

## CABINET MEMBER FOR HOUSING AND NEIGHBOURHOODS

Venue: Town Hall, Moorgate  
Street, Rotherham

Date: Wednesday, 9th September,  
2009

Time: 9.00 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. Dog Control – Review of Stray Dog Arrangements (Pages 1 - 4)
  4. Exemption from Standing Orders (Pages 5 - 8)
  5. Housing and Neighbourhoods Year End Performance Report 2008/09 (Pages 9 - 19)
  6. 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.
  7. Petition - Catcliffe - Decoration Allowance (Pages 20 - 49)  
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
  8. Approval of Tender for Structural Repairs to 92 'Airey' Constructed Non Traditional Properties (Pages 50 - 56)  
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))
- (The Chairman authorised consideration of the following item to enable the matter to be processed.)**
9. Preferred Partner Contract for Adaptations (Pages 57 - 71)  
(Exempt under Paragraph 3 of the Act - information relating to the financial or business affairs of any person (including the Council))

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Housing &amp; Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>9<sup>th</sup> September 2009</b>
<b>3.</b>	<b>Title:</b>	<b>Dog Control – Review of Stray Dog Arrangements</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## **5. Summary**

The report provides an update, as requested by the Cabinet Member (minute 103 of 10<sup>th</sup> November 2008), on the impact of the introduction of the stray dog provisions of the Clean Neighbourhoods and Environment Act 2005 which placed sole responsibility for stray dogs with Council with effect in July 2008.

The report also details emerging issues and how the out of hours service has been contained within the existing revenue budget allocations.

## **6. Recommendations**

**It is recommended that Cabinet Member for Housing & Neighbourhoods:**

- 6.1 notes the effectiveness of the out of hours facility and recent changes made to accommodate improved on site out of hours customer service**
- 6.2 recognises that further work is being undertaken to determine the best form of out of hours provision and that a further report be brought within the next 6 months, or earlier if necessary to provide value for money options for the service**

## 7. Proposals and Details

Since the introduction of the legislative changes in July 2008 to remove Police responsibilities for stray dogs and thereafter place full duties with the Council there has been a significant increase in the reports of stray dogs made to the Council. This is demonstrated in Table 1 below.

Whilst the above increase for the Council, of course, can be expected given the diversion of customer reports away from the Police it is not possible, however, to do an accurate “before” and “after” comparison of total stray dog reports in the Borough due to Police stray dog recording limitations. From the consolidation of the Council data and Police figures relating to dogs handled, however, it would appear that there has not been a significant overall increase in the total number of stray dogs in the Borough. This position certainly bucks the expectations that were expressed by Stray Dog charities etc at the time of the introduction of the legislative change and also does not indicate any significant impact as a result of the current economic recession.

<b>Actions from July – July</b>	<b>2007/8</b>	<b>2008/9</b>
Service Requests made to Community Protection	1472	1772
Dogs Seized by RMBC	344	592
Dogs Seized and handled by Police	394	
<b><u>Total seized in the Rotherham Area</u></b>	<b><u>738</u></b>	<b><u>592 (20% less)</u></b>
Dogs taken to RMBC Kennels at Doncaster	344	585 (42% more)
Of these, taken to RMBC out of hours (OOH) kennels before being taken to kennels at Doncaster		173
Of the above, number of dogs taken to OOH kennels after 8pm		62 (36% of total)

*Table 1: Number of dogs handled 2007-8 and 2008-9*

From analysis of the work activity it appears there has been an overall reduction in the last two years in the number of dogs seized in the Rotherham area which would suggest, taking into account the Police statistics for 2007-8, a significant change. There is a caveat to this, however, in that previously some 400 dogs were delivered to Police Stations and, therefore, did not require proactive collection. Removal of this Police service has resulted in the last year in the two Dog Wardens seizing 75 (20%) more dogs than they did in the previous year.

The consequent overall impact on the kennelling arrangement has been a 42% increase in the number of dogs being processed through our contracted Kennels at Doncaster. This demand for kennelling space is above the anticipated level of dogs we were expected to kennel with, from the additional 2008/09 revenue budget provision, a 30% increase in provision being procured (now 22 kennels).

