

CABINET MEMBER FOR HOUSING AND NEIGHBOURHOODS

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

Date: Monday, 5th July, 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. 2010 Rotherham Ltd performance targets: 2010/11 (Pages 1 - 9)
4. Exclusion of the Press and Public
Resolved:- That, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in those paragraphs indicated below of Part I of Schedule 12A to the Local Government Act 1972.
5. Decent Homes delivery – position statement (Pages 10 - 21)
(Exempt under Paragraph 3 of the Act - information relating to the financial/business affairs of any person (including the Council))
6. Neighbourhoods General Fund Revenue Budget Monitoring to 31st May 2010
(Pages 22 - 26)
(Exempt under Paragraph 3 of the Act - information relating to the financial/business affairs of any person (including the Council))
7. Introductory Tenancy Review Panel (Pages 27 - 28)
(Exempt under Paragraph 2 of the Act – information which is likely to reveal the identity of an individual)

ROTHERHAM BOROUGH COUNCIL - REPORT TO MEMBERS

1.	Meeting	Cabinet Member for Housing and Neighbourhoods
2.	Date	5 th July 2010
3.	Title	2010 Rotherham Ltd performance targets: 2010/11
4.	Directorate	Neighbourhoods and Adult Services

5. Summary

2010 Rotherham Ltd reported a suite of 2010/11 performance targets to the Board on 12th May 2010. Discussion has subsequently taken place between RMBC and 2010 Rotherham Ltd officers to negotiate some changes, and the final agreed targets are set out in section 7.2. The purpose of this report is to present the targets for Cabinet Member's approval. It also describes the methodology for calculating void turnaround times from 1st April 2010 onwards.

6. Recommendations

- Approve the targets set for 2010/11.
- Note the new methodology for calculating void turnaround times.

7. Proposal and details

7.1 Background

2010 Rotherham Ltd proposed a series of performance targets for 2010/11 and reported these to Board on 12th May 2010. Following some minor amendments these were agreed by Board. A significant number of the 2009/10 targets were not achieved, as described in a separate Board report on 12th May 2010. In some cases this was due to unforeseen circumstances such as adverse weather, but some of the targets appear to have been unrealistic. It is therefore important that a robust target-setting process is in place for 2010/11, and dialogue has taken place between RMBC and 2010 Rotherham Ltd to renegotiate some of the targets. Once approved by Cabinet Member, the targets will be resubmitted to Board at the next meeting.

7.2 Performance targets for 2010/11

The targets are set out in a table on pages 3 and 4. Brief explanations for each target are set out below and continue on page 5.

(1), (2) and (45) Tenant satisfaction indicators: Increases have been set at 3% per annum as this is considered to be realistic / achievable, and is considered to be statistically significant by the Audit Commission.

(12) Percentage of customers on whom the landlord has diversity information: Although the target has been dropped from the previous year, overall performance compares favourably with three star ALMOs. Individual targets have been set for the six equality strands.

(13), (18), (19) and (21) Repairs and maintenance indicators: These indicators have been included within the externalisation exercise for the repairs and maintenance service and targets will be reported separately to Cabinet on 07/07/10.

(26) Percentage of non decent homes: The target values represent an intention to maintain the levels of Decency within the asset base following the conclusion of the Decent Homes programme. The asset management team indicates that throughout 2011-12 there will be 152 homes presenting for works to comply with the standard and 332 in the following year. This to be met from existing budgets.

(34) Average re let times (days) – see section 7.3.

(36) Rent collected as a percentage of rent owed: The reduction of target value is due to the exceptionally high performance realised in 2009-10 in reducing the number of empty homes (the calculation benefits in cases where there is a high void rent loss in existence).

(38) Rent arrears of current social housing tenants as a percentage of rent debit: The values reflect the inclusion of increased debt prevention work within the 2010 Rotherham Ltd new operating model. The work includes using texting facilities to enable staff to contact customers more quickly, contacting new tenants within two weeks of tenancy commencement, utilising an on-line debt advice referral system and upgrading 2010 Rotherham Ltd's housing income webpage to give customers greater access to information about their rent account.

