

CABINET MEMBER FOR HOUSING AND NEIGHBOURHOODS

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

Date: Monday, 27th 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. Minutes of meetings held on 1st, 15th and 29th June, 2009 (see Minute Book dated 22nd July, 2009, pages 1-16H)
4. KPI Indicators (Pages 1 - 8)
5. 2010 Rotherham Ltd. Improvement Plan (Pages 9 - 20)
6. Housing Allocation Policy - Update (Pages 21 - 52)
7. Adaptations for Disabled People - Service Improvements (Pages 53 - 61)
8. 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.
9. 2010 Rotherham Ltd Capitalisation Requests (Pages 62 - 64)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
10. Decent Homes Enhanced Support for Vulnerable Customers (Pages 65 - 83)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))

11. 2010 Environmental Improvement Programme – Exemption from Standing Orders (Pages 84 - 94)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
12. 2010 Rotherham Ltd. - Procurement of Windows and Doors (Pages 95 - 103)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
13. Petition - Catcliffe (Pages 104 - 110)
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))

1.	Meeting	Cabinet Member for Housing and Neighbourhoods
2.	Date	27th July 2009
3.	Title	Update on 2010 Rotherham Ltd. Performance Indicators that were off-target in third quarter of 2008/9
4.	Directorate	Neighbourhoods and Adult Services

5. Summary

Three of 2010 Rotherham Ltd.'s key performance indicators were off-target in the third quarter of 2008/9, and this was reported to Cabinet Member on 2nd March 2009. Cabinet Member requested that 2010 Rotherham Ltd. produce a report on remedial action taken on the indicators that had deteriorated (Minute No. 55(2)). 2010 Rotherham Ltd.'s report is attached as appendix 1, and this covering report highlights key issues.

6. Recommendations

NOTE THE CONTENT OF THIS REPORT AND APPENDIX 1.

7. Proposals and details

The three key performance indicators that were off-target in quarter 3 of 2008/9 are:

- NM72 – Urgent repairs completed in time
- BV211a – Programmed / responsive repairs
- BV212 – Empty property re-let times

2010 Rotherham Ltd.'s report provides year-end information for each of these indicators and a brief summary follows:

- Urgent repairs completed in time 2008/9 out-turn: 97.99% (against target of 99%). This was largely attributable to problems with technology which, once resolved saw an uplift in performance to 98.68% in March 09. Performance was within the national upper middle quartile for 2008/9.
- Ratio of programmed to responsive repairs 2008/9 out-turn: 47% planned (against target of 53.66% planned). 2010 Rotherham Ltd. explain this as being a result of increased emergency and urgent jobs, and an increase in the number of empty homes. It is not clear how 2010 Rotherham Ltd. plans to improve performance in this area and progress will be monitored via liaison meetings between the ALMO Chief Executive and RMBC's Director of Housing and Neighbourhoods.
- Empty property re-let times 2008/9 out-turn: 39.45 days (against target of 23) which represents lower quartile. Contributors to this drop in performance included an increase in the number of homes re-let by 85 (compared with the previous year), and a high number (51) of sheltered properties which are generally harder to let. 2010 Rotherham Ltd.'s performance on void turnaround times has been the subject of a recent Scrutiny Review and this has resulted in a number of actions. These appear to be effective – performance in April 2009 was 21.92 days.

8. Financial implications

There are no direct financial implications arising from this report, although two of the indicators relate directly to the financial health of 2010 Rotherham Ltd. (more expenditure on planned maintenance therefore increased efficiency, and reduction in loss of rental income).

9. Risks and uncertainties

Risks associated with failure to improve on these indicators include loss of customer satisfaction with repairs and maintenance, and worsening of the financial position. 2010 Rotherham Ltd. has plans in place to manage all PI-related risks and these areas will be prioritised for close monitoring to ensure continuous improvement.

10. Policy and performance agenda implications

- Robust performance monitoring will contribute to the Council's overall CAA.
- Improvement to urgent repairs completed in time will help to increase customer satisfaction.

- Improvement in BV211a (programmed / responsive repairs) will contribute to a more efficient use of resources by moving towards an increasingly planned approach to housing maintenance.
- Improvement in BV212 will contribute to LAA targets relating to safer and stronger communities and improving quality of life for people in disadvantaged neighbourhoods. It will allow people to be re-housed more quickly, and rent-loss will be reduced.

11. Background papers and consultation

Appendix 1 – 2010 Rotherham Ltd. report on Neighbourhoods 3rd Quarter (April to December) Performance Report, 2008/09

Background papers:

Report to Cabinet Member 02/03/09: Neighbourhoods 3rd Quarter (April to December) Performance Report, 2008/09

Consultation:

2010 Rotherham Ltd. consulted tenants and leaseholders via customer focus groups, during which challenging targets were agreed.

12. Contact name

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Report to 2010 Rotherham Ltd

ITEM NUMBER: ...

MEETING:	Cabinet Member for Housing & Neighbourhoods
DATE:	27th July 2009
TITLE OF REPORT:	Response to Cabinet Member for Neighbourhoods item 155 meeting of 2 March 2009 Neighbourhoods 3rd quarter (April – December) performance report 2008/09
ACTION REQUIRED:	That the report be noted.
FINAL DECISION TAKING BODY:	Cabinet Member for Housing and Neighbourhoods
CLASSIFICATION:	Public
RECOMMENDATION(S):	The performance of 2010 against three Key Performance Indicators and the associated comments from 2010 managers be noted.
REPORT AUTHOR AND CONTACT DETAILS:	Name: T J Whitworth Job Title: Performance and Service Improvement Manager Tel: 01709 334343 Email address: tim.whitworth@2010rotherham.org.uk
EXECUTIVE SUMMARY:	<p>This report has been produced in response to resolution 2/155 of Cabinet Member for Neighbourhoods meeting of 2 March 2009.</p> <p>It relates to three 2010 Rotherham Key Performance Indicators (KPIs) that, at the end of the 3rd quarter (April to December) 2008-09, were off target.</p> <p>The KPIs are: NM 72 Urgent repairs completed in time BV211a Programmed/responsive repairs BV 212 Empty property relet times</p> <p>Comparison with our overall performance in the previous year provides evidence of continuous improvement across all service KPIs with the exception of the above 3 indicators.</p> <p>It is proposed that all of these service areas requiring KPI improvement will be prioritised to receive detailed attention to provide the basis for ongoing improvement.</p>

IMPLICATIONS:

CONSULTATION:

Consultation has previously taken place between service providers and their respective customer focus groups, during which stretching targets were agreed.

ENVIRONMENTAL:

Effective empty homes and repairs management can lead to sustainable communities and can prevent crime and disorder.

EQUALITIES/DIVERSITY:

These performance results are composed with the targets previously agreed by 2010 board taking into account the diversity of the customer profile of the borough.

FINANCE AND VFM:

Several of the key performance indicators relate directly to the financial health of the company (e.g. Housing Income and empty homes management). There are no direct financial implications from this report.

HEALTH & SAFETY:

There are no specific health & safety implications arising from the content of this report.

LEGAL:

The Memorandum & Articles of Association govern the conduct of the Company. The management agreement with RMBC sets out our responsibilities regarding monitoring and reporting of performance.

PERSONNEL:

All officers within the Company have Personal Development Plans and these contain individual targets that contribute to the overall performance of the company.

RISK:

Key performance indicators are closely monitored and action plans are discussed with lead managers who are responsible for identifying and minimising risk.

Introduction

This report was been produced in response to resolution 2/155 of Cabinet Member for Neighbourhoods meeting of 2 March 2009.

It relates to three 2010 Rotherham Key Performance Indicators that, at the end of the 3rd quarter (April to December) 2008-09, were off target.

The KPIs are:

- NM 72 Urgent repairs completed in time
- BV211a Programmed/responsive repairs
- BV 212 Empty property relet times

Background Information

Below is an extract from the end of year performance report compiled by the performance manager and presented to the 2010 Board's Performance Committee on 28 April 2009.

The information provided below has therefore superseded the original period scrutinised in the cabinet member report of 2 March 2009.

A - LPI 72 to Year end

LPI 72 (NM72)	The percentage of urgent repairs completed within Government time limits (Local Definition)			
	Owners: Assistant Director In-House Service Provider		Manager: Repairs Manager	
	2007/08 Actual	2008/09 Target	Top 25% 1. All England 2. All ALMOs 3. Yorkshire	2008/09 March actual
Missed Target	% 98.48	% 99.00	1. N/A 2. 99.17% 3. 98.61%	% 97.99

The cumulative out turn for the year end was 97.99% and it did not achieve the year end target of 99.00%.

Over the full year a total of 53,749 jobs were assessed against this indicator, of which 52,669 were completed within time. There has been action within the ISHP to determine the level of failure when it was noted that problems with computer system error and the inability of a batch of hand held computers to receive works orders in some locations were found to have contributed to the failure over the year. These matters were rectified and performance for the month of March alone saw 4,267 jobs out of a total of 4,324 completed on time, that is an improved performance for the month of 98.68%.

This outturn performance of 97.99% is within the national upper middle quartile.

