

## **CABINET MEMBER FOR SAFE AND ATTRACTIVE NEIGHBOURHOODS**

**Venue: Town Hall,  
The Crofts, Moorgate  
Street,  
Rotherham S60 2TH**

**Date: Monday, 20th September, 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. Minutes of meetings held on 19th July and 9th August, 2010 (Pages 23-32J, Minute Book dated 15<sup>th</sup> September, 2010)
4. Dawson Croft (Pages 1 - 8)
5. 34 & 36 Becknoll Road, Brampton (Pages 9 - 14)
6. 1 Clement Mews & 40 Josephine Road (Pages 15 - 20)
7. 2010 Rotherham Ltd. Quarter 1 Performance Indicators (Pages 21 - 34)
8. 2010 Rotherham Ltd. - Quarter 1 Improvement Plan (Pages 35 - 46)

**(The Chairman authorised consideration of the following 2 items to enable the matters to be processed.)**

9. Housing and Neighbourhoods 1st Quarter Performance 2010/11 (Pages 47 - 53)
10. Policing in the 21st Century (Pages 54 - 62)

11. 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.
  
12. Settlement of Final Account (Pages 63 - 68)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any person (including the Council))
  
13. Local Lettings Policy - New Build Council Housing and subsequent lettings (Pages 69 - 80)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any particular person (including the Council))
  
14. HCA Local Investment Plan and Strategic Development Sites Update (Pages 81 - 98)  
(Exempt under Paragraph 3 of the Act – information relating to the financial or business affairs of any person (including the Council))
  
15. Draft Rotherham Local Investment Plan 2011-14 (Pages 99 - 122)  
(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.)**

16. Decent Homes Programme Overspend (Pages 123 - 127)  
(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 Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>20<sup>th</sup> September 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Dawson Croft, Greasbrough</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

**5. Summary**

Following the completion of the Borough-wide Sheltered Housing Review, a report and recommendations were submitted and approved by Cabinet on 25<sup>th</sup> October 2006, Minute No: 130 refers.

Dawson Croft was recommended and approved for decommissioning as a sheltered housing scheme, as it did not meet the Rotherham Sheltered Housing Standard for such provision. The report recommended that the process of decommissioning be achieved through normal tenancy termination processes, with empty homes not being relet. In the interim, remaining residents would continue to enjoy the level of service and investment in their homes that they would expect. A further review of the scheme would then be undertaken when the scheme was fully vacated.

Since 2006, there has been a gradual process of decommissioning, but this has become very protracted. This is likely to remain so adopting the current approach. In seeking to effectively manage issues relating to empty homes and ensure that the Council delivers the affordable homes that the Borough requires, a review of Dawson Croft has been completed by the Neighbourhood Investment Service.

The review concludes that Dawson Croft should be retained for the purposes of affordable housing provision, targeted initially at the over 60 age group and subject to the provisions of a Local Lettings Policy, which is detailed within the report. The report also recommends that to enhance the sustainability of the scheme, the existing bedsits are converted to self contained flats, to better meet the current and future needs and aspirations of housing applicants.

**6. Recommendations:  
That Cabinet Member:**

- Approves the redesignation of Dawson Croft as a general needs housing scheme for the 50 plus age group.
- Approves the reletting of empty homes at Dawson Croft, subject to the Local Lettings Policy attached at Appendix 1.
- Supports the conversion of 8 existing bedsits, to self contained flats.
- Approves the relocation of an existing resident to an alternative 1 bed flat at Dawson Croft, as a matter of priority, to facilitate bedsit conversions.

## **7. Proposals and Details**

### **7.1 Background**

The Sheltered Housing Review was concluded and reported to Cabinet on 25<sup>th</sup> October 2006, Minute No:130 refers.

With regard to Dawson Croft, the report concluded that:-

- Existing residents could remain and continue to receive all services up to their departure.
- Decent Homes investment would be undertaken to all properties.
- That properties when vacated should not be relet pending a further review.
- That a further review should be undertaken once vacated to determine the most sustainable future use for this scheme.

Since 2006, of the 30 homes within the scheme, 17 empty homes have been vacated. Due to the client group involved and the process of decommissioning agreed, the process has become very protracted.

In view of this and mindful of the need to effectively manage vacant homes and meet the increasing affordable housing needs of the Borough, the Neighbourhood Investment Service was commissioned to undertake a review.

### **7.2 Review Process**

The review process has focussed upon the potential demand and future lettings approach to be adopted and resultant investment needs to support that future use. It has included the following:-

- A re-assessment of suitability for specialist housing need provision.
- An open event to assess housing demand and from what age group.
- Ongoing consultation with existing residents and Ward Members.
- Surveys to understand current and long term investment needs.
- A review of general running costs and rental income.
- Maintenance checks, including health and safety measures.
- Inspections to assess and identify works to ensure DDA compliance.
- Surveys to establish conversion costs related to proposed bedsit conversions to self contained homes.

#### **7.2.1 Future client group.**

Due to the physical nature of Dawson Croft, it had initially been highlighted as a potential specialist supported housing scheme. Discussions held with Independent Living Department identified that there was still a desire to develop a supported housing project for young people / care leavers. However, funding and essential resources had not yet been secured and the uncertainty around the timing of full vacation of the existing scheme made forward planning problematic.

Ward Members were consulted about this option and indicated their lack of support for such a scheme to be implemented in Dawson Croft. Ward Members indicated that they were confident through local knowledge that a housing need existed for older people within the locality and such need could be met at Dawson Croft. This could be achieved with existing residents remaining in-situ.

To test this opinion, it was agreed that consultation should commence with Ward Members, Key Choices, Independent Living Service, 2010 Rotherham Ltd and existing residents. Through these discussions it became clear that residents and ward members were supportive of the retention of Dawson Croft as affordable housing for older client groups, but unsupportive of an integrated supported housing solution. Consultation concluded that there was general support for the retention and reletting of properties at Dawson Croft to an older person's age group, initially 50 years and over.

It was agreed that an open day/ market testing event should be held to assess current demand from applicants over 50yrs. An event was organised by the Neighbourhood Investment Service and supported by Key Choices and 2010 Rotherham Ltd, held on the 25<sup>th</sup> March. A show flat was prepared and furnished with the help of Key Choices Furnished Homes Team and used for viewing purposes. Adverts were placed in the local press, Key Choices Property Shop and local establishments. The event proved very successful in attracting interest from a diverse range of applicants who positively expressed an interest in living in Dawson Croft.

Although this scheme no longer meets the agreed sheltered standard, Dawson Croft has a lot to offer and its quiet semi rural location which is easily accessible and near to many local amenities is very sustainable and attractive to an older age group, as identified during the open day, and via the advert.

22 prospective applicants of mixed age and good character showed a keen interest in living at Dawson Croft during the open day event. Many have local connections to the area, most are wishing to downsize from their current family home, which further supports the supply of affordable homes to meet local housing need.

It was concluded that consideration should be given to the redesignation of Dawson Croft as a general needs housing scheme for the over 50 client group.

### **7.2.2 Local lettings Approach.**

Due to the nature of its construction, the presence of and access to communal corridors and facilities and in order to sustain new and existing tenancies created within Dawson Croft, a LLP is considered an essential ingredient in the lettings process.

It is proposed that the Local Lettings Policy for Dawson Croft include the following provisions:-

- Allocations would not be made to applicants who had a history of drug and alcohol related issues; anti social behaviour issues or a criminal record within a twelve month period (CRB checks would determine reason)
- Preference to be given to applicants over 60yrs of age in the first instance followed by a decreasing age range to include the 50 plus age group.
- Residents and members would be kept informed and consulted on any proposed changes to the LLP.

A draft Local lettings Policy for Dawson Croft is attached at Appendix 1.

### **7.2.2 Investment needs**

#### **Empty Homes – self contained flats**

Having identified a potential client group whose needs could be demonstrably met by Dawson Croft and be sensitive to the existing residents, the investment needs to support this proposal were investigated.

A survey was carried out of all empty homes by 2010 Rotherham Ltd. This identified that only one recent empty property was not Decent Homes compliant due to refusal, the remaining empty properties were Decent Homes compliant, but would require £21,000 of investment to bring them back into use. This did not include the bedsit properties which were considered separately. The cost of bringing the homes back into use would be met from the 2010 Empty Homes budget.

The jobs fund training scheme implemented recently by 2010 Ltd Empty Homes Team is offering work experience and further training for people who are unemployed. The scheme provides participants with the opportunity to enhance their skills, learn a new trade and to help them find future employment.

The current scheme is offering training in painting and decorating, and the team of five are being utilised around the borough to support new tenants, elderly residents, and for suitable project work for a 6 month period. Discussion with Empty Homes Team, 2010 has confirmed that the team would be made available to decorate all empty properties in Dawson Croft and spruce up communal areas and corridors, at no added cost to the Council. This would support the letting of the properties and the quality of homes presented to housing applicants. The associated costs would be absorbed within the training fund.

#### **Empty Homes – Bedsits**

Currently there is no demand for bedsit accommodation. There are 7 bedsits empty within Dawson Croft which are long term empty homes. It is proposed that, subject to approval, the 8 bedsits within Dawson Croft are converted into 2 bedroomed self contained flats. This proposal would require:-

- The relocation an existing resident occupying a bedsit to one of the 1 bedroom flats when ready to let.

- The conversion of all 8 bedsits into 4 x 2 bedroomed self contained flats at a total cost of £128,000.

The cost of conversion to create four sustainable two bedroomed dwellings is approximately £32k per dwelling. This compares well with the cost to the Council of providing affordable homes through the Local Authority New Build Programme and the national affordable Housing Programme with Registered Provider partners.

It is proposed that the costs of conversion are met from the One-Off Properties Budget within the approved 2010/11 Housing Investment Programme.

### **7.2.2 Management Implications.**

The proposal would reclassify Dawson Croft as a non-sheltered housing scheme; in effect a general needs housing scheme for the 50+ age group. This has communal facilities management implications. As the scheme would no longer be a sheltered housing scheme, the management of communal facilities would (from a date to be agreed) no longer fall within the management of Warden Service, Independent Living Department. The management of the communal areas, laundry facilities etc would need to be undertaken as part of the general housing management functions undertaken on behalf of the Council by 2010 Ltd. For example, arrangements could be agreed with 2010 Ltd as follows:-

- Management of the tenancies, repair and maintenance of the housing stock and communal areas would be delivered by 2010 in common with other general needs apartment blocks.
- Cleaning of communal areas and communal windows would remain within the existing cleaning contract schedule undertaken by Facilities Management, EDS. Costs would however be chargeable to 2010 Ltd rather than Warden Services. This is in common with the cleaning and charging arrangements on other apartment blocks managed by 2010 Ltd.
- The collection of ad-hoc laundry monies from the communal laundry and the periodic collection of monies from the communal payphone would need to be managed and accounted for by a nominated officer within 2010 Ltd and paid into a designated income code.
- Budgetary responsibility for the maintenance and replacement of communal fixtures and fittings, including furnishings in the communal lounge and kitchen, communal television licence etc would be chargeable to 2010 Ltd.
- Domiciliary Services, where requested, would continue to be provided under existing arrangements.

It should be noted that such service delivery would need to be finalised and agreed prior to the letting of empty homes, in order that existing and ingoing tenants could be fully informed of management arrangements and reporting mechanisms.

It should also be noted that any proposed arrangements should be considered in the context of a Corporate Asset Management Review, the current internal reorganisation of 2010 Ltd and the pending review of the options for the future of 2010 Ltd.

## **8. Finance**

The £21,000 cost of works to recommission void properties will be met from the 2010 Ltd Empty Homes budget.

The £128,000 cost of the proposed bedsit conversion works will be met from the One-off properties Budget within the approved 2010/11 Housing Investment Programme. To date, of the £400k budget allocated, 197,605.66 is already committed. As such, the costs of conversion can be met within the remaining budget.

Existing tenants pay a weekly sheltered charge for warden services and use of the communal facilities. If approval is given and all void properties are let, the rent and service charge income for the Council would increase, as currently empty homes generate rental income and the mandatory communal charge would continue to be applied to new tenancies. This would support the ongoing provision of communal facilities and services. The communal facilities income would be collected by 2010 Ltd and be used to manage the costs of provision.

Further analysis is required of income and expenditure with regard to communal facilities at Dawson Croft, in order to determine whether the centre will operate at a surplus or deficit under the proposed future use.

## **9. Risks and Uncertainties**

Delays in investment decision making will negatively impact upon void performance indicators measuring empty homes relet times and income recovery performance. In addition, timely decisions are required to ensure that all works are completed to enable swift letting of properties and the completion of conversions works within the current financial year.

At a time of fiscal constraint and growing pressures upon capital investment budgets, the effective management of empty homes is paramount, in both financial and service delivery terms.

The presence of empty homes produce a negative perception of neighbourhoods and a negative reaction from customers, particularly at a time of increasing demand for affordable homes.

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

Timely decision making with regard to investment in empty homes will contribute towards empty homes performance indicators, void rent loss performance and support increasing demand.

This proposal is making effective use of assets and managing them to best effect. It contributes to the sustainable neighbourhood's agenda by addressing identified housing issues and will help deliver better choice and quality of housing to the community.

The proposal contributes towards our key corporate strategic themes of:-



- Rotherham Proud
- Rotherham Safe
- Rotherham Alive
- Fairness
- Sustainable Development

These key themes are reflected within the Individual Well-being and Healthy Communities outcome framework, as follows:

- Improved Quality of Life – by creating opportunities for an improved quality of life, by dealing with empty homes and stimulating investment in the built environment (Objective 6)
- Economic well-being – providing affordable high quality housing options, to meet identified needs and create sustainable neighbourhoods
- Safe – by creating neighbourhoods that are safe, clean, green and well maintained with well-designed, good quality homes and access to local facilities.

The key investment themes within the LIP are:-

- New homes – supporting delivery of housing opportunities in the Borough to meet current and future needs and aspirations.
- Economic recovery – delivering investment activity which supports the recovery and stimulates local economic growth, sustaining businesses and jobs and training opportunities.
- Renewal – continuing the transformation of the Borough.
- Affordable housing – to meet the current and future needs of the Boroughs citizens.
- Sustainable communities – ensuring that our communities are safe and healthy and benefit from the range of essential services and provision that they need.

These key investment themes align with the Councils Corporate Priorities of:-

- Making sure that no community is left behind.
- Helping to create safe and healthy communities.
- Ensuring care and protection are available for those people who need it most.
- Providing quality education, ensuring people have the opportunity to improve their skills, learn and get a job.
- Improving the environment.

The proposal contributes to NAS strategic Objectives and Outcomes

Neighbourhood centres like Dawson Croft still have the potential to provide secure safe accommodation with specific integrated opportunities and resources to supply older people with the independence they require within a manageable space with minimum or nil support whilst integrating with existing residents who may need specific services.

## The NAS strategic Objectives

- Objective 4 – To modernise services so that they are designed to maximise people's independence
- Objective 5 – to develop Innovative services./ ways which contributes to helping people to live at home independently
- Outcomes framework 1 – Improved health and well being
- Outcomes framework 2 - Improved quality of life ( promoting independence and preventing isolation)
- Outcomes framework 3 – Making a positive contribution
- Outcomes framework 4 – increased choice and control

## 11. Background Papers and Consultation

- Open Day event material
- Draft Local Lettings Policy for Dawson Croft attached at Appendix 1.
- A cost breakdown for conversion works is held by the Neighbourhood Investment Service.

### Contact Name:

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<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods.</b>
<b>2.</b>	<b>Date:</b>	<b>20th September, 2010</b>
<b>3.</b>	<b>Title:</b>	<b>34 &amp; 36 Becknoll Road, Brampton</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

## **5. Summary**

34 and 36 Becknoll Road, Brampton are Council owned vacant properties in need of substantial investment.

The future of the properties was previously considered by the Cabinet Member for Housing and Neighbourhoods, following a report presented on 15 March, Minute No: J152 refers, when the properties were approved for retention and investment.

However, during preparation of the work programme to both properties, additional structural defects have been identified. Consequently, the estimated cost of investment in both properties has risen substantially and to a degree which it is felt warrants reconsideration of the future of both properties and consequently Minute No: J152.

The revised investment costs are detailed within the report. The cost of repairs and improvements to bring the properties to a lettable standard significantly exceeds the investment threshold of £20,000 for individual properties.

In accordance with Minute No 304, Cabinet Member for Neighbourhoods 21.05.07, properties exceeding the investment threshold will be referred to the Cabinet Member for consideration. The investment threshold was re-affirmed by the Cabinet Member on 15 February 2009, Minute J138 refers.

This report presents the further options considered and recommends that both properties are now approved for demolition for the reasons stated and the cleared site approved for disposal.

## **6. Recommendations**

**That the Cabinet Member:**

- **Considers the contents of the report and reconsiders Minute J152 and the future of the properties for the reasons stated.**
- **Sets aside Minute No: J152 and supports Option 4 to demolish 34 & 36 Becknoll Road, Brampton.**
- **Approves the disposal of the cleared site.**

## 7. Proposals and Details

34 and 36 Becknoll Road, Brampton are adjoining semi-detached Council owned vacant homes; both of which are in need of substantial investment.

The future use of both properties has been previously considered; Cabinet Member for Housing and Neighbourhoods, 15 March 2001, Minute J152 refers. Both properties were subsequently approved for retention and investment, based upon a projected investment need of £43,000 per property.

However, in preparing to undertake works to the properties, further structural defects have been identified, resulting from ground movement, which could not have been predicted. A subsequent intrusive survey commissioned by the Neighbourhood Investment Service has revealed the presence of a geographical fault line and fissure in the bedrock below both properties, which has left the ground unstable. Whilst this could be remedied, the projected cost of investment has increased from £43,000 to £51,000 per property, which no guarantee that further ground movement can be ruled out. Such costs are immediate investment costs to resolve structural defects and achieve the Decent Homes Standard. The projected future investment requirements of both properties have not been identified at this stage.

In view on the increased costs of investment, it is felt that Minute J152 should be revisited and a further option appraisal undertaken to guide investment recommendations.

### 7.2 Option Appraisal

A number of options have been considered for the future use of both properties. These are detailed below.

#### Option 1- Retain and Invest

The Council would retain 34 & 36 Becknoll Road, repair both to achieve the Decent Homes standard and re-let. The Council would continue to benefit from the asset value, the annual rental income stream generated and the availability of homes to satisfy local affordable housing demand.

However, both properties require significantly higher investment than the vast majority of vacant homes, to bring them to a Decent Homes standard, as detailed below:-

#### 34 Becknoll Road

Structural Works	£28,500
Decent Homes works	£19,260
Void repairs (non-Decent Homes)	£ 3,457
Total	£51,217

**36 Becknoll Road**

Structural Works	£27,000
Decent Homes works	£16,014
Void repairs (non-Decent Homes)	£ 7,526
Total	£50,540

The properties are suffering from significant structural defects, due to the ground conditions upon which they sit. Whilst this could be remedied, there is the potential risk that further ground movement will occur, resulting in further investment cost. The structural survey notes that any remediation works cannot guarantee that the property will not suffer from structural failure in the future.

Whilst there is currently waiting list demand for properties of this type within this locality, there is also a healthy supply of affordable housing in Brampton and a steady turnover of stock.

In view of the immediate costs of investment and the risks and uncertainties with regard to future investment costs, this option is not recommended.

**Option 2 - Disposal to an RP (Registered Social Landlord)**

This option would transfer the properties to a Registered Provider (Registered Provider is the new name for Registered Social Landlords) whilst retaining nomination rights. However the RP would benefit from the property asset value and future net rental income stream.

Whilst the Council would potentially benefit from a capital receipt, due to the condition of the properties, it is likely that the disposal would be on the basis of a significantly discounted value and/or subject to a dowry payment by the Council to the RP, due to the major structural and internal repair costs attached.

In the present economic climate it is doubtful that a RP would be interested in acquiring miscellaneous properties where they have no other asset base and potentially may find this an unattractive offer. Indeed, some RP's are actively considering rationalising their asset base, to focus upon areas where they have a significant stock presence.

This option is not recommended for either property for the reasons stated above.

**Option 3 - Open Market Sale**

The Asset Management Service, EDS has estimated the market value of the properties in their current condition to be in the region of £27,000. However, the capital receipt obtained is dependant upon market conditions at the time of sale and can fluctuate.

Disposal of the properties would generate a capital receipt to the Council and transfer investment liabilities to the new owner.

However, sale of the properties in their present condition, coming with significant investment liabilities and in an area of relatively low market values, may not be in the Councils interests. The private sector housing stock in this area of Brampton requires significant investment and the quality of private rented accommodation is also relatively poor. One of the aims of the Brampton Masterplan is to stimulate opportunities for new housing development and diversification of housing choice, quality and tenure. Sale of the properties in their current condition could result in an additional private sector decency issue compounding the current housing market situation rather than adding to its revival. However, the disposal of a cleared site for development would present an opportunity to achieve masterplan aspirations.

For the reasons stated, this option is not recommended.

### **Option 4 – Demolition and disposal of the site**

This option would see the demolition of the properties due to the presence of severe structural defects and the immediate and potential ongoing costs of remediation. The cost of demolition has been estimated at £12,000 - £15,000.

A similar site at Wath Road, Brampton where two other properties were demolished for similar reasons some years ago, has recently been sold by the Council and acquired by a private sector purchaser for redevelopment.

The Asset Management Service, EDS has estimated the market value of the cleared site to be in the region of £41,000, compared to £27,000 if the properties were sold as they stand.

The costs of demolition are significantly less than the costs of investment. Disposing of a cleared site also generates a higher capital receipt potential and presents an opportunity for a new housing offer to be introduced in support of masterplan aspirations and local housing needs and aspirations.

This option is the recommended option, for the reasons stated.

### **7.3 Ward Member Consultation**

34 & 36 Becknoll Road sit within the Hooper Ward. Ward Members have been consulted about the options presented. Cllr Hamilton, Cllr Hodgkiss and Cllr Steele support Option 4 to demolish and dispose of the site. Cllr Steele has asked that appropriate measures were put in place post-demolition to ensure the site was kept free of fly-tipping. As with all cleared sites within the Neighbourhood Investment Programme, site maintenance will be arranged with 2010 Ltd in the interim.

## **8. Finance**

With regard to Option 4, the £15,000 costs of demolition will be met from the £400k One-Off Properties Budget within the 2010/11 Housing Investment Programme.

At the moment, there are commitments against this budget of £182,605.66. As such, there are sufficient uncommitted resources available to support the costs of demolition. Costs associated with the disposal of the cleared site will be netted from the resultant capital receipt.

## **9. Risks and Uncertainties**

Delays in investment decision making will negatively impact upon void performance indicators measuring empty homes relet times and income recovery performance.

At a time of fiscal constraint and growing pressures upon capital investment budgets, the effective management of empty homes is paramount, in both financial and service delivery terms.

The presence of empty homes produce a negative perception of neighbourhoods and a negative reaction from customers, particularly at a time of increasing demand for affordable homes.

The recovery in the housing market is still fragile and there is no guarantee of a successful sale, should land assets be presented to the market for disposal. However, the recent successful disposal of a similar land asset by the Council, at Wath Road, Brampton, suggest an active market interest in acquiring such land for investment.

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

Timely decision making with regard to investment in empty homes will contribute towards empty homes performance indicators, void rent loss performance and support increasing demand.

This proposal is making effective use of assets and managing them to best effect. It contributes to the sustainable neighbourhood's agenda by addressing identified housing issues and will help deliver better choice and quality of housing to the community.

The proposal contributes towards our key corporate strategic themes of:-

- Rotherham Proud
- Rotherham Safe
- Rotherham Alive
- Fairness
- Sustainable Development

These key themes are reflected within the Individual Well-being and Healthy Communities outcome framework, as follows:

- Improved Quality of Life – by creating opportunities for an improved quality of life, by dealing with empty homes and stimulating investment in the built environment (Objective 6)

- Economic well-being – providing affordable high quality housing options, to meet identified needs and create sustainable neighbourhoods
- Safe – by creating neighbourhoods that are safe, clean, green and well maintained with well-designed, good quality homes and access to local facilities.

The key investment themes within the LIP are:-

- New homes – supporting delivery of housing opportunities in the Borough to meet current and future needs and aspirations.
- Economic recovery – delivering investment activity which supports the recovery and stimulates local economic growth, sustaining businesses and jobs and training opportunities.
- Renewal – continuing the transformation of the Borough.
- Affordable housing – to meet the current and future needs of the Boroughs citizens.
- Sustainable communities – ensuring that our communities are safe and healthy and benefit from the range of essential services and provision that they need.

These key investment themes align with the Councils Corporate Priorities of:-

- Making sure that no community is left behind.
- Helping to create safe and healthy communities.
- Ensuring care and protection are available for those people who need it most.
- Providing quality education, ensuring people have the opportunity to improve their skills, learn and get a job.
- Improving the environment.

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

Valuation advice has been received from the Valuation Service, Asset Management.

A structural survey report on 34 and 36 Becknoll Road, Brampton is held by the Neighbourhood Investment Service.

Consultation has been undertaken with Hooper Ward Members as detailed in Section 7.3 above.

- Cabinet Member for Housing and Neighbourhoods, 15<sup>th</sup> March, Minute No: J152
- Cabinet Member for Neighbourhoods, 20.5.07, Minute No:304
- Cabinet Member for Housing and Neighbourhoods, 15.2.10, Minute No: J138.

### **Contact Name:**

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<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>20th September, 2010</b>
<b>3.</b>	<b>Title:</b>	<b>1 Clement Mews, Kimberworth &amp; 40 Josephine Road, Ferham.</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5. Summary**

1 Clement Mews, Kimberworth and 40 Josephine Road, Ferham are Council owned vacant properties in need of substantial investment.

The properties had previously been approved by the Cabinet Member for Housing and Neighbourhoods to support potential asset exchanges with private owners within Canklow, to support acquisition of their properties in that area for demolition. However, following negotiations with remaining owners, this option has not been pursued and the properties are no longer required for this purpose. Other options for the future of the subject properties have therefore been explored and are detailed in the report.

The cost of repairs and improvements to bring the properties to a lettable standard exceeds the investment threshold of £20,000 for individual properties.

In accordance with Minute No 304, Cabinet Member for Neighbourhoods 21.05.07, properties exceeding the investment threshold will be referred to the Cabinet Member for consideration. The investment threshold was re-affirmed by the Cabinet Member on 15<sup>th</sup> February 2009, Minute J138 refers.

This report presents the options considered and final recommendations for both properties.

### **5. Recommendations**

**That the Cabinet Member:**

- **Approves the disposal of 40 Josephine Road and 1 Clement Mews.**

## **7. Proposals and Details**

### **7.1 Background**

1 Clement Mews is an end terraced property and forms part of a larger terrace, the remainder of which is in private ownership. 40 Josephine Road is a two bedrooed mid terraced property forming part of a larger terrace, the remainder of which is again in private ownership.

The future use of both properties has been previously considered. Both properties were subsequently approved for the purpose of potential asset exchanges with private owners/landlords within the Canklow regeneration area, to enable the Council to gain ownership of identified properties for the purpose of demolition. 1 Clement Mews was approved for this purpose by the Cabinet Member on 15<sup>th</sup> February 2010, Minute No:136 refers and 40 Josephine Road on 14<sup>th</sup> December 2009, Minute No:102 refers.

Despite extensive negotiations with owners/private landlords within the Canklow area, the option of an asset exchange has not been pursued by any of the remaining owners and the two properties are therefore no longer required for this purpose. As such, alternative options for the future use of the properties have been considered.

Both properties require significant levels of investment to bring them to a Decent Homes standard. The estimated cost to rectify identified structural repairs, implement Decent Homes Investment and repair to lettable standard for both properties is as follows:

- 1 Clement Mews - £43,712
- 40 Josephine Road - £24,101

A detailed investment cost analysis for both properties is held by the Neighbourhood Investment Service. It should be noted that both properties have not received Decent Homes investment, and the above includes this investment cost. Such costs are immediate investment costs to achieve the Decent Homes Standard. The projected future investment requirements of both properties have not been identified at this stage.

The total cost of work to bring both properties up to a lettable standard exceeds the agreed investment threshold of £20,000 for individual properties.

In accordance with Minute No 304, Cabinet Member for Neighbourhoods 21.05.07, properties exceeding the investment threshold will be referred to the Cabinet Member for consideration. As such, an option appraisal has been undertaken to guide investment recommendations.

### **7.2 Option Appraisal**

A number of options have been considered for the future use of both properties. These are detailed below.

### **Option 1- Retain and Invest**

The Council would retain 1 Clement Mews and 40 Josephine Road, repair both to achieve the Decent Homes standard and re-let. The Council would continue to benefit from the asset value, the annual rental income stream generated and the availability of homes to satisfy local affordable housing demand.

However, both properties require significantly higher investment than the vast majority of vacant homes, to bring them to a Decent Homes standard. The properties are ageing miscellaneous (previously acquired) properties, not situated within purpose built estates and the Council do not own any other property in the street. Their dispersed nature presents a comparatively higher management cost and there is an increased likelihood of continuing capital investment needs moving forward, due to their age and construction. The properties offer comparatively poor space standards and as such are unlikely to meet future affordable housing needs and aspirations in the long term. There is currently a low waiting list demand for 2/3 bed miscellaneous terraced homes in the Ferham area. Although there is a high demand for 2/3 bed houses in the Kimberworth / Richmond Park area generally, the Council do not own any other property in this particular location and predominantly all adjacent housing is in private sector ownership.

This option is not recommended for the reasons stated above.

### **Option 2 - Disposal to an RP (Registered Social Landlord)**

This option would transfer the properties to a Registered Provider (Registered Provider is the new name for Registered Social Landlords) whilst retaining nomination rights. However the RP would benefit from the property asset value and future net rental income stream.

Whilst the Council would potentially benefit from a capital receipt, due to the condition of the properties, it is likely that the disposal would be on the basis of a significantly discounted value and/or subject to a dowry payment by the Council to the RP, due to the structural and internal repair costs attached.

In the present economic climate it is doubtful that a RP would be interested in acquiring miscellaneous properties where they have no other asset base and potentially may find this an unattractive offer. Indeed, some RP's are actively considering rationalising their asset base, to focus upon areas where they have a significant stock presence.

This option is not recommended for either property for the reasons stated above.

### **Option 3 – Demolition**

Demolition has not been considered for either property as due to the nature of their construction, whilst technically feasible, the costs of demolition and remediation to retained properties would far exceed the projected costs of retention and investment. In addition, neither area is identified for future clearance activity.

This option is not recommended for either property for the reasons stated above.

#### **Option 4 - Open Market Sale**

Disposal of the properties would generate a capital receipt to the Council and transfer investment liabilities to the new owner.

Specific sale conditions relating to repair requirements would be explored in order to ensure that the properties were brought up to a decent standard by the new owner and not left in disrepair.

The Asset Management Service, EDS has estimated the market values of the properties as follows:-

1 Clement Mews, Kimberworth	- £45,000 - £60,000
40 Josephine Road, Holmes	- £40,000

The capital receipt obtained is dependant upon market conditions at the time of sale and can fluctuate. The Council's Asset Management Service has indicated that there will be market interest in purchasing properties of this type should they be placed for sale.

This option is the recommended option for both properties.

#### **7.3 Ward Member Consultation**

1 Clement Mews is within the Rotherham West Ward. Ward Members have been consulted about the options presented above and support the option of disposal.

40 Josephine Road is situated in the Rotherham West Ward. Ward members have been consulted about the options and support the recommendation to dispose of the property.

#### **8. Finance**

With regard to Option 4, the costs of disposal of the properties would be recovered from the resultant capital receipt obtained.

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

Delays in investment decision making will negatively impact upon void performance indicators measuring empty homes relet times and income recovery performance.

At a time of fiscal constraint and growing pressures upon capital investment budgets, the effective management of empty homes is paramount, in both financial and service delivery terms.

The presence of empty homes produces a negative perception of neighbourhoods and a negative reaction from customers, particularly at a time of increasing demand for affordable homes.

The recovery in the housing market is still fragile and there is no guarantee of a successful sale, should properties be presented to the market for disposal. However, the recent successful disposal of similar properties by the Council, such as 28 Nelson Street, Clifton, suggest an active market interest in acquiring such properties for investment.

## 10. Policy and Performance Agenda Implications

Timely decision making with regard to investment in empty homes will contribute towards empty homes performance indicators, void rent loss performance and support increasing demand.

This proposal is making effective use of assets and managing them to best effect. It contributes to the sustainable neighbourhood's agenda by addressing identified housing issues and will help deliver better choice and quality of affordable housing to the community.

The proposal contributes towards our key corporate strategic themes of:-

- Rotherham Proud
- Rotherham Safe
- Rotherham Alive
- Fairness
- Sustainable Development

These key themes are reflected within the Individual Well-being and Healthy Communities outcome framework, as follows:

- Improved Quality of Life – by creating opportunities for an improved quality of life, by dealing with empty homes and stimulating investment in the built environment (Objective 6)
- Economic well-being – providing affordable high quality housing options, to meet identified needs and create sustainable neighbourhoods
- Safe – by creating neighbourhoods that are safe, clean, green and well maintained with well-designed, good quality homes and access to local facilities.

The key investment themes within the LIP are:-

- New homes – supporting delivery of housing opportunities in the Borough to meet current and future needs and aspirations.
- Economic recovery – delivering investment activity which supports the recovery and stimulates local economic growth, sustaining businesses and jobs and training opportunities.
- Renewal – continuing the transformation of the Borough.
- Affordable housing – to meet the current and future needs of the Boroughs citizens.
- Sustainable communities – ensuring that our communities are safe and healthy and benefit from the range of essential services and provision that they need.

These key investment themes align with the Councils Corporate Priorities of:-

- Making sure that no community is left behind.
- Helping to create safe and healthy communities.
- Ensuring care and protection are available for those people who need it most.
- Providing quality education, ensuring people have the opportunity to improve their skills, learn and get a job.
- Improving the environment.

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

Valuation advice has been received from the Valuation Service, Asset Management.

- Cabinet Member for Neighbourhoods, 20.5.07, Minute No:304
- Cabinet Member for Housing and Neighbourhoods, 15.2.10, Minute No: J138.
- Cabinet Member for Housing & Neighbourhoods, 15.2.10, Minute No:136
- Cabinet Member for Housing & Neighbourhoods, 14.12.09, Minute No:102

#### **Contact Name:**

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<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>20 September 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Update on 2010 Rotherham Ltd Performance Indicators Quarter 1, 2010/2011</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5. Summary**

On 21 June 2010, Cabinet Member agreed that in future separate reports would be provided for ALMO and Rotherham Metropolitan Borough Council performance indicators. This report relates to the ALMO's performance against Key Performance Indicators (KPIs).

2010 Rotherham Ltd presented their overview of performance to June 2010 (Appendix 1) to their Board on 4 August 2010.

### **6. Recommendations**

- **That Cabinet Member notes the contents of this report and Appendix 1.**

## 7. Proposals and Details

Page 4 of Appendix 1 details the indicators which were off target at the end of June 2010. These include:

- % of customers on whom 2010 Rotherham Ltd has diversity information
- % of total repairs completed within target
- % of responsive repairs where an appointment was made and kept
- % satisfied with the outcome of their ASB complaint
- Average number of working days lost due to sickness per employee

Customers on whom 2010 Rotherham Ltd has diversity information: In Quarter 1 (April – June 2010), 2010 Rotherham Ltd had collected diversity information on 86.73% of customers in tenanted premises, against an 88% target.

Collating diversity information also demonstrates 2010 Rotherham Ltd's understanding of its customer groups which will in turn support the thinking behind the Tenant Service Authority's 'local offers'.

Total repairs completed on target: In Quarter 1, 2010 Rotherham Ltd completed 90.88% of repairs within target, against a performance target of 92%.

Performance Clinics were held with the In House Service Provider to improve both this and the following indicator when an action plan was drawn up to:

- Tackle operative performance where necessary, and
- Identify old and duplicate jobs

Responsive repairs where an appointment was made and kept: In Quarter 1, 88.69% of appointments were kept, against a performance target of 95%.

Customers satisfied with the outcome of their ASB complaint: In Quarter 1, 80.22% of residents returning follow-up surveys stated they were satisfied with the outcome of their ASB complaint. This fell short of the 81% performance target.

Average number of working days lost due to sickness per employee: In Quarter 1, an average of 3.02 working days per employee were lost due to sickness which sits outside the 2.44 days target. The number of working days lost due to sickness has fallen for the third consecutive month; however, 2010 Rotherham Ltd has decided to hold a performance clinic (scheduled for 6<sup>th</sup> September 2010) to explore its underperformance against this indicator, the results of which will be reported to the 2010 Board.

### Decent Homes and Voids

An update on the progress of the Decent Homes Programme and 2010 Rotherham Ltd's success in tackling void properties can be found in RMBC's Performance Report.

## 8. Finance

There are no direct financial implications arising from this report.



**9. Risks and Uncertainties**

Deterioration in performance could lead to loss of customer satisfaction but the current monitoring arrangements mitigate performance related risk.

**10. Policy and Performance Agenda Implications**

Links to 3 of RMBC's Corporate Priorities:

1. Making sure no community is left behind.
4. Helping to create safe and healthy communities.
5. Improving the environment.

**11. Background Papers and Consultation**

Appendix 1 – 2010 Rotherham Ltd report: Overview of current cumulative performance to the end of June 2010 (Quarter 1)

**Contact:** Wendy G Foster, Interim Landlord Relations Manager  
**Telephone:** 55047  
**Email:** wendy-regen.foster@rotherham.gov.uk

<b>MEETING:</b>	Board
<b>DATE:</b>	4 August 2010
<b>TITLE OF REPORT:</b>	Overview of current cumulative performance to the end of June 2010 (Quarter 1)
<b>ACTION REQUIRED:</b>	Decision
<b>FINAL DECISION TAKING BODY:</b>	Board
<b>CLASSIFICATION:</b>	Public
<b>RECOMMENDATION(S):</b>	Board Directors are recommended to note the current performance and the rectification methods in operation where this has fallen significantly off target.
<b>REPORT AUTHOR AND CONTACT DETAILS:</b>	Name: Andy Williams Title: Performance Manager Telephone: (01709) 822270 Email: <a href="mailto:andy.williams@2010rotherham.org">andy.williams@2010rotherham.org</a>
<b>EXECUTIVE SUMMARY:</b>	<p>The purpose of this report is to give an overview of the current performance of 2010 Rotherham Ltd against monthly Key Performance Indicators (KPIs) for <b>June 2010 (Quarter 1)</b>.</p> <p>A number of these indicators have been adopted as a result of a consultation process carried out by HouseMark to produce a balanced scorecard of performance indicators.</p>
<b><u>IMPLICATIONS:</u></b>	
<b>CONSULTATION:</b>	Any changes to policies and practices need to demonstrate that there has been an appropriate level of customer consultation. Performance information is provided to customers at service improvement groups, when developing the 'Local Offers' and on our website.
<b>ENVIRONMENTAL:</b>	Effective management of empty homes and repairs can support the achievement of sustainable communities and contribute to reductions in crime and disorder.
<b>EQUALITIES/DIVERSITY:</b>	These performance results are compared with the targets previously agreed by 2010 Board, taking into account the diversity of customers within the

	<p>Borough.</p> <p>HM 12 - the percentage of customers on whom the landlord has diversity information – The target for this indicator was reduced towards the end of the previous year following undertaking comparisons with 3 star ALMOs. Advice has also been taken from HQN (Housing Quality Network) and our level of customer knowledge held is deemed to be quite high.</p> <p>It is a requirement for the organisation to utilise the information to reshape services in consultation with customer groups to ensure that services are being delivered fairly to the full spectrum of customers. Service managers are encouraged and assisted to compare performance across the diversity strands to identify variances and take remedial action to ensure equality of provision.</p>
<b>FINANCE AND VFM:</b>	<p>Several of the key performance indicators relate directly to the financial health of the company (e.g. Housing Income and Empty Homes Management).</p>
<b>HEALTH &amp; SAFETY:</b>	<p>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.</p>
<b>LEGAL:</b>	<p>The Memorandum &amp; Articles of Association govern the conduct of the Company. The management agreement with RMBC sets out 2010's responsibilities regarding monitoring and reporting of performance. Legal implications could arise if 2010 fails to deliver on its contractual obligations to customers or where, for example, it is in breach of health and safety legislation, including the requirement for properties to have a valid CP12.</p>
<b>PERSONNEL:</b>	<p>All officers within the company have personal development plans and these contain individual targets that contribute to the overall performance of the company.</p>
<b>RISK:</b>	<p>KPIs are closely monitored and action plans are discussed with lead managers who are responsible for minimising risk.</p>

**Introduction**

The purpose of this report is to provide the Board with an overview of performance against key performance indicators.

**Background**

The previous report submitted to this Board (23 June 2010) highlighted cumulative performance to the end of May 2010.

This report presents and summarises the cumulative performance to the end of June 2010 (1<sup>st</sup> Quarter) and now that quartile figures are available from HouseMark for 2009/10, compares year end performance against that quartile data.

**Performance Against Indicators**

The table below shows previously reported performance across 2010's KPIs for the year 2009/10 and compares it to the HouseMark quartile data, cumulative performance to the end of June 2010 (1<sup>st</sup> Quarter) and the targets for 2010/11. Further details about each indicator are given in the section following the table. Monthly performance figures are shown in Appendix A.

HouseMark Ref.	Description	2009/10 outturn	Quartile Position	Apr-Jun 2010 1 <sup>st</sup> Quarter	Monthly Control Target	2010/11 Target
12	% of customers on whom the landlord has diversity information	87.82%	Not Available	86.73%		88.00%
13	% of total repairs completed within target	87.03%	Lower	90.88%		92.00%
18	% of responsive repairs where an appointment was made and kept	87.85%	Lower	89.69%		95.00%
19	Tenants' satisfaction with the repairs service	93.93%	Upper	96.49%		90.00%
21	% of repairs completed right first time	99.30%	Upper	99.18%		88.00%
23	Gas safety certificates outstanding	0.58%	Lower	0.39% <sup>1</sup>		0.00%
26	% of non decent homes	6.29%	Upper Middle	4.10%	4.16%	0.00%
28	Average SAP rating	71.00	Upper Middle	72.01	71.25	72.00 (71.16)

<b>KEY</b>	<b>On target</b>	<b>Off target by &lt;5%</b>	<b>Off target by &gt;5%</b>
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<sup>1</sup> This indicator has a target set of 0.00% with a 0.40% tolerance level and therefore as it is within that level it is shown as on target.

HouseMark Ref.	Description	2009/10	Quartile Position	Apr-Jun 2010 1 <sup>st</sup> quarter	Monthly Control Target	2010/11 Target
32	% satisfied with the out come of their ASB complaint	78.89%	Upper Middle	80.22%		81.00%
33	% of ASB cases resolved	87.97%	Upper Middle	90.82%		90.00%
34	Average re let times (days)	18.35	Upper	26.53	29.00	23.00
36	Rent collected as a percentage of rent owed	99.53%	Upper	94.45%	93.85%	99.12%
38	Rent arrears of current social housing tenants as a percentage of rent debit	1.71%	Upper Middle	1.98%	2.15%	1.74%
46	% of new tenants satisfied with the allocation & lettings process	97.07%	Upper	98.40%		97.25%
50	% of leaseholders satisfied with landlord services	58.00%	Middle	Not available		65.00%
55	% of empty property rent loss	1.64%	Lower Middle	1.20%	1.35%	1.20%
59	Average Number of working days lost due to sickness absence	12.18	Lower	3.02	2.44	11.50

KEY	On target	Off target by <5%	Off target by >5%

The paragraphs below report performance by exception, i.e. for those indicators that were off target at the end of the June 2010 (1<sup>st</sup> Quarter).

#### ☹ HouseMark Ref 12: % of customers on whom the landlord has diversity information

The overall position is that to the end of June 2010 we had received responses to our diversity questionnaires from 22,190 customers. There are currently 25,585 customers within tenanted premises. The global knowledge value is therefore 86.73% against the collection target of 88%. The Board will recall the latter target value was adjusted downwards following benchmarking of the indicator with 3 star excellent providers.

A comprehensive report has been provided by the IT team and this is being used by customer service assistants (CSAs) to contact customers whose profiling information is not currently known. This information is also broken down by area. The preparation of the new TSA (Tenant Services Authority) 'Local Offers' will also

require 2010 to demonstrate that the company has employed its knowledge of customer groups in proposing and agreeing those standards.

Additionally, this indicator reports against 6 strands of diversity information. Individual targets have been set against each strand with the results to the end of June 2010 as follows:

Strand	Target 2010/11	June 2010 Cumulative
Gender	100.00%	100.00%
Ethnicity	95.50%	95.24%
Disability	83.00%	80.41%
Age	97.50%	97.18%
Sexuality	50.00%	42.99%
Faith	60.00%	41.60%

As can be seen from the table above 2 out of the 6 strands, Sexuality and Faith, have yet to reach their respective new year end target values. It is anticipated that the annual target will be reached.

***This indicator did not achieve the revised target set of 88% but is anticipated to achieve the year end target.***

 **HouseMark Ref 13: % of total repairs completed within target**

The month of June saw a total of 5,148 completed repairs of which 4,781 were completed on time, giving a performance of 92.87% for the month, an improvement on the May 2010 value of 90.45%.

Cumulatively there have been 16,411 repairs completed in the quarter of which 14,914 were completed within target, giving a running total of 90.88%. This indicator has not achieved the target of 92.00%.

As was previously reported to this Board, a series of performance clinics have recently been held during which a series of issues impacting on the performance of this indicator were identified and formed part of an IHSP action plan. Work has taken place within the IHSP to identify old and duplicate jobs and to target individual operative performance where it is identified as below standard. It is anticipated that the work of the performance clinic will continue to have a beneficial impact upon this indicator and the trend of progress to date, if maintained, will result in the target being achieved.

***This indicator did not achieve the target of 92%.***

 **HouseMark Ref 18: % of responsive repairs where an appointment was made and kept**

Performance for the month of June saw a total of 3,134 appointments made, of which 2,898 were kept, giving a performance of 92.47%. This was a significant

improvement when compared to May's out turn of 88.06%, however, this did not achieve the monthly profiled target of 95.00%.

By the end of June, a total of 9,408 appointments were made, of which 8,438 were kept, giving a cumulative out turn of 88.69%. This did not achieve the profiled cumulative target of 95.00%.

This indicator was also discussed in the recent performance clinics (see comments above). The details of the IHSP action plan will be shared with the Finance and Asset Management Committee and future performance will be monitored against the agreed action plan.


***This indicator did not achieve the target of 95.00%.***

 **HouseMark Ref 32: % satisfied with the out come of their ASB complaint**

The month of June saw a total of 15 surveys returned with 14 satisfied with the outcome of their ASB complaint. This gave a performance for the month of 93.33% which saw cumulative performance increase to 80.22% compared to May's cumulative of 77.63%. The indicator remains just outside the 81.00% target set.

Actions taken to improve performance in June included the ASB service improvement group approving revised acknowledgement letters and the recommencement of telephone surveys. These and other ongoing actions will ensure the indicator achieves the 81% target set.

***This indicator did not achieve the target of 81.00%.***

 **HouseMark Ref 59: Average number of working days lost due to sickness per employee.**

Performance for the month of June saw the average number of employees fall for the 3<sup>rd</sup> month in a row to 558 and the number of working days lost also fell for the 3<sup>rd</sup> month in succession to 547 days for the month. This gave a monthly performance of 0.98 days which was within the monthly control target. However, cumulative performance to the end of June has seen a total of 1,713 working days lost at an average of 3.02 days per employee which was outside the 2.44 monthly control target.

When compared to the 1<sup>st</sup> quarter of 2009/10 the average number of employees was more, at 622, and a total of 1,604 days had been lost compared to the 1<sup>st</sup> quarter of this year of 1,713 days. In view of this and the continued under performance of the indicator it has been decided to hold a performance clinic for this indicator and any findings will be reported to the Board.

***This indicator did not achieve the monthly profiled target of 2.44 days***

**Conclusion**

Of the 22 core indicators, we are currently reporting on a monthly basis against 17 of them. As detailed previously to this Board, in relation to the other 5:

Two indicators are reported annually from the STATUS survey:

- HM 1 – Satisfaction of tenants with landlord services
- HM 45 - % of tenants satisfied their views are taken into account by their landlord.

The STATUS survey did not produce a large enough sample to provide reliable data for:

- HM 2 - Satisfaction of BME tenants with overall service

Two indicators are currently Council controlled functions:

- HM 35 - % tenants satisfied with estate services
- HM 44 - Former tenant arrears as a percentage of the rent roll

**In summary:**

Of the 17 core indicators examined:

- 11 (65%) indicators were on target
- 1 (6%) indicator had no data available - annual value only
- 5 (29%) did not achieve the year end target: -
  - 3 by less than 5%
  - 2 by more than 5%

Achieved the target	Missed the target by less than 5%	Missed the target by more than 5%
HM19, HM21, HM23 HM26, HM28, HM33, HM34, HM36, HM38, HM46 HM55	HM 12, HM13 , HM32,	HM18, HM59

When compared to May's cumulative performance:

- 11 (69%) have improved
- 5 (31%) have deteriorated

Improved	Stayed the same	Shown a deterioration
HM13, HM18, HM19, HM21 HM23, HM26, HM28, HM32 HM34, HM36, HM38,		HM12, HM33, HM46, HM55, HM59

Senior managers have been alerted that three of the indicators showing deterioration within the month (HM33, HM46 and HM55) are indicators that have



been noted as falling despite being above their respective target values. They have been advised to maintain close monitoring in those areas to prevent further slippage.

When comparing to the 1<sup>st</sup> Quarter in 2009/10 there is data available against 15 indicators, as follows:

- 9 (60%) have improved
- 6 (40%) have deteriorated

Improved	Stayed the same	Shown a deterioration
HM12, HM13, HM18, HM26, HM28, HM32, HM36, HM38, HM55,		HM19, HM21, HM23, HM33, HM34, HM59

**Some of the things that went well in the month**

HM 23- Gas safety certificates outstanding. This indicator has a target set of 0.00% with a tolerance of 0.40% and for the first time since July 2009 the cumulative performance of 0.39% to the end of June was within that tolerance. A number of performance clinics have been held to discuss performance and measures that could be put in place to improve performance. It was pleasing to announce at the clinic held on 9<sup>th</sup> July 2010 that the indicator was back within the tolerance level. Efforts will continue to further improve performance towards the 0.00% target.

As highlighted above, 69% of indicators are on target and 69% of indicators have improved on the May cumulative out turn. It should be noted that, of the 5 indicators that did not improve on the previous month’s cumulative performance, 3 are on target. Also when we compare the 1<sup>st</sup> quarter of 2010/11 to that of 2009/10, 60% of indicators have shown an improvement.

When looking at monthly performance for June in Appendix A, it can be seen that, of the 16 indicators with data, 11 (69%) are on target and only 1 (6%) indicator was more than 5% off target.

**Year end performance- quartile information**

Since the Board last met in June, HouseMark has issued its year end benchmarking data showing where performance for each indicator sits when compared to quartile information. This has been highlighted in the table on pages 3 and 4 of this report: comparative data was available for 16 out of the 17 core indicators and it is summarised as follows:

- 5 (31%) upper quartile
- 5 (31%) upper middle
- 1 (6%) middle
- 1 (6%) lower middle
- 4 (26%) lower

<b>Quartile</b>	<b>Indicator</b>
Upper	HM 19,21,34,36,46
Upper Middle	HM 26,28,32,33,38
Middle	HM 50
Lower Middle	HM 55
Lower	HM 13,18,23,59

At the end of the 1<sup>st</sup> quarter the Board should note that performance is certainly moving in the right direction with a number of indicators not only achieving targets but, month on month, showing continuous improvement.

Every effort will be made to ensure this trend continues and with the help of performance clinics and the close monitoring of indicators we should see those indicators currently off target getting back on target.

## Appendix A – Month on Month Performance

HouseMark Ref.	Description	April 10	May 10	June 10	July 10	Aug 10	Sept 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	2010/11 Target
12	% of customers on whom the landlord has diversity information	87.15%	87.15%	86.73%										88.00%
13	% of total repairs completed within target	89.70%	89.99%	92.87%										92.00%
18	% of responsive repairs where an appointment was made and kept	87.01%	88.06%	92.47%										95.00%
19	Tenants' satisfaction with the repairs service	97.57%	96.14%	96.54%										90.00%
21	% of repairs completed right first time	99.14%	99.14%	99.23%										88.00%
23	Gas safety certificates outstanding <sup>1</sup>	0.47%	0.45%	0.39%										0.00%
26	% of non decent homes <sup>2</sup>	5.89%	4.98%	4.10%										0.00%
28	Average SAP rating	71.21	71.75	73.07										72.00
32	% satisfied with the outcome of their ASB complaint <sup>3</sup>	75.00%	81.25%	93.33%										81.00%
33	% of ASB cases resolved	93.42%	90.71%	87.50%										90.00%
34	Average re let times (days) <sup>4</sup>	22.09	30.99	24.89										23.00
36	Rent collected as a percentage of rent owed <sup>5</sup>	80.42%	108.24%	99.73%										99.12%

HouseMark Ref.	Description	April 10	May 10	June 10	July 10	Aug 10	Sept 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	2010/11 Target
38	Rent arrears of current social housing tenants as a percentage of rent debit <sup>6</sup>	2.25%	2.24%	1.98%										1.80%
46	% of new tenants satisfied with the allocation & lettings process	99.23%	99.22%	96.55%										97.25%
50	% of leaseholders satisfied with landlord services	Surveys to be returned by end of Jan 11	Surveys to be returned by end of Jan 11	Surveys to be returned by end of Jan 11										65.00%
55	% of empty property rent loss <sup>7</sup>	1.35%	1.14%	1.31%										1.20%
59	Number of working days lost due to sickness absence <sup>8</sup>	1.05	0.99	0.98										11.50

KEY	<b>On target</b>	<b>Off target by &lt;5%</b>	<b>Off target by &gt;5%</b>
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**Notes**

- 1 This indicator is only reported cumulatively. The target is 0.00% with a 0.40% tolerance
- 2 This indicator is only reported cumulatively with monthly control targets
- 3 Target against this indicator was amended in November 2009 to 78.00%
- 4 This indicator has monthly control targets set against it
- 5 This indicator has monthly control targets set against it
- 6 This indicator has monthly control targets set against it
- 7 This indicator has monthly control targets set against it
- 8 This indicator has monthly control targets set against it

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>20th September, 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Update on 2010 Rotherham Ltd Improvement Plan Quarter 1, 2010/2011</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5. Summary**

On 21 June 2010, Cabinet Member agreed that in future separate reports would be provided for ALMO and Rotherham Metropolitan Borough Council performance. This report relates to the ALMO's performance against 2010's Improvement Plan.

2010 Rotherham Ltd presented their progress report against the Improvement Plan for the period April - June 2010 (Appendix 1) to their Board on 4 August 2010.

### **6. Recommendations**

- **That Cabinet Member notes the contents of this report and Appendix 1.**

## **7. Proposals and Details**

The Improvement Plan 2009/2011 has captured recommendations from previous Audit Commission inspections and Customer Service Excellence partial compliances (during Continual Compliance Review) and was agreed with Rotherham Metropolitan Borough Council in October 2009.

The attached report, Appendix A, charts 2010 Rotherham Ltd's progress against the Improvement Plan.

At the end of this quarter (April – June 2010), of 62 actions within the Improvement Plan:

- 43 actions have been completed on or ahead of time
- 18 actions are progressing in line with timescales
- 1 action is progressing with some concern for timescale, and
- 0 actions are behind schedule

Progress has also been made in addressing the 5 outstanding recommendations from previous Audit Commission inspections. Of those, 4 have been completed during this quarter and the remaining action is being progressed within the agreed, revised timeframe.

The 6 partial compliances noted during the award of the Customer Service Excellence (CSE) status in 2009 were revisited during the recent Continuous Compliance Review (CCR). The Assessor was complimentary around 2010 Rotherham Ltd's ongoing work and reduced the partial compliances to 3. That said, the Assessor noticed deterioration on one other standard since the 2009 assessment and added a 4<sup>th</sup> partial compliance. The CSE award remains in force and further development work has taken place to address the remaining partial compliances before the next assessment in spring 2011.

## **8. Finance**

There are no direct financial implications arising from this report.

## **9. Risks and Uncertainties**

There is a risk to the future of 2010 Rotherham Ltd and the associated extension of time given by Rotherham Metropolitan Borough Council for the Management Agreement which currently runs to June 2011. The success and timely execution of the actions within the Improvement Plan may impact on any future Management Agreement.

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

Links to 3 of RMBC's Corporate Priorities:

1. Making sure no community is left behind.
4. Helping to create safe and healthy communities.

5. Improving the environment.

**11. Background Papers and Consultation**

Appendix 1 – 2010 Rotherham Ltd report, Improvement Plan 2009/2011: Progress to 30 June 2010 (Q5 or Q1 of 2010/2011)

**Contact** Wendy G Foster, Interim Landlord Relations Manager  
**Telephone:** 55047  
**Email:** wendy-regen.foster@rotherham.gov.uk

## Report to 2010 Rotherham Ltd

<b>MEETING:</b>	Board
<b>DATE:</b>	4 August 2010
<b>TITLE OF REPORT:</b>	Improvement Plan 2009/2011: progress to 30 June 2010 (Q5 or Q1 of 2010/11)
<b>ACTION REQUIRED:</b>	Decision
<b>FINAL DECISION TAKING BODY:</b>	Board
<b>CLASSIFICATION:</b>	Public
<b>RECOMMENDATION(S):</b>	<p>The Board is recommended to:</p> <ol style="list-style-type: none"> <li>i. Accept the report for information;</li> <li>ii. Note the progress made against the recommendations from previous Audit Commission inspections and Customer Service Excellence partial compliances during Continual Compliance Review; and</li> <li>iii. Note that arrangements are in hand to improve those actions that have been reported as being either behind schedule or off target and the associated remedial action being undertaken to correct the position.</li> </ol>
<b>REPORT AUTHOR AND CONTACT DETAILS:</b>	<p>Name: Tim Whitworth          Job Title: Performance and Service Improvement Manager          Tel: 822208          Email address: <a href="mailto:tim.whitworth@2010rotherham.org">tim.whitworth@2010rotherham.org</a></p>
<b>EXECUTIVE SUMMARY:</b>	<p>This report presents to the Board information regarding the progress to the end of June 2010 with the Improvement Plan as previously agreed with RMBC.</p> <p>Of the 62 actions within the Improvement Plan, 43 (33) were targeted for completion by the end of Q5.</p> <p>In summary the position at the end of Q5 was:</p> <p>43 (33) actions being completed on or ahead of time;          18 (15) actions progressing in line with timescales;</p>



1 (4) actions progressing with some concern for timescale; and  
 0 (0) actions confirmed as being behind schedule.

*N.B. The values on brackets indicate situation at the end of the previous quarter on 31 March 2009.*

Progress has also been made in addressing the five outstanding recommendations from previous Audit Commission inspections. Of those, four have been completed during the quarter and the remaining one action is being progressed within the agreed revised time frame.

The 6 partial compliances noted during the award of the Customer Service Excellence (CSE) status in 2009 have been revisited during the recent Continuous Compliance Review (CCR). The assessor praised the work continuing to be undertaken by the company and reduced the partial compliances to three. However, the assessor did notice deterioration on one other standard since the 2009 assessment and added a fourth partial compliance. The company has retained the CSE award and will be subjected to a further CCR in June 2011.

**IMPLICATIONS:**

**CONSULTATION:**

No consultation has been undertaken in preparing this report. However some of the actions within the plan require 2010 to undertake discussion with our customers in relation to the continuous improvement of delivered services. The recent CSE review involved the assessor meeting with a cross section of stakeholders and customer groups to gauge their opinion of the quality of services provided.

**ENVIRONMENTAL:**

There are no environmental implications arising directly from this report.

**EQUALITIES/DIVERSITY:**

There are no equality or diversity implications arising directly from this report.

**FINANCE AND VFM:**

The actions within the improvement plan do not directly incur additional cost. Finance and VFM actions are specifically identified within themes 5 and 6 of the plan.

**HEALTH & SAFETY:**

There are no Health & Safety implications arising directly from 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:**

There are no personnel implications arising directly from this report.

**RISK:**

There are risks to the future of the organisation and the associated extension of time provided by RMBC for the Management Agreement, currently until June 2011. Any future Management Agreement is dependent upon the successful and timely execution of the various actions within the improvement plan.

**Introduction**

The Improvement plan was agreed with RMBC in October 2009. It comprises six themes and they are:

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

Within the six themes are 62 individual actions each with a target outcome, a key date for completion and the criteria to determine successful execution. Every action has a lead Director responsible to ensure that the action is carried out and to provide quarterly progress reports.

Progress is reported to the Performance and Service Improvement (P&SI) team by directorates and a status indicator code is assigned reflecting the progress made with each action during the quarter.

The status indicators are colour coded thus:

- **Red:** The key date has passed or the outcome is known not to be achievable by key date.
- **Amber:** The key date has not yet passed but timely completion is threatened.
- **Green:** The key date has not yet passed but timely completion is expected.
- **Clear:** (to be shown as a blue 'C' if represented by a letter). The outcome has been achieved/the task is complete.

Evidence sampling takes place by the Performance & Service Improvement team upon receipt of each Directorate progress report. Further challenge exists via supplementary evidence checks made by the RMBC Landlord Relations Manager.

The progress report comprises three sections; these are grouped to those actions:

1. which are known to be **behind schedule/off target** against key dates;
2. those actions where there have been **notable achievements** recorded; and
3. a view of **forthcoming actions** scheduled to be completed within the next quarter of the financial year.

### **Progress to 30 June (Q5)**

Further progress has been made with the improvement plan during Q5 with:

- 43\* (33\*) actions being completed on or ahead of time;
- 18 (15) actions progressing in line with timescales;
- 1 (4) actions progressing with some concern for timescale; and
- 0 (0) actions confirmed as being behind schedule.

*N.B. The values on brackets indicate situation at the end of the previous quarter at 31<sup>st</sup> March 2010.*

*\* figures include one action completed by 31<sup>st</sup> March but not achieved, i.e. % of performance indicators showing improvement upon the previous year (65% against a target of 70% i.e. one indicator short).*

The detailed progress report which includes any remedial actions in place for actions at RED status, notable achievements within the quarter and forthcoming actions within the following quarter is attached at Appendix A.

### **Outstanding recommendations from previous Audit Commission inspection reports**

At the start of the quarter there were 5 recommendations outstanding from the previous Audit Commission inspection. Of those, four have been completed during the quarter and the remaining one action is being progressed within the agreed and revised time frame.

Performance against the recommendations has been reported to RMBC (NAS) each month and the Council's chief executive's department monitors progress periodically. A summary of progress against the actions is attached at Appendix B.

### **Customer Service Excellence (CSE) award 2009 - partial compliances**

Board members will recall that last Spring 2010 Rotherham Ltd was awarded the Customer Service Excellence status. The award was the enhanced replacement for the old *Chartermark* and relates to the quality of customer service provided by public bodies.

When the CSE award was made in April 2009, the organisation was informed of six partial compliances against the standard. In June 2010 the organisation underwent a continuous compliance review during which three of the partial compliances were assessed and confirmed as now being fully compliant. The remaining partial compliance focussed upon our limited communication of information to customers. As a result of the assessor observing customer interactions at the Swinton call centre a new partial compliance was added.

The full assessment report has been received and the findings have been communicated to key managers for rectification.

### **Summary**

This is the third assessment of quarterly progress against the improvement plan and again, delivery against the actions can be considered to be good with the exception of those actions highlighted.

There are a number of actions targeted for completion during the next assessment period (Q6 or Q2 of 2010/11) and these are currently being monitored.

The organisation continues to make progress against the recommendations of the previous Audit Commission inspection report and the partial compliances associated with the CSE award.

### **Proposals & Rationale**

The improvement plan will continue to be updated by Directorates and quarterly progress reports will be presented to Board and RMBC. Evidence to support individual action status will be examined by the P&SI team with random examinations of supporting evidence carried out by the RMBC landlord relations manager to confirm the validity of the status of individual actions.

### **Recommendations**

The Board is recommended to:

- i. Accept the report for information;
- ii. Note the progress made against the recommendations from the previous Audit Commission inspection and CSE partial compliances during Continual Compliance Review; and
- iii. Note that arrangements are in hand to improve those actions reported as being either behind schedule or off target and the associated remedial action being undertaken to correct the position.

### **Appendices/supporting information**

- i. Appendix A - The progress report to 30 June 2010 (attached)
- ii. Appendix B – Outstanding recommendations from the previous Audit Commission inspection reported to RMBC (attached)
- iii. The Improvement Plan as agreed with RMBC in October 2009 (previously issued)

Supporting information and evidence is held by the Performance and Service Improvement Team.

## 2010 Rotherham Ltd Improvement Plan: 2009/11 – Quarter 5 progress report

### Background

The Improvement Plan contains 6 main outcomes and these are to be achieved through 62 individual actions. Each action has a lead Directorate. The plan has been updated to report progress by exception to the end of December 2009 (Quarter 3).

The status indicators are colour coded thus:

- **Red:** The key date has passed or the outcome is known not to be achievable by key date
- **Amber:** The key date has not yet passed but timely completion is threatened
- **Green:** The key date has not yet passed but timely completion is expected
- **Clear:** (to be shown as a blue 'C' if represented by a letter) The outcome has been achieved/the task is complete.

This appendix provides an update on those actions:

- which are known to be **behind schedule/off target** against key dates;
- those actions where there have been **notable achievements** recorded;
- and a view of **forthcoming actions** scheduled to be completed within the forth quarter of the financial year.

**Section One - Exceptions report and remedial action within Quarter 5:**

There are **no** actions currently identified as being ***behind schedule/off target*** against key dates.

**Section Two – Notable achievements within Quarter 5**

Within the quarter there have been many notable achievements recorded and there are several actions confirmed as completed. These include:

- Senior management competency based training was delivered
- The corporate website was redesigned and incorporates all relevant information for customers. Two independent sources of feedback have remarked about the ease of use the revised layout now provides, particularly with regard to navigation.
- All managers have received value for Money training from the Finance Directorate staff.
- The company accounts have been audited by the external auditors and two of the three outstanding recommendations from previous auditors have been deemed completed; only one minor recommendation was made with regard to the 2009/10 accounts.
- The Value for Money working group has met and is now examining a range of instances where VFM may be recorded and publicised.
- Mark Rason of the IHSP was a Finalist in the Association of Public Service Excellence (APSE) Apprentice of the Year awards held in Manchester.

**Section Three - Forthcoming actions in Quarter 6 (Q2 of 2010/11)**

Within the next quarter there are two actions due to be completed. These are:

- Undertake Value for Money priority service reviews
- Undertake the annual review of governance (included within Internal Audit Plan)

**Outstanding recommendations from the previous Audit Commission inspection reported to RMBC****...Focusing on developing a value for money culture among staff and board members, integrating the strategy into 2010's overall approach to service delivery**

COMPLETED

This has been implemented, as evidenced through:

- Implementation of VFM strategy
- Demonstrable savings over past 12 months
- Efficiency targets built in to the ALMO's Business Plan
- All tier 3 and 4 managers have received training on VFM
- A VFM working group has been established to lead reviews of all service areas to ensure continuous improvement

**...Ensuring efficiency targets are integrated into service plans and individual targets set**

COMPLETED

Efficiencies have been incorporated in the business plan for delivery in 2010/11 agreed by the board 12<sup>th</sup> May, 2010.**...Reducing the high levels of emergency and urgent repairs**

REVISED ACTION DATE: OCTOBER 2010

As part of the market testing of repairs and maintenance works, bidders have been incentivised, through the mechanism of a 'price per property' to be proactive in dealing with repairs issues. This should assist in the drive to shift the balance in planned /emergency ratio. This action will be signed off once the new contracts go live in October 2010.

**...Assessment of the impact of new strategies, approaches, procedures and initiatives on customer outcomes**

COMPLETED

All new strategies and initiatives are now evaluated with respect to customer outcomes. There is a programme of equality impact assessments in place. All service standards have been reviewed from the customers' perspectives as part of implementation of the new TSA standards framework.

**...Ensuring that the Board receives regular progress reports on delivery of the housing elements of the Annual Efficiency Statement targets**

COMPLETED

A report will be presented to the Board on 12<sup>th</sup> May and annually thereafter. Updates will be provided at quarterly intervals to the Finance and Audit & Governance Committees.



<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>20th September 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Housing and Neighbourhoods 1st Quarter Performance Report 2010/11</b>  <b>All Wards Affected</b>
<b>4.</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5. Summary**

This report outlines the performance of the 2010/11 key performance indicators for the Housing and Neighbourhoods element of the Directorate at the end of June 2010.

Indicators managed by Housing and Neighbourhoods continue to maintain high levels of performance with all 9 (100%) of the reportable indicators currently in line to achieve their targets. This compares to 100% of indicators achieving their targets in 2009/10.

The new suite for 2010/11 includes indicators relating to Housing in the public and private sector, Housing Market Renewal, Fuel Poverty, Aids and Adaptations and Business Regulation

Indicators managed by 2010 Rotherham Ltd will be reported separately.

### **6. Recommendations**

**Cabinet Member notes the 1<sup>st</sup> quarter position and recognises the excellent progress in performance.**

## 7. Proposals and Details

At the end of June, of the 11 indicators included within the suite, there are 9 indicators where performance information is available. Of these, 100% are in line to achieve their year end targets. There are 2 indicators (NAS 22b and NI 187) where performance information will not be available until later in the year. The indicators currently on target are;

- NAS 17 Average relet time from termination to start of new tenancy
- NAS 22 Private sector homes demolished / made fit
- NAS 30 Percentage spend of the Housing Market Renewal pathfinder
- Number of 'Affordable' homes delivered
- Percentage of non decent council housing
- NI 182 Satisfaction of business with local authority regulation services
- NI 184 Food establishments in the area which are broadly compliant with food hygiene law
- NAS 34 Average length of time waiting for major adaptations from assessment to work beginning
- NI 156 Number of households living in temporary accommodation

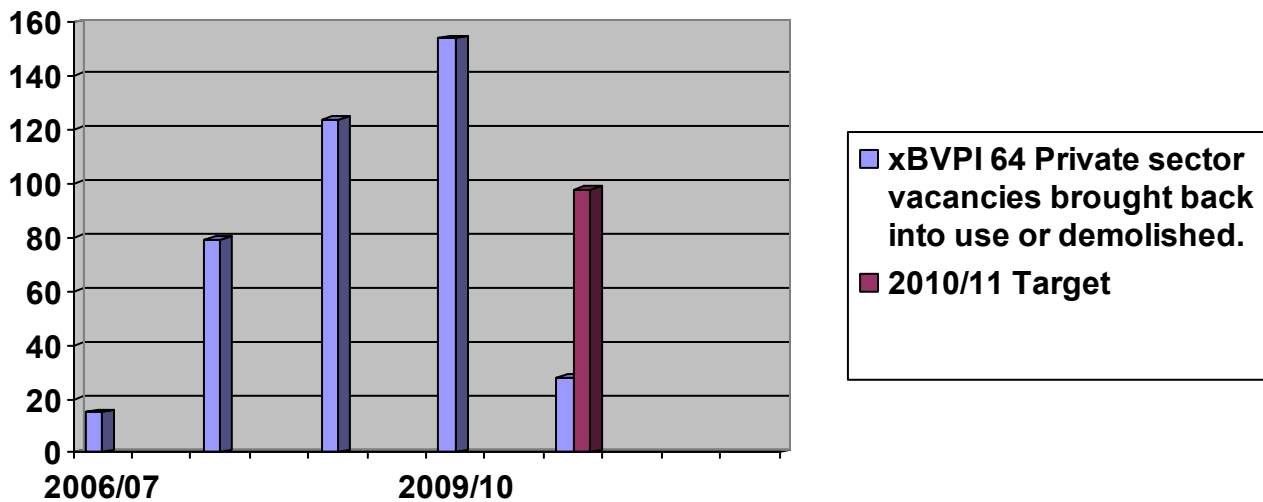
### 1<sup>st</sup> Quarter Performance Exceptions

#### **NAS 22 - Private sector vacancies brought back into use or demolished (Neighbourhoods)**

Performance at the end June was 28 compared to the quarter control target 20. The overall target for 2010/11 is 98.

Work is carried out by the Community Protection Unit, Key Choices Property Management, Registered Social Landlords, Anchor Housing Trust and Neighbourhood Investment Services to enable private sector vacant properties to be brought back into use or demolished.

The graph below shows the number of private sector homes within the borough that have been brought back into use / demolished within the last four years;



#### NI 158 - % Non decent council housing (2010 Rotherham Ltd)

The percentage of non decent council owned housing in the borough at the end of June has reduced from 6.29% (1319 dwellings) at the end of 2009/10 down to 4.10% (857 dwellings).

The above figures include 'refusals' and 'no access' dwellings which are deemed to be classed as decent. These dwellings will remain classed as 'decent' until they become void following termination of the tenancy by the tenant at which point works will need to be carried out to bring them up to the Decent Homes standard. The current projected level of "Refusals/No access" at the end of the programme is 8.6% (Approx 1750 dwellings). The refurbishment programme is on target to be completed by December 2010.

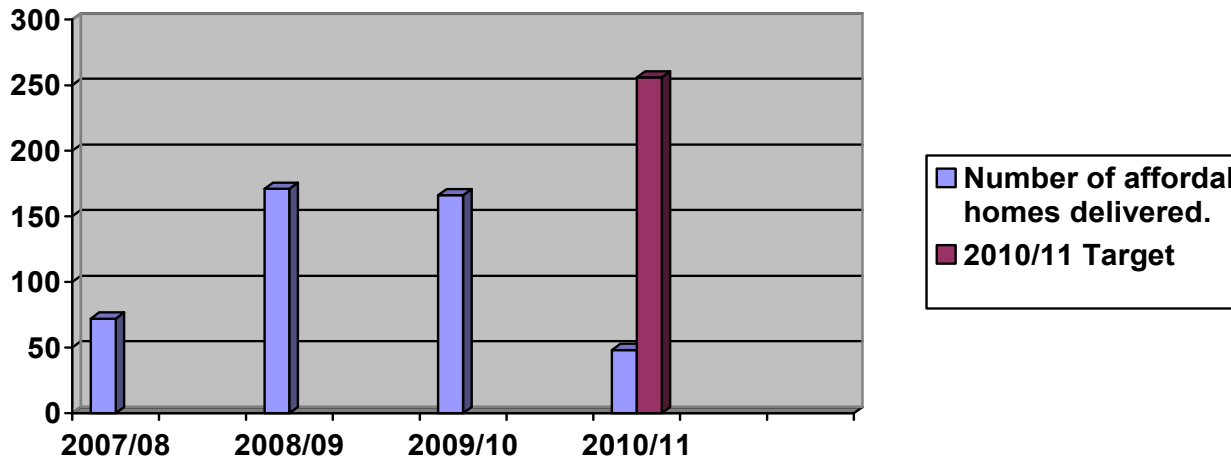
The 2010/11 budget for the Decent Homes programme is £21.340m and expenditure to 16<sup>th</sup> July 2010 was £4.242m. The refurbishment programme is on target to be completed by December 2010 within the budget of £9.2m..

#### NI 155 - Number of affordable homes delivered (Neighbourhoods)

At the end of the 1<sup>st</sup> quarter there have been an additional 48 affordable homes delivered which was ahead of the 1<sup>st</sup> quarter control target of 40 new affordable homes and is in line to achieve the LAA target for the year of 256 dwellings delivered. Performance is being achieved as a result of collaborative working with RSL and private sector developers. The partnership approach to securing additional Section 106 of the Town and Country Planning Act 1990 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 taking into account the current financial climate where the number of new homes built within the borough failed to achieve set targets last year. The last 4 years has seen a provision of an additional 457 units in the borough. The overall programme is also supplemented by 127 new council homes being built in the borough which commenced in March 2010.

The graph below shows the increase in the number of 'Affordable Homes' in the borough in the last 4 years;



### NI 156 - Number of households living in temporary accommodation

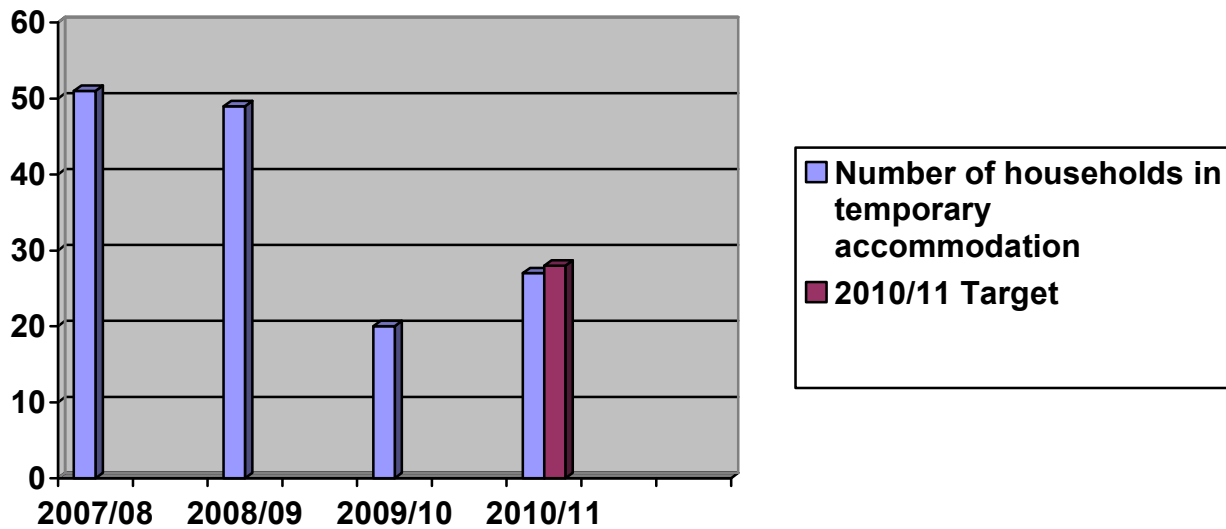
At the end of June there were 27 households in temporary accommodation which is ahead of the monthly control target of 32 households and the indicator is in line to achieve the year end target of 28 households in temporary accommodation This is within the governments set target for Rotherham of 31 households in temporary accommodation..

There are a number of external influences that may impact on numbers in temporary accommodation, these are;

- Children and Young People Services (CYPS) joint protocol - CYPS use bed and breakfast - we are offering use of our temporary accommodation as alternative supported accommodation and will need to take a homeless case initially until we have determined if a child is in need. This is new case law for 16 to 17 year olds
- Case resolutions programme - last year people had moved out of the area when given the opportunity to remain (this reduced the use of temporary accommodation) but this had only been a temporary position i.e the family might have moved to Sheffield to live with family and now have been asked to leave. The family then presents to the local authority in the area but because their local connection is Rotherham they are referred back to Rotherham and we then have a duty to accommodate them.

- Mortgage protection Insurance runs out after a 12 month period, families facing repossession are still approaching the council. There is also the risk of cuts by Government in funding to support Mortgage Rescue.
- The potential increase in Domestic Abuse (DA) cases possibly due to economic downturn – there are approximately 15 cases of DA per month at MARAC

The graph below shows the number of households in temporary accommodation;



**NAS 17 - Average relet time (2010 Rotherham Ltd)**

At the end of the 1<sup>st</sup> quarter the number of days taken to relet empty properties (26.53) has increased since the reported figure of 18 days at the end of last year. A potential increase in the number of days taken was identified by the Service Performance team through, data quality checks in September 2009. This highlighted that last years reported empty property figures excluded properties undergoing major works eg Decent Homes, which was not in line with the indicator definition. 2010 Rotherham Ltd have undertaken a review of the empty property management process following the subsequent data quality report submitted to 2010 Board in December 2010 and have addressed this issue, which has impacted upon the number of days taken.

There have been 420 lettings in the 1<sup>st</sup> quarter of the year which compares to 407 in the same period last year. At the end of the 1st quarter the number of empty properties (244) had increased from 242 (2009/10 year end) however the latest available information indicates that there has been a reduction in empty properties down to 211 (23rd August 2010).

## **Finance**

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).

Empty property rent loss at the end of the 1<sup>st</sup> quarter was £194k (1.20%) which is an improvement when compared to the same period last year where the rent loss stood at £289k (1.94%). The overall target for the year is a reduction to 1.20% of the collectable rent..

## **8. Risks and Uncertainties**

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

The Tenant Services Authority position is currently under review by the Government, which is to be completed prior to the Comprehensive Spending Review in October 2010. Work is ongoing to deliver 'Local Offers' and a 'Housing Excellence Plan' has been developed with regular updates on progress being provided to ensure delivery of the identified actions.

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**

The Government has informed Local Authorities (LA's) that the 'Place Survey' and 'Status (Tenant Satisfaction) Survey' have been abolished and that LA's need to consider other means of collecting information that may be useful. The abolition of the 'Place Survey' has implications for measuring customer satisfaction / perceptions of services we deliver.

Information has also been received from the Government that the Audit Commission has now been abolished with these responsibilities transferring to the National Audit Office.

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

The 2010/11 Housing and Neighbourhoods 1<sup>st</sup> quarter 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

**Appendix A: Safe and Attractive Neighbourhoods - Performance Indicator Outturns for 1st Quarter 2010/11**

**Key to symbols**

	indicator rated 'off target'	B	Banding
	indicator rated 'on target'	Q	Quartile
	indicator has improved	Q1	is worst
	indicator has deteriorated	Q4	is best

<b>RAG Status</b>				<b>Total</b>
<b>No. of indicators</b>	0.	9.	2.	<b>11.</b>
<b>Percentage</b>	0. %	82. %	18. %	<b>100. %</b>

**Housing and Neighbourhoods (David Richmond)**

Line no	RAG Status	Measure	Good Performance	Banding/ Quartile	2009/10 Baseline	Jun '10 Result	This time last year	D.o.T. from same time last year	Jun '10 Target	2010/11 Target	Joint Indicator	Responsible Manager	Outcomes Framework
6.		NAS 17 (BV 212) Average relet time from termination to start	Lower is better	Q1	18.35	<b>26.53</b>	24.2		29	23	2010 Rotherham Ltd	2010 Rotherham Ltd	2
7.		NAS 22 (BV 64) Private sector homes demolished / made fit	Higher is better	Q4	154	<b>28</b>	21		20	98	No	Paul Benson	6
8.		NAS 30 (HMR 2) % Spend of the HMR pathfinder programme	Higher is better	N/A	106.91%	<b>45.19%</b>	27.9%		25%	100%	N/A	Joel Gouget	9
9.		NI 155 Number of affordable homes delivered	Higher is better	Q1	166	<b>48</b>	133		44	256	RSL	Tracie Seals	6
10.		NI 158 % non decent council housing	Lower is better	Q3	6.29%	<b>4.1%</b>	16.31%		4.16%	0%	2010 Rotherham Ltd	Romana Youhill	6
11.		NI 182 Satisfaction of business with local authority regulation services	Higher is better	Q3	83	<b>91</b>	Started monitoring in August		85	85	No	Alan Porgozelec	2
12.		NI 184 Food establishments in the area which are broadly compliant with food hygiene law	Higher is better	Q1	80.58%	<b>81.16%</b>	Started monitoring in August		80%	80%	No	Janice Manning	1
13.		NAS 22b Empty properties within the borough (All sectors)	Lower is better	Annual assessment available March 2011							2010 Rotherham Ltd	Paul Benson	7
14.		NI 187a Tackling fuel poverty - % of people receiving income related benefits living in homes with a low energy efficiency rating	Lower is better	Q4	2.45	Annual survey available in February 2011			No	Paul Maplethorpe	6		

**Independent Living (Kirsty Evertson)**

Line no	RAG Status	Measure	Good Performance	Banding/ Quartile	2009/10 Baseline	Jun '10 Result	This time last year	D.o.T. from same time last year	Jun '10 Target	2010/11 Target	Joint Indicator	Responsible Manager	Outcomes Framework
15.		NAS 34 Average length of time waiting for major adaptations from assessment to work beginning	Lower is better	N/A	21	<b>16.62</b>	Started monitoring in April 2010		19.5	15		Martin Humphries	2
16.		NI 156 Number of households living in Temporary Accommodation	Lower is better	TBC	20	<b>27</b>	39		32	28	No	Sally Dodson	6

<b>ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS</b>
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<b>1.</b>	<b>Meeting:</b>	<b>Cabinet Member for Safe and Attractive Neighbourhoods</b>
<b>2.</b>	<b>Date:</b>	<b>20<sup>th</sup> September 2010</b>
<b>3.</b>	<b>Title:</b>	<b>Policing in the 21<sup>st</sup> Century</b>
<b>4.</b>	<b>Directorate:</b>	<b>Chief Executive's/NAS</b>

### **5. Summary**

Policing in the 21<sup>st</sup> Century: Reconnecting police and the people consultation was published on 26<sup>th</sup> July as part of the coalition reform

This report provides a summary of the government's proposals to transform the approach to local policing with a focus on those that have a significant impact on the Council. The report is accompanied with a prepared draft consultation response to the questions most relevant.

### **6. Recommendations:**

**That Cabinet Member:**

- a) **Receive the information contained in the report**
- b) **Consider and approve the consultation response to key questions set out in Appendix A.**
- c) **Authorise the Chief Executive to submit the final consultation response to meet the 20<sup>th</sup> September deadline.**
- c) **Request a future detailed report on publication of the 'Police Reform and Social Responsibility Bill'.**



## 7. Proposals and Details

The consultation for 'Policing in the 21<sup>st</sup> Century: Reconnecting police and the people' published 26<sup>th</sup> July sets out the governments plans for police reform some of which will become part of the 'Police Reform and Social Responsibility Bill' expected in this Autumn.

The proposals put forward are based on three key principles:

- 1) Transferring power back to the people through the introduction of directly elected Police and Crime Commissioners
- 2) Transferring power away from national government through reducing bureaucracy
- 3) Shifting the focus of government through the creation of a New crime Agency.

The document covers five distinct areas; The challenge; Increasing democratic accountability; Removing bureaucratic accountability; A national framework for efficient local policing and finally Tackling crime together. This report considers in detail the new approach outlined to increase democratic accountability (Chapter 2) and tackling crime together (Chapter 5) as these are most relevant and have the greatest impact on the work of the Council.

### **Increasing Democratic Accountability**

The government has stated its intention to introduce legislation which will allow the appointment of publicly elected Police and Crime Commissioners by May 2012 at force level replacing Police Authorities. It is expected that the public voting arrangements will be based on the existing framework for Local Government and Parliamentary elections.

The role of Police and Crime Commissioners will be to:

- Ensure representation and engagement of all those who live and work in the communities in the force area and identify their policing needs
- Agree a local strategic plan
- Holding the Chief Constable to account
- Set the force budget and setting the precept
- Appointment and removal where necessary of the force Chief Constable.

Commissioners will hold specific responsibility for:

- Local policing including neighbourhood policing
- Serious crime and protective services
- Working in partnership to address wider community safety and criminal justice – the government are considering creating enabling powers to bring together Community Safety Partnerships at force level and giving Commissioners a role in commissioning community safety activities.
- Accountability for efficient and effective use of resources
- Ensuring diversity in the police force.

The government intend to establish a new 'Police and Crime Panel' who will act as a advisory body to the Commissioner in developing policing plans and setting budgets and consider annual performance through the 'state of the force report'. The panel will consist of local elected councillors from constituent wards along with independent and lay members. Panel powers include the power to trigger a referendum on the policing precept recommended by the commissioner, the ability to summon the Commissioner to public hearings. The panel has no direct powers over the tenure of the Police and Crime Commissioner but are required to take concerns to the IPCC for investigation.

### **Tackling Crime Together**

The government's aspiration is that these reforms underlying the proposed new approach will enable and encourage greater public cooperation with the police and increased involvement tackling neighbourhood crime. A key theme in Policing in the 21<sup>st</sup> century is the drive to 'strip away unnecessary prescription and bureaucracy in the partnership landscape'.

This is reflected in their intention to see an increase in the number of people volunteering with the police and the possibility of establishing a new police 'reservists' force. English forces will be encouraged to 'sign up to' local compacts with the voluntary sector.

The Government expects to revoke a number of the current regulations for Community Safety Partnerships while maintaining the central statutory duty on key partners to work together.

**Attached: Appendix A: The Council's draft consultation response to the questions set out in Chapter 2 and Chapter 5.**

### **8. Finance**

It is not possible at present to determine the potential impact that the proposals bear on council's current resources and the nature of additional costs that may be incurred through implementation.

The government have committed themselves to make available the projected costs generated by the proposed Commissioner elections and associated activities in due course.

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

The detail of proposals will be set out in due course, following the consultation, including legislation. A more detailed analysis will be able to be made at that stage

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

The proposals outlined in the Policing in the 21<sup>st</sup> Century document set out the direction of travel the government intend to take in reforming the police service and its governance supporting the principles of a 'Big Society' model.

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

Rotherham consultation response to “From the neighbourhood to the national: policing our communities together” – the Policing Green Paper. (October 2008).

‘Policing in the 21<sup>st</sup> Century: Reconnecting police and the people’. (July 2010).

**Contact Name : Dave Richmond**  
**Director of Housing and Neighbourhood Services**

## Rotherham Metropolitan Borough Council consultation response to 'Policing in the 21<sup>st</sup> Century: Reconnecting police and the people'

**Please note: Rotherham Metropolitan Borough Council has prepared a response to the chapters considered to directly impact on the Local Authority.**

### Chap 1: The Challenge

#### Consultations questions:

1. Will the proposed checks and balances set out in this Chapter provide effective but un-bureaucratic safeguards for the work of Commissioners, and are there further safeguards that should be considered?

Rotherham Borough Council are opposed to the introduction of Police and Crime Commissioners. Members of Rotherham MBC are directly elected with the overarching duties and powers for economic, social and environmental well-being for the area, and as such are fully empowered to both participate in delivering community safety, holding partners to account and being held to account by the communities they serve. The South Yorkshire Police Authority consists of 9 elected members (nominated by local councils to reflect political balance in the county), and 8 Independent members of which 1 has to be a magistrate.

It is difficult to understand how the proposals provide greater checks and balances to these existing arrangements. The safeguards that need to be taken into account are:

- Risk of Commissioners elected on 'extremist' or 'single issues' resulting in policing being dominated by fringe/radical views. Need also to ensure that political patronage is not allowed to cloud the process
- Dangers that the appointment of Commissioners could be counterproductive, producing a split democratic mandate, and even lead to conflicting priorities between them and the elected members of the local authority.
- Managing inevitable tensions between the Commissioner/ the Chief Constable/ Local Councils especially when the commissioner sets the police precept that councils have to levy.
- Need to establish clear terms of reference and responsibilities between the Commissioner and the Policing Panel are crucial otherwise there is the potential for tension and conflict.
- Increased bureaucracy locally generated by the cost of running the actual election processes, holding referendums and appointment of Commissioners support team.
- Reducing the answerability of the Chief Constable and Force to only the post of the Commissioner when current at present they are held to account to a more wider and diverse Police Authority.

2. What could be done to ensure that candidates for Commissioner come from a wide range of backgrounds, including from party political and independent standpoints?

A planned recruitment strategy with local communities and interest groups along with local partnerships over time will contribute to encouraging diverse candidates; there is a real risk that the timescales proposed will not accommodate the work necessary for this.

Responding to some of the concerns set out in question 1 and the possible use of deposits, such as in elections might be considered to prevent frivolous candidatures.

All those submitting applications should be required to declare political and financial interests.

3. How should Commissioners best work with the wider criminal justice and community safety partners who deliver the broad range of services that keep communities safe?

The Commissioner will need to demonstrate how:

- They contribute to achieving the goals of the local Community Safety Partnership
- They have robust structure in place to ensure the views of elected representatives and community activists at a local level are taken into account
- They ensure local priorities are reflected

The Commissioner will be required to become a representative on each local CSPs (replace existing Police Authority representation), as well as participate in the county wide Criminal Justice Board

4. How might Commissioners best engage with their communities – individuals, businesses and voluntary organisations - at the neighbourhood level?

In Rotherham structures already exist within the local authority that ensure widespread community engagement on crime and disorder issues, overseen by an effective partnership structure and democratic scrutiny.

The Commissioner can best engage:

- Through existing channels including Neighbourhood Action Groups, Resident Associations, PACT meetings, Area Assembly meetings etc.
- By working with CSP partners to ensure widespread consultation on local issues.

There are concerns that Commissioners will only be able to engage with communities through the appointment of a number of Commissioner Representatives which will result in an added layer of bureaucracy at a local level.

5. How can the Commissioner and the greater transparency of local information drive improvements in the most deprived and least safe neighbourhoods in their areas?

The success of the Safer Rotherham Partnership in reducing local crime issue has been driven by effective use of local information and assessment of need enabling targeted activities. The Commissioner will need to build on this to:

- Ensure that the right resources are in the right place avoiding situations where the 'person who shouts loudest' gets the most attention.
- Work with all partners to tackle issues
- Ensure a good flow of accurate information on which to base decisions

6. What information would help the public make judgements about their force and Commissioner, including the level of detail and comparability with other areas?

The public will value information that:

- They can understand and uses clear language
- Focuses on the issues that are important to the local community
- Provides clear definitions (i.e. through both simpler definitions and fewer categories of crime)
- Provides clear targets and goals which help the public to measure success

**Chap 5: Tackling Crime Together.**

**Consultations questions:**

19. What more can the Government do to support the public to take a more active role in keeping neighbourhoods safe?

The following support from the government would be welcome:

- Making ASB and low level crime more of a priority for Police with a requirement for them to improve their responses to minor ASB thereby building a better rapport with the public
- Reallocating resources to provide additional funding and support for Neighbourhood Watch
- Working with insurance companies to offer premium incentives for members of Neighbourhood Watch (NW)
- Making membership of schemes such as Pub Watch and Responsible Retailer schemes mandatory for license holders
- Addressing nationally the issues around large retail outlets/supermarkets selling alcohol at significantly reduced prices

20. How can the Government encourage more people to volunteer (including as special constables) and provide necessary incentives to encourage them to stay?

The government can:

- Make volunteering more accessible through working with employers to release staff to volunteer
- Consider 6 month voluntary work with the Police or similar agencies for school/college leavers, or as part of pre-employment training
- Ensure volunteers are offered coaching and training offering pathways for personal and professional development
- Have a volunteer representative on the Police and Crime Panel.

21. What more can central Government do to make the criminal justice system more efficient?

The government are encouraged to:

- Shift to a victim focus. At present the balance still lies too much with the perpetrator of crime and not with the victim. This discourages victims from coming forward to seek redress
- Increase use of restorative justice programmes, thereby keeping some low level crime out of the mainstream justice process altogether
- Speed justice up. Too many cases take too long to bring to a conclusion, again discouraging victims from coming forward or from assisting the police in criminal investigations. This is also linked with restoring the balance between the victim and the criminal
- Consider use of FPNs for ASB which PCSOs could issue.

22. What prescriptions from Government get in the way of effective local partnership working?

Rotherham is concerned the extent of government guidance & requirements that may be required in implementation of proposals set out in Policing in the 21st Century, possible risk could 'set back' existing effective local partnership working arrangements.

The government are requested to consider national campaigns which can appear arbitrary and do not recognise local issues and solutions.

A helpful prescription from government would be consideration of a national information sharing protocol for Community Safety Partnerships

**Draft consultation prepared by:**

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Manager Neighbourhoods and Adult Services Directorate RMBC**



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