HouseMark Ref. and Description	2008/09 out-turn	2009/10 target	2009/10 out-turn	3 rd quarter Upper Quartile	2010/11 Target	2011/12 Target	2012/13 Target
1) % of tenants satisfied with landlord services	76.00%	No Survey	No Survey	83.8% (HMK 08/09) 80.45% 09/10 Q4 (All orgs)	79%	No Survey	82%
2) Satisfaction of ethnic minority tenants with the overall services (%)	No Data	No Survey	No Survey	79.15% (HMK 08/09) 83.00% 09/10 Q4 (All orgs)	79%	No Survey	82%
11) What level of the Equalities Standard has been reached (1-5)	2	3 (Achieving)	2	N/A	Achieving	Working towards excellent	Excellent
12) % of customers on whom the landlord has diversity information	76.80%	95.00%	87.82%	N/A	88.00%	89.00%	90.00%
13) % of total repairs completed within target	97.71%	98.00%	87.03%	98.68%	TBC	TBC	TBC
18) % of responsive repairs where an appointment was made and kept	98.37%	99.50%	87.85%	98.91%	TBC	TBC	TBC
19) Tenants' satisfaction with the repairs service	96.45%	99.50%	93.93%	84.4% (HMK 08/09) 87.50% 09/10 Q4 (All orgs)	TBC	TBC	TBC
21) % of repairs completed right first time	96.39%	98.00%	99.30%	94.00%	TBC	TBC	TBC
23) Gas safety certificates outstanding	0.50%	0.00%	0.58%	0.01%	0.00%	0.00%	0.00%
26) % of non decent homes					0.00%	0.00%	0.00%
28) Average SAP rating	69	70	71	70.46 (HMK 08/09) 70.10 09/10 Q4	72	73	74

HouseMark Ref. and Description	2008/09 out-turn	2009/10 target	2009/10 out-turn	3 rd quarter Upper Quartile	2010/11 Target	2011/12 Target	2012/13 Target
				(All orgs)			
32) % satisfied with the out come of their ASB complaint	52.69%	78.00%	78.89%	N/A	81.00%	83.00%	85.00%
33) % of ASB cases resolved	79.13%	70.00%	87.97%	90.39%	90.00%	91.00%	92.00%
34) Average re let times (days) (Lower is better)	39.45	23.00	18.35	24.00	23	22	21
36) Rent collected as a percentage of rent owed	99.85%	98.60%	99.53%	98.89% (HMK 08/09) 98.56% 09/10 Q4 (All orgs)	99.12%	99.15%	99.20%
38) Rent arrears of current social housing tenants as a percentage of rent debit (Lower is better)	1.85%	2.00%	1.71%	1.81%	1.74%	1.72%	1.70%
45) % of tenants satisfied that their views are taken into account by their landlords	56.00%	60.00%	No Survey	69.38% (HMK 08/09) 69.50% 09/10 Q4 (All orgs)	59%	No survey	62%
46) % of new tenants satisfied with the allocation & lettings process	94.56%	97.00%	97.07%	N/A	97.25%	97.50%	97.75%
50) % of leaseholders satisfied with landlord services	43.00%	60.00%	58.00%	N/A	65%	70%	75%
55) % of empty property rent loss (Lower is better)	1.92%	1.20%	1.64%	1.03%	1.20%	1.15%	1.10%
59) Number of working days lost due to sickness absence (Lower is better)	10.75	8.00	12.18	6.13 9.06 days 09/10 Q4 (ALMOs)	11.50	11.00	10.50

(55) Percentage of empty property rent loss: These target values have been affected by the recent sharp reduction in empty homes. The performance reported is the actual value of total rental income lost (running total through the year) as a percentage of the total rent debit.

Example: Total possible rent collectable in the period April - May 2010 from Class 1 Council dwellings was £9,913,507. The actual lost income from empty homes April - May 2010 was £112,967. Therefore void loss = £112,967 / £9,913,507, or 1.14%.

(59) Number of working days lost due to sickness absence: During the past year 2010 Rotherham Ltd has experienced an exceptionally high number of long term absentee cases as a result of serious illness. A comparative study of local ALMOs indicates 2010 Rotherham Ltd to be performing better than most. The Board has asked for data to be disaggregated to show long term illness separately from ad-hoc, short periods of absence. 2010 Rotherham Ltd proposes to re-profile targets after six months to ensure they remain challenging throughout the year.