Best performers:

Bolton At Home (100%), Kingston Upon Hull City (99.40%)

B - LPI 211a (month of March 2009 only) Performance

LPI 211a (AM 211a)	Proportion of revenue expenditure on programmed/responsive repairs			
	Owner: Asst. Director of Investment		Manager: Quality Resource Manager	
	2007/08 Actual	2008/09 Target	Top 25% 1. All England 2. All ALMOs 3. Yorkshire	2008/09 March
Off Target	% 39.00	53.66% Planned (46.34% Reactive)	1. N/A 2. 75.81% 3. 68.48%	47.00% Planned (53% Reactive)

Cumulative performance up until the end of March reported at 47% programmed works and this was an improvement on the previous year by 8%. The target set for the 08/09 financial year anticipated a further improvement of 15% from the previous year's outturn which, on reflection, was ambitious. Within revenue works for the 08/09 year, 2010 saw an increase in the number of empty homes and also increased expenditure in the urgent and emergency categories. Both of these elements are reactive and have to be dealt with in year.

Best Performers: 2007/08 data

Northwards Housing (90.40%), St Leger Homes (84.80%)

C - LPI 212 to Year end

LPI 212 (BV 212)	Average time taken to re-let dwellings (National Definition)			
	Owners: Assistant director of Neighbourhoods		Manager: Empty Homes Manager	
	2007/08 Actual	2008/09 Target	Top 25% 1. All England 2. All ALMOs 3. Yorkshire	2008/09 March Actual
Missed Target	37.27	18 Revised to 23	1. 26.00 2. 24.80 3. 35.17	39.45

Cumulative performance to the end of March 2009 was 39.45 days against a revised target of 23 days.

At the end of March 2009 the number of empty homes was 396, 30 fewer than at the end of February 2009 (426).

85 more homes were let during 2008-09 than in the previous year (1447 in 08/09; 1362 in 07/08).

During March 2009 there was an improvement of 4.28 days on the previous cumulative monthly outturn of 43.73 days. Sheltered properties are harder to let and do affect

overall performance. 51 empty sheltered properties were let during the year; if they were removed from the calculation cumulative performance produces an out turn of 34.91 days. Specifically during the month of March there were 192 properties let with a total of 2197 days, resulting in a performance for the month only of 11.44 days.

The year end outturn of 39.45 days places this indicator in the lower quartile.

A report to RMBC Scrutiny panel on 16 April 2009 outlined our Empty Homes Service Review “Every day counts” and highlighted the joint responsibilities of 2010 and RMBC and the need for continued collective working. It included a comprehensive action plan which amalgamated all previous plans and built upon the success of a joint performance workshop. Decent Homes partners have assisted in reducing the number of empty homes, carrying out void repairs as well as bringing the properties up to the decent homes standard. To date 117 properties have been returned by the Decent Homes team.

The action plan within that review is now having a positive influence on this indicator, demonstrated by recent performance; the cumulative April 2009 LPI 212 Average time to relet dwellings has improved to 21.92 days (against the monthly control target of 23 days). Reports are continuing to be brought to Scrutiny regarding Empty Homes.

Best performers:

Poole Housing Partnership (15.40), Berneslai Homes (25.54)

Proposals

It is proposed that service areas with KPIs requiring improvement will be targeted by service managers to receive prioritised and detailed attention, drawing on the methods and good practices of noted and best performers.

Recommendations

That the Cabinet Member:

- (i) Notes the year end performance and the current year improvements; and
- (ii) Notes the action taken to improve the previously reported failing KPIs.

Appendices/supporting information

Minutes of Cabinet Member for Neighbourhoods meeting of 2 March 2009 item 155 “Neighbourhoods 3rd quarter (April – December) performance report 2008/09”.

1.	Meeting	Cabinet Member for Housing and Neighbourhoods
2.	Date	27 th July 2009
3.	Title	2010 Rotherham Ltd. Improvement Plan
4.	Directorate	Neighbourhoods and Adult Services

5. Summary

On 29th April 2009, Cabinet agreed that a 2010 Rotherham Ltd. Improvement Plan must be established, and in order to secure a future Management Agreement beyond March 2011, the ALMO must deliver these improvements over the following 18 months. A report was provided to Cabinet Member in June 2009, setting out the process for developing the plan, and this report presents 2010 Rotherham Ltd.'s final draft version which takes account of feedback from Council tenants and leaseholders. Specific targets are yet to be confirmed.

6. Recommendations

- **APPROVE THE CONTENT OF THE IMPROVEMENT PLAN, ATTACHED AS APPENDIX 1.**
- **AGREE TO RECEIVE QUARTERLY PROGRESS REPORTS, THE FIRST TO BE PRODUCED IN OCTOBER 2009.**
- **AGREE TO RECEIVE A REPORT SETTING OUT MINOR AMENDMENTS TO THE MANAGEMENT AGREEMENT, TO BE EFFECTED AT THE SAME TIME AS THE DEED OF VARIATION TO EXTEND THE TERM TO MARCH 2011.**

7. Proposals and details

7.1 Background

On 29th April 2009, two reports were presented to Cabinet:

- Conclusions from the Council Housing Directions project, and
- Outcomes of consultation with tenants and leaseholders

The recommendations were approved for each report and it was agreed that a 2010 Rotherham Ltd. Improvement Plan would be developed over the next 18 months. The current Management Agreement will be extended to the end of March 2011, and in order for Members to be confident about agreeing to a new contract beyond this date, 2010 Rotherham Ltd. must deliver significant improvements.

A report was provided to Cabinet Member in June 2009, setting out the key areas to be covered by the Improvement Plan, and requesting approval of the process to develop the plan, and of the overall timetable. The six themes are as follows:

1. Address tenants' and leaseholders' priorities for improvement
2. Achieve the standards expected of a three-star, top-performing organisation
3. Make a unique contribution to Rotherham's top priorities
4. Ensure all services are well-organised, well-managed and well-governed
5. Ensure strong financial management processes are in place
6. Deliver value for money, making excellent use of resources

RMBC and 2010 Rotherham Ltd. worked together to produce the sub-actions within the Plan. RMBC's Landlord Relations Manager carried out consultation with Council tenants and leaseholders at the end of June 2009, which provided further useful information on tenants' and leaseholders' views and which has been taken into account in 2010 Rotherham Ltd.'s final draft version. The Plan is attached as Appendix 1.

Once the key actions and measures have been confirmed by Cabinet Member, work will be undertaken to establish specific targets where applicable.

7.2 Monitoring arrangements

It is proposed that quarterly monitoring meetings will be held between key managers in RMBC and 2010, following which reports (by exception) will be provided to Cabinet Member. Quarterly reports will be provided to Cabinet Member as follows:

- October 2009 – first progress report
- January 2010 – progress report
- April 2010 – review of 2009/10 delivery and confirmation of final decision-making process
- July 2010 – progress report
- September 2010 – final report

RMBC and 2010 Rotherham Ltd. will ensure customers are involved in carrying out reality checks and monitoring progress against the plan. Progress reports will include an analysis of risks. A joint RMBC / 2010 Rotherham Ltd. risk assessment workshop will be held in early August to develop a risk register and establish monitoring mechanisms.

7.3 Extension of current management agreement

At the same time as carrying out a Deed of Variation to extend the management agreement to March 2011, it would be useful to make further minor amendments to the content of the Agreement. It is proposed that a meeting be held between key managers in RMBC and 2010 Rotherham Ltd., with expert advice from Finance and Legal Services. A further report setting out changes will be presented to Cabinet Member once this exercise is complete.

8. Financial implications

As agreed by Cabinet on 29/04/09, a detailed financial appraisal of housing options will be completed that will take account of the recent announcements about changes to the HRA subsidy system. This will be reported separately to Cabinet Member.

9. Risks and uncertainties

Risks will be monitored separately via the risk register to be established during the joint RMBC / 2010 Rotherham Ltd. risk workshop in August 2009.

10. Policy and performance agenda implications

2010 Rotherham Ltd.'s improvement plan sets out how the organisation will make a unique contribution to Rotherham's top-line priorities. 2010 Rotherham Ltd. contributes to the following themes within the Local Area Agreement:

- Safer and stronger communities
- Increase service user engagement
- Citizen satisfaction rates increased
- Tackle equalities and cohesion objectives
- Improve quality of life for people in disadvantaged neighbourhoods - meet decent homes including environmental works

2010 Rotherham Ltd. is responsible for NI 158 relating to delivery of the Government's Decent Homes target, which contributes to Rotherham's overall Comprehensive Area Assessment.

11. Background papers and consultation

Appendix 1 – 2010 Rotherham Ltd. final draft improvement plan, 2009-11

Background papers:

- Report to Cabinet 29/04/09: Council Housing Directions project – final report

- Report to Cabinet 29/04/09: Test of opinion survey report
- Report to Cabinet Member 15/06/09: Development of 2010 Rotherham Ltd. Improvement Plan

Consultation:

During the development of the Improvement Plan, presentations were delivered to RotherFed (9th June) and to key members of staff in RMBC and 2010 Rotherham Ltd. (via a stakeholder seminar on 24th June). Tenants and leaseholders were consulted on theme 1 of the plan via focus groups on 30th June.

Once the Improvement Plan has been confirmed by Cabinet Member, a newsletter insert will be produced and sent out to all tenants and leaseholders via the August edition of 'Round Your Place'. 2010 Rotherham Ltd. will carry out further consultation / communication with staff and customers.

