

## **CABINET MEMBER FOR HOUSING AND NEIGHBOURHOODS**

**Venue: Eric Manns Building,  
45 Moorgate Street,  
Rotherham S60 2RB**

**Date: Monday, 21st June, 2010**

**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. Representation on Outside Bodies (Pages 1 - 3)
4. Housing and Neighbourhoods Year End Performance Report 2009/10 (Pages 4 - 12)
5. 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.
6. 2010 Rotherham Ltd. Business Plan (Pages 13 - 26)  
(Exempt under Paragraph 3 of the Act - (information relating to the financial/business affairs of any person (including the Council))
7. Neighbourhoods Stage 3 Complaint Panel (Pages 27 - 32)  
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)
8. Introductory Tenancy Review Panel (Pages 33 - 34)  
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)

## Representation of the Council on Other Bodies 2010– 2011

Title	Description	Council Rep.	Frequency	Councillors Role	RMBC Officer Support	How issues are reported back into the Council
Decent Homes Partnering Board	Steering Group and Core Group made up of Neighbourhoods, 2010 Rotherham Ltd and the contractors for the programme.  The group look at the progress of the programme to date	2 reps. from the Sustainable Communities Scrutiny Panel	Monthly	Representative	Dave Richmond	Performance management reports to Cabinet Member
Rotherham Licence Watch Steering Group	Licensees throughout the borough working together to address safety issues relating to drinking i.e. laws, anti social behaviour, litter, safety	Chair of Licensing Board	Monthly	Representative	Support Officer no longer in post work requires re-assignment	Group is currently co-ordinated by the Rotherham Chamber of Commerce. Concern has been expressed that a LA Champion is required
Rotherham Bond Guarantee Scheme	Bond Guarantee Scheme, recent re-organisation taken place undertaken in respect of attendance and support by Officers	Councillor Akhtar  Sub – rep from Sus Comm Scrutiny Panel	Bi-monthly	Representative	James Greenhedge	Quarterly performance reports  Annual funding report to Cabinet Member
RUSH House Management Committee	Providing the strategic direction and the overall decision making body for the accommodation and support service for homeless people aged 16 to 23	Rep from Sus Comm Scrutiny Panel	Bi-monthly	Co-opt member To read papers, receive minutes and report back.	Sandra Tolley	Elected Member to report to Cabinet Member annually

Title	Description	Council Rep.	Frequency	Councillors Role	RMBC Officer Support	How issues are reported back into the Council
Social Concerns Committee Churches Together		rep. from the Sustainable Communities Scrutiny Panel		-	-	Churches Together do feed issues through Robond
South Yorkshire Trading Standards Executive Committee	Originally set up to co-ordinate the work of Trading Standards across South Yorkshire. Terms of this group have now expired. Has become a liaison group for Trading Standard activity. Organisation now under re-evaluation.	Councillors Akhtar and Jack	6 monthly meetings	Representative	Serviced by Sheffield City Council	Elected Member to report to Cabinet Member annually
Environmental Protection UK Yorkshire and Humberside Division	The work of the Division is carried out voluntarily by members who want to make an impact upon creating sustainable environments for future generations.	4 reps. from the Sustainable Communities Scrutiny Panel	1 event and 3 meetings per year	Representative and information sharing	Mark Ford	Information shared between Officers including consideration of national policy
Women's Refuge	Refuge Management Committee, addresses all management, strategy, policy and operational matters of the Women's Refuge	1 Rep. from Sustainable Communities Scrutiny Panel	Monthly	Representative	Sandra Tolley	Monthly management minutes  Elected member to report back annually
Transform South Yorkshire Board	HMR actions and investment funding on a	Councillor Akhtar	Bi-monthly	Board Member	Tom Bell	Report through Cabinet

Title	Description	Council Rep.	Frequency	Councillors Role	RMBC Officer Support	How issues are reported back into the Council
Regional Housing Forum	sub regional level Elected Member for South Yorkshire – Housing issues on a regional level	Councillor Akhtar	Quarterly	Sub regional political representative for South Yorkshire - consider all housing related interventions and investments	Dave Richmond	Report through Cabinet

<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>21<sup>st</sup> June 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Housing and Neighbourhoods Year End Performance Report 2009/10</b>  <b>All Wards Affected</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

**5. Summary**

This report outlines the 2009/10 key performance indicator year end results for the Housing and Neighbourhoods element of the Directorate.