7.3 Void turnaround times

As a result of concerns raised about the turnaround time for empty homes (LPI 212), RMBC carried out a series of reality checks and produced a report to 2010 Rotherham Ltd that identified that performance as reported did not include voids requiring Decent Homes and other major works. RMBC's Director of Housing and Neighbourhoods reported to the ALMO Board in December, and 2010 Rotherham Ltd conducted an internal review of processes (*Appendix 1*) on custom and practice regarding how voids performance is reported. As a result of this review, it was agreed that the overall 'turnaround' figure should include all void properties undertaking Decent Homes refurbishment works, whilst still allowing regional and national benchmarking.

With the new methodology, performance will appear to drop in 2010/11, compared to previously reported figures, because turnaround averages will be inflated by those properties requiring Decent Homes investment. Sub-indicators and targets will be developed, so that in addition to the headline figure it will be possible to monitor separately performance on routine, 'simple' voids, more complex voids and an all inclusive figure for every property. It should be noted that LPI 212 will be formally reported in accordance with the Housemark definition (attached as appendix 1), with the inclusion of properties undergoing Decent Homes refurbishment works.

Properties undergoing Decent Homes refurbishment works during the void period will be identified on the Anite system with the status 1DHO. This will allow automated performance reports to be produced each month. This will be underpinned with detailed performance analysis on each property through the various stages from when a notice to terminate is received to re-letting a property. The individual stages are to be measured as set out in the Empty Homes Event Analysis.

The target time for completing the Decent Homes refurbishment works during the void period is identified at 44 working days (8.8 weeks). It should be noted that for tenanted properties there is a 16 week lead in period when tasks 1-7 are completed, which is not available for void properties. A saving of 7.20 weeks on the whole Decent Homes refurbishment process has been achieved, compared to a tenanted property undergoing

the Decent Homes refurbishment works. This has been through collaborative working with partner organisations to minimise the impact on average re-let times and rent loss.

Performance targets have been profiled for 2010/11 to take into account the change in methodology and aligned to the conclusion of the Decent Homes refurbishment program in December 2010. The table below sets out both monthly targets and cumulative targets for each month, for LPI 212 with a view to achieving 23 days as an average re-let figure by 31st March 2011.

Month	Profiled cumulative Target (days)	Individual Monthly targets (Days)
April	30	30
May	30	29
June	29	27
July	28	26
August	28	25
September	27	24
October	27	24
November	26	23
December	25	22
January	24	19
February	23	18
March	23	18

8. Financial implications

Performance on rent income collection and void rental loss have a direct impact on income to the Housing Revenue Account, and therefore these targets will be monitored closely.

9. Risks and uncertainties

Repairs and maintenance indicators will be reported separately as part of the overall externalisation report.

HM 23, Gas Safety certificates outstanding, relates to the extent to which those homes requiring a gas safety certificate have a valid certificate. Any certificates that expire are a breach of the Gas Safety (Installation and Use) Regulations 1998 and it not only places our customers at risk but could lead to action being taken against the company. Currently this indicator is off target and steps are already in place to address this and to ensure that all properties that were without a valid CP12 gas safety certificate have the required inspection carried out.

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

Risks associated with achieving individual actions within the improvement plan are monitored via the progress reporting process.

Risks associated with the ALMO's financial position and the externalisation of the repairs and maintenance service are monitored via a project steering group, which includes the RMBC Director of Housing and Neighbourhoods and the Director of Internal Audit and Governance.

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
- Increased 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 – HouseMark definition for void turnaround performance

Consultation has taken place between RMBC and 2010 Rotherham Ltd officers regarding target setting.