Contact name

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IMPROVEMENT PLAN 2009-11

Theme 1 Address tenants' and leaseholders' priorities for improvement

Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
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1. Tenants believe rent represents value for money

	STATUS survey commissioned	TW	Jun 10		
	Improve on Feb 09 STATUS rating				
	<i>Cross ref 5.5 and 6.3</i>				

2. Leaseholders reflect satisfaction with service delivery

	Ongoing satisfaction survey	TW/GR	Oct 09		
	Revisit with leaseholders and re-launch service standards	GR	Sep 09		
	Get leaseholders details onto mainframe housing system (Anite)	GR	Oct 09		
	<i>Cross ref 5.5 and 6.3</i>				

3. Tenants would choose 2010 Rotherham Ltd as a landlord over other housing management service providers

	STATUS survey-adapted question	TW	Jun 10		
	Tenants forum/consultation (reality check)	SS	May 10		
	Review customer service standards with residents	TW	Oct 09		
	Review and re-launch effective complaints procedure	TW	Aug 09		

4. Tenants believe 2010 Rotherham Ltd has delivered improvements to their neighbourhoods

	STATUS survey Improve on Feb 09 rating and exceed benchmark for mid quartile	TW	Jun 10		
	Area Housing Panels and budget spend	MS	May 10		
	Area Assemblies	tbc	May 10		

Theme 1 Address tenants' and leaseholders' priorities for improvement					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
	Environmental spend by area	RY	ongoing		
5. Maintain satisfaction with repairs and maintenance services					
	Maintain customer satisfaction in top quartile	TW/CH	Jun 09 ongoing		
	Maintain "Right first time" in top quartile	CH	ongoing		
	Performance reporting	TW	Jun 09		
	Re-issue standards and programme for Decent Homes	RY	Aug 09		
	Publicise the repairs categories, cyclical and programmed works and revisit service standards with tenants	CH/GW	Sep 09		
6. Tenants feel confident that 2010 will deal effectively with reports of antisocial neighbours					
	STATUS survey-improve on Feb 09 rating and exceed benchmark for mid quartile	TW	Jun 10		
	Performance reporting and benchmarking	TW/MS	Jun 09 onwards		
	Reporting against RESPECT standard	MS	Jun 09 onwards		
	Places survey	RMBC			
	Article to residents to inform on ASB and tenancy management process. (service standards)	MS	Aug 09		
7. Tenants and leaseholders know who to contact within 2010 and find it easy to access services					
	STATUS survey- improve on Feb 09 rating and exceed benchmark for mid quartile	TW	Jun 10		
	Performance reporting	JD/TW	Jun 09 onwards		
	Mystery shopping	SS	Oct 09 and		

Theme 1 Address tenants' and leaseholders' priorities for improvement					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
			each 6 months		
	Article in RYP all access points (offices/web etc) to fully explain contacts within 2010 and RMBC and complaints handling	AW	Aug 09		
	Annual local/estate based newsletter advising of key contacts	AW	Sep 09		
8. Tenants are satisfied with opportunities to be involved					
	STATUS survey-bespoke question	TW	Jun 10		
	Here's the Deal review group	SS	Nov 09		
	Conduct an holistic review, with customers of the framework with RI	SS	Aug 09		
	Introduce RI impact assessments to ensure all involvement activities benefit the participants and the service development. Include a VFM dimension	SS	Aug 09		
	Establish a residents communications group to lead on and monitor communication between 2010 and residents	SS/AW	Sep 09		
	All events held to ensure no barriers to attendance i.e. accessibility/child responsibilities	SS/E & D mgr	Sep 09		
	Establish specific task and finish group with staff and residents to review customer handbook	MS	Aug 09		
	Review key player data base	SS	Aug 09		

Theme 2 Achieve the standards expected of three-star, top-performing organisations					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
1. 2010 fulfils the requirements of a three-star ALMO and can demonstrate excellence against any given Key Line of Enquiry					
	Use of KLOE exemplar				
2. All performance indicators are in at least the median quartile for ALMOs and certain specified indicators in top quartile					
	Performance reporting. Corporate objective to be top quartile and aiming for top decile. All performance based on continuous improvement.	TW	Jun 09 onwards		
	Benchmarking report-Housemark	TB	Aug 09		

Theme 3 Make a unique contribution to Rotherham's top priorities					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
1. 2010 has a strong presence in the borough and everyone can recognise its unique contributions towards delivery of the LAA targets and Community strategy priorities					
	Community strategy- SAFE	KL	Apr 10		
	LAA- safer and stronger communities	KL	Apr 10		
	LAA- increase service user engagement	SS			
	LAA- citizen satisfaction rates increased	TW	quarterly		
	LAA- tackle equalities and cohesion objectives	TBA	Ongoing		
	LAA- improve quality of life for people in disadvantaged neighbourhoods- meet decent homes including environmental works	RY	Dec 10		
	RMBC Corporate plan 2005-11				

Theme 3 Make a unique contribution to Rotherham's top priorities					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
	N & AS service plan 2008-11				
	<i>(RMBC to define extent)</i>				

Theme 4 Ensure all services are well-organised, well-managed and well-governed					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
1. Strong governance arrangements are in place					
	Progress against Board development plan	TB	May 10		
	TSA accreditation	LA	Jul 09		
	TSA self assessment	KL	Jul 10		
2. 2010 has a clear focus on its purpose and vision					
	New Corporate Plan produced	KL	Aug 09		
	Investigate EFQM/IIE standard	KL	Oct 09		
3. Risk management is effective and internal control systems are sound					
	Risk register	TB	Aug 09		
	Internal controls letter	TB	Sep 09		

Theme 5 Ensure strong financial management processes are in place					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
1. 2010 plans its finances effectively to deliver its priorities and secure sound financial health					
	Reports against projected financial out turns	MG	quarterly		
	Commentary and mitigation on adverse variances	MG	quarterly		
	Long term financial plan produced	MG	Aug 09		

Theme 5 Ensure strong financial management processes are in place					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
2. 2010 manages spend within available resources and is financially sound over the medium term					
	Robust budget setting process	MG	Annual Mar sign off		
	Finance reports	MG	quarterly		
	Decent Homes exit strategy developed	MG/RY	Aug 09		
	IHSP financial viability plan	CH/MG	Aug 09		
3. 2010 values and develops financial skills at officer and Board levels					
	Training impact assessment records	RO	Apr 10		
4. Financial reporting is timely and reliable and clear, and is used effectively to monitor and manage performance					
	Finance reports	MG	ongoing		
	Financial risk assessments and mitigation incorporated into reporting	MG	ongoing		
5. 2010 communicates effectively with internal users, stakeholders and tenants and leaseholders on its financial performance					
	Round Your Place-align resources to priorities	MG/AW	Apr 10		
	Annual Report	MG/TB	Sep 09		

Theme 6 Deliver value for money, making excellent use of resources					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
1. 2010 has a robust understanding of the costs of service delivery and how costs link to performance, and uses this information to drive improvement and efficiency					
	Benchmarking report- house mark	TB	Feb 10		
	Revised VFM plan including efficiencies and re-alignment of resources	MG	Oct 09		

Theme 6 Deliver value for money, making excellent use of resources					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
2. 2010 has a clear plan for delivery of efficiencies and is on track to delivery planned efficiencies					
	Efficiencies plan	MG	Aug 09		
3. 2010 involves local people, staff and partners in commissioning, procurement and service development					
	Procurement panel records. Procurement panel to include tenants	JB	Sep 09		
	Review of ANITE in context of ICT strategy to be agreed and actions formulated with RMBC	JC	Jul 09 ongoing		
4. 2010 reviews the competitiveness of services, evaluates options for service delivery and achieves value for money					
	Service Improvement groups	All	Sep 09		
5. Performance management information is accurate, timely and robust and is used to drive improvement and address areas of underperformance					
	Conduct PI validation exercise	TW	Feb 10		
	Performance reports	TW	quarterly		
	Evidence of performance reporting driving improvement	TW	quarterly		
	Conduct a consumers review of complaints procedure	TW	Aug 09		
6. Workforce planning and development is effective and 2010 has a productive and skilled workforce					
	Produce current and medium term corporate workforce plan	MB	Aug 09		
	Achieve full IIP recognition	TB/RO	Nov 09		
	Conduct staff survey	MB/RO	Nov 09		
7. Policies support diversity and good people management					
	E & D impact assessment produced	E & D mgr	Oct 09		

Theme 6 Deliver value for money, making excellent use of resources					
Specifically, the action will be:-	It will be Measured by achieving the following objectives/reaching these milestones:-	Achievement led/owned by:-	Realistic Timescale for delivery:-	Evaluate and Review	R A G
	Single equalities statement produced	E & D mgr	Mar 10		
	Work toward Investors in Diversity	E & D mgr	Dec 09 onwards		
8. 2010 makes effective use of natural resources and manages performance to minimise its impact on the environment					
	Carbon out puts reduced	NE	Mar 10		
	Environmental awards	NE	tbc		
	Eco-management and audit scheme (EMAS)				

Key to Assessment		
RED	- danger	Not on schedule to meet deadline set. Extra work or resource needed to meet this action <u>OR</u> factors external to the team prevent it being met as planned.
AMBER	- be alert	Work has commenced, extra resource (time, budget or people) have now been committed.
GREEN	- all systems go	Completed <u>OR</u> on target to complete by given date

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Cabinet Member for Housing and Neighbourhoods
2.	Date:	27th July 2009
3.	Title:	Housing Allocation Policy - progress update and review of Local Lettings Policies
4.	Programme Area:	Neighbourhoods and Adult Services

5. Summary

This report details progress since the implementation of the new Allocation Policy which was launched on the 1st December 2008, and includes the outcome of the 6 month review of the Local Lettings Policies.

6. Recommendations:

- **That the Cabinet Member notes the progress update within the report**
- **That the Cabinet Member agrees to the changes in the Local Lettings Policies for the period August 2009 – end of March 2010. These are that an additional 461 properties are now proposed as requiring a Local Lettings Policy and 11 properties are proposed to be withdrawn and reverted back to the normal letting arrangements. The details are set out in Appendix 2.**

7. Background and Detail

7.1 The New Housing Allocation Policy was launched on the 1st December 2008. The Allocation Policy determines eligibility for council housing, it is also focussed on assisting people in urgent housing need with the introduction of the Priority Plus group and the General Plus group. Alongside the new Policy the Housing Register was reviewed. Since December 2008, the numbers registered have increased from **17,000** in December 2008 to **19,298** as at 16th June 2009. Of these there are **currently 60 Priority Plus, 1600 Priority, 750 General Plus and 16888 General applications**. The progress being made on the key areas of change are as follows:

7.2 Under the new policy, all applicants are required to bid for properties, with no one being “matched” to suitable specific properties. The Housing Assessment team have reviewed their procedures and now undertake more case load management, enabling them to have more capacity to provide support to customers to ensure that they are actively bidding for suitable properties. In addition, a Scrutiny Review of “Choice Based Lettings (CBL)” took place between April and May 2009 which examined current CBL practices and made recommendations for improvements that could be made to the service from a customer’s perspective. There was also a separate Scrutiny Review of the “Void Process”, which examined the process of turnaround of void properties. These are separate from the Allocation Policy but are clearly linked. The findings of the reviews are in the process of being referred to the Cabinet for comments and relevant staff from RMBC and 2010 Rotherham Ltd will be reviewing the recommendations and forming an action plan on the 30th July 09.

7.3 Quotas were set for advertising properties with all vacant properties to be offered first to those placing bids from the Priority Plus group. These are restricted to those assessed by the Housing Assessment Panel as requiring immediate re-housing. Only if there are no Priority Plus applicants will the property be offered to the group which the property has been advertised to. The quotas set for advertising were 50% to the Priority Group, 40% General Plus and 10 % to the General Group. Between 1st December 2008 and 7th June 2009, **805** properties were advertised and **796** properties have been let as follows:

	Target advertising & letting quota	% of properties advertised by Priority group ¹	Number of properties let	% of Properties let by Group
Priority Plus	n/a	n/a	49	6%
Priority	50%	48 %	367	46%
General Plus	40%	43 %	157	20%
General	10%	8 %	223	28%

¹ Each of the 97 management areas in Rotherham applies the quota locally defined by locality, property type and bedroom size. This will mean that the target may not be 100% met as it depends on what properties become available for advertising per area.

- 7.4** There are differences in the % of lettings made compared to the quotas used for advertising properties. This appears to be because a large proportion of lettings at the end of 2008 were made during period under the old policy as a result of a backlog of properties awaiting allocation which had been advertised prior to the introduction of the new policy. Following the introduction of new working arrangements and reorganisation of staff by the Empty Homes Team within 2010 Rotherham Ltd, this backlog has now been cleared. A further explanation is that where there are no applicants bidding for properties in the General Plus band, the property is offered to households who bid from the General band.
- 7.5** New terms of reference were agreed for the Housing Assessment Panel which has been meeting on a weekly basis to consider cases that have been referred by Housing Officers from 2010 Rotherham Ltd or Neighbourhoods and Adult Services, in line with the Allocation Policy. The terms of reference are attached at **Appendix 1**. The table below details the outcomes of the cases heard.

Month of weekly Panel meetings	Number of cases agreed for Priority Plus	Number of cases refused Priority Plus Status	Number of cases Deferred
January 09	12	6	0
February 09	16	2	1
March 09	19	1	6
April 09	15	1	3
May 09	22	1	1
June 09	9	6	1
total	93	17	12

- 7.6 Local Lettings Policies** were also implemented in December 2008 and these have been reviewed - led by 2010 Rotherham Ltd in consultation with Elected Members, Safer Neighbourhood teams and Community groups through the Area Assembly Coordinating groups. Consultation has also been undertaken with residents. The review has identified an additional 461 properties recommended for Local Lettings policy, with 11 properties being proposed to be removed. As at 1st July 2009 there are 20,968 properties in the Council's housing stock. This will bring the total of properties with a Local Lettings Policy up to 2,096 which is 9.9% of the available stock, up from 7.7% that are subject to Local Lettings Policies now.

7.7 Any recommendations for additions have been justified by supporting evidence, and where there has been significant improvement in sustainability such as reduced abandoned properties, evictions and reported crime it is proposed that the Local Lettings Policy be removed. It also became apparent that some properties were missed in the first review. These included blocks of flats such as Rockingham House and Wellfield Lodge, where the neighbouring residents are predominantly older people. Additions to the proposed revised Local Lettings Policies have only been applied if there is supporting evidence in the following circumstances:

- **Housing Management Difficulties** – where a certain street or blocks have experienced management problems due to anti social behaviour, or where tenancies have failed due to high levels of estate management difficulties in the last 6 months.
- **Age Restrictions** – where Neighbouring Residents are predominantly older people Where age restrictions apply they are subject to a declining age threshold so eventually age restrictions will disappear allowing the area to develop into a properly balanced community. The age threshold will be reviewed every 6 months by 2010 Rotherham Ltd and any changes will be made in consultation with Elected Members, Safer Neighbourhood teams and Community groups through the Area Assembly Coordinating groups.

The proposed changes for period 1/8/09 to 31/03/10 are detailed in **Appendix 2**.

8. Finance

- 8.1 Improvements to both the indicators linked to how well properties are turned around, facilitated by the Allocation Policy. The relevant PIs are currently top quartile and improving. As at 31st June 2009 rent loss through voids was 1.94% and average re-let times was 24.61 days.
- 8.2 By focusing on meeting urgent housing need will reduce time periods in the Priority and Priority Plus Group which in turn will reduce the number of households living in temporary accommodation. This will enable a cost saving to the Council will allow a reduction in the temporary properties of accommodation currently needed for homelessness families. Similarly there are savings made by offering suitable accommodation to urgent cases with medical needs by reducing the cost of care provision and adaptations.
- 8.4 By applying Local Lettings Policies to a limited part of the local authorities stock, it is hoped this will assist in creating more sustainable communities and less property turnover. However there is a slight risk that empty properties may take longer to let as some policies are quite restrictive.

9. Risks and Uncertainties

- 9.1 The current demand for social rented housing is high which translates to pressures on the housing register. There has also been an increase in

households in urgent housing need who are affected financially by the economic downturn. The existing quotas seem to be adequate in meeting the needs of households in urgent housing need. However these will need to be monitored in the next six months to establish whether the advertising quotas need to be altered to reflect local need.

- 9.2** Any change to the Allocation Policy must ensure that the needs of vulnerable and hard to reach groups are addressed, and the Council's statutory obligations are met. The Allocation Policy must be delivered in a transparent way to ensure it is fair, and seen to be fair.

10. Policy and Performance Agenda Implications

- 10.1** The Allocation Policy is delivered at a local level and via the Key Choices Property Shop and Neighbourhood Offices, which supports the Council's commitment to providing greater accessibility to services, meeting social needs by helping to ensure a better quality of life, improving fair access and choice, protecting, keeping safe vulnerable people and specifically addresses the diversity agenda, by tailoring services to the needs of hard to reach groups. Working to improve services for Rotherham people and to ensure more effective links to the Rotherham 'Proud' theme.

Rotherham people, businesses and pride in the borough are at the heart of our vision. Rotherham will have a positive external image and its people will be renowned for their welcome, friendliness and commitment to the values of social justice. Active citizenship and democracy will underpin how Rotherham works. Achievements and diversity will be celebrated. Rotherham will be a caring place, where the most vulnerable are supported. It will be made up of strong, sustainable and cohesive communities, both of place and interest and there will be many opportunities for people to be involved in civic life and local decision making. The means to do this will be clear, well known and accessible.

11. Background Papers and Consultation

- 11.1** The review of the Local Lettings Policies has been led by 2010 Rotherham Ltd has involved consultation with elected members, customers, legal services, partners and staff.

- The Allocation Policy (1st December 2008)
- Local Lettings Policies (1st December 2008)
- The Homelessness Act 2002.
- Housing Act 1996, Parts VI and VII
- The Code Of Guidance in Allocation [CLG 2007]
- The Homelessness Code of Guidance

Contact Name:

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sandra.tolley@rotherham.gov.uk

Appendix 1

Terms of Reference of the Housing Assessment Panel - December 2008

- (i) The Housing Assessment Panel will consider all cases in terms of whether to award Priority Plus in line with the Allocation Policy. The panel **WILL NOT** consider any case that falls outside of the Allocation Policy provisions.

Applicants who are awarded Priority Plus are entitled to one successful offer.

The panel will only consider the following cases:

- Individuals who are in hospital, ready for discharge but unable to return to their home
- People subject to Multi- agency Risk Assessment Conferences such as MARAC meetings
- Individual cases considered by Housing Assessment Panel or Risk Management Panel where there are issues regarding Safeguarding Adults or Children that require immediate re-housing, this would include urgent moves associated with antisocial behaviour.
- Public Protection – High Risk Offenders subject to MAPPA, before an offer of accommodation approval of be sought from MAPPA Housing Management Lettings, such as decants due to fire or floods.
- Applicants with 2 priorities such as individuals who are homeless and have a health problem
- People living in regeneration areas where there is less than 25% of the housing remaining occupied
- Households that have been moved from the Priority Group because they have been statutory homeless for more than 6 months and have been actively bidding in Key Choices. These households will receive 1 offer only in the Priority Plus group but are still entitled to 2 offers in total. If both of these offers are refused then the Homeless duty will be discharged.
- Individuals living in Supported People funded accommodation who have been ready to live Independently for more than 6 months
- Ex offenders who wish to voluntary terminate their Council tenancy on sentencing as their prison sentence is more than 12 months. Housing Assessment Panel will consider the voluntary termination. If the Housing Assessment Panel agrees to a Priority Plus status the application will be re-dated to the date of the panel meeting and will become eligible one month prior to being released from prison.
- Households tied to a tenancy within their employment and individuals in HM Forces. If the household is faced with homelessness on discharge or termination of employment the Housing Assessment Panel will consider their application for one of the preference groups (Priority Plus, Priority or General Plus)

Protocols of the Panel and delegated powers

The Housing Assessment Panel will meet weekly. However where urgent consideration is required on individual cases between Panel meetings urgent delegated powers are given to the Housing Choices Manager. The decisions taken outside of the Housing Assessment Panel meetings will be made in line with the Allocation Policy and in consultation with the Director of Independent Living or the Housing Options Manager. In cases where urgent delegated powers have been utilised a summary of the case and action taken will be reported to the next Housing Assessment Panel for ratification of the action taken.

Where households are placed in the Priority Plus Group the household will bid in Key Choices and be made 1 offer – where the household is homeless 2 offers will apply. Offers of accommodation will be dependent on confirmation that Care and Support Services are provided and funded where necessary. Vulnerable customers will be supporting in the bidding process by either a Medical Assessment Officer, a Housing Solutions Officer or a 2010 Rotherham Ltd Neighbourhood Champion.

Membership and Roles of Housing Assessment Panel

Membership and roles of the panel will consist of the following:

Panel Member	Role of Panel Member	
Housing Choices Manager	Chair	Makes decisions
Housing Options Manager	Chair	Makes decisions
Housing Options Coordinator	Chair	Makes decisions
2010 Neighbourhood Champion	Presents the case	
Housing Solutions or Assessment	Presents the case	
Specialist Officers, Support Workers	Presents the case	
Housing Options Officer	Minute Taker	
Cabinet Member for Neighbourhoods or Cabinet Member Advisor	Makes decisions	
Elected Members (x 2 from different wards) Elected Members must apply to Cabinet Member to be on the panel	Makes decisions	
Officers from Neighbourhoods and Adult Services	Makes decisions	
Officers from Children and Young People Services	Makes decisions	
Legal Services	Advisory role	

Note:

When cases being considered are from the Ward of an Elected Member representative on the Panel or within the boundaries, the Elected Member should retire from the meeting whilst the case is being considered; this will also apply if the case being considered is a family member of any panel member.

The Housing Assessment Panel meeting will be cancelled if there are less than 4 decision makers in attendance.

The role of the Chair

The meetings will be chaired by either the Housing Options Manager, Housing Options Coordinator or the Housing Choices Manager, minutes will be taken by Housing Options Officer.

The Chair will ensure:

- that the panel remains focused on the cases being considered.
- that decisions are made in accordance to the Allocation Policy
- the agenda is adhered to, provide procedural guidance, facilitate information sharing and discussion between all Panel members.
- clear decisions and recommendations are reached which are consistent with Allocation Scheme and the provisions held within Housing Act, 1996, Part VI and VII.
- the panel is assisted in addressing issues related to anti-discrimination practice.

The role of the Presenting Officer

- In preparing the report, the author should discuss the content of the report with the applicant and seek consent for the details within it to be discussed by the Panel. (The applicant would not be required to attend the meeting)
- Supportive information from agencies involved with the applicant should be provided with the report. In such cases the agency should be advised that supportive information will be shared with the Panel.
- Cases referred to the panel will be made on the Housing Assessment Panel template and the reports will be forwarded to the Key Choices Team, who co-ordinate the cases. The Presenting Officer must provide all information prior to the meeting. Where further information is requested the report will not be presented until the report is .completed

- The Presenting Officer will verbally advise the Panel Members the background of the report, and the reasons why a Priority Plus status is requested.

The role of the decision makers

In considering cases referred to the Panel each case will be considered on its merit. The panel members will have due regard to:

- Confidentiality
- Consistency of approach
- Adherence to Allocation Policy and legislation
- Address individual need
- Equality Standards and non discrimination

The decision makers of the panel may ask the officers who are presenting the case to retire from the panel meeting whilst a decision is being considered. In some instances cases may be deferred for further information.

In most instances the decision will be reached following each individual case. The applicant will be advised of the decision in writing within 7 working days of the panel.

Administration of the Panel

The Key Choices team will ensure that:

- Prior to the meeting that all relevant information has been gathered.
- The agenda is set.
- Invitations are sent to the panel members.
- The meeting venue is booked.
- Notes are taken during the meeting; the minutes will be filed with the individual case records.
- Applicants are informed of the decision in writing in 7 working days
- The housing application category is amended where the panel has agreed a Priority Plus award.
- All case papers are retained by the Key Choices team. In cases where the report is Council tenant information regarding the case will also be stored in the tenancy file.

All cases referred to the Housing Assessment Panel must be on a standard report template together with a completed "Checklist" and the tenancy file for Council tenants.

**Checklist for Cases for Consideration by Housing Assessment Panel
Neighbourhoods and Adult Services.**

The Housing Assessment Panel has strict criteria which means that all of the details (where applicable) must be completed before the case will be considered. Please email the checklist and the report to:

keychocies@rotherham.gov.uk

For Council tenancies the tenancy file must be provided.

Case referred by Contact telephone

Date referred

The applicant must be advised that the report has been referred. Please confirm that the applicant has been made aware YES/NO

Applicant

Address

1. Is all the Housing Assessment Report fully completed? YES/NO

2. Has other housing options being advised YES/NO

3. What housing options are been advised?

.....

4. Are there are issues of anti social behaviour? YES/ No.

If No please move to next question

If Yes the panel will require supporting evidence from the:

- Tenancy File
- SNT involvement
- 2010 Champion
- Anti Social behaviour team
- Police Incident Numbers

5. Are there are Safeguarding issues for Children or Adults? YES/NO

If No please move to next question

If Yes the panel will require supporting evidence from:

- Children and Young People's Service (Social Services)
- Adult Services (Social Worker)

7. Are there are medical reasons? YES/NO

If No please move to next question

If Yes the panel will require supporting evidence from the:

- Assessment team
- Mental health services

8. Are there are learning difficulties or disabilities? YES/NO

If No please move to next question

If Yes the panel will require supporting evidence from:

- Learning and Disabilities
- Support agencies

9. Are there are drug or alcohol issues? YES/NO

If No please move to next question

If Yes the panel will require supporting evidence from:

- Drug Intervention team
- Clearways
- Support Worker.

10. Where the applicant has two reasonable preferences, the panel will require confirmation that the assessment has been undertaken by 2 separate services, i.e Duty under homeless and medical priority. Please list the 2 reasonable preference categories:

- Reasonable preference 1Date awarded.....
- Reasonable preference 2Date awarded.....

11. Where the case has been considered by multi agency panels such as MARAC or MAPPA include:

- Date of meeting
- Decision of MARAC
- Decision of MAPPA

12. Emergency Prohibition Order

- Date of Emergency Prohibition Order and copy attached

13. Bed Blocking

- Medical Assessment date and decision

.....
14. Households that have been moved from the Priority Group because they have been homeless for more than 6 months and have been actively bidding in Key Choices.

- Date of homeless acceptance
- Are they living in temporary accommodation YES/NO
- Date placed in temporary accommodation if applicable.....
- Attach bidding and shortlists YES/NO

15. Individuals living in Supported accommodation who have been ready to live independently for more than 6 months

- Date of Priority
- Date placed supported accommodation
- Attach bidding and shortlists YES/NO

16. Housing Assessment Panel will consider ex offenders who wish to voluntary terminate their Council tenancy on sentencing as their prison sentence is more than 12 months.

- Length if tenancy
- The voluntary termination is attached YES/NO
- Length of prison sentence

17. Is the case due to be considered as a temporary move due to a fire or flood or repair which cannot be undertaken whilst the household is living in the property. YES/NO

- Length of time property is expected to be empty
- Details of repairs

18. Is the case to be considered for a permanent move following a temporary placement? YES/NO

- Length of time of the temporary address
- Reason why the tenant would like to remain
- Demand for temporary and secure tenancy

19. Is the case to be presented for another reason? YES/NO

- Details included in the panel report

Date Received by Housing Options Team

Date of panel meeting

If the report is incomplete, date referred back for additional information

Details of further information

.....
.....

Date represented to the Housing Options team

Date of Panel Meeting

Case for Consideration by Housing Assessment Panel, Neighbourhoods and Adult Services

Case prepared by	
Applicant	
Address (area only)	
Family Details	
Present Accommodation	
Category and Date of Application	
Rent Account	
Ward Members	
Length of Time at Present Address	
<u>Reason for Presenting Case</u>	
Details of Circumstances	
Appendix Attached	
Area requested for re-housing and reasons	
Waiting list for area requested/property type including turnover in last 12 months	
Demand for present accommodation	
Proposal(s) for consideration	
Decision	Agreed/Deferred/No Action/Noted
Comments	
Date	
Case considered by	
Letter to applicant notifying decision	
If this is a Council Tenant File the case notes in the Tenancy File	

Appendix 2 - Review of the current Local Lettings Policies – July 2009

2010 Rotherham Ltd manages all of Rotherham Metropolitan Borough Council Housing Stock.

The number of properties at close of business 1st July 2009 was approximately 20,968.

For period 1st August 2009 to 30th March 2010, the Local Lettings Policies will cover properties 2,096 which are 9.9 % of the Council's stock.

The additions have been justified by supporting evidence, and where there has been significant improvement in sustainability such as reduced abandonment's /evictions and reported crime the Local lettings Policy has been removed.

Where age restrictions apply they are subject to a declining age threshold so eventually age restrictions will disappear allowing the area to develop into a properly balanced community. The age threshold will be reviewed every 6 months by 2010 Rotherham Ltd and any changes will be made in consultation with Elected Members, Safer Neighbourhood teams and Community groups through the Area Assembly Coordinating groups.

Where there are Housing Management Difficulties evidence will be supported by the number of abandoned tenancies, estate management difficulties and crime statistic from the Community Information Unit (CIU) .

The Local Lettings Policies will be reviewed before March 2010

Rotherham North

Area	Properties covered	Local Letting Criteria	Rational
Rotherham North	<p>Munsbrough</p> <p>Elm Grove 78 properties.</p>	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	<p>Housing Management Difficulties</p> <p>Reduce ASB and increase sustainability</p> <p>High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.</p>
Rotherham North	<p>Greasbrough</p>	<ul style="list-style-type: none"> • Persons on a decreasing age range ie over 50 	<p>Age restriction</p>

	<p>Church Street 113,115,125,127,137,139, 149,151,161,163,173,175</p>	<p>then over 40 etc</p> <ul style="list-style-type: none"> • Do not have convictions for anti-social behaviour where the last offence is less than 12 months ago • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction ie stolen goods • Do not have drug or alcohol problem and is not in a treatment programme, where the drug and alcohol programme is associated with anti social behaviour . (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme <p>Have not signed and agreed and Anti-Social Behaviour Contract (ABC) in the last 12 months</p>	<p>The neighbouring residents are predominantly older people. These properties were sheltered before the review and promises were made to residents by Head of Housing Services that lettings would be allocated on a decreasing age range basis and done in a sensitive manner</p>
<p>Rotherham North</p>	<p>Masbrough</p> <p>Orchard Place 29 Properties</p> <p>Elizabeth Way 27 Properties</p> <p>College Road 39 Properties</p> <p>Vine Close</p>	<ul style="list-style-type: none"> • Persons on a decreasing age range ie over 50 then over 40 etc • Do not have convictions for anti-social behaviour where the last offence is less than 12 months ago • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction ie stolen goods • Do not have drug or alcohol problem and is not in 	<p>Age restriction</p> <p>The neighbouring residents are predominantly older people, with the properties previously subject to the Sheltered service..</p>

	14 properties	<p>a treatment programme, where the drug and alcohol programme is associated with anti social behaviour . (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme</p> <p>Have not signed and agreed and Anti-Social Behaviour Contract (ABC) in the last 12 months</p>	
Rotherham North	1-18 Wellfield Lodge, Kimberworth Park..... (18 properties)	<ul style="list-style-type: none"> • Persons on a decreasing age range ie over 50 then over 40 etc • Do not have convictions for anti-social behaviour where the last offence is less than 12 months ago • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction ie stolen goods • Do not have drug or alcohol problem and is not in a treatment programme, where the drug and alcohol programme is associated with anti social behaviour . (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme <p>Have not signed and agreed and Anti-Social Behaviour Contract (ABC) in the last 12 months</p>	<p>Age restriction</p> <p>The neighbouring residents are predominantly older people</p>
Rotherham	2-31 Hampstead Green,	<ul style="list-style-type: none"> • Persons on a decreasing age range ie over 50 	Age restriction

North	Kimberworth Park.....(29 properties)	<p>then over 40 etc</p> <ul style="list-style-type: none"> • Do not have convictions for anti-social behaviour where the last offence is less than 12 months ago • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction ie stolen goods • Do not have drug or alcohol problem and is not in a treatment programme, where the drug and alcohol programme is associated with anti social behaviour . (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme <p>Have not signed and agreed and Anti-Socail Behaviour Contract (ABC) in the last 12 months</p>	The neighbouring residents are predominantly older people. Previously these properties had access to the Sheltered service
Rotherham North	2-16 Jewitt Road & 18-32 Jewitt Road, Kimberworth Park..... (16 properties)	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in 	Housing Management Difficulties Reduce ASB and increase sustainability High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.

		<p>a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme)</p> <ul style="list-style-type: none"> • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	
Rotherham North	38-52 Birks Road, Kimberworth Park.... (8 Properties)	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a 	<p>Housing Management Difficulties Reduce ASB and increase sustainability High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.</p>

		<p>drug or alcohol problem and are actively engaging in a rehabilitation treatment programme)</p> <ul style="list-style-type: none"> • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	
Rotherham North	101-111 Oaks Lane, Kimberworth Park..... (6 properties)	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a 	<p>Housing Management Difficulties Reduce ASB and increase sustainability High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.</p>

		<p>drug or alcohol problem and are actively engaging in a rehabilitation treatment programme)</p> <ul style="list-style-type: none"> • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	
Rotherham North	67-97 Simmonite Road.....(16 Properties)	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months 	<p>Housing Management Difficulties Reduce ASB and increase sustainability High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.</p>

		<ul style="list-style-type: none"> • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	
Rotherham North	<p>Rockingham</p> <p>30 – 64 Whitegate Walk. 18 properties.</p> <p>41 – 75 Whitegate Walk. 18 properties.</p>	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment 	<p>Housing Management Difficulties</p> <p>Reduce ASB and increase sustainability</p> <p>High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.</p>

		plan and have been making regular weekly payments for 13 weeks.	
Rotherham North	50 – 60 Lapwater Walk. 6 properties.	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	Housing Management Difficulties Reduce ASB and increase sustainability High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit or Joint Action Groups.

**Review of the current Local Lettings Policies (additional areas)
Rotherham South**

Area	Properties covered	Local Letting Criteria	Rational
Rotherham South	<p><u>Broom Valley</u></p> <p>Brunswick Road-flats and bedsits</p> <p>Guest Place – 5 blocks of 6 flats</p> <p>Guest Road – 4 blocks of 4 flats</p> <p>Beaconsfield Rd. – flats</p> <p>Mile Oak Road – flats</p> <p><u>East Dene</u></p> <p>Lowgreave – flats</p> <p>The Yews – flats and bedsits</p> <p>Mowbray Gardens – flats and bedsits</p>	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months 	<p>Housing Management Difficulties</p> <p>Reduce ASB and increase sustainability</p> <p>High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit and Joint Action Groups.</p>

**Review of the current Local Lettings Policies (additional areas)
Wentworth North**

Area	Properties covered	Local Letting Criteria	Rational
Wentworth North Broadway, Swinton	<p>31,33,39,41 72,74,80 & 82 Broadway, Swinton</p> <p>1 to 5 The Crescent & 2 to 6 Valley Road, Swinton</p> <p>The proposal covers 16 two bedroom flats.</p>	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have drug or alcohol problems and are not in a treatment programme, where the drug and/or alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti Social Behaviour Contract (ABC) within 	<p>Housing Management Difficulties. Reduce ASB and increase sustainability High levels of anti social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood teams, Crime Involvement Unit at Maltby or Joint Action Groups.</p>

		<p>the last 12 months</p> <ul style="list-style-type: none"> • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former tenancy (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	
Sycamore Crescent Flats, Wath	1-4, 5-8, 9-12 11 Properties	Problems have diminished and it is felt this LPP can be removed.	REMOVE THIS LOCAL LETTINGS POLICY

**Review of the current Local Lettings Policies (additional areas)
Wentworth South**

Area	Properties covered	Local Letting Criteria	Rational
Wentworth South	<p>1-15 Rockingham House Rawmarsh. 15 properties</p> <p>19-37 / 19a-37a Holly Bush Street, Parkgate</p> <p>18 Properties</p>	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. (Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme) • Have not signed and agreed an Anti 	<p>Persons on a decreasing age range ie over 50 then over 40. The Neighbouring residents are predominantly older people.</p> <p>Age Restriction Persons over the age of 40. Neighbouring residents are predominantly older people.</p> <p>Housing Management Difficulties</p> <p>High levels of anti-social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood Teams and Anti Social Behaviour Unit.</p>

		<p>Social Behaviour Contract (ABC) within the last 12 months</p> <ul style="list-style-type: none"> • Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks. 	
	<p>1-8 / 1a-8a Ryan Place 16 Properties</p>	<ul style="list-style-type: none"> • Do not have convictions of anti social behaviour where the conviction/offence is less than 12 months ago. • Do not have a police record of anti social behaviour, where the last offence is less than 12 months ago. • Has not been prosecuted for an offence where illegal drug use played a major part in the conviction. i.e stolen goods to pay for drug addiction. • Do not have a drug or alcohol problem and is not in a treatment programme, where the drug and alcohol problem is associated with anti social behaviour. 	<p>Housing Management Difficulties</p> <p>High levels of anti-social behaviour or crime statistics which have been supplied as evidence by Safer Neighbourhood Teams and Anti Social Behaviour Unit.</p>

		<p>(Consideration will be given to individuals who have a drug or alcohol problem and are actively engaging in a rehabilitation treatment programme)</p> <ul style="list-style-type: none">• Have not signed and agreed an Anti Social Behaviour Contract (ABC) within the last 12 months• Individuals or a family member of the household are a former tenant of Rotherham Borough Council, who have no former tenants arrears or history of breaching their former (if former tenant arrears applies then the applicant or household member must signed an agreement to undertake a repayment plan and have been making regular weekly payments for 13 weeks.	
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**Review of the current Local Lettings Policies (additional areas)
Rother Valley South**

Area	Properties covered	Local Letting Criteria	Rational
		NO CHANGES	

**Review of the current Local Lettings Policies (additional areas)
Rother Valley West**

Area	Properties covered	Local Letting Criteria	Rational
Rother Valley West Treeton,	Spa Well Crescent, 47A 47B 49A,49B ,51, 53 55A,55B,57A,57B and numbers,14,16,18,20,26,28,30,32, 34,36,38,40.	Do not have convictions of an Anti Social behaviour where the conviction/offence is less than 12 months ago. Has not been prosecuted for an offence where Illegal drugs played a major part in the conviction. ie theft to pay for addiction. Be over 50 years of age to better match the profile of existing tenants and help remove fear of crime and clash of lifestyle issues.	The area has a high density of sheltered bungalows around it, containing many vulnerable tenants. A number of problem households already in this area have already contributed to the fear of crime in this area and leave residents feeling vulnerable.

**Review of the current Local Lettings Policies (additional areas)
Wentworth Valley**

Area	Properties covered	Local Letting Criteria	Rational
		NO CHANGES	

ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

1.	Meeting:	Cabinet Member for Housing and Neighbourhoods
2.	Date:	27th July 2009
3.	Title:	Adaptations for Disabled People - Service Improvements and Progress report
4.	Directorate:	NEIGHBOURHOOD & ADULT SERVICES

5. Summary

This report highlights key measures that have been implemented to enable the Adaptations team to provide equipments & adaptations that reflect emerging needs and meets increasing demand.

It follows on from a report presented on the 2nd March 2009 in relation to the general pressures affecting the budget which at that time included works associated with the Decent Homes programme. Approval to bid to the Corporate Capital programme was granted to meet the costs associated with the anticipated demand for adaptations in future years as detailed in that report.

Taking account of the increasing and competing priorities for the capital programme this report provides details of a number of improvements that have been made to increase the efficiency of the Adaptations service.

6. Recommendations - It is recommended that the Cabinet Member:

- 6.1 notes the current actions being implemented to improve the service, namely increasing performance monitoring of contractors, reviewing and monitoring the level of budget variances, scrutinising requests for Major adaptations, increasing the use of Home Appreciation Loans (HAL), improving internal processes and making better use of the existing and new housing stock.**
- 6.2 Supports the proposed future actions to review each of the 3 categories of adaptations provided (major adaptations, minor adaptations and minor fixings) and look to re-structure the processes.**
- 6.3 Supports a formal bid going forward to The Cabinet for a continued and increased Corporate Capital programme allocation for 2010 – 12, in line with analysis and recommendations set out in the March 2009 report i.e. a 6% contribution is required above the existing corporate contribution to the Disabled Facilities Grant.**

7 Proposals and Details

7.1 The report presented to Cabinet on the 2nd March 2009 detailed the projected demand and subsequent budget pressures affecting the funds that the Council makes available to manage requests from disabled people to carry out adaptations to their properties. Approval was granted for a bid to be submitted to the Corporate Capital programme in the autumn to maintain and increase the corporate contribution by 6% over the next two financial years. To support this bid, further measures have been implemented to increase value for money and service user outcome by reviewing existing working practices and quality of interactions with key partners.

7.2 In the last three years the service has seen a consistent increase in referral rates and based on the demographic changes it is evident that this trend will continue. The table below illustrate the number of referrals in the past three year.

Referrals received in the last 3 years				
	06/07	07/08	08/09	09/10 (to end of June)
Major adaptations	803	657	951	358
Minor Adaptations	843	779	916	318
Minor fixings	1012	982	2203	654

7.3 Similarly, the cost of adaptations have also increased year on year impacting on the adaptations budget. As a direct consequence, the service has continually been pressurised to remain within its budget allocation in order to meet demand. Based on the RMBC Housing Strategy and JSNA predictions on the population requirement for aids and adaptations, it is clear that more funding and new ways of working will be required year on year to remain within budgets. The table below illustrates the level of expenditure on adaptations in the last three years:

PRIVATE SECTOR			
	Approved programme	Expenditure	variances
06/07	£1,874,781	£1,972,639	£97,858
07/08	£ 1,387,000	£ 1,684,167	£297,167
08/09	£1,404,000	£ 1,331,892	£- 72,108 Note: this is accrual amount for work in progress effectively bringing expenditure within budget

PUBLIC SECTOR			
	Approved programme	Expenditure	variances
06/07	£1,700,000	£2,895,616	£1,195,616
07/08	£1,600,000	£2,283,312	£ 683,312
08/09	£1,700,000	£1,567,933	£-132,067 Note: this is accrual amount for work in progress effect bringing expenditure within budget

7.4 The improvements to the way requests for adaptations and equipment are managed and dealt with are as follows:

- Increased performance monitoring of contractors to ensure high level of customer satisfaction and value for money is consistently achieved** - Equipment and adaptations are currently provided and installed by named providers which are Rotherham 2010 Ltd, Lift Able, and C3S project. Equipment is supplied by Rotherham Wheel Chair and Equipments service (REWS) through a joint agreement with National Health Service Rotherham (NSHR). The Adaptations service is undertaking monthly contracts monitoring meetings with all its providers and monitoring compliance. This is to ensure that emphasis is maintained on optimum performance and achieving high level of customer satisfaction. This will enable the Adaptations team to shape any future agreements with a view to matching delivery methods to customer aspirations and to achieving best value for money.
- Reviewing and monitoring the level of variances charged to the Adaptations budget** - the Adaptations team is systematically monitoring its existing provider contracts to ensure that overall value for money is consistently achieved. There is a clear emphasis on working with providers to ensure adherence to the contracts schedule of rates and to limit the level of variances in final costing. Level of variances are being scrutinised and this will inform future contract structures.
- Scrutinising requests for Major adaptations costing over and above £ 10K** - Historically, the service has simply reacted to the rate of referrals and responded to demand irrespective of the levels and types of adaptations recommended by the Community Occupational Therapists. This in turn impacted on the budget which was the main cause of the year on year overspend until 2008/09. However, containing demand within budget has resulted in a customer waiting times increasing for cases that have been identified as non urgent. The Adaptation's team has now developed an Adaptations Review Scrutiny group to scrutinise all recommendations from the Community Occupational Therapist. Membership of this group consists of a lead Community Occupational Therapist, Adaptations team manager, Assessment team manager, Housing Access manager and a Councillor. Service user commitment to contribute to this group is being sought. Recommendations for major adaptations (i.e. costing over £ 10,000) are considered

to ensure that, equipment and adaptations are provided to as many people as possible whilst also exploring alternative solutions such as re-housing, joint funding with registered social landlords, use of home appreciation loans and recycled equipments.

The Adaptations Review Scrutiny group also creates more opportunities for key partners to jointly influence and inform operations within both the Community Occupational Therapist's teams and the Adaptations team. One of the key benefits achieved through this structured approach has resulted in both teams jointly assessing customers needs and matching resources much more accurately.

- **Increased use of Home Appreciation Loans (HAL) schemes** - The Adaptations team is now fully engaged in providing comprehensive information on alternative funding that are available for customers in addition to the maximum statutory mandatory limit of up to £ 30k. HALs are administered by the Home Improvement service provided through Anchor Housing Trust and act as a way of releasing equity to enable major work to take place on private homes. Referrals are being made to Anchor where appropriate as an alternative funding route to be explored.
- **Empowering and supporting customers to pro-actively access the DFG in meeting their own needs** - The Adaptation team is now working jointly with key partners and stakeholders as well as the customer to explore and promote meeting their need in the way the customer aspires to achieve this. This shift is a more preventative approach as compared to a prescriptive one that was used in the past and often fell short of addressing customers needs holistically. This lack of flexibility often resulted in delays caused by customers disagreement of the types of equipment or adaptations being recommended or delivering equipment or completing adaptations where the benefit would not be fully realised impacting on customer satisfaction and confidence levels.

In order to counteract this, the Adaptations team is working closely with key stakeholders to closely examine cases where more flexibility would result in direct and sustainable benefit to the customer. For such cases the Adaptations Review Scrutiny group considers each case on its merit i.e. assessed needs & risks to customer. It then facilitates the customer to access to the eligible amount of the DFG monies that would be required to fund the cost of equipment or adaptation, to then be used as top-up fund to carry out adaptations or purchase equipment of their choice. The Adaptations team takes on the responsibility not to release any funding until adaptations or equipments purchased have been fully approved by the Technical Officer and the Community Occupational Therapist.

- **Improving internal processes** - Transforming internal processes has been critical to ensure that service delivery accurately reflects the customer's current and future needs. This is a pre-requisite for any demand led service in particular one where the service is not a customer facing service but one that relies on recommendations made by partner agencies. In order to ensure that internal processes; whilst effective in dealing with non-urgent cases, does not impede the team's ability to response quickly to urgent requests for equipments and adaptations, enhanced procedures have been implemented to enable access to the service quickly. This is now undertaken within 5 days.

This approach has directly benefited acute services such as the Rotherham Foundation Hospital Trust as it facilitates timely hospital discharges. To date 42 urgent cases have been dealt with since 1st April 2009. This is unusually high as compared to the historical trend for the same period which indicates an average of 15 urgent cases requests in a that quarter.

Historically, **minor adaptations** costing below £ 1000 have been directly referred to the contractors by the Community Occupational therapist's teams. The direct impact of this has been the inability to agree costing prior to the work being ordered and therefore a lack of information to proactively monitor expenditure. This challenge is further compounded by the fact that Community Occupational Therapists are based outside of the team hence do not have any responsibilities of the DFG budget and are therefore unaware of other pressures and demands on that fund. As such, the practice of direct referrals; by-passing the Adaptation service, further limits access to detailed costing information prior to the work being carried out by the provider.

New procedures have been implemented to ensure that there is full control of the process by the Adaptation's team as opposed to the limited control that could be exercised by the Community Occupational Therapist team in the past. This mean that all recommendations for minor adaptations are validated and costing finalised by the Adaptations team before an order is placed with the appropriate contractors. As such expenditure for such adaptations are now being proactively monitored and coordinated with demands.

- **All minor fixings** (i.e. Individual items of equipment costing below £ 1000) are currently referred directly to the Rotherham 2010 Ltd by the Community Occupational therapist. This direct referral pathway ensures that all minor fixings are completed within 7 days of assessment. The Adaptations team is now engaged in utilising the Supporting People Contract that exists with Anchor Housing Trust's Home Improvement Service, through raising awareness of this additional service in Rotherham. This enables customers to access service from either the Home Improvement Service or Rotherham 2010Ltd, enabling the Adaptations service to gain more value for money through promoting choice and access to wider services that is available to the customer.
- **Making better use of the existing housing stock** - To ensure that all possible routes have been exhausted, recommendations for major adaptations are supported with a stronger emphasis on getting customers to consider re-housing to already adapted properties from either the Council stock or from the Registered Social Landlords (RSsL). This approach actively promotes recycling of Council's adapted stock and also facilitates meeting the needs of customers through carrying out less extensive adaptations in cases where existing adaptations only meet customers need in part. The Adaptations team is engaged in discussion with RSL's to explore match funding options to deliver Adaptations for tenants in Housing Association properties. Historical practice has always resulted in all of the cost being born by the DFG budget. This joint working approach should enable more customers to access adaptations and also ensure that future customers benefit from an increase availability of adapted properties within the RSL stock.

- **New housing developments** - As the Council facilitates new build development in partnership with RSL's, the Adaptations service is working closely with the Assessment team to ensure new developments include properties that not only meet life time home standards but are also fully adapted. This is to enable customers with complex needs to be provided with bespoke properties, the cost of which would otherwise be incurred by the Adaptations budget.

8.1 Further improvements – going forward, new ways of managing demand and delivering services will continue to be explored to ensure that the best use is made of market developments and assistive technology. For the remainder of 2009/10, the Adaptations service will continue to review each of the 3 categories of adaptations provided (major adaptations, minor adaptations and minor fixings) and look to re-structure its processes which involve Community Occupational Therapist, REWS, Preferred Partners Contract and Home Improvement Service.

8.2 In relation to minor fixings, the current method of delivery involves Community Occupational Therapist to carry out assessments of customers' needs, Rotherham 2010 Ltd as the agent to undertake installation and REWS to supply the required equipment. Funding for this service is in 3 parts, which are for the assessment function, supply of equipment and installation. The assessment cost is supported through a service level agreement as is the supply of equipment. The installation cost of the minor fixing is funded from the DFG budget. Weaknesses of this model have been consistently highlighted as follows:

- below top quartile performance of the national target to deliver equipment within 7 working days.
- budget overspends due to demand outstripping supply at REWS
- Poor co-ordination of activities between the supplier (REWS), the installers (Rotherham 2010 Ltd and Community Occupational Therapists)

8.3 The Adaptations service has limited control in being able to determine the level of genuine demand as well as the ability to clearly distinguish between urgent and low risk cases. As such the service is more focus on responding to high volume rather than being outcome based. In order to improve value for money a model that could encompass the options below will be considered:

- reconfigured processes to a more customer centred model
- reviewing the types of items that constitute a minor fixing could be updated to exclude items which needs more intensive fitting requirements or are could be accessed with support from Home Improvement Service
- for COT 's to be given responsibilities of issuing vouchers for recommended minor fixing items which customers could redeem at recommended retailers of their choice

8.4 The Housing Access team will also work with Commissioning & Partnership and Joint Commissioning team within Health, to support the development of user lead services which would promote proactive access to equipments and adaptations

through various other funding streams. Such support services would promote and empower customers to consider alternative ways of meeting their needs from the wider market rather than through a single route. This would be a shift to a social model of support as opposed to a medical model of support and care which is often costly and prescriptive.

- 8.5** The second and third categories of Adaptations provided are **minor adaptations and major adaptations**. Both types and adaptations are recommended following a comprehensive assessment and scoping exercise by COT's and Technical Officers. The current processes and sequence of activities leading to a recommendation means that commitment to provide a particular type of equipment or adaptation is often made by the Community Occupational Therapist prior to engaging the Adaptations team. In order to improve value for money when delivering minor or major adaptations the reconfiguration of the referral process will be explored, including having a dedicated Occupational Therapist based within the Adaptations to enable sufficient time and research to be invested when dealing with complex cases with a view to ensure measurable benefit to the customer.

9 Finance

- 9.1** Rotherham's Disabled Facilities Grant (DFG) allocation for 2009/10 has been approved for the sum of £849K as the specified capital grants. In the past, Local Authorities have been required to fund at least an additional 40% of the grant value through their own resources. CLG have now lifted this requirement with effect from April 2008 however the increasing demand for adaptations supports that this practice should be maintained. This will be the basis of the bid to The Cabinet, including an additional 6% to meet the demographic challenges.

- 9.2** For the public sector, funding is made available through the Housing Investment Programme allocation either from Capital Receipts or Revenue Contribution to Capital Outlay (RCCO). However, it should be noted that due to the significant decrease in Right to Buy receipts and other pressures on the Housing Revenue Account (HRA), the allocation of resources to fund adaptations must be looked at together with other priorities.

10 Risk and Uncertainties

- 10.1** A major risk to funding through the HIP allocation relates to Capital Receipts which are not expected to be high in the following financial year due to the current economic climate. This may impact on available resources to the HIP allocation for adaptations highlighting the need to explore and change working practices / procedures to continue to meet demands innovatively.

- 10.2** Insufficient allocations for the provision of adaptations will impact on the Council's ability to deliver its mandatory duties, as well as impacting on performance indicators monitored by CQC. The current backlog of cases will directly impact on the waiting time which is currently averaging at 12 weeks for both major and minor adaptations. The alternative would be to process all outstanding claims and allow the budget to be overspent for this year which would bring the waiting time to an average of 5 weeks in April 09 as projected in the SAS target. The current backlog

is primarily due to increased demand in 2008/9 which was driven by the increased level of referrals from Occupational Therapists as a result of reductions in their backlog of assessments, as well overall increases in demand. There is a risk that should this demand continue the Adaptations backlog will also continue, impacting on customers needs. Failure to meet these objectives could also impact on key performance areas for the Council.

- 10.3** Rotherham 2010Ltd, the Council's preferred partner's provider for adaptations, has been served with two default notices for not meeting the required contractual standards as related to accurate pricing and invoicing of works ordered. Should the performance of this contract continue to fail the risk to proactively and accurately manage the budget could result in overspending in spite of of changing working practices.
- 10.4** Meaningful and consistent Community Occupational Therapist engagement is pivotal for the Adaptations team to promote customer choice and control as well as maximising access to similar services that could meet customers' needs. There is a risk that Community Occupational Therapy service relationship structure could act as a barrier to facilitate their input to go reach beyond the assessment of the customers needs. This will result in a decrease number of users accessing aids & adaptations from other services within the borough.

11 POLICY AND PERFORMANCE AGENDA IMPLICATIONS

11.1 Promoting independence is a key area within the CSCI Self assessment survey which is informed by the timescales taken to deliver adaptation's service. The current backlog of cases will directly impact on the waiting time for both major and minor adaptations. The target time to commence adaptation work following an assessment is four weeks. There are 304 cases in the backlog system which is expected to be dealt with by the end of September 2009 as the rate of referrals is now stabilising from a peak of 110 as at January 09 to 65 in June of this year. The implementation of new ways of delivering equipments and adaptations; identified in previous section, is critical to ensure the service is able to meet increasing demands. The requirement to undertake adaptations clearly aligns to a number of the key priorities set out in the Councils Corporate Plan. These include:

- Rotherham Alive; Rotherham people will feel good and they will be active and live life to the full, have fun and have good lives.
- Rotherham Safe; People will be protected and nurtured and a preventative approach will be taken to minimise accidents, hazards and to develop resilience.

11.2 Government emphasis is increasingly being placed on health improvement and the prevention of disability, these is reflected in the government document "Independence Matters." This document sets out the framework to modernise services for disabled people by:

- enabling people to live as independently as possible and improve their quality of life;
- creating fairer, more consistent services;

- developing services that respond to the expressed needs and aspirations of disabled people;
- ensuring that services fit the needs of individuals; and
- Maximising the control that people have over the services they receive.

11.3 In the “National Service Framework for Long Term Conditions”, there is clear reference to how Local Authorities need to improve the delivery and timeliness of adaptations provided to disabled people and specifically states how Local Authorities should meet this requirement.

12. Background and Consultation

Lifetime Homes, Lifetime Neighbourhoods –a National Strategy for Housing in an Ageing Society. CLG - 2008

The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) (England) Order 2008 (SI 2008/1189)

The Housing Renewal Grants (Amendment) (England) Regulations 2008 (SI 2008/1190)

Disabled Facilities Grant - The package of changes to modernise the programme (CLG)

Projected Future Demands for Disabled Adaptations – The Cabinet, 7th Sept 2005

Cabinet member for Neighbourhoods - Disabled Adaptations funding

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