

CABINET MEMBER FOR HOUSING AND NEIGHBOURHOODS

Venue: Rotherham Town Hall,
Moorgate Street,
Rotherham

Date: Monday, 13th July, 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 (as amended March 2006).
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Anti-Social Behaviour - Performance Management (Pages 1 - 10)
4. Exclusion of the Press and Public
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs indicated below of Part I of Schedule 12A to the Local Government Act 1972.
5. 2010 Rotherham Ltd. - IHSP (Pages 11 - 19)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
6. Decent Homes Environmental Work Scheme (Pages 20 - 37)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
7. Identification and Development of a Gypsy and Traveller Site (Pages 38 - 92)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
8. Lillian Street - Petition (Pages 93 - 95)
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)
9. Howard Road - Petition (Pages 96 - 99)
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)

10. Revised Housing Investment Programme 2009/10 (Pages 100 - 103)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
11. Housing Revenue Account Outturn 2008/09 (Pages 104 - 112)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
12. General Fund Revenue Budget Monitoring 2009/10 (Pages 113 - 115)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))

(The Chair authorised consideration of the following item to enable the matter to be processed.)

13. Appointment of External Agent (Pages 116 - 119)
(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 Housing and Neighbourhoods
2.	Date:-	13th July 2009
3.	Title:-	Anti-Social Behaviour; Performance Management Update
4.	Directorate:-	Neighbourhoods and Adult Services

5. Summary

Following support for the development of a joint Anti Social Behaviour Framework agreed at Cabinet Member for Neighbourhoods delegated powers meeting on the 5th January 2009 (minute 137 refers) a further report detailing progress and current performance was requested. This report provides that update.

The overall framework is now in place and this provides the ability, on a monthly basis, to have an up to date Borough wide picture of Anti Social Behaviour and how we are performing in addressing the problem, enabling improved operational planning and activity. Planned progress has been achieved, however, there are identified areas which still need to be developed. These are highlighted in the report.

There are links to the existing Safer Rotherham Partnership performance management framework as set out in section 7, however, a specific partnership performance group will be required to utilise the information provided to make real customer focussed changes in the delivery of Anti Social Behaviour response.

In summary, and proven by analysis of the available information, previously partly presented in the Joint Strategic Intelligence Assessment, there has been overall reduction in Anti Social Behaviour in Rotherham. This fact needs to help influence public opinion and build confidence both in the action being taken and the communities' own feelings about their neighbourhood.

6. Recommendations

It is recommended that the Cabinet Member for Housing and Neighbourhoods supports the establishment of the Anti Social Behaviour Performance framework and notes the improvements made in addressing Anti Social Behaviour in Rotherham as shown in Appendix 1.

7.0 Proposals and Details

7.1 Background

It is widely recognised that Anti-Social Behaviour (ASB) can have a detrimental impact on the quality of life for residents, and some people's lives are blighted by relentless, persistent and targeted ASB. Persistent ASB can affect whole communities, amplifying people's perceptions about crime, leading to a sense that crime and disorder is spiralling out of control. It can lead to decreased investment in an area, impacting on regeneration initiatives. Conversely, being seen to tackle ASB effectively can be one of the first steps towards neighbourhood renewal.

Effectively dealing with ASB can also bring wider benefits:

- It can deflect young people from involvement in more serious crime
- It can disrupt the activities of persistent criminals
- It can prevent spirals of neighbourhood decline
- It can empower and strengthen local communities
- It can improve communities' confidence in the Council and other local agencies

Given that the levels of ASB are improving, it is critical that we seek to change the perception and satisfaction of customers and communities on how partners are dealing with local ASB priorities (indeed this is embedded within the Local Area Agreement (NI17)). The SRP are looking to influence perceptions across a range of approaches, but still essentially there needs to be obvious community confidence in the practical response and use of the tools and powers available. The performance framework based on the RESPECT Housemark standard allows assessment of this by ensuring a consistent approach of data collation to support comparison and trend analysis, including gauging opinion of the service delivered from the customer's viewpoint.

7.2 Intelligence gathering

The position at this time is that a framework is now in place and that the RMBC Community Protection Manager receives monthly updates of ASB performance from the Community Intelligence Unit and 2010 Rotherham Ltd. In order to achieve this there has had to be compromises made to reflect variation in national "definitions" of ASB in the reporting standards of partners, but importantly commitment for the PMF has been proven. 2010 Rotherham Ltd., in particular, ensuring that IT upgrades and process improvements have been made.

At this time the framework data is captured from:

- South Yorkshire Police (SYP) CMS (Recorded crime data)
- SYP Procad (Recorded incident data – ASB)
- RMBC Siebel (Streetpride reports)
- RMBC Flare (Environmental Services reports)
- RMBC Anite (2010 Ltd ASB reports)
- SYFRS MIS (Primary and secondary arson incidents)

This provides the ability to have an up to date Borough wide picture of how we are performing in addressing the problem of ASB, enabling improved operational planning and

activity. Agreement has also been reached to enhance the PMF by the inclusion of case file quality checks to complement existing management scrutiny in 2010 Rotherham Ltd. These audits are being carried out on all files which reach the “threshold” test of “seriousness”. This indicates that the case requires a more complex and detailed investigation by the Community Protection Unit’s Anti-Social Behaviour Officers.

Further development work is required to establish targets and to ensure the ability of a tactical review group within the Safer Neighbourhood partnership arrangements to analyse performance at a Safer Neighbourhood Team level. Further consolidation of the collation of data and effectiveness of the use of tools and powers across partners needs to be in place and this is planned before September 2009. Already the ability to report against optional indicators of the PMF is being put in place and again this will be developed further over the next few months. These optional indicators are not reported on in this report.

Safer Rotherham Partnership

In addition, sitting above this new framework is the ‘Safer Rotherham Partnership (SRP) Performance Management Framework’ which is based on good practice within the Neighbourhoods and Adult Services Directorate of RMBC, with a clear emphasis of accountability, robust action planning and monthly reporting which focused on delivering against the SRP’s agreed targets. The SRP Performance Summary is reported in monthly and quarterly returns.

The good practice has been nominated as a case study for the Home Office and positively assessed by the Police and Crime Standards Directorate within the Home Office. The Government Office for the region is highly complimentary of the progress made and have endorsed and attended the established clinic regime.

Performance clinics have allowed the SRP to focus on improvement to national and local standards, and delivering against the SRP’s priorities identified through the JSIA. Performance clinics are focused sessions which enable partners and stakeholders to discuss, challenge and identify solutions to rectify poor performance. Through monthly performance management reports the SRP identifies key performance indicators that are causing concern and recommends a performance clinic to address them.

The performance clinic regime has delivered a number of outcomes over the last 12 months, although it is acknowledged that there is more progress to make in reducing crime and the fear of crime.

Reporting of the performance of the SRP is made to the Rotherham Partnership’s Safe Theme Board. In addition new scrutiny arrangements have been put in place to address new legal requirements for the Council with respect to duties that must be discharged via a Crime and Disorder Committee. This role has been recently established as part of the business of the Democratic Renewal Scrutiny Panel.

7.4 Performance

The attached Appendices 1 and 2 show the recent performance information provided. The reporting period would normally be quarterly, however, due to the timing of this report only April and May 2009 data is available to present. It can be seen that the overall trend from the SYP data is a significant reduction in ASB incidents year on year.

8. Finance

It has been recognised that enhancement of the Civica (formerly) FLARE database of Community Protection relating to an updated ASB module is required, however, such an upgrade would be made, if possible, via existing revenue budgetary provision.

9. Risks and Uncertainties

Failure to effectively tackle ASB is likely to have a detrimental effect on the reputation of the Council and that of our partners. It is essential that delivery matches expectations of our communities. Dealing with ASB has been recently reported as a “top 3” issue of importance by tenants of 2010 Rotherham Ltd. with indeed, a range of ASB issues from the same “STATUS” survey being shown to be within the top neighbourhood problems encountered. This survey also indicated the need to prioritise the customer focus aspects relating to ASB reporting. Without this improvement across the partnership, the local perception indicators within the LAA (NI17) and wider CAA framework would continue to be an area of risk.

As already identified the PMF does highlight a few issues where consistency of reporting across partners is difficult and this does include the actual “definition” of ASB which is not universal. This is particularly the case, where the Police rely on a national framework set by the Home Office and the framework identifies a definition based upon national guidelines from the Communities and Local Government Department (set out in the Housemark standards for housing management). This does mean that there are some differences in recording.

10. Policy and Performance Agenda Implications

Recently the Government announced a new drive on anti social behaviour, with the new Home Secretary highlighting that soon the public will be able to compare online what their local authority is doing with action taken in other parts of the country. Leaflets will be provided with the same information for people who do not have access to the internet and people will be encouraged to complain to the police and local councils about antisocial behaviour. The need for the ASB PMF will bring a local focus to answer those questions, including gauging how well we providing access and using the tools and powers that are available across the partnership.

The refreshed Community Strategy recognises that *“Maintaining the current overall low crime rate in Rotherham, as well as continuing to reduce anti-social behaviour and fear of crime remains a top concern for people”* is a strategic issue for Rotherham. In delivering the strategic priorities, the Local Area Agreement has embedded crime reduction targets for serious acquisitive and assault with injury crimes and also given emphasis to NI17 in reducing the perception of anti-social behaviour.

The Anti-Social Behaviour Performance Management framework has clear linkages to the seven outcomes of the Outcomes Framework for Social Care, and importantly includes:

- **Improved Quality of Life**, by supporting independence of people to live a fulfilled life.
- **Freedom from Discrimination or Harassment**, by supporting those who need social care having equal access to services without hindrance from discrimination or prejudice; people feel safe and are safeguarded from harm

- **Improved Health and Emotional Well-being**, by promoting and facilitating the health and emotional well-being of people who use the services.
- **Personal Dignity and Respect**, by providing confidential and secure services, which respects the individual and preserves people's dignity.

The Anti-Social Behaviour Performance Management framework will contribute to delivery of targets set out in the Neighbourhoods and Adult Services Priority Action Plan and the contribute to the outcomes expected to be achieved by the SRP's "Reducing Fear of Crime & ASB Priority Group.

As time progresses the monthly statistics will build up a reliable picture of ASB across Rotherham and progress being made to address it. This will allow better informed policy making in this area of work.

11. Background Papers and Consultation

- Members of the Community Safety Unit and the Community Protection Manager, Neighbourhood and Adult Services, RMBC, have met with 2010 Management, the Community Information Unit and South Yorkshire Police in order to agree the proposed framework as set out in the previous paper to Cabinet Member dated 5th January 2009.
- Rotherham Partnership; Safe Theme Board, 29th January 2009
- The Performance Improvement Toolkit for Landlords, the RESPECT Standard for Housing Management; Department for Communities and Local Government
- Policing Pledge
- Crime & Disorder (Overview & Scrutiny) Regulations 2009 made under Section 20 of the Police & Justice Act 2006
- Rotherham MBC & 2010 Rotherham 2008/09 STATUS Survey

Contact Names:-

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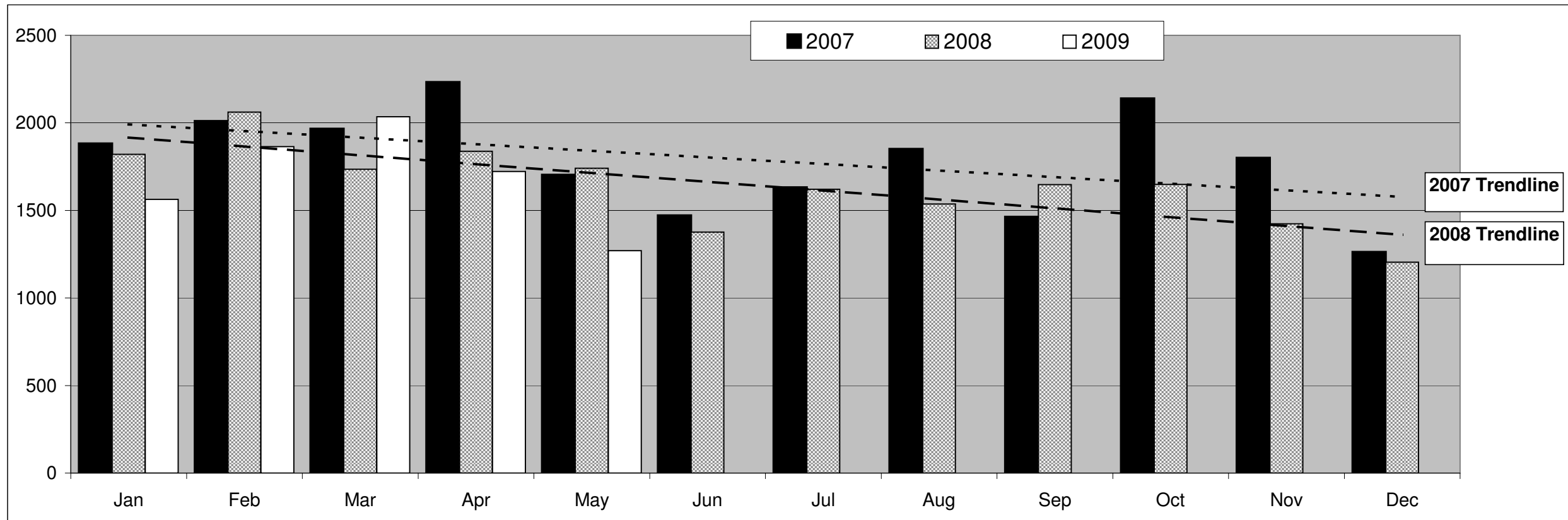
Marissa Cooper, SYP Chief Inspector Safer Neighbourhoods, 832098
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APPENDIX 1
Community Information
Unit

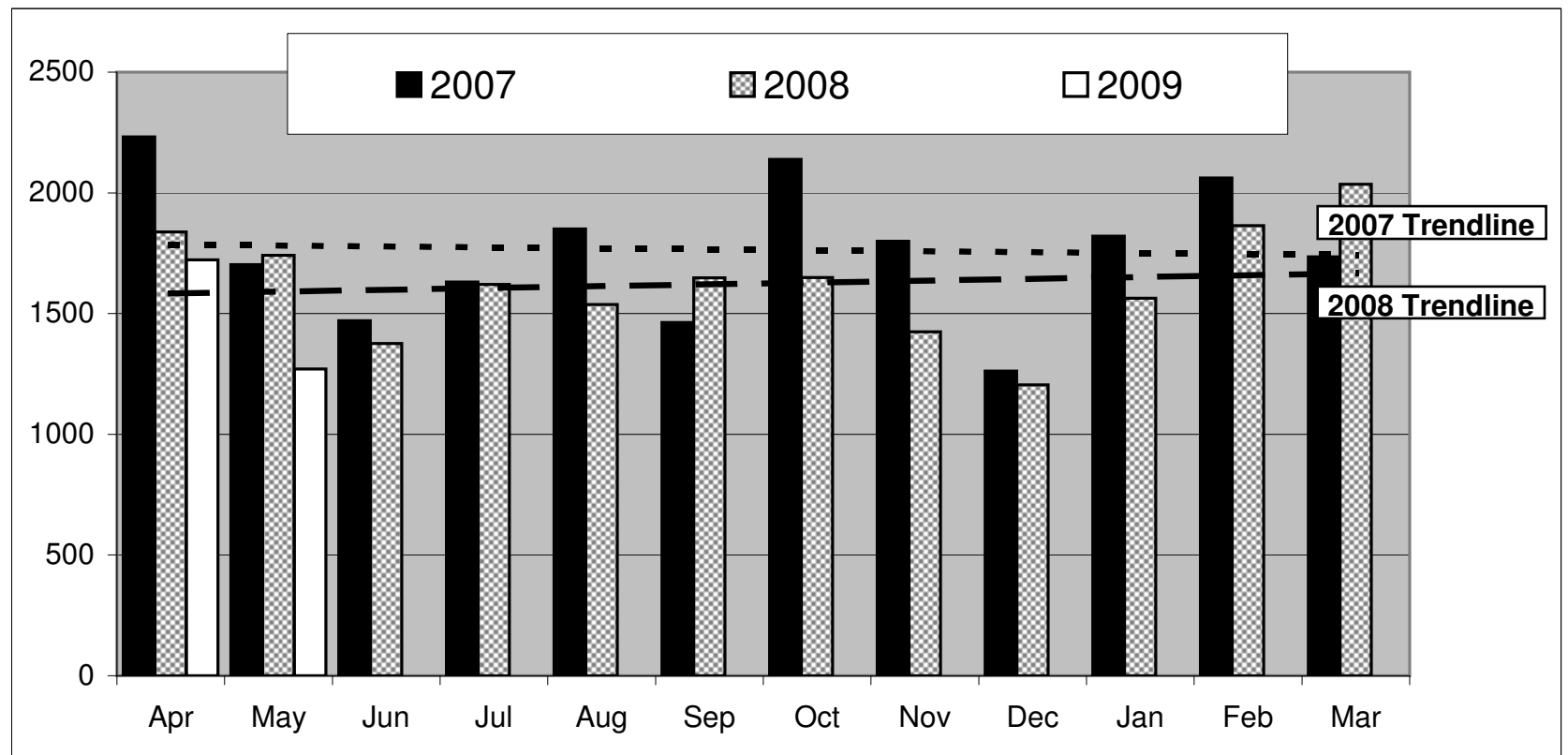
	2007												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Nuisance Youth	552	692	640	580	474	401	473	489	533	685	616	403	6538
Motorcycle Nuisance	122	153	196	314	130	186	119	138	150	104	51	65	1728
Arson	145	148	180	290	163	104	111	202	212	193	236	118	2102
Fly Tipping	357	371	348	363	322	248	284	308	158	358	293	222	3632
Graffiti	70	77	66	88	69	57	80	76	33	114	108	56	894
Noise Nuisance	108	82	84	131	129	125	155	202	125	151	90	64	1446
Street Litter	357	371	348	363	322	248	284	308	158	358	293	222	3632
Abandoned/Burnt out Vehicles	68	45	51	45	49	46	67	47	42	50	48	60	618
Rubbish	103	71	53	58	45	56	58	81	52	126	65	52	820
	1882	2010	1966	2232	1703	1471	1631	1851	1463	2139	1800	1262	21410

	2008												2009						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan	Feb	Mar	Apr	May	Jun
Nuisance Youth	441	662	582	526	460	415	423	490	450	586	520	377	5932	380	810	593	456	379	
Motorcycle Nuisance	84	125	104	113	207	120	171	133	127	122	82	62	1450	95	114	130	171	152	
Arson	117	211	164	135	180	102	113	146	119	147	168	117	1719	112	86	145	196	128	
Fly Tipping	480	379	332	381	267	257	275	271	311	282	245	245	3725	328	297	493	379	210	
Graffiti	97	87	51	74	42	44	60	48	61	48	46	55	713	47	39	81	53	45	
Noise Nuisance	130	139	102	122	160	161	214	174	160	135	99	77	1673	112	105	107	132	132	
Street Litter	315	324	190	213	169	123	160	119	210	140	115	119	2197	281	247	284	166	78	
Abandoned/Burnt out Vehicles	62	54	59	79	70	63	75	63	75	50	66	89	805	76	78	76	60	46	
Rubbish	95	81	151	195	186	91	130	93	135	139	83	64	1443	132	88	126	110	100	
	1821	2062	1735	1838	1741	1376	1621	1537	1648	1649	1424	1205	19657	1563	1864	2035	1723	1270	
	-3.241	2.59	-12	-17.7	2.23	-6.5	-0.6	-17	12.6	-22.9	-20.9	-4.52	6.188	-14.2	-9.6	17.29	-6.26	-27.1	

↑
YEAR ON YEAR



	2007												2008												2009						
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	
Nuisance Youth	552	692	640	580	474	401	473	489	533	685	616	403	441	662	582	6339	526	460	415	423	490	450	586	520	377	380	810	593	6030	456	379
Motorcycle Nuisance	122	153	196	314	130	186	119	138	150	104	51	65	84	125	104	1570	113	207	120	171	133	127	122	82	62	95	114	130	1476	171	152
Arson	145	148	180	290	163	104	111	202	212	193	236	118	117	211	164	2121	135	180	102	113	146	119	147	168	117	112	86	145	1570	196	128
Fly Tipping	357	371	348	363	322	248	284	308	158	358	293	222	480	379	332	3747	381	267	257	275	271	311	282	245	245	328	297	493	3652	379	210
Graffiti	70	77	66	88	69	57	80	76	33	114	108	56	97	87	51	916	74	42	44	60	48	61	48	46	55	47	39	81	645	53	45
Noise Nuisance	108	82	84	131	129	125	155	202	125	151	90	64	130	139	102	1543	122	160	161	214	174	160	135	99	77	112	105	107	1626	132	132
Street Litter	357	371	348	363	322	248	284	308	158	358	293	222	315	324	190	3385	213	169	123	160	119	210	140	115	119	281	247	284	2180	166	78
Abandoned / Burnt out Vehicles	68	45	51	45	49	46	67	47	42	50	48	60	62	54	59	629	79	70	63	75	63	75	50	66	89	76	78	76	860	60	46
Rubbish	103	71	53	58	45	56	58	81	52	126	65	52	95	81	151	920	195	186	91	130	93	135	139	83	64	132	88	126	1462	110	100
	1882	2010	1966	2232	1703	1471	1631	1851	1463	2139	1800	1262	1821	2062	1735	####	1838	1741	1376	1621	1537	1648	1649	1424	1205	1563	1864	2035	####	1723	1270
																	-18	2.23	-6.5	-0.6	-17	12.6	-23	-21	-4.5	-14	-9.6	17.3		-6.3	-27