Indicators managed by Housing and Neighbourhoods, for the second successive year, 9 (100%) of the KPIs achieved their target. 78% of the indicators improved from last year.

For the indicators managed by 2010 Rotherham Ltd, 7 (78%) of the KPIs achieved their targets compared to 50% last year. 67% of the indicators improved from last year.

**Please Note:-** The ALMO indicators reported to Cabinet Member are a sample of those reported to 2010 Board.

**6. Recommendations**

**That Cabinet Member is asked to note the year end position and recognise the excellent performance results.**

**That Cabinet Member approves the provision of separate quarterly reports for Housing and Neighbourhoods and ALMO performance.**

## 7. Proposals and Details

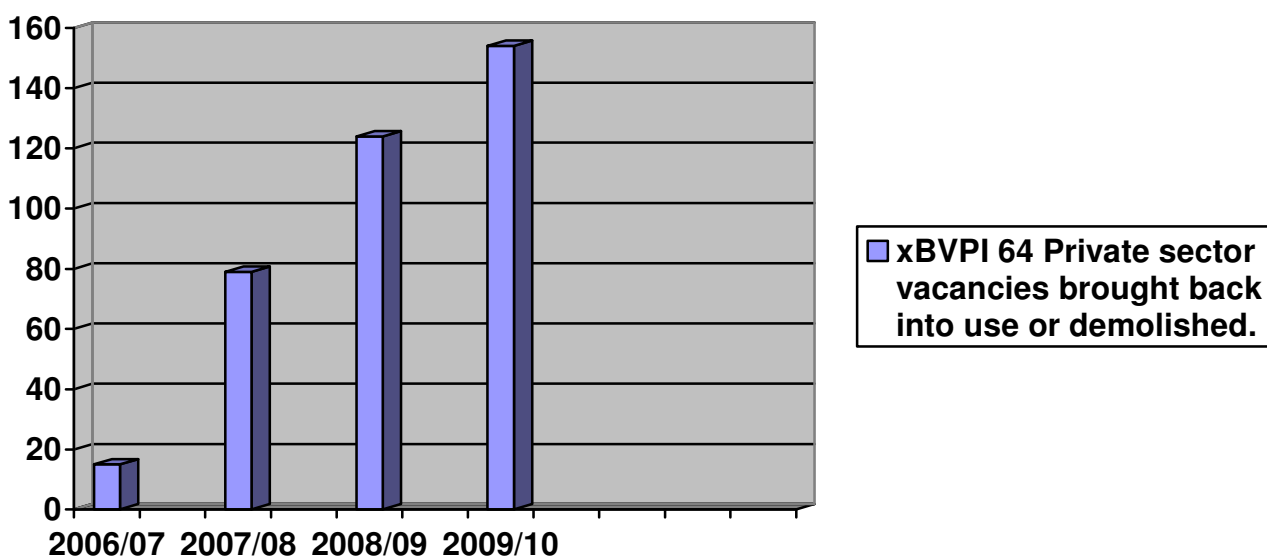
### Annual Performance – Highlights

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

Performance at the end of the year was 154 compared to 124 in 2008/09. Monitoring information held by Key Choices Property Management enabled the identification of 26 properties which were previously empty that are now tenanted which prevented potential homelessness cases. Also in the year 22 private properties were demolished.