## 8. Finance

In considering the likely increase in the number of dogs that the Council was to deal with there was a £10,000 increase in the revenue budget in 2008-9 to cover the costs of the statutory duties brought to the Council. This funded 7 additional kennels at the main contracted kennels and an out of hours transit kennel arrangement in Rotherham that is linked via Rothercare Direct to an out of hours service to transfer the stray dogs to Doncaster.

The above provision has developed over the year with, in particular, an increase in customer demand on the owner of the animal sanctuary where the transit kennel facility is sited. Consequently, there has been recent re-negotiation regarding the arrangements for on-site customer service, including the time spent by the owner on dealing with dogs out of office hours, and basic dog welfare issues. This has resulted in the introduction of part year service fees for 2008/09 and increased annual leasing cost. The costs are shown below in Table 2. The use of the Animal Sanctuary staff for the welfare and cleaning work will free up the Dog Wardens to spend more time patrolling and dealing with stray dogs.

The costs, therefore, that cover the new duties brought by the legislative change are;

<b>Additional Stray Dog Provision</b>	<b>2009/10 costs</b>
Additional contracted kennels (Doncaster) (7 no.)	£5,000
Transit Kennel Land Lease (Rotherham)	£1,040
Transit Kennel Customer & Dog Welfare Services (Rotherham) (8 months)	£2,288
OOH stray dog transfer from Transit to Contracted Kennels	£3,460
	<b>£12,288</b>

*Table 2: Stray Dog Costs to meet Legislative Change*

In total in the new duties brought in by the change in the law has resulted in a £12,216 spend for 2009/10 of which the out of hour's service costs are £8,728. The commitment above £10,000 has been absorbed as efficiency by the service in the Rotherham Warden cost centre.

A review of potential efficiency savings that can be made against the full Dog Warden service (estimated net revenue budget of £95,500 (39p/resident)) is being assessed and will be reported accordingly. As part of this review, in order to ensure a value for money service, a benchmarking exercise will be carried out in order to advise on the options for the renewal of any contracts in 2010. In addition to this, the options for the future of the service will be explored by looking at further partnerships or joint working.

## 9. Risks and Uncertainties

The current transit kennelling facility in Rotherham does not have a guaranteed future as we do not own the site and do not have a long term lease. Some operational difficulties exist but are being accommodated e.g. the use of solar energy

for lighting and hot water. For this reason further exploration of options for 2010 onwards are to be explored in the next 6 months. Increasing vehicle costs associated with fuel cost rises may have an impact on the efficiency of the service

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

The Clean Neighbourhoods and Environment Act strengthen the tools and powers that are key for safer and cleaner neighbourhoods. In doing so addressing the issues that are often a signal for the well being and perceptions of safety in communities will address the “Safe” priority in both the Community Strategy and Corporate Plan.

The Policy has clear linkages to the seven outcomes of the Outcomes Framework for Social Care, and importantly includes:

- ***Freedom from Discrimination or Harassment***, by supporting those who need social care having equal access to services without hindrance from discrimination or prejudice; people feel safe and are safeguarded from harm

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

- Enviro-crime Strategy
- Clean Neighbourhoods and Environment Act 2005
- Environmental Protection Act 1990
- Guidance on Stray Dogs, DEFRA, October 2007

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<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Housing and Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>9th September 2009</b>
<b>3.</b>	<b>Title:</b>	<b>Exemption from Financial Standing Orders</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5. Summary**

Rother Valley West, Rother Valley South and Wentworth Valley Area Assemblies have opted to purchase CCTV cameras from their devolved budgets.

The Cabinet Member for Housing and Neighbourhoods is requested to exempt from standing orders 48.1 (requirement to obtain between three to six tenders for contracts with an estimated value of £50,000 or more) the contract for the purchase of 7 CCTV cameras and 3 laptops to operate them at the purchase price of £65,725.

### **6. Recommendations**

**It is recommended that the Cabinet Member resolves:**

**1. to exempt the contract for 7 CCTV cameras and 3 from the requirements of standing order 48.1 (requirement to obtain between three to six tenders for contracts with an estimated value of £50,000 or more): and**

**2. to award the contract to Mocam**

## 7. Proposals and Details

A report to Cabinet in November 2008 on Area Assemblies Devolution and Delegated Powers stated that *'To enable money to be spent during the current financial year, it is suggested that **spending proposals** should be submitted to the Co-ordinating Group for each Area Assembly and that the Co-ordinating Groups should then submit to Cabinet for ratification those spending proposals which they wish to promote.*

The procedure also identified the types of projects which could be funded and a delivery criteria for the fair and transparent commissioning of projects, including who could submit applications, (Council Directorates, a Community Group or a Partner Organisation). Projects may be delivered by either, Rotherham Metropolitan Borough Council, partners or organisations within the Voluntary and Community Sector.

The need for CCTV cameras in Rother Valley West, Rother Valley South and Wentworth Valley is based on community consultation identifying crime and the fear of crime as a top priority, and information, data and intelligence gained through partnership working within the Safer Neighbourhood Teams. The cameras will reduce crime and anti social behaviour, and increase control of problem areas and hotspots so that people feel safer in their community.

A **spending proposal** in line with the process identified in the Nov 2008 Cabinet Report was submitted by Rother Valley West, Rother Valley South and Wentworth Valley Area Assembly for funding for several CCTV camera's. These project proposals were approved by the Area Assembly Co-ordinating Groups, Area Assembly public meetings and then ratified by Cabinet and Cabinet Member for Housing and Neighbourhoods in June 2009 in line with the agreed process.

The Mocam system was recommended by South Yorkshire Crime Reduction/Architectural Liaison Officer as the best option in terms of;

- Value for money. The price for each Mocam CCTV camera of £5,850 was negotiated using the 2008 price list and included an upgrade to 2009 equipment.
- Better capacity in terms of mobility and flexibility - because it is a laptop system it can be used in multiple locations and can be monitored live using from a laptop, enabling quick response times and the pursuit of offenders.
- Improved picture quality to support the prosecution of offenders (Currently CCTV cameras operate across all areas of Rotherham. However certain quality issues around the images obtained during darkness and adverse weather have been identified. Additionally the current cameras are also mostly in fixed situations and the images can only be played back after the event.
- Compatibility with systems already used in Rotherham and across South Yorkshire - the system would also enable crime to be tracked across city and county borders.

Rother Valley West have requested 5 cameras and 2 laptops totalling £35,825, Wentworth Valley and Rother Valley South have each requested 2 cameras and 1 laptop - £14,950 per area. This provides a total cost £65,725 and includes;

- Installation
- A pre agreed and specific number of 'deployments' of the cameras
- Insurance and guarantee for 2 years (as per Sheffield and Barnsley package)

### **8. Finance**

The CCTV cameras have been purchased using funding from the Area Assemblies Devolved Budget.

### **9. Risks and Uncertainties**

If the exemption from Council Standing Orders cannot be granted, the delay in procurement of the CCTV cameras will reduce the impact of the CCTV cameras to address crime and antisocial behaviour by increasing detection rates.

Crime and antisocial behaviour was the top priority identified by the local community in Wentworth Valley and Rother Valley West and the second priority in Rother Valley South.

The 2008 National Place Survey results for Rotherham show that whilst there is a reduced fear of crime and antisocial behaviour, people feel that the council and the police are not dealing with their concerns. The survey shows that there is generally a poor perception of the council overall. One of the recommendations for improvements in the analysis of the Place Survey findings is to increase the feelings of safety amongst the general public. The quick deployment of CCTV cameras in these localities will help to improve the public perception of what the council and police are doing to address their issues around crime and safety.

Risks around the delivery of this project will be managed. Systems for monitoring progress are in place as part of the governance arrangements to mitigate risks of non delivery.

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

"Communities in Control, Real People, Real Power" also recommends "Citizens should have a greater say in how local budgets are spent".

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

**The Assistant Chief Executive (Legal and Democratic Services) and the Strategic Director of Corporate Finance support the recommendations for the reasons outlined in the report.**



The Community Empowerment White Paper: Communities in Control: Real People, Real Power: July 08

Local Government White Paper: Strong and Prosperous Communities 2006

Local Government and Public Involvement in Health Act 200

**Contact Names:** Jan Leyland Ext 3103

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Housing and Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>9<sup>TH</sup> September 2009</b>
<b>3.</b>	<b>Title:</b>	<b>Housing and Neighbourhoods Year End Performance Report 2008/09</b>  <b>All Wards Affected</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

**5. Summary**

This report outlines the 2008/09 key performance indicator year end results for the Housing and Neighbourhoods element of the Directorate.

**6. Recommendations**

**That Cabinet Member is asked to note the audited year end results.**

## **7. Proposals and Details**

At the end of the year, 15 (75%) of the Key Performance Indicators (KPIs) achieved their year end targets and 50% improved upon their position last year.

For the indicators solely managed by Neighbourhoods, for the second successive year, 100% of the KPIs achieved their target. 80% of the indicators improved from last year and of the nationwide comparable indicators, all are now within the top quartile.

For the indicators managed by 2010 Rotherham Ltd, 50% of the KPIs achieved their targets compared to 70% last year. However, 57% are now within the All England top quartile position compared to 42% last year. The progress made within the decent homes programme (55% reduction in non decency during 2008/09) ensured that the Authority continues to be ranked in the top quartile.

The 2010 Rotherham indicators that did not meet target were;

### **Urgent repairs completed in time**

There has been a deterioration in performance from 98.48% in 2007/08 to 97.99% in 2008/09. 2010 Rotherham have reported that performance did not meet the year end target due to reception problems encountered with new handheld computers (PDAs) in areas of the borough which gave rise to reduced performance levels in particular during the final month of implementation and when demand increased in Autumn..

Actions were put in place by 2010 to alleviate problems with system errors and replaced the faulty PDA's which had a positive effect on the indicator overall and performance improved in the final month of the year.

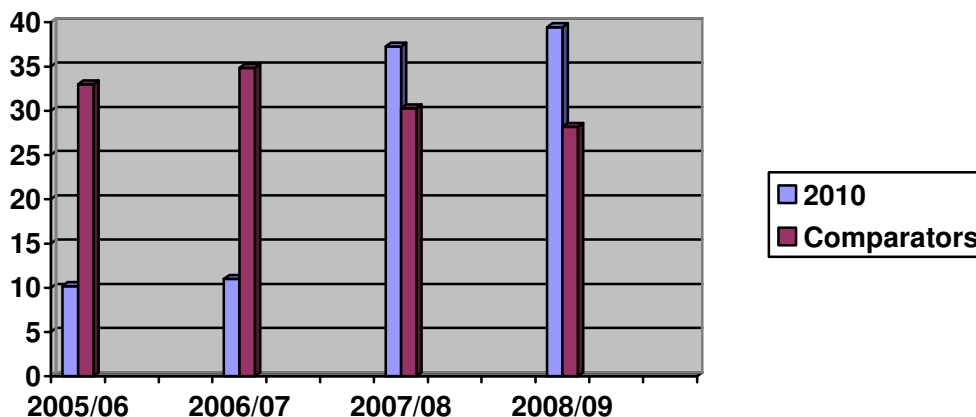
This indicator was reported off target within the third quarter Cabinet Member report in March 2009. A request was made by Cabinet Member for 2010 to provide a further report on progress.

### **Average relet time**

This recent trend for this indicator continues in decline. Performance has deteriorated for the past 4 years. Last year performance was 39 days and was still within bottom quartile position in comparison to other ALMOs. The rent lost on voids was £1.06m.(1.92%). The number of empty homes at the end of the year stood at 396 with an increase of 48 compared to the previous year. There was also an increase in the number of homes let (85) in the year compared to the previous year. This indicator was reported off target within the third quarter Cabinet Member report in March. A request was made by Cabinet Member for 2010 to provide a further report on progress.

Improvement in performance has been made following joint working activities and the publication of the revision of 2010 Rotherham' voids procedure "Every day counts" as reported to Scrutiny Panel in April 2009. A Scrutiny Panel review stated that "significant progress was made during 2008/09 to reduce the average re-let time from 66.78 days in the first quarter to 25.54 days in the final quarter.

The table below sets out performance year by year and shows the trend against comparable (ALMO) organisations;



**% Planned v Responsive Maintenance**

Cumulative performance improved from 38% to 47% but fell short of the target (53%) for 2008/09. The indicator was affected by overspends in the responsive and void repairs budgets. Inefficiencies were identified relating to the categorisation of jobs for responsive repairs i.e. a number of jobs were allocated as "Emergency" at the beginning of the financial year in error which is more costly and impacted upon spend and the proportion of the budget available for planned repairs. This indicator was reported off target within the third quarter Cabinet Member report in March. A request was made by Cabinet Member for 2010 to provide, a further report on progress.

**National Indicator 160 Overall satisfaction with the landlord service**

There were 853 customer responses to the 'Status Survey' completed in November 2008. Government Office advised during our target negotiation process for the Local Area Agreement that an improvement in satisfaction of 3% is statistically significant. Unfortunately we have been unable to achieve this on this indicator but customer satisfaction did increase by 2% since the last survey was carried out in 2005/6. The results have been used to shape the development of the 2010 Rotherham Improvement Plan and Council Housing Directions project.

### **Tenants in rent arrears**

The credit crunch was seen as having an impact on income collection, in particular the service saw a steady increase in the number of tenants falling into rent arrears for the first time and more significantly the number of tenants who were more than 35 days in arrears. Reports were presented to 2010 Performance Committee highlighting the increase in the average number of customers in arrears and that the year end target would not be achieved. The indicator deteriorated from 2.89% last year to 3.33% in 2008/09 but remains in the upper quartile for All England and ALMO's.

A number of initiatives were put in place by 2010's Housing Income Team to reduce the impact on performance. These included, reviewing garage accounts in arrears and proposing further action if not cleared, participating in the Council's credit crunch roadshows where customers were offered debt advice and payment arrangements and the introduction of incentives for customers who cleared their accounts before the end of the year.

These actions against this indicator saw improvements in January and February culminating in, performance for the month of March of 2.88%. The number of cases reported in December (872) had reduced to 708 by the end of the year.

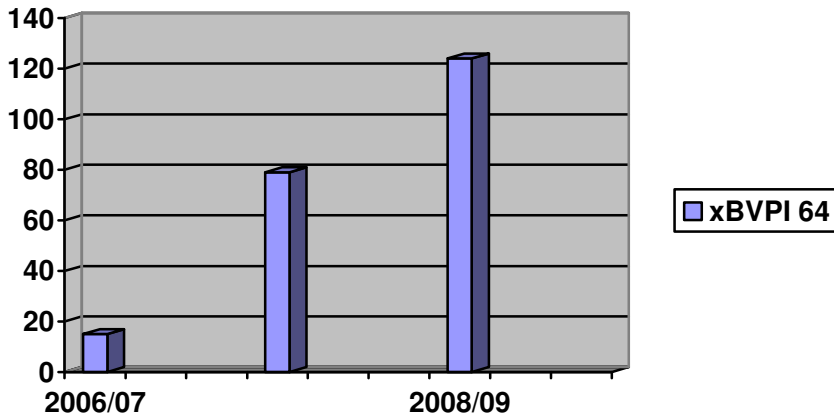
There were a number of indicators that were able to demonstrate substantial improvement compared to the previous year. These were;

### **Private sector vacancies brought back into use or demolished (Neighbourhoods)**

Performance at the end of the year was 124 compared to 79 in 2007/08. Monitoring information held by the Quality Landlord Scheme enabled the identification of 32 properties which were previously empty properties that are now tenanted which prevented potential homelessness cases.

Work continues to be carried out to bring private sector empty properties back into use with contributions being made by the Community Protection Unit, Quality Landlord Scheme, Registered Social Landlords, Anchor Housing Trust and Neighbourhood Investment Services.

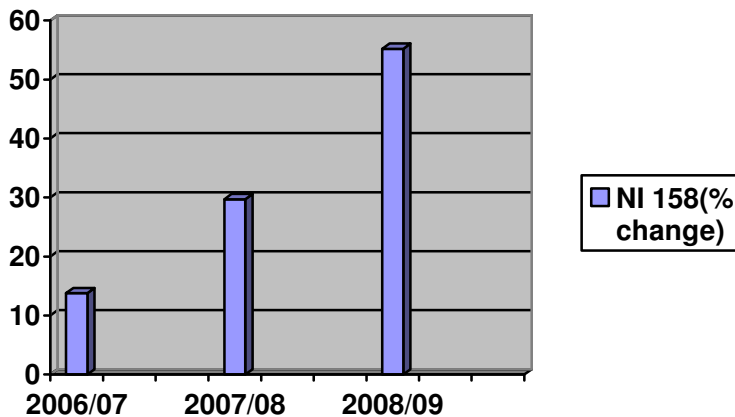
The graph below shows that we are improving performance within the private sector;



**National Indicator 158 % change in decent homes (2010 Rotherham Ltd)**

The percentage of non decent council owned dwellings that were made decent, improved in the year from 29.7% in 2007/08 to 55.2% in 2008/09. £51.4m was spent on refurbishing properties and bringing over 4,200 properties up to the Decent Homes (Rotherham) standard. Performance over the last two years has ensured that this indicator remains within the top quartile position. The position in Rotherham at the end of 2008/09 is a non decent council housing stock level of 18.6% equating to 3,910 dwellings.

The graph below shows the improvement in the percentage change in decency;



**National Indicator 155 Number of affordable homes delivered (Neighbourhoods)**

The Council has exceeded the NI155 affordable housing target for 2008/09 (135 units) with an outturn of 171 units which compares to 122 units in 2007/08. The additional units were achieved as a result of collaborative working with RSL and private sector developers, to secure additional Section 106 of the Town and Country Planning Act 1990 which facilitates the making of agreements between developers (and others owning land) and the council as a Local Planning Authority (LPA).

Rotherham MBC has sought out opportunities to enable affordable housing within the Borough without grant funding. The agreements may require sums of money to be paid to the Council for other works of benefit to the area or the community, such as affordable housing provision. Conditions are set as to how these “Commuted Sums” may be spent. Relatively small amounts of money have been identified to work with RSL partners to acquire additional units on private sector development sites as an extension to Section 106 negotiations.

Following the submission of year end outturn results for “National Indicators” to the Price Waterhouse Cooper (PWC) Benchmarking Club, below is a summary of our overall performance position against other councils and authorities based on specific areas.

**Overall Rank** – Out of 90 councils reporting, Rotherham are ranked 76<sup>th</sup> and when compared to Metropolitan Authorities, Rotherham are 16<sup>th</sup> out of 25 reporting authorities.

**Stronger and Safer** – Out of 84 councils reporting, Rotherham are ranked 61<sup>st</sup> and when compared to Metropolitan Authorities, Rotherham are 7<sup>th</sup> out of 25 reporting authorities.

**Economy and Environment** – Out of 85 councils reporting, Rotherham are ranked 37<sup>th</sup> and when compared to Metropolitan Authorities, Rotherham are 9<sup>th</sup> out of 25 reporting authorities.

**Please note** : Performance indicator outturns submitted to the PWC site from all authorities will in some cases be unaudited figures with regular updates being provided.

## 8. Finance

The financial elements have been identified under the appropriate sections of the report and are based on information contained within the closed down accounts. Improving performance is the key to demonstrating good use of resources and sustaining the Councils General Fund Account and Housing Revenue Account (for tenants and leaseholders).

The LAA targets owned by the Housing and Neighbourhoods element of the Directorate has achieved 100% of reward grants available totalling £1.363m, compared to the overall corporate average of 84%. This is seen as excellent performance in relation to very stretching targets and includes two perception based indicators which showed dramatic improvements. Performance reward grant was achieved for targets relating to reducing domestic violence, ASB and motorcycle nuisance.

## 9. Risks and Uncertainties

There were four main risks associated with performance this year. The first related to the risk of not maintaining the improvement trajectory that enabled us to score a '4 out of 4' rating for strategic housing in Comprehensive Performance Assessment (CPA) 2008. This was mitigated through the implementation of the actions contained within the Service Plan and through performance clinics and regular reporting on the mitigation of risks associated with the impact of the economic crisis on our neighbourhood investment projects.

The second risk relates to the performance of 2010 Rotherham Ltd. 2010R have developed an improvement plan following the Audit Commission inspection in June 2008. Performance against the delivery of the improvement plan is seen as a corporate risk and has been included within the CMT Risk Register.

Thirdly, a risk remained relating to the management of data quality which features strongly within the Councils annual assessment of Use of Resources. The Directorate has an excellent track record and has been able to support the Council to achieve a 'performing strongly' rating for data quality for the last 3 years. Our Data Quality Officer has been working with KPI Managers to improve the quality of information that is reported to Members.

Fourthly, the national performance framework changed on 1<sup>st</sup> April 2009 which replaced the old best value performance indicators with new national indicators. This in itself was a risk as we had to implement recording systems to comply with new definitions. This work has taken over three quarters of the year to develop meaning that this is the first report to Members where the same indicators are being reported. The Directorate developed a Data Quality Strategy and Action Plan during the year to mitigate the risk of a 'qualified' audit report.

## 10. Policy and Performance Agenda Implications

The new national performance indicators contribute to the Councils Comprehensive Area Assessment (CAA) judgement which will be reported for the first time in November 2009. The Housing and Neighbourhoods elements of the Directorate are accountable for 14 National Indicators.

4 of these indicators are sourced from the Place Survey which was undertaken in Autumn 2008 and the outcomes were published in June 2009. Neighbourhoods and Adult Services Directorate contributes to the following Place Survey measures.

- NI 2 % of people who feel that they belong to their neighbourhood – resulted in a 62% satisfaction level and compares to 59% regionally and 59% nationally.



- NI 3 Civic participation in the local area - resulted in a 11% satisfaction level and compares to 11% regionally and 14% nationally.
- NI 4 % of people who feel they can influence decisions in their locality – resulted in a 25% satisfaction level and compares to 26% regionally and 29% nationally.
- NI 5 Overall/General satisfaction with local area - resulted in a 74% satisfaction level and compares to 72% regionally and 80% nationally.

The Local Area Agreement (LAA) was refreshed by the Council and Government Office in April 2009 following a negotiation event held in January 2009. The targets being delivered by Neighbourhoods and partners include the following 'stronger and safer communities' measures;

- Serious acquisitive crime rate
- Perceptions of Anti Social Behaviour
- Adult re-offending rate for those under probation supervision
- Assault with injury crime rate
- Drug users in effective treatment
- People killed or seriously injured in road traffic accidents
- First time entrants to the Youth Justice System aged 10 to 17
- Net additional homes provided
- % non decent council homes
- Number of affordable homes delivered
- Proportion of principal roads where maintenance should be considered

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

The 2008/09 Housing and Neighbourhoods performance results are attached (Appendix A).

**Contact Name:** Robin Walker, Performance Management Officer, Extension 3788 or John Mansergh, Service Performance Manager, Extension 3466, [john.mansergh@rotherham.gov.uk](mailto:john.mansergh@rotherham.gov.uk)

## Appendix A:Housing and Neighbourhoods - Performance Indicator Outturns for Mar '09

Outcomes Framework 1: Improving Health and Emotional Well-being											
Line no	YTD	Measure	Good Performance	2007/08 Baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	D.o.T. from same time last year	2008/09 Target	Responsible Director / Manager
1.	★	NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Higher is better	N/A	N/A	82%	80%	80%	N/A	75%	Housing and Neighbourhoods
Outcomes Framework 2: Improved Quality of Life											
Line no	YTD	Measure	Good Performance	2007/08 Baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	D.o.T. from same time last year	2008/09 Target	Responsible Director / Manager
2.	▲	BV 212 Average relet time from termination to start	Lower is better	37.27	56.92	47.13	46.14	39.45	↓✘	23	2010 Rotherham Ltd
3.	▲	BV 66b Percentage of Local Authority tenants with more than seven weeks (gross) rent arrears.	Lower is better	2.89%	2.80%	3.17%	3.49%	3.33%	↓✘	2.87%	2010 Rotherham Ltd
4.	▲	NI 160 Local authority tenants satisfaction with landlord service	Higher is better	73.5%	N/A	N/A	76.25%	76.25%	↑✓	77%	2010 Rotherham Ltd
5.	▲	NM 72 Urgent Repairs completed in time.	Higher is better	98.48%	N/A	89.34%	97.86%	97.99%	↓✘	99%	2010 Rotherham Ltd
6.	★	BV 66a Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings.	Higher is better	98.47%	95.30%	97.98%	99.02%	99.85%	↑✓	98.49%	2010 Rotherham Ltd
7.	★	BV 66c Percentage of Local Authority tenants in arrears who have had notices seeking possession served	Lower is better	11.25%	3.10%	4.25%	9.06%	11.03%	↑✓	11.23%	2010 Rotherham Ltd
8.	★	BV 66d Percentage of Local Authority tenants evicted as a result of rent arrears	Lower is better	.27%	0.06%	0.11%	0.16%	.25%	↑✓	.26%	2010 Rotherham Ltd
9.	★	NI 182 Satisfaction of business with local authority regulation services	Higher is better	N/A	N/A	N/A	N/A	78.06%	N/A	70%	Housing and Neighbourhoods

10.	★	NM 73 Average time to complete non-urgent repairs	Lower is better	9.42	N/A	5.93	6.02	6.1	↑✓	9	2010 Rotherham Ltd
<b>Outcomes Framework 4: Increased Choice and Control</b>											
Line no	YTD	Measure	Good Performance	2007/08 Baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	D.o.T. from same time last year	2008/09 Target	Responsible Director / Manager
11.	★	BV 213 Homelessness cases prevented through housing advice casework	Higher is better	7.89	N/A	3.02	6.3	7.52	↓✗	5	Independent Living
<b>Outcomes Framework 6: Economic Well-being</b>											
Line no	YTD	Measure	Good Performance	2007/08 Baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	D.o.T. from same time last year	2008/09 Target	Responsible Director / Manager
12.	★	PSA 7 Number of Vulnerable households no longer living in decent accommodation in the private sector	Higher is better	344	183	263	477	422	↑✓	420	Housing and Neighbourhoods
13.	★	BV 64 Private sector homes demolished / made fit	Higher is better	79	26	71	83	124	↑✓	120	Housing and Neighbourhoods
14.	★	NI 155 Number of affordable homes delivered	Higher is better	122	2	58	100	171	↑✓	145	Housing and Neighbourhoods
15.	★	NI 156 Number of households living in Temporary Accommodation	Lower is better	53	47	87	64	47	↑✓	51	Independent Living
16.	★	NI 158 % change in non decent council housing between the start and the end of the financial year.	Higher is better	29.7%	14.11%	28.39%	45.48%	55.22%	↑✓	54.95%	2010 Rotherham Ltd
17.	★	NI 187 Tackling fuel poverty - people receiving income based benefits living in homes with a low energy efficiency rating	Lower is better (SAP below 35)	N/A	N/A	N/A	N/A	2.74%	N/A	2.74%	Housing and Neighbourhoods
			Higher is better (SAP above 65)	N/A	N/A	N/A	N/A	41.29%	N/A	41.29%	
18.	★	NI 183 Impact of local authority regulatory services on the fair trading environment	Lower is better	N/A	N/A	N/A	N/A	2.71%	N/A	2.71%	Housing and Neighbourhoods
<b>Outcomes Framework 9: Commissioning and use of Resources</b>											

Line no	YTD	Measure	Good Performance	2007/08 Baseline	Quarter 1	Quarter 2	Quarter 3	Quarter 4	D.o.T. from same time last year	2008/09 Target	Responsible Director / Manager
19.	▲	BV 211a The proportion of planned repairs and maintenance expenditure on HRA dwellings compared to responsive maintenance expenditure on HRA dwellings.	Higher is better	N/A	N/A	53%	47%	47%	↑✓	53%	2010 Rotherham Ltd
20.	★	HMR 2 % Spend of the HMR pathfinder programme	Higher is better	112%	24.29%	38.92%	64.20%	107.9%	↓✗	100%	Housing and Neighbourhoods

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