CORE INDICATORS						
RESPECT Standard Referenced Indicators		2010		CPU		Total
		APRIL	MAY	APRIL	MAY	
<u>ASB profile</u>						
A1	Number of new ASB cases	221	191	718	572	1702
A2	Number of live ASB cases	539	551	1137	1150	1701
A3	Number of closed resolved ASB cases	119	142	726	559	1546
A4	Number of closed unresolved ASB cases	21	37	0	0	58
A5	Number/percentage of closed resolved ASB cases for each main intervention that led to case resolution	n/a	n/a	See attached	See attached	n/a
A6	Number/percentage of closed resolved ASB cases where ASB reoccurs by the same perpetrator(s) within 12 months of case being resolved	62 or 3.6%	64 or 4.1%	9 or 1.2%	11 or 1.9%	146 or 9.1%
<u>Early intervention and victim support</u>						
C1	Number of early intervention actions taken for each action type	552	517	1140	1182	3391
<u>Enforcement and witness support</u>						
D1	Number of enforcement actions taken for each action type	3	3	38	26	70
<u>Supporting perpetrators to change behaviour</u>						
E1	Number of perpetrator supportive actions taken for each action type	64	68	21	15	168
<u>Cost of tackling ASB</u>						
F1	Cost of housing management staff tackling ASB per case	n/a	n/a			n/a
<u>Resident Satisfaction</u>						
G1	Percentage of respondents satisfied with the way their ASB complaint was dealt with	78.3%	78.9%	75%	Not Available	
G2	Percentage of respondents satisfied with the outcome of their ASB Complaint	90.9%	79%	75%	Not Available	

APPENDIX 2 continued

A5	Number/percentage of closed resolved ASB cases for each main intervention that led to case resolution	2010		CPU		Total
		APRIL	MAY	APRIL	MAY	
A	Noise	n/a	n/a	42%	33%	n/a
B	Verbal abuse/ harassment / intimidation/threatening behaviour	n/a	n/a	26%	17%	n/a
C	Hate-related incidents (based on race, sexual orientation,gender, disability, religion, age, etc.)	n/a	n/a	none	none	n/a
D	Vandalism and damage to property	n/a	n/a	98%	98%	n/a
E	Pets and animal nuisance	n/a	n/a	56%	48%	n/a
F	Nuisance from vehicles	n/a	n/a	47%	41%	n/a
G	Drugs/substance misuse/drug dealing	n/a	n/a	28%	28%	n/a
H	Alcohol-related	n/a	n/a	36%	13%	n/a
I	Domestic abuse	n/a	n/a	none	none	n/a
J	Physical violence (other than recorded at I above)	n/a	n/a	none	none	n/a
K	Litter/rubbish/fly-tipping	n/a	n/a	28%	25%	n/a
L	Garden nuisance	n/a	n/a	50%	41%	n/a
M	Misuse of communal areas/public space or loitering	n/a	n/a	29%	15%	n/a
N	Prostitution/sexual acts/kerb crawling	n/a	n/a	none	none	n/a
O	Criminal behaviour/crime (other than recorded elsewhere in A to N	n/a	n/a	49%	40%	n/a

C1	Number of early intervention actions taken for each action type	2010		CPU		Total
		APRIL	MAY	APRIL	MAY	
	Early intervention	545	505	999	1068	3117
	ABCs	3	3	2	11	19
	Referral to mediation	3	3	0	0	6
	Referral to multi agency	0	3	139	103	245
	Transfer of customer or perpetrator	1	0	0	0	1

D1	Number of enforcement actions taken for each action type	2010		CPU		Total
		APRIL	MAY	APRIL	MAY	
	Legal Compliance Notices Served	0	0	6	7	13
	Fixed Penalty Notices issued	0	0	26	8	34
	Cases referred for Prosecution	0	0	1	2	3
	Notice Seeking Possession	3	3	2	0	8
	ASB Injunctions	0	0	0	0	0
	ASBOs	0	0	0	3	3
	Evictions	0	0	3	6	9

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
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