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

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

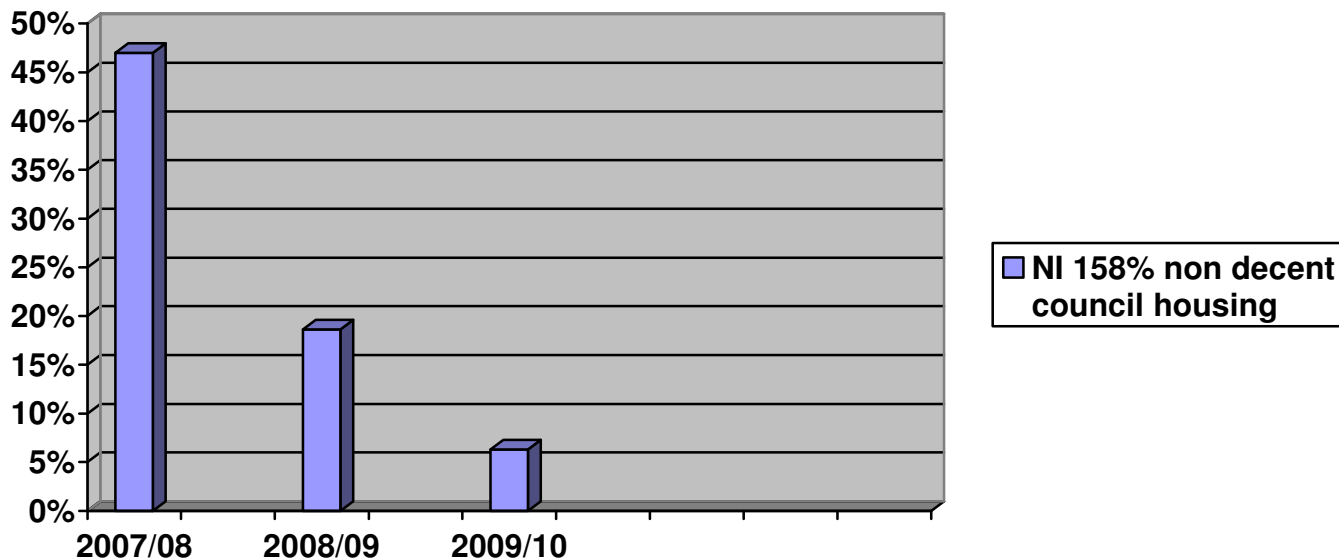


#### National Indicator 158 % non decent council housing (2010 Rotherham Ltd.

The percentage of non decent council owned housing in the borough at the end of the year has reduced from 18.60% (3910 dwellings) down to 6.29% (1319 dwellings) at year end. Over the last 3 year period there has been a significant **Improvement** in the level of non decency from 47% down to the year end figure. This figure includes 'Refusals' and 'No Access' properties which are deemed to be made decent in line with the definition until such time as when they become vacant, they are then addressed and brought up to the standard. The current level excluding refusals and no access is 87% decency with 13% non decent. The overall programme is to be completed by December 2010.

The budget for the mainstream Decent Homes programme was revised to £60.8m with an outturn expenditure within the year of £59.8m, which was spent on refurbishing properties, replacing windows and doors and carrying out environmental improvements in the borough. Performance over the last three years has ensured that this indicator remains within the top quartile position.

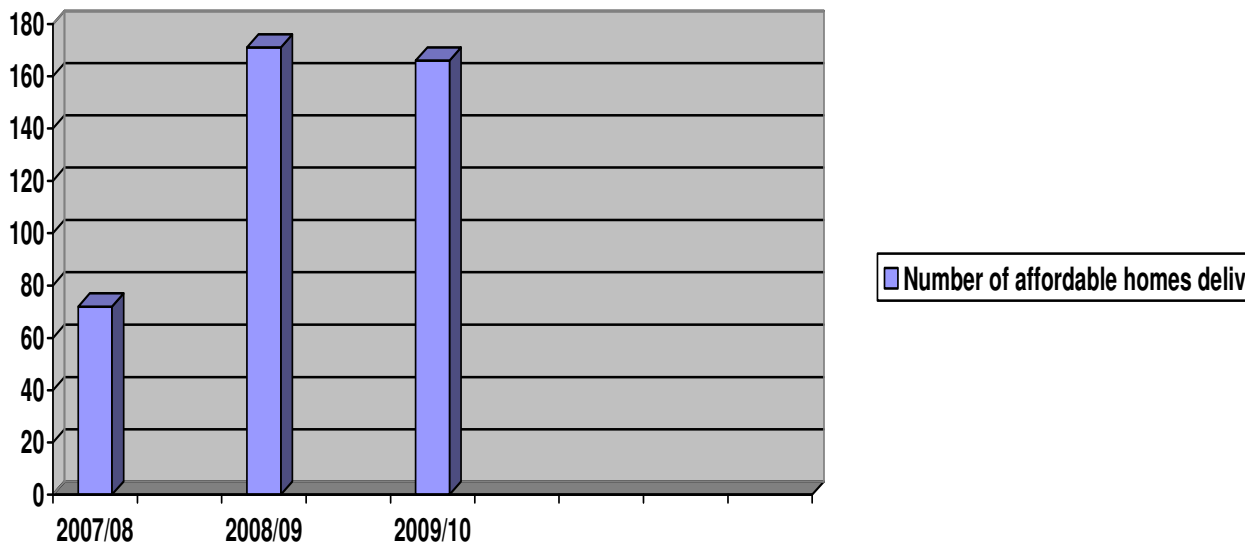
The graph below shows the improvement in the percentage in non decent homes, in line with the definition;



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

The Council has **Achieved** the NI155 affordable housing (Local Area Agreement) target for 2009/10 (166 units) with an outturn of 166 units which compares to 171 units in 2008/09, giving an additional 337 affordable homes available in the borough. The 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. This is excellent progress against this indicator bearing in mind the current financial climate where the number of new builds within the borough has failed to achieve set targets. The last 3 years has seen a provision of an additional 409 units in the borough. Next year a further 256 properties will be delivered, supplemented by 127 new council homes to be built in the borough following successful bids to government.

The graph below shows the improvement in Affordable Housing;

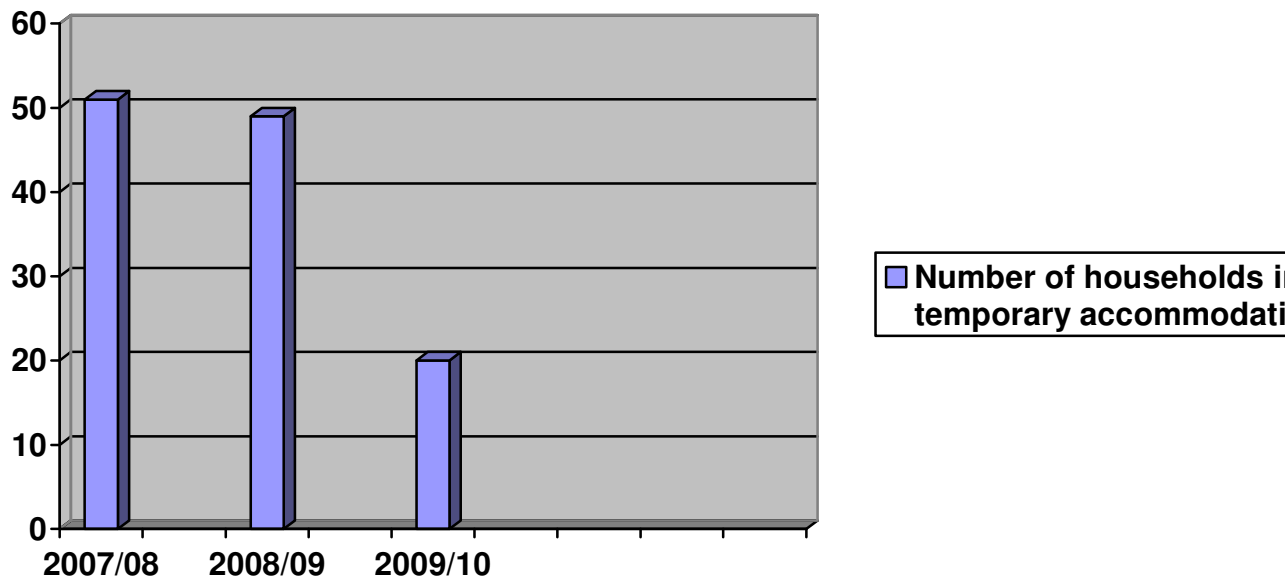


**NI 156 Number of households living in temporary accommodation**

Performance has **Improved** significantly with a **60%** decrease in households in Temporary Accommodation (TA) and a reduction in the year of 29 households in TA from the year start position of 49. Reductions over a 3 year period have enabled Rotherham to reduce the overall number in TA beyond the set Government target of 31 to an outturn in 2009/10 of 20 households in TA. The target to reduce the usage of TA for households was met by utilising Supported Housing, where an individual can remain for up to 2 years. Those households successfully referred are given Priority Status and will be housed when ready under the allocations policy (Part VI HA1996). Households who secure supported living in this way are outside of homelessness assessment and therefore are outside the indicator. Continuation and the further development of homelessness prevention work and housing options will keep the need for TA to a minimum. This will be achieved by being more proactive by way of earlier intervention and a customer need focused service reducing formal homeless applications (duties to accommodate pending investigations (s.188) and full homeless duty (s.193).

The graph below shows the improvement in the number in temporary accommodation:





### Rental Indicators (2010 Rotherham Ltd)

All rent indicators continue to perform at a high level with performance within the year detailed below:

- Rent arrears have reduced from £1,049,989 in 2008/09 to £1,000,203 in 2009/10 (a reduction of £49,786).
- In 2008/09 there were 821 arrears cases at year end, in 2009/10 this had reduced to 759 cases.
- 1,424 Notices Seeking Possession (NSPs) were served in 2008/09, and 1,222 NSPs were served in 2009/10, a reduction of 202 notices.
- 62 tenants were evicted from their properties in 2008/09, and this reduced to 60 in 2009/10.

The 2 indicators that did not meet targets were;

### NM 185 - Repairs appointments made and kept

Performance was lower (87.85%) in 2009/10 when compared to 98.37% in 2008/09. Details of the underperformance was contained in the year end report submitted to the ALMO Board on 12<sup>th</sup> May 2010 and subsequently included in the Cabinet Member report on 7<sup>th</sup> June 2010.

This indicator was reported off target within the third quarter Cabinet Member report in March 2009.

### **BV 211a - Programmed / Responsive expenditure on repairs**

Performance at the end of the year was 41% for planned repairs against the year end target of 49%. This compares to a year end outturn in 2008/09 of 47% and was lower when compared to the last quarter (45%). The balance between planned and responsive repairs is reported by 2010 Rotherham Ltd to have been affected by the high level of demand for responsive repairs and the consequent demand on resources.

This indicator was reported off target within the third quarter Cabinet Member report in March 2009.

### **Target setting 2010 / 11**

Proposed Housing and Neighbourhoods targets for this year were submitted to the Directorate Leadership Team (DLT) for approval on 8<sup>th</sup> June 2010. 2010 Rotherham targets have been approved by the Board and are contained within the 2010 ALMO target report.

## **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 Council's General Fund Account and Housing Revenue Account (for tenants and leaseholders).

Void rent loss has reduced to £946k (1.64%) as reported in the year end 2010 Board report. This compares to a reported rent loss last year of £1.06m (1.92%).

## **9. Risks and Uncertainties**

There are a number of potential risks currently for Housing and Neighbourhoods, these are;

The potential for a "Short Notice" inspection by the Tenant Services Authority of the ALMO and the Council's Strategic Landlord functions. This risk is being mitigated by collaborative working between the ALMO and RMBC by working together in ensuring the quality of the joint services being delivered.

Secondly the delivery of Decent Homes being a high level risk for the Council (Senior Leadership Team Risk Register Number 26/03), the Neighbourhoods and Adult Services Performance Team are continuing to monitor the programme closely to ensure that the programme is delivered by December 2010.

## 10. Policy and Performance Agenda Implications

Since the introduction in 2008 of the new National Indicator set containing 198 indicators, a number of these indicators have been removed. The impact of this is a reduction in the number of indicators where Housing and Neighbourhoods has responsibility for ensuring delivery. The indicators below in some cases continue to be monitored / reported through various elements of our service delivery, the deleted indicators are;

### Housing and Neighbourhoods

**NI 2** % of people who feel they belong to their neighbourhood

**NI 3** Civic participation in the local area

**NI 12** Refused and deferred Houses in Multiple Occupation (HMO's) licence applications leading to immigration enforcement activity

**NI 23** Perceptions that people in the area treat one another with respect and consideration

**NI 24** Satisfaction with the way the police and local council dealt with anti-social behaviour

**NI 25** Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour

**NI 31** Re-offending rate of registered sex offenders

**NI 33** Arson incidents (**Included in SRP reporting under ASB**)

**NI 49** Number of primary fires and related fatalities and non-fatal casualties

**NI 183** Impact of local authority trading standards services on the fair trading environment (**Included in DLT reporting as local indicator**)

**NI 184** Food establishments in the area which are broadly compliant with food hygiene law (**Included in DLT reporting as local indicator**)

## 11. Background Papers and Consultation

The 2009/10 Housing and Neighbourhoods performance results are attached (Appendix A).

**Contact Name:** Robin Walker, Performance Management Officer, Extension 23788, robin.walker@rotherham.gov.uk or Dave Roddis, Service Quality Manager, Extension 23781, dave.roddis@rotherham.gov.uk

Key to symbols

	indicator rated 'off target'
	indicator rated 'on target'
	indicator has improved
	indicator has deteriorated
	indicator remained same

Housing and Neighbourhoods (David Richmond)

Line no	Current Performance	Measure	Good Performance	2008/09 Baseline	Jun '09 Result 1st Quarter	Sep '09 Result 2nd Quarter	Dec '09 Result 3rd Quarter	Mar '10 Result (Year End)	D.o.T. from last quarter	This time last year	D.o.T. from same time last year	2009/10 Target	Responsible Manager	Outcome Framework
1.		NI 158 % non decent council housing	Lower is better	18.60%	16.31%	12.02%	9.66%	<b>6.29%</b>		18.60%		6.31%	2010 Rotherham Ltd	6
2.		NAS 22 (BV 64) Private sector homes demolished / made fit	Higher is better	124	21	53	110	<b>154</b>		124		135	Paul Benson	6
3.		PSA 7 Number of Vulnerable households no longer living in non decent accommodation in the private sector	Higher is better	422	124	352	440	<b>510</b>		422		510	Paul Benson	6
4.		NAS 30 (HMR 2) % Spend of the HMR pathfinder programme	Higher is better	107.9%	27.9%	54.88%	99.70%	<b>106.90%</b>		107.90%		100%	Joel Gouget	9
5.		NI 155 Number of affordable homes delivered	Higher is better	171	115	119	142	<b>166</b>		171		166	Tracie Seals	6
6.		NAS 17 (BV 212) Average relet time from termination to start	Lower is better	39.45	24.2	18.25	18.51	<b>18.35</b>		39.45		23	2010 Rotherham Ltd	2
7.		LPI 66a % Rent Collected	Higher is Better	99.85%	93.52%	97.03%	98.56%	<b>99.53%</b>		99.85%		98.60%	2010 Rotherham Ltd	2
8.		LPI 66b % of tenants with more than 36 days rent arrears	Lower is better	3.33%	2.93%	3.15%	3.18%	<b>3.09%</b>		3.33%		3.40%	2010 Rotherham Ltd	2
9.		LPI 66c % of tenants in arrears who have had NSP served	Lower is better	11.03%	2.09%	5.02%	7.91%	<b>9.86%</b>		11.03%		10.50%	2010 Rotherham Ltd	2
10.		LPI 66d % of tenants evicted as a result of rent arrears	Lower is better	0.25%	0.05%	0.11%	0.15%	<b>0.24%</b>		0.25%		0.26%	2010 Rotherham Ltd	2
11.		LPI 185 Repairs appointments made and kept	Higher is better	98.37%	85.64%	86.94%	87.05%	<b>87.85%</b>		98.37%		99.50%	2010 Rotherham Ltd	2
12.		LPI 73 Average time to complete non-urgent repairs	Lower is better	6.10	6.21	6.43	6.85	<b>6.98</b>		6.10		9	2010 Rotherham Ltd	2
13.		LPI 211a Programmed / Responsive expenditure on repairs	Higher is better	47%	43%	45%	42%	<b>41%</b>		47%		0	2010 Rotherham Ltd	2
14.		NI 182 Satisfaction of business with local authority regulation services	Higher is better	78.06%	NA	73%	77%	<b>83%</b>		78.06%		80%	Alan Porgozelec	2
15.		NI 183 Impact of local authority regulatory services on the fair trading environment	Lower is better	2.71%	NA	1.78%	1.86%	<b>2.42%</b>		2.71%		2.44%	Alan Porgozelec	6
16.		NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Higher is better	80%	80%	80%	80%	<b>81%</b>		80%		80%	Janice Manning	1
17.		NI 187a Tackling fuel poverty - % of people receiving income related benefits living in homes with a low energy efficiency rating	Lower is better	2.74	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>2.45%</b>		<b>2.74%</b>		2.5	Paul Maplethorpe	6

Line no	Current Performance	Measure	Good Performance	2008/09 Baseline	Jun '09 Result 1st Quarter	Sep '09 Result 2nd Quarter	Dec '09 Result 3rd Quarter	Mar '10 Result (Year End)	D.o.T. from last quarter	This time last year	D.o.T. from same time last year	2009/10 Target	Responsible Manager	Outcome Framework
18.	★	NI 156 Number of households living in Temporary Accommodation	Lower is better	47	39	35	18	20	↑✓	64	↑✓	31	Martin Humphries	6

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