12. Contact name

Jane Davies-Haire, Landlord Relations Manager

Jane.davies-haire@rotherham.gov.uk

Tel: 01709 334970 or 07500 102498

Appendix 1

Performance Indicator Definition Template

Indicator: LPI 212	Title: Average Time to Re-let Local Authority Housing
Purpose	To monitor housing management performance. With the present pressure on authority-provided housing it is important that re-let times are kept to a minimum.
Definition	<p>The time in calendar days from the date when the tenancy is terminated up to and including the date when the new tenancy agreement starts. Include all types of letting by the authority, including lets under licence to homeless households. Include sheltered and supported accommodation, and include any period of consultation with social services or other agencies in the time taken to re-let.</p> <p>Where a notice has been served, the tenancy will not count as terminated until the notice period has ended and the Local Authority has possession of the property.</p> <p>Exclude properties: let through mutual exchanges; undergoing 'major works'; the council intends to sell or demolish.</p> <p>A void should be classed as a 'major works void' only if an existing tenant would have had to be decanted in order for the works to take place. This definition can be applied to any void property, not just those in major works programmes – for example, if a property is handed back to the authority in such a poor state of repair that the tenant would have to have been decanted for the necessary works to take place.</p> <p>Major works means: Structural works – which included floors/walls/roofs; Site works to remedy the safety and security of tenants (Asbestos removal etc); Works to basic amenities (gas/electricity/heating) only where lacking; Consequential works as a result of major works; Fire and Flood.</p> <p>The void period after the dwelling is handed back to the Authority should be counted provided the dwelling is not subject to further major works.</p> <p>Exclude the period: during which a void is undergoing major works refurbishment; during which the void is squatted (count from when authority</p>

	gains repossession); when a property is due to be handed over to the police, and when it is in use by the police. The void period after the dwelling is handed back to the Authority should be counted provided the dwelling is not subject to major works; where the Home Office takes over a property to use for asylum seekers, regardless of whether it is occupied or not.																																							
Method of Calculation:	$N = a / b$ <p>Where:</p> <p>a = sum total of all void time (subject to definition above)</p> <p>b = total number of void properties over the year.</p>																																							
Example	<table border="1"> <thead> <tr> <th>AREA ASSEMBLY</th> <th>PROPERTIES</th> <th>DAYS</th> <th>AVER AGE</th> </tr> </thead> <tbody> <tr> <td><i>ROTHER VALLEY SOUTH</i></td> <td>74</td> <td>3780</td> <td>51.08</td> </tr> <tr> <td><i>ROTHER VALLEY WEST</i></td> <td>120</td> <td>5079</td> <td>42.33</td> </tr> <tr> <td><i>ROTHERHAM NORTH</i></td> <td>337</td> <td>9521</td> <td>28.25</td> </tr> <tr> <td><i>ROTHERHAM SOUTH</i></td> <td>218</td> <td>11929</td> <td>54.72</td> </tr> <tr> <td><i>WENTWORTH NORTH</i></td> <td>209</td> <td>6892</td> <td>32.98</td> </tr> <tr> <td><i>WENTWORTH SOUTH</i></td> <td>287</td> <td>10638</td> <td>37.07</td> </tr> <tr> <td><i>WENTWORTH VALLEY</i></td> <td>117</td> <td>2919</td> <td>24.95</td> </tr> <tr> <td>TOTAL</td> <td>1362</td> <td>50758</td> <td>37.27</td> </tr> </tbody> </table>				AREA ASSEMBLY	PROPERTIES	DAYS	AVER AGE	<i>ROTHER VALLEY SOUTH</i>	74	3780	51.08	<i>ROTHER VALLEY WEST</i>	120	5079	42.33	<i>ROTHERHAM NORTH</i>	337	9521	28.25	<i>ROTHERHAM SOUTH</i>	218	11929	54.72	<i>WENTWORTH NORTH</i>	209	6892	32.98	<i>WENTWORTH SOUTH</i>	287	10638	37.07	<i>WENTWORTH VALLEY</i>	117	2919	24.95	TOTAL	1362	50758	37.27
AREA ASSEMBLY	PROPERTIES	DAYS	AVER AGE																																					
<i>ROTHER VALLEY SOUTH</i>	74	3780	51.08																																					
<i>ROTHER VALLEY WEST</i>	120	5079	42.33																																					
<i>ROTHERHAM NORTH</i>	337	9521	28.25																																					
<i>ROTHERHAM SOUTH</i>	218	11929	54.72																																					
<i>WENTWORTH NORTH</i>	209	6892	32.98																																					
<i>WENTWORTH SOUTH</i>	287	10638	37.07																																					
<i>WENTWORTH VALLEY</i>	117	2919	24.95																																					
TOTAL	1362	50758	37.27																																					
Owner/Manager	Adrian Cheetham/Richard Walker																																							
Target 2008/9	18 days																																							

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

By virtue of paragraph(s) 2 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted