparison with Wentworth South (50%).

Tenants significantly more likely to be dissatisfied that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd takes their views into account are:

- Respondents who are dissatisfied with the opportunities for participation in management and decision making (57%) in comparison with those who are satisfied (6%); and
- Respondents who are dissatisfied with the overall service provided by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd (57%) in comparison with those who are satisfied (6%).

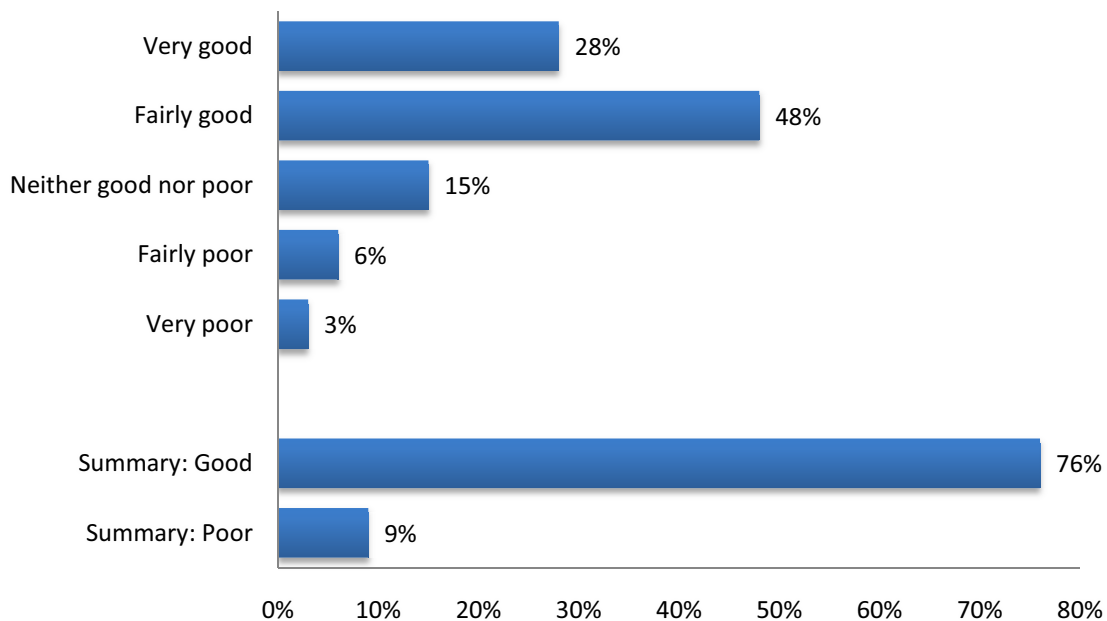
11.3 Keeping general needs tenants informed

All tenants were asked whether or not they felt their landlord is good at keeping them informed about things which affect them as a tenant.

Three quarters (75%) of respondents think that their landlord is good at keeping them informed, with just over a quarter (28%) stating they think Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is very good.

Less than one in ten (9%) consider Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd to be poor at keeping them informed, and some 15% say that they are neither good nor poor.

Figure 20 How good or poor landlord is at keeping residents informed about issues that might affect them (All valid responses)



Unweighted sample base = 836

Q27. How good or poor do you feel your landlord is at keeping you informed about things that might affect you as a tenant?

General needs tenants significantly more likely to state that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is good at keeping them informed are:

- Older tenants (86% of those aged 65+ years) in comparison with younger tenants (52% of those aged 16 – 34 years and 73% of those aged 35 – 54 years);
- Over 60 single occupied household (85%) in comparison with other household groups, particularly families (63%);
- Economically inactive (80%) in comparison with active (67%); and
- Rotherham North (80%) respondents in comparison with Wentworth South (68%).

General needs tenants significantly more likely to state that Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd is poor at keeping them informed are:

- Respondents who are dissatisfied with the overall service provide by the landlord (40%) in comparison with those satisfied (4%); and
- Respondents who are dissatisfied with their views being taken into account by Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd (43%) in comparison with those who are satisfied (3%).

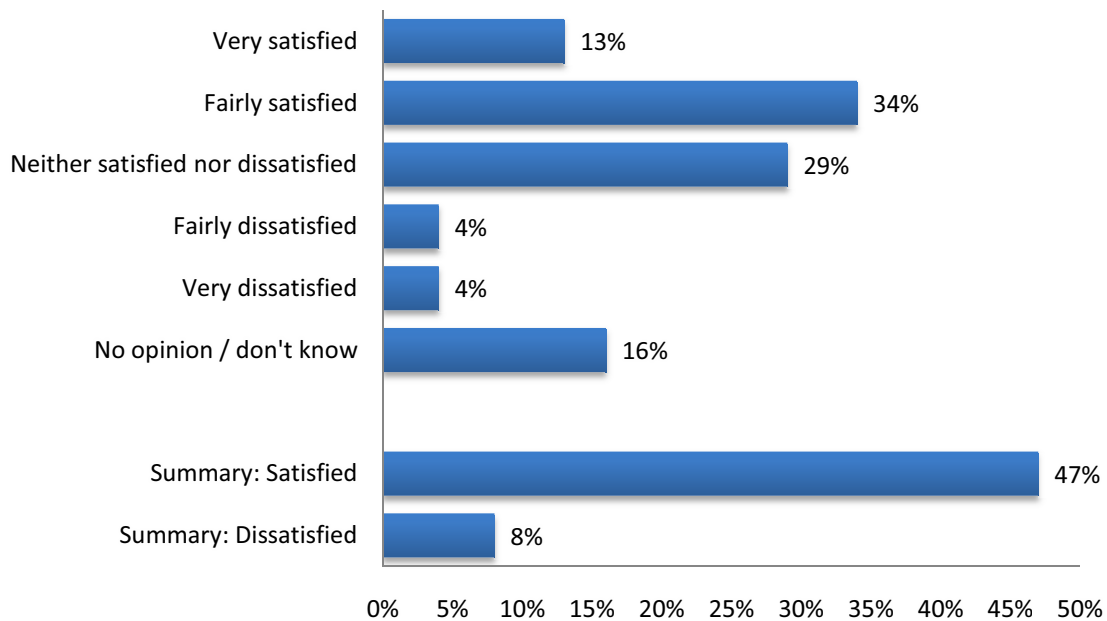
11.4 Opportunities for participation in management and decision making

All tenants were asked how satisfied or dissatisfied they are with opportunities for participation in management and decision-making.

Just under half (47%) were satisfied with the opportunities to participate, one in twelve dissatisfied (8%).

The remainder were either neither satisfied nor dissatisfied (29%) or could offer no opinion (16%).

Figure 21 Satisfaction with opportunities for participation in management and decision making (All valid responses)



Unweighted sample base = 829

QR1. How satisfied or dissatisfied are you with opportunities for participation in management and decision-making?

This question used to be a key indicator for the STATUS survey but has been recently removed. The inclusion in this questionnaire was to enable comparison across time, details of which are provided in the key findings section at the beginning of the report.

12 Anti-social behaviour

The following section will examine a new area of questioning introduced to the general needs tenants STATUS questionnaire: anti-social behaviour (ASB). Levels of reporting ASB to Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd will be examined and also aspects of how the ASB report was dealt with.

12.1 Reporting ASB

All tenants were asked to indicate whether or not they have reported any ASB to Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd in the past 12 months.

One in six (16%) tenants has reported ASB to their landlord in the past 12 months, the remainder have not (84%).

The 35-54 year olds are significantly more likely to have reported ASB (19%) than the over 65 years of age (11%).

Similarly families (17%), multi-adult households (16%) and single person households under 60 years (21%) all have a higher reporting incidence of ASB than the single person over 60 years households (10%).

There is some significant variation in the level of reporting ASB by area assembles. Rotherham North and Wentworth North have reported ASB at significantly higher levels than Rother Valley South. The following table provides detail:

Table 17 Whether or not reported ASB by Area Assembles⁸

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Has reported	16%	19%	14%	7%	15%	18%	15%	14%
Has not reported	84%	81%	86%	93%	85%	82%	85%	86%
Unweighted sample base	833	178	118	58	94	138	182	65

⁸ Shaded boxes denote statistically significant variations compared to Rother Valley South results

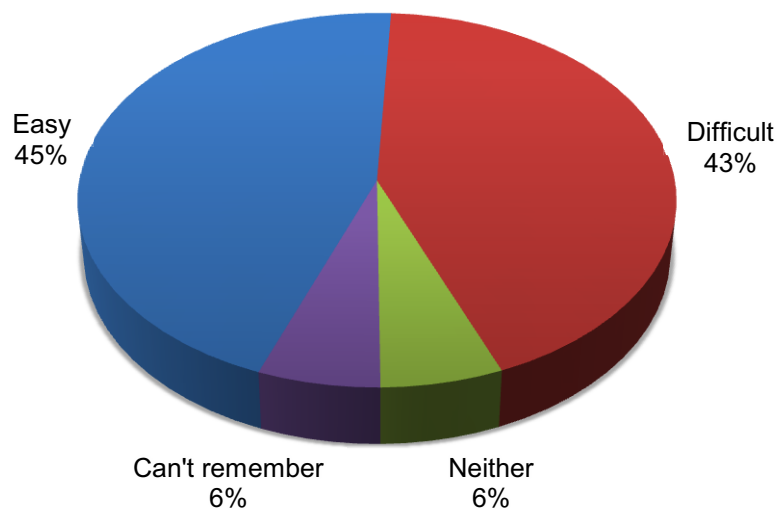
12.2 ASB report experience

All general needs tenants who had been in contact with Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd about anti-social behaviour were asked a number of questions about their contact experience.

12.2.1 Getting hold of the right person

Views on how easy it was to get hold of the right person are divided with similar proportions finding it easy to get hold of the right person (45%), and difficult to get hold of the right person (43%). A minority (6%) stated it was neither easy or difficult.

Figure 22 Ease of getting hold of the right person (Respondents who had reported ASB)



Unweighted sample base = 127

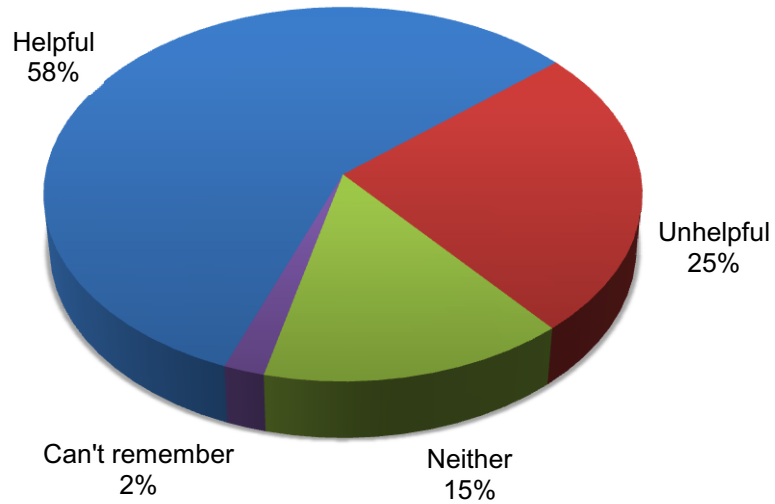
Q29. When you had your last contact was getting hold of the right person ...?

12.2.2 Helpfulness of staff

The same sample was then asked whether or not they had found the member of staff they had dealt with helpful or unhelpful.

Approaching three fifths (58%) indicated that the member of staff had been helpful, whereas a quarter (25%) indicated staff had been unhelpful. Just 15% claimed that staff had neither been helpful nor unhelpful.

Figure 23 Helpfulness of staff (Respondents who had reported ASB)



Unweighted sample base = 124

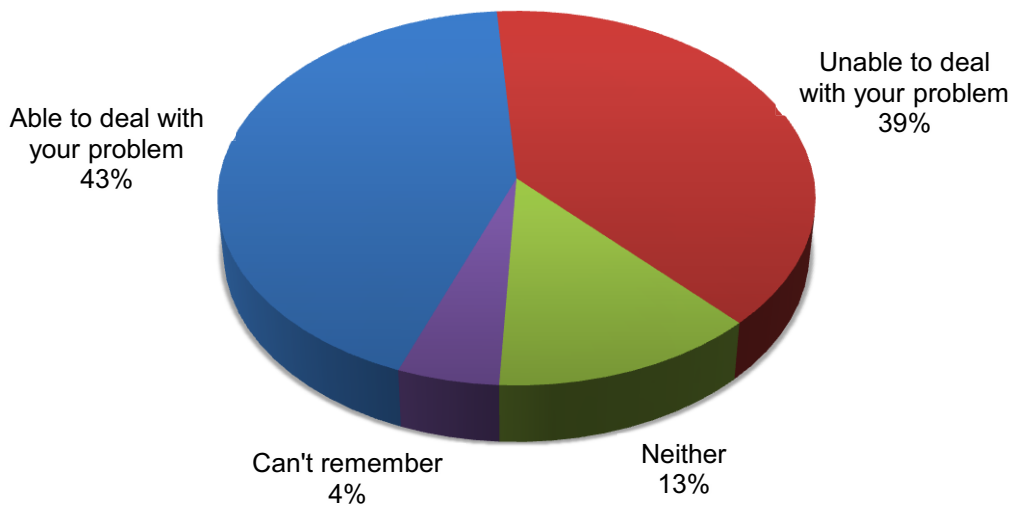
Q30. Did you find the staff ...?

12.2.3 Ability of staff to deal with the problem

Respondents were then asked whether or not the staff had been able to deal with their ASB problem or issue.

Tenants had different opinions, with around two fifths of respondents indicating that staff were able to deal with the problem (43%) and a similar proportion finding staff were not able to deal with the problem (39%). One in eight advised that staff were neither able nor unable to deal with their problem (13%).

Figure 24 Ability of staff to deal with the problem (Respondents who had reported ASB)



Unweighted sample base = 127

Q31. And were they ...?

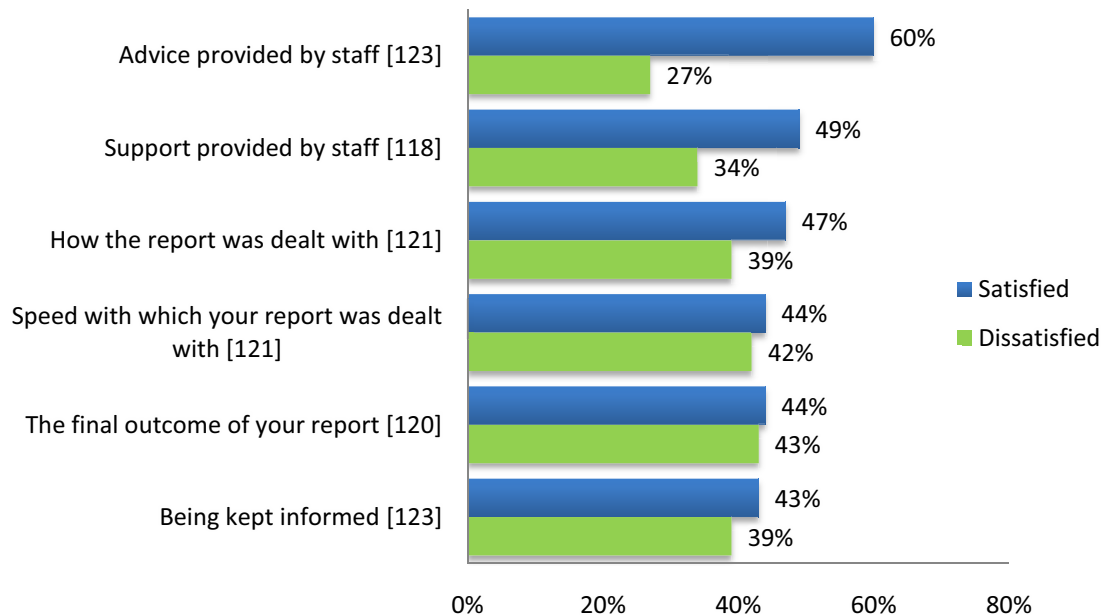
12.3 Satisfaction with aspects of how ASB report was dealt with

General needs tenants who made an ASB report were presented with six aspects relating to how Rotherham Metropolitan Borough Council and 2010 Rotherham Ltd dealt with their ASB report.

Tenants express the highest level of satisfaction with the advice provided by staff (60%). Almost half are satisfied with the support provided by staff (49%) and with how the report was dealt with (47%).

The ratio of % satisfied to % dissatisfied is similar across three aspects of the ASB reporting process: the speed with which the report was dealt with (44%:42% respectively), with being kept informed (43%:39%); and the final outcome of the report (44%:43%). See figure 25 below:

Figure 25 Satisfaction with aspects of ASB report (Respondents who had reported ASB)



Unweighted sample bases in brackets []

Q32. How satisfied or dissatisfied were you with the following aspects of how your report was handled ...?

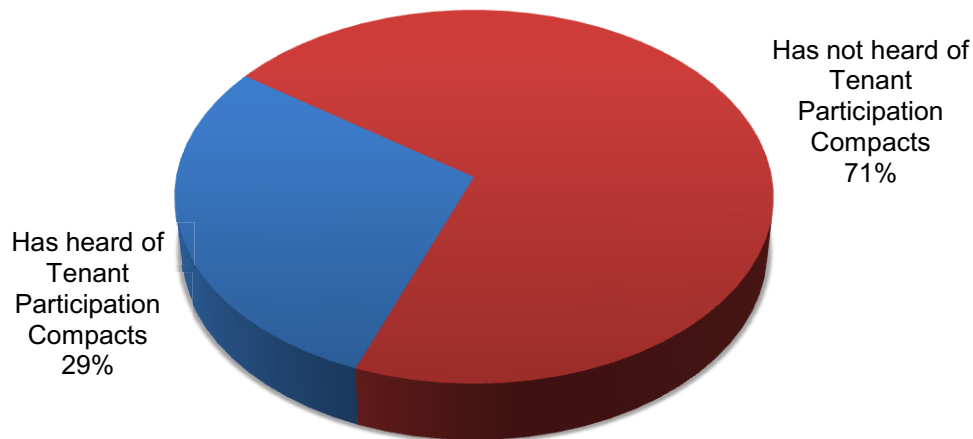
13 Tenant Participation Compacts

This section shows levels of awareness of the locally agreed Tenant Participation Compact (TPC) and also satisfaction with these. Tenant Participation Compacts set out how tenants will be involved in shaping local decisions about housing.

13.1 Awareness of Tenant Participation Compacts

Seven in ten (71%) respondents have not heard of the TPC, whereas approaching three in ten (29%) are aware.

Figure 26 Whether or not heard of Tenant Participation Compact (All valid responses)



Unweighted sample base = 792

Q33. Have you heard of the Tenant Participation Compacts – agreements between local council and their tenants which set out how tenants will be involved in shaping local decisions about housing?

Respondents more likely to have heard of the TPC tend to exhibit the following characteristics:

- Males (36%) compared to females (23%)
- Older respondents 55-64 years (39%), 65 plus years (35%) in comparison with 16-34 year olds (11%) and 35-54 year olds (22%);
- Those residents with a disability (33%); and
- Respondents who have a length of tenancy of over 21 years (40%).

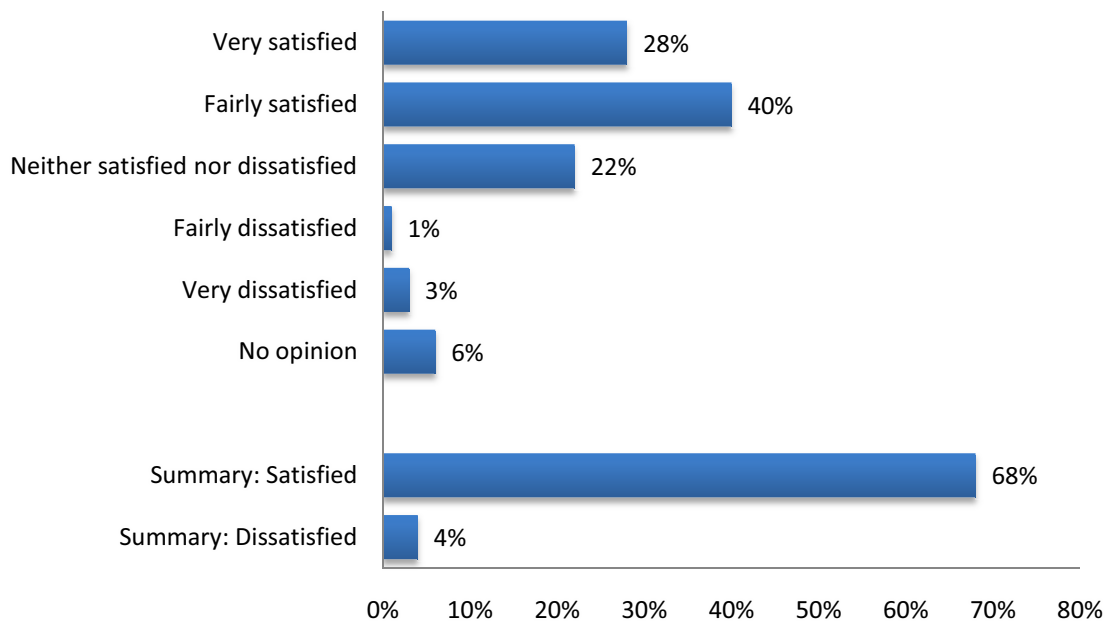
13.2 Level of satisfaction with Tenant Participation Compact

All respondents who indicated they are aware of their locally agreed TPC were then asked to rate their level of satisfaction with their TPC.

Over two thirds (68%) are satisfied with their TPC, with just over a quarter (28%) very satisfied.

Around a fifth (22%) are neither satisfied nor dissatisfied, with fewer than one in twenty (4%) dissatisfied. A minority (6%) were unable to offer an opinion.

Figure 27 Satisfaction with locally agreed Tenant Participation Compact (Respondents who are aware of the TPC)



Unweighted sample base = 223

Q34. How satisfied or dissatisfied are you with your locally agreed Tenant Participation Compact?

14 Home Energy Efficiency

This section will examine a series of localised questions added to the STATUS questionnaire to explore how the completion of the Decent Homes programme of works has impacted home energy efficiency and whether energy saving advice is provided at the Annual Safety Checks on the home heating system.

Tenants for whom the Decent Homes work had been completed were asked about the differences they had experienced since the works in respect of their home energy consumption, the environment within their home and on their personal health.

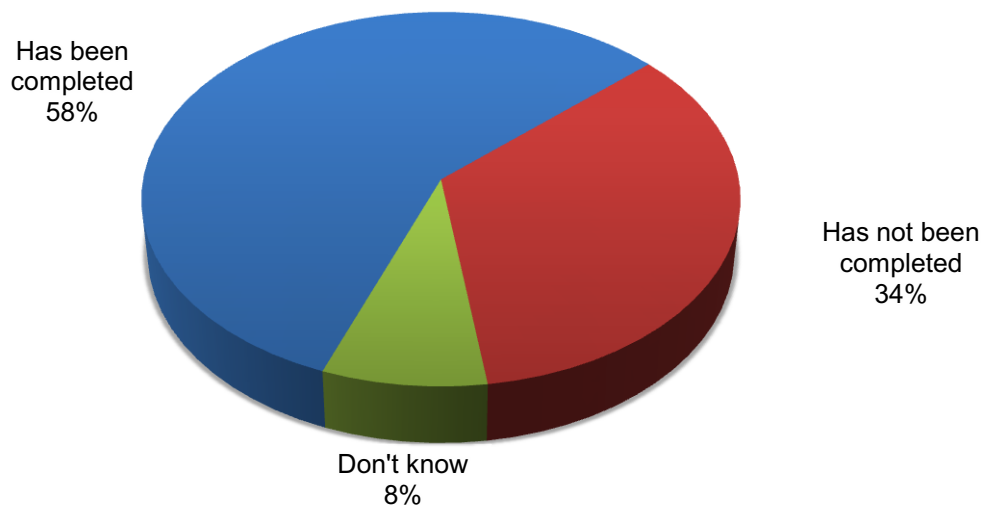
Monitoring of the home heating system annual safety check service was also included.

14.1 Completion of Decent Homes work programme

All respondents were asked whether or not the Decent Homes works (double glazing etc) planned for their home had been completed yet.

Almost three fifths (57%) of tenants indicated the Decent Homes work had been completed, whereas a third (34%) stated it had not and 8% didn't know.

Figure 28 Completion of Decent Homes works on home (All valid respondents)



Unweighted sample base = 793

QR2. Has the Decent Homes work programmed for your home been completed yet? By this we mean new double glazing etc.

14.2 Differences experienced since Decent Homes works completed

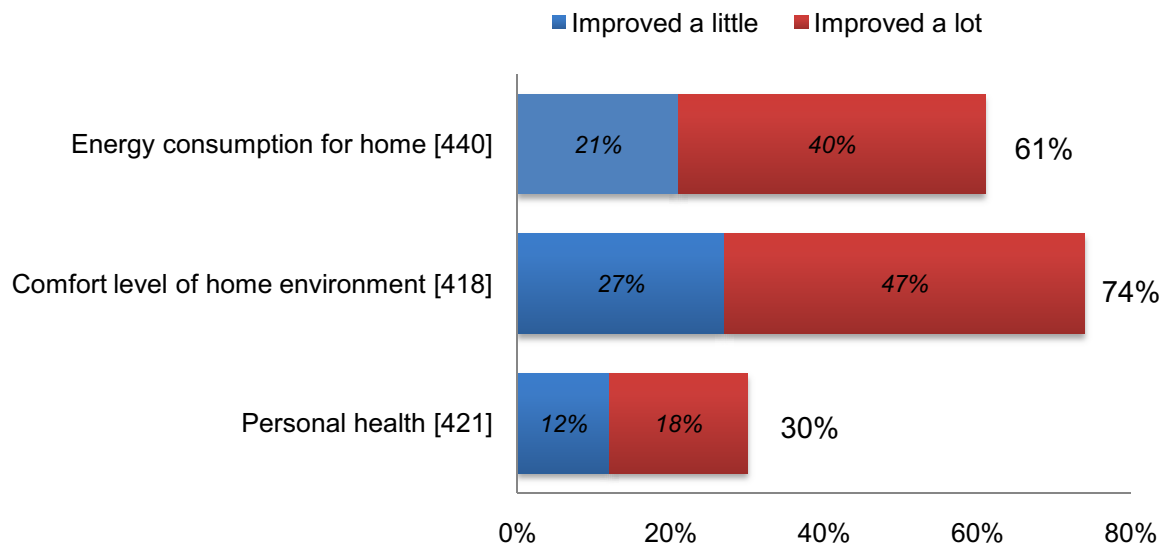
All respondents who stated they had the Decent Homes programmed work completed on their home were asked to describe whether they had experienced any differences with either aspects of home environment or their personal health.

Three quarters (74%) described an overall improvement with the comfort level of the environment in their home, with almost half (47%) claiming that this had improved a lot when compared with before.

Three fifths (61%) described an overall improvement with energy consumption for their home, with two fifths (40%) claiming that it had improved a lot.

Three in ten described an overall improvement in their personal health, with almost a fifth (18%) claiming that their health had improved a lot. Just over half (56%) claimed that they had experienced no change in their personal health.

Figure 29 Summary of differences experienced as improved (Respondents who have had Decent Homes works completed)



Unweighted sample bases vary

QR3. How would you describe the differences you have experienced since the works have been completed, compared with before in respect of ...?

The following table provides a full detail breakdown of the ratings given for the differences experienced.

In the main, respondents are able to provide a rating of the difference they have experienced and it can be seen that only a minority claim that they have experienced changes for the worse.

**Table 18 Differences experienced since Decent Homes works completed
(Respondents who have had works completed)**

	Improved a lot	Improved a little	No change	Got a little worse	Got a lot worse	Don't know	Too early to tell
Energy consumption for the home [440]	40%	21%	20%	4%	3%	3%	8%
Comfort level of environment within the home [418]	47%	27%	19%	2%	3%	2%	1%
Personal health [421]	18%	12%	56%	4%	4%	3%	3%

14.3 Annual Safety Check service on home heating system

All respondents were asked when 2010 Rotherham Ltd last carried out an Annual Safety Check/Service on their home's heating system.

Two fifths stated that the last safety check was carried out before July 2008 (41%) and two fifths since 1st July 2008. The remaining fifth (19%) couldn't recall when their last annual safety check had been conducted.

Analysing by area assembles shows that significantly more checks were completed before July 2008 and significantly less since 1st July 2008 in both Rotherham South and Wentworth South areas.

Table 19 Timing of last annual safety check/service on home heating system by Area Assembles⁹

	Total	Rotherham North	Rotherham South	Rother Valley South	Rother Valley West	Wentworth North	Wentworth South	Wentworth Valley
Before July 2008	41%	32%	52%	29%	36%	33%	58%	34%
Since 1st July 2008	40%	53%	22%	61%	35%	50%	23%	54%
Don't know / can't remember	19%	15%	27%	11%	30%	18%	19%	12%
Unweighted sample base	804	173	120	56	84	137	175	59

⁹ Shaded boxes denote statistically significant variations compared to Rotherham South and Wentworth South results

14.3.1 Energy efficiency leaflets and advice

All respondents were asked whether the 2010 Rotherham Ltd Heating Engineer had left either an Affordable Warmth leaflet or provided advice on how to use the heating system controls to minimise fuel bills at the time of the last Annual Safety Check.

Around a fifth (19%) stated that an Affordable Warmth leaflet had been left at the last safety check and a similar proportion (18%) had received advice about how to use the heating system controls to minimise their fuel bills. Three fifths had not received either a leaflet (58%) or advice (62%) at the last check.

Table 20 Advice provided by Heating Engineer at last Annual Safety Check (All valid respondents)

	Yes	No	Can't remember
Left Affordable Warmth Leaflet – to help customers keep heating bills down [777]	19%	58%	24%
Asked if needed advice on how to use heating system controls to minimise fuel bills [748]	18%	62%	20%

15 Aids and Adaptations

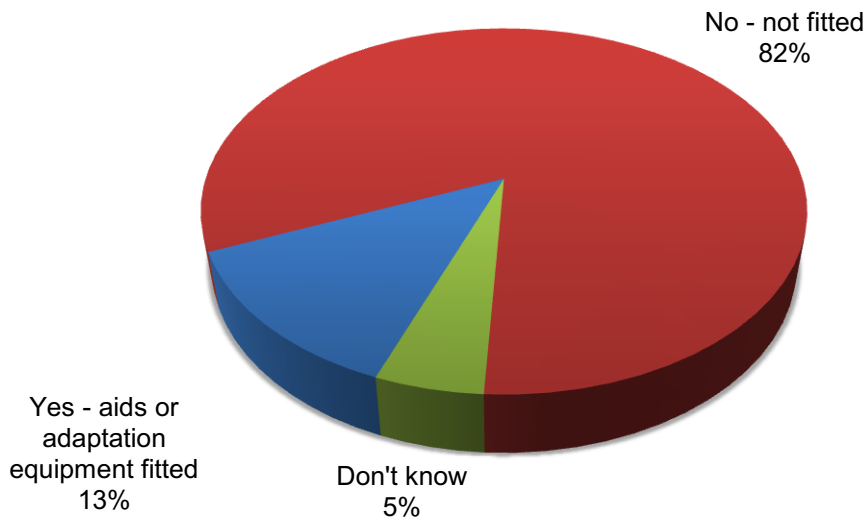
Further localised questions were added to the STATUS questionnaire to assess the impact on customer's health of the introduction of aids and adaptations.

15.1 Fitting aids and adaptations

All respondents were asked whether they had any aids or adaptation equipment fitted in the last 12 months.

Around one in eight (13%) of tenants indicated that they had either aids or adaptation equipment fitted in the past 12 months.

Figure 30 Fitting aids and adaptation equipment (All valid respondents)



Unweighted sample base = 801

QR6. Have you had any aids of adaptation equipment fitted in the last 12 months?

Aids or adaptation equipment was more likely to have been fitted in the homes of older respondents (19% aged 60 years plus) and those with a disability (19%).

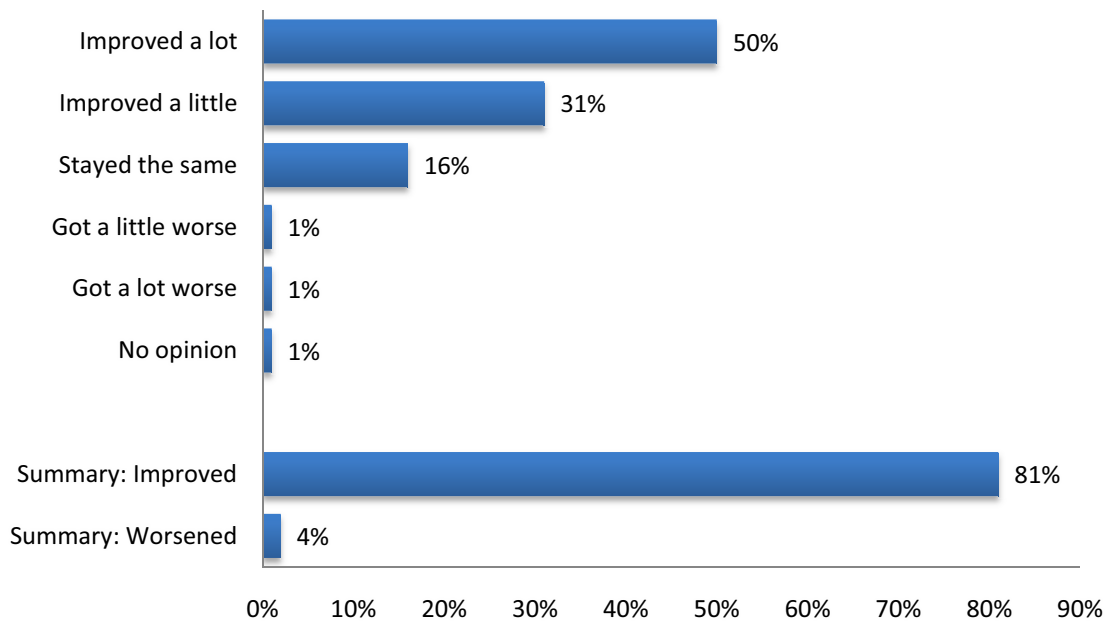
15.2 Difference made by aids or adaptations on personal health

All respondents who indicated they had an aid or adaptation equipment fitted in the last 12 months were asked to what extent it had made a difference to their own personal health.

Four fifths (81%) of those who have either an aid or adaptation fitted cited that there had been an improvement on their own personal health as a result. Half stated that their health had improved a lot.

A minority (2%) found their health had worsened.

Figure 31 Extent of difference made by aid or adaptation on personal health (Respondents who have had an aid or adaptation fitted)



Unweighted sample base = 101

QR7. To what extent do you think this has made a difference on your own personal health?

16 Further comments

All respondents were then asked if there was anything else they would like to say about their home or the services their landlord provides.

Table 21 Further comments – (All valid responses)

	%
POSITIVE COMMENTS	
Very satisfied / happy with my home	13
Staff are always helpful / friendly / polite	3
PROPERTY UPDATE COMMENTS	
Windows need replacing / repairing / install double glazing	8
Doors need repairing/replacing	8
Accommodation needs updating / modernising	6
Kitchen needs updating / repairing / need a new kitchen	4
Heating needs repairs/install central heating/heating system is inefficient	4
Bathroom needs updating / repairing / need a new bathroom	3
Problems with damp/condensation/mould	2
REPAIRS/MAINTENANCE SERVICE COMMENTS	
Repairs take too long / would like quicker repairs	11
Poor quality repairs	6
Property poorly maintained	4
Need help with repairs/better general maintenance	4
Need better quality workmanship	3
COMMUNICATION COMMENTS	
Need better communication with residents (don't listen)	10
Nothing is done about complaints	6
Staff are rude/have a poor attitude	2
SERVICE COMMENTS	
Generally poor level of service	7
Solve the parking problems/better parking facilities	6
Tree pruning / garden service needs improving	3
Property needs regular inspection	2
Pavements/footpaths need repairing	2
ASB COMMENTS	
Lack of cleanliness / rubbish in the streets / deal with rubbish / litter problem	4
Need to deal with anti-social behaviour problems	2
OTHER	
Would like / need bigger accommodation / property is too small	4
<i>All other comments by 1% or less</i>	
UNWEIGHTED BASE (230)	

17 Profile information

The following tables outline the unweighted demographic profile of the sample.

Table 22 Profile table

Length of tenancy/leasehold	Tenants %	Tenants base
Under 1 year	4	35
1 – 2 years	7	60
3 – 5 years	10	88
6 – 10 years	13	109
11 – 20 years	16	133
21+ years	46	396
Don't know / can't remember	2	19
Not provided	2	13
Lived in household		
Under 1 year	5	43
1 – 2 years	8	70
3 – 5 years	14	120
6 – 10 years	18	155
11 – 20 years	19	162
21+ years	34	286
Don't know / can't remember	1	8
Not provided	1	9
Household composition		
One adult under 60	14	120
One adult aged 60 or over	23	198
Two adults both under 60	10	83
Two adults, at least one 60 or over	20	168
Three or more adults, 16 or over	7	62
1-parent family with child/ren, at least one under 16	11	92
2-parent family with child/ren, at least one under 16	10	81
Other	3	24

Not provided	3	25
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Table 23 Profile table continued...

Ethnicity	Tenants %	Tenants base
White – British	98	832
White – Irish	*	2
Mixed (White and Asian)	*	3
Asian –Pakistani	*	2
Asian – other	*	2
Black – Caribbean	*	1
Black – African	*	2
Not provided	1	9
Gender		
Male	42	359
Female	52	442
Not provided	6	52
Disability in household		
Yes	57	483
No	40	344
Don't know	1	6
Not provided	2	20

Table 24 Profile table continued...

Wheelchair user in household	Tenants %	Tenants base
Yes	10	82
No	86	734
Don't know	*	1
Not provided	4	36
Employment status		
Employee in full time job (30 hours or more per week)	13	107
Employee in part time job (less than 30 hours per week)	7	60
Self-employed (full- or part-time)	1	6
Government supported training	*	1
Unemployed & available for work	6	53
Wholly retired from work	34	290
Full-time education at school etc.	1	6
Looking after the family or home	10	87
Permanently sick or disabled	17	142
Doing something else	1	6
Not provided	11	95
Age		
16 – 24 years	2	20
25 – 34 years	10	83
35 – 44 years	14	122
45 – 54 years	14	117
55 – 59 years	9	73
60 – 64 years	10	87
65 – 74 years	17	146
75 – 84 years	14	118
85+ years	4	35
Not provided	6	52

Table 25 Profile table continued...

Religion	Tenants %	Tenants base
None	18	153
Christian (all)	72	612
Buddhist	*	2
Jewish	*	1
Muslim	1	9
Any other religion	1	7
Prefer not to say	5	40
Not provided	3	29
Sexual orientation		
Heterosexual	64	544
Gay man	1	6
Gay woman	*	3
Bisexual	1	4
Other	3	25
Prefer not to say	13	114
Not provided	18	157
Receives housing benefit		
Yes	58	494
No	34	287
Don't know	2	18
Not provided	6	54
Income		
Earnings from employment	23	197
Pension from a former employer	18	149
State pension	39	333
Child benefit	21	177
Income support	28	242
Other state benefits	24	202
Tax credits	18	156
Interest from savings	2	20

Other kinds of regular allowance from outside the household	1	6
Other sources	2	19
No source of income	*	1
Not provided	6	49

Table 26 Profile table continued...

Net income	Tenants %	Tenants base
Up to £99 per week	14	119
£100 - £199 per week	38	323
£200 - £299 per week	18	157
£300 - £399 per week	4	36
£400 - £499 per week	3	24
£500 - £599 per week	1	10
£600 - £699 per week	1	7
£700 - £999 per week	*	1
£1000 + per week	*	2
Not provided	20	174

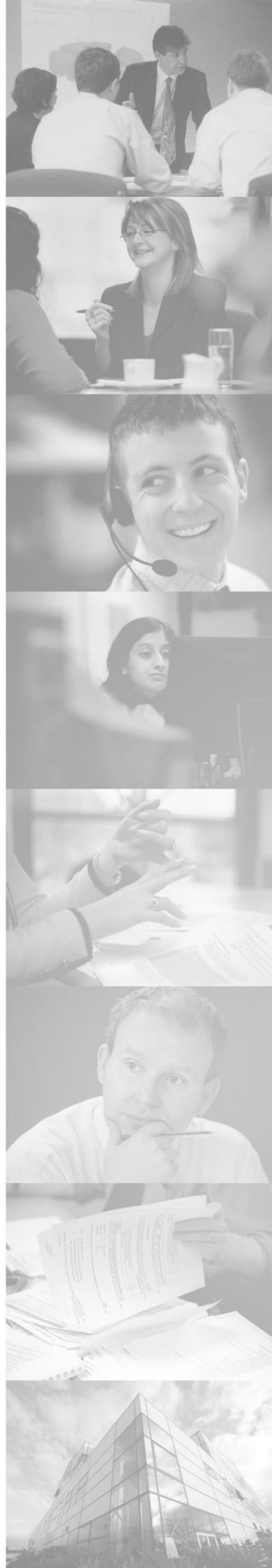
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With some 20 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

Our business is about understanding people; because they matter. Finding out what they really need; from the type of information they use to the type of services they require. In short, finding out about the kind of world people want to live in tomorrow.

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