

SELF REGULATION SELECT COMMISSION

Venue: Town Hall, Moorgate
Street, Rotherham.

Date: Thursday, 8th March, 2012

Time: 3.30 p.m.

A G E N D A

1. Apologies for Absence.
2. To determine if the following matters are to be considered under the categories suggested in accordance with the Local Government Act 1972.
3. To determine any item which the Chairman is of the opinion should be considered as a matter of urgency.
4. Communications.
5. Declarations of Interest.
6. Questions from Members of the Public and the Press.

For Decision:-

7. Minutes of the previous meetings held on 26th January and 28th February, 2012 (herewith) (Pages 1 - 7)

For Monitoring:-

8. Complaints and Compliments (reports herewith) (Pages 8 - 40)
 - (a) Adult Social Care Complaints – Annual Report 2010 – 2011 (herewith)
 - (b) Children and Young People's Comment, Compliments and Complaint – April to September 2011 (herewith)
 - (c) EDS Customer Care Overview Report 1st July, 2011 to 31st December, 2011 (herewith)
9. Corporate Plan Outcomes (report herewith) (Pages 41 - 77)
10. Revenue Budget Monitoring for the period ending 31st December, 2011 (herewith) (Pages 78 - 87)

11. Corporate Risk Register (report herewith) (Pages 88 - 96)
12. Date and Time of Next Meeting - Thursday, 19th April, 2012 at 3.30 p.m.

Members of the Self-Regulation Select Commission:-

Councillor Hughes (Chairman)

Councillor J. Hamilton (Vice-Chairman)

Councillors Atkin, Beck, Currie, Donaldson, Ellis, Foden, N. Hamilton, Mannion, Parker, Sharman, Swift and Tweed.

SELF REGULATION SELECT COMMISSION
26th January, 2012

Present:- Councillor Hughes (in the Chair); Councillors Atkin, Beck, Currie, Ellis, J. Hamilton, Mannion and Sharman.

Apologies for absence were received from Councillors Donaldson, N. Hamilton, Parker and Swift.

46. COMMUNICATIONS

Caroline Webb, Senior Scrutiny Adviser, reported on the request for a Member of the Self Regulation Select Commission to attend a performance clinic on child poverty scheduled to take place on Wednesday, 22nd February, 2012 at 2.00 p.m.

Resolved:- That Councillor Sharman attend the performance clinic on the Commission's behalf.

47. DECLARATIONS OF INTEREST

There were no Declarations of Interest to report.

48. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no questions from members of the public or the press.

49. MINUTES OF THE PREVIOUS MEETING HELD ON 12TH JANUARY, 2012

Resolved:- That the minutes of the meeting of the Self Regulation Select Commission held on 12th January, 2012 be approved as a correct record for signature by the Chairman.

50. REVENUE BUDGET MONITORING

Further to Minute No. C118 of a meeting of the Cabinet held on 21st December, 2011, consideration was given to a report presented by Andrew Bedford, Strategic Director of Resources, detailing the unprecedented level of savings (£30.3m) resulting from the withdrawal of Central Government funding and grant allocations. The budget process focused on the customers the Council served, the communities and businesses of Rotherham and as a first course of action, the Council's management and administration and back office costs were streamlined.

The report provided details of progress on the delivery of the Revenue Budget for 2011/12 based on performance for the first eight months of the 2011/12 financial year and it was currently forecast that the Council would overspend against its Budget by £7.393m (3.4%). This showed an increase in overspend of £470k compared to the budget monitoring report for the first six months of 2011/12. The main reasons for the forecast overspend were:-

- The continuing service demand and cost pressures in looking after vulnerable children across the Borough, which were also being felt both

nationally and locally by a large number of councils;

- Additional, one-off property costs relating to the continued rationalisation of the Council's asset portfolio as part of the efficiency drive to reduce operational costs; and
- The extended timescale for realising the full forecast management and business support savings of £1.45m.

Further savings were expected from Neighbourhoods and Adult Services as a result of additional funding, but Members were made aware of the significant pressures being faced by the Council.

A discussion and question and answer session ensued and the following issues were raised and clarification sought:-

- Allocation of reserves to meet the funding gap.
- Use of New Homes Bonus to support general expenditure.
- Measures in place to mitigate risks of not balancing the budget between now and the end of March, 2012.
- Staffing reductions and the delivery of savings.
- Scrutiny of external contracts and the realisation of savings and value for money.
- Upfront costs associated with staffing reductions and forward planning.
- Review of Children and Young People's Services and its structured budget deficit.
- Review of partner contributions.
- Insufficient budget allocation in "Other Children and Families Services" to meet the needs of care leavers.
- One off budget savings such as in Regeneration and Planning restructures.
- Shortfall in Neighbourhood Services and the period this covered.
- Repercussions of underspends offsetting overspends, especially in Neighbourhoods and Adult Services.
- Significant Local Government budget reductions and the comparisons to other Local Authorities.

Resolved:- (1) That the progress made to date in delivering the significant financial challenges presented in the Council's Revenue Budget be noted.

(2) That any further actions be suggested to Directorates so as to minimise the impact on the Council's medium term financial position.

51. 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 Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act [as amended March, 2006 (information relates to finance and business affairs)].

52. BUDGET 2012/13

Andrew Bedford, Strategic Director of Resources, gave an update on the approach to bridging the funding gap for the Budget 2012/13, the timetable involved and discussion forums and the various options being explored.

It was the intention to be as flexible with the Medium Term Financial Strategy where it was prudent to do so in pushing spend back. However, it was noted that sensitive decisions would have to be made with proposals being put to Elected Members for decision shortly.

Discussion ensued and issues relating to the delivery of the budget on time, scrutiny of the proposals being put forward, factoring in of the Council Tax Base and New Homes Bonus and the latest position on the Icelandic Banks were answered to the satisfaction of Members.

Resolved:- (1) That Andrew Bedford be thanked for his update.

(2) That the information be noted.

53. STRATEGIC PARTNERING

Andrew Bedford, Strategic Director of Resources, gave an update on the current position relating to the Strategic Partnership with RBT and the plans to complete the partnership by the 31st January, 2012.

A number of savings had been factored into the budget for next year, but once services had been returned to the Council reviews would commence.

A number of issues were discussed.

Resolved:- (1) That Andrew Bedford be thanked for his update.

(2) That the information be noted.

54. DIGITAL REGION

Andrew Bedford, Strategic Director of Resources, gave an update on the current position with the Digital Region.

Further information was provided on coverage across the sub-region, internet service provision, the lead being taken by Rotherham amongst shareholders on the ways forward, the business case and the need for a six week analysis.

A number of issues were discussed.

Resolved:- (1) That Andrew Bedford be thanked for his update.

(2) That the information be noted.

55. DATE AND TIME OF NEXT MEETING

Resolved:- That the next scheduled meeting take place on Thursday, 8th March, 2012 at 3.30 p.m.

SELF REGULATION SELECT COMMISSION
Tuesday, 28th February, 2012

Present:- Councillor Hughes (in the Chair); Councillors Atkin, Beck, Ellis, Foden, J. Hamilton and Sharman.

Apologies for absence:- Apologies were received from Councillors Currie, Donaldson and Swift.

56. DECLARATIONS OF INTEREST

There were no declarations of interest to report.

57. QUESTIONS FROM MEMBERS OF THE PUBLIC AND THE PRESS

There were no questions from members of the public or the press.

58. PROPOSED REVENUE BUDGET AND COUNCIL TAX FOR 2012/13

The Chairman welcomed Councillor Jahangir Akhtar - Deputy Leader, Martin Kimber - Chief Executive and Andrew Bedford - Strategic Director of Resources, to the meeting. He began by commenting on the process for scrutinising of the budget and agreed to allow Councillor Sue Ellis to make a short statement, on behalf of the Select Commission. A meeting with the Leader, Deputy Leader, Chief Executive and Strategic Director of Resources would be sought to discuss how the scrutiny of the budget process could be developed further for future budget rounds.

The Chairman invited Andrew Bedford, Strategic Director of Resources, to give a short presentation on "Balancing the Budget – Tackling the Challenge" and then to introduce the report and appendices forming part of the agenda pack.

The presentation covered issues relating to:-

- Budget Proposals.
- Challenge 2012/13 – Initial Funding Gap.
- Directorate Specific Savings Proposals.
- Other Savings Opportunities.
- Provisions within the Budget Proposals.
- 2012/13 Savings as a Percentage of Present Policies Budget.
- Risks within the Budget.
- Risks that must be dealt with.
- 2012/13 Onwards.

The Select Commission raised a number of issues and discussed these at length relating to cost reduction costs, expressions of interest for voluntary redundancy and early retirement, current year budget pressures, mitigation measures on increasing fuel costs, consultation process and feedback analysis, responses from voluntary groups and partner agencies and opportunities to comment, impact of carrying forward budget pressures, function and value of the budget matrix, calculation and assessment of risk and monetary value of

Council Tax increases.

The Strategic Director of Resources went on to introduce the report which proposed a Budget for 2012/13 based on the outcome of the Council's Financial Settlement, which provided details of:-

- The progress of the Budget process since July 2011 (including confirmation of the Local Government Financial Settlement).
- The ongoing principles reflected in the Budget and spending plans.
- The Council's recommended Revenue Budget for 2012/13.
- Savings proposals from Directorates.
- Precepts and levies made on the Council by other authorities.
- Proposed Council Tax levels for the coming financial year.
- Proposed future developments in the 3 year Medium Term Financial Strategy (MTFS) 2012/13 to 2014/15.

As required by legislation, the report also contained the Strategic Director of Resources' (the Council's Responsible Financial Officer) assessment of the robustness of the estimates included within the Budget and the adequacy of the reserves for which the Budget provided.

In considering the specific detail of Directorate budget savings proposals put forward, totalling £9.768 million, the Select Commission raised a number of issues which were answered relating to the protection of prevention and early intervention services, reduced training budgets and redesigning of delivery, estimated Council-wide staff savings, risk analysis and impact assessments, renegotiation of contracts, reconfiguration of services to achieve efficiency savings, contributions from partner agencies, savings deferments, improved methods of working whilst maintaining outputs, efficiency improvements, service rationalisation, fees and charges and reduced premises costs through rationalisation of Council buildings.

Resolved:- (1) The General Fund Revenue Budget for 2012/13 of £213.290m to be allocated to services as set out in this report be noted.

(2) That the intention to have no increase (for a second year running) in the Council Tax in respect of this Council's own Budget giving an annual Band D Council Tax of £1,230.03 be noted.

(3) That the comments of the Strategic Director of Resources, provided in compliance with Section 25 of the Local Government Act, 2003, as to the robustness of the estimates included in the Budget and the adequacy of reserves for which the Budget provided be accepted.

(4) That the intention to include precept figures from South Yorkshire Police Authority, South Yorkshire Fire and Civil Defence Authority and the various Parish Councils and Parish Meetings of the Borough, when known, into the recommendation to the Council on 7th March, 2012 be noted.

(5) That the Chairman and Vice-Chairman of this Select Commission seek a meeting with the Leader, Deputy Leader, Chief Executive and Strategic Director of Resources to discuss further development of the budget scrutiny process.

59. DATE AND TIME OF NEXT MEETING

Resolved:- That the next scheduled meeting take place on Thursday, 8th March, 2012 at 3.30 p.m.

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

1. Meeting:	Self-Regulation Select Commission
2. Date:	8 March 2012
3. Title:	Adult Social Care Complaints – Annual Report 2010 – 2011
4. Directorate:	Neighbourhood and Adult Services

5. Summary

This report presents information about complaints made between 1 April 2010 and 31 March 2011 under the complaints and representations procedures established through the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (Making Experiences Count).

The report explains the details and trends in complaints experienced by the Directorate over the year and the improvements that have been made both in the NAS Complaints service and the Directorate as a whole.

The figures in the report include details of the number of customers and the number of complaints they have made. The information is presented by Service Area, by resolution category and by escalation stage, including Local Government Ombudsman.

100% of all complaints were responded to within the statutory timescales, the number of complaints received has reduced from **169** to **113** and the number of complaint escalating from Stage 1 to Stage 2 of the complaint procedure has reduced from **26** in 2009/10 to **9** in 2010/11.

6. Recommendations

That Cabinet Member:

- Note the content of the report

7. Proposals and Details

In 2010-2011 Adult Social Services have provided excellent performance in terms of complaints dealt with in target time. The service is committed to reducing the number of complaints received, reducing the number of escalations through the complaint procedure and improving the experience of customers.

Overall 100% of all complaints were responded to within the statutory timescales for the second year in a row, compared to 94% (2008/09) and 88% (2007/08). This performance is the best in the Council for services who have received more than 10 complaints. This performance also benchmarks the best against the regional Yorkshire and Humberside Local Authority Social Services complaints group based on numbers received (15 Local Authority areas).

Headline Results 2010/11

- Number of comments (informal complaints or service requests) increased from **57 to 73**
- Number of complaints (at all levels) reduced from **169 to 113**
- Complaints regarding Locality Teams Older People reduced from **55 to 32**
- Complaints regarding Commissioning reduced from **15 to 6**
- Total number of complaints upheld reduced by **21** compared to 2009/10
- Reduction in the number of complaints escalating reduced:-
 - From **26 to 9** for Stage 1 complaints escalating to Stage 2
- Complaints about quality of service reduced from **57 to 29**
- Complaints about actions of staff reduced from **28 to 15**
- No compensation awards made in 2010/11
- External complaint investigation costs reduced from £15,000 2008/9 to zero in 2010/11

The Adult Social Services complaints team has continued to make significant improvements in the following areas:

- Improving the timeliness of responses to customers
- Improving the quality of responses
- Improving satisfaction of the complaint management process
- Learning from all Complaints to identify service improvements
- Promoting and increasing accessibility of the complaints procedure through the development of the internet, information packs and campaigns in our reception areas.
- Training in complaint handling which is delivered on a rolling programme to all managers.
- Personalisation of the complaint service.
- Learning from complaints workshops with staff.
- Maintaining our Customer Service Excellence accreditation and contributing to the Council attaining Customer Service Excellence where NAS Complaints was identified as good practice.
- Reduction in the amount of compensation paid.
- Reduction in cost of responding to complaints, investigations (no external investigators were procured in 2010/11).

The Directorate has used information from complaints, utilising the direct feedback from customers and the learning issues to inform a number of service improvements in 2010/11, as follows;

Community Occupational Therapy Service. *Waiting times have reduced from over 6 months to 6 weeks since July 2011 and the number of cases waiting over 4 weeks has reduced from 304 in July 2011 to 70 in November 2011. Service improvements have been implemented that include; advising customers of current waiting times at the first point of contact, increasing the number of items that can be issued at the first point of contact and streamlining back office processes.*

End to end review. *Development of new enablement service ensures that a customer's independence is maximised in the community reducing the need to access social care services. Every customer is issued a statement of their needs advising them of the outcome of their assessment. All customers receive an annual planned review of their needs using improved personalised documentation.*

Enablement. *The new enablement service merges the existing home care and warden services into one team. The team supports customers to increase their independence and remain in the community for as long as possible reducing their dependence on home care and residential type services. Over 300 customers have been supported by this service since April 2011. The Community Rehabilitation Team has now joined the enablement service creating a more holistic service.*

Personalisation. *All customers are advised of their personal budget and given the choice and control over the services they access. Every customer is supported to develop their own support plan and advised of the benefits having a direct payment and accessing local community based services.*

Rothercare Direct. *Implemented a new telephony system which has reduced missed calls from 27.3% to 7%, streamlined out of hours procedures to maximise customer experience and efficiency, merged the Rothercare and Assessment Direct services to improve access and staff skill set. Implemented a first point of contact proportionate assessment to increase the accuracy of contacts, increased the allocation of assistive technology and equipment and fixings at the first point of contact increasing prevention services and reducing customer waiting times.*

8. Risks and uncertainties

Although positive management of complaints can be achieved, the number and type of complaints received is determined by circumstances beyond the control of the service. Regardless of any external factors the service is required to maintain a high level of performance and excellent customer care.

The current financial decisions the Authority is making will also affect the number of complaints received, changes to services drive the level of complaints received.

9. Policy and Performance Agenda Implications

The Adult Social Care report on complaints reflects the policy and performance agenda requirements of both national government (Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (Making Experiences Count). and Rotherham's local plans including corporate and service plans.

Adult Social Care complaints are included in the new Local Account performance publication scheme, 'Rotherham people calling the shots'.

Adult Social Care complaints are also part of the ongoing Corporate Complaint Review, looking at complaint handling processes across the Authority.

10. Background Papers and Consultation

- Appendix 1 Adult Social Care Complaints Annual Report 2010-2011 (in full)

Contact Names:

Dave Roddis, Performance & Quality Manager, ext 23781
Stuart Purcell, Performance Officer, ext 22328

Annual Report

April 2010 to March 2011

Adult Services Complaints

Rotherham 
Metropolitan
Borough Council
Where Everyone Matters

Executive Summary

This report provides information about complaints made between 1 April 2010 and 31 March 2011 under the complaints and representations procedures established through the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (Making Experiences Count).

The figures in the report include details of the number of customers and the number of complaints they have made (one customer may make a number of complaints which are considered under the same investigation). **Over the last 12 months the total number of complaints received for Adult Social Services has reduced from 169 to 113 - 31% reduction.**

Complaint information is shared and monitored by the Council through the database and a quarterly / annual reporting mechanism to its Corporate Management Team. Adult Services also report monthly and quarterly at a Directorate and Service area level. Complaint Information is also shared with Health Partners across the region via a quarterly regional meeting and with other Authorities via regular regional meetings of the National Complaints Managers Group (NCMG)

Overall 100% of all complaints were responded to within the statutory timescales for the second year in a row, compared to 94% (2008/09) and 88% (2007/08). This performance is the best in the Council for services who have received more than 10 complaints. This performance also benchmarks the best against the regional Yorkshire and Humberside Local Authority complaints group based on numbers received (15 Local Authority areas).

Headline Results 2010/11

- Number of comments increased from **57** to **73**
- Number of complaints (at all levels) reduced from **169** to **113**
- Complaints regarding Locality Teams Older People reduced from **55** to **32**
- Complaints regarding Commissioning reduced from **15** to **6**
- Total number of complaints upheld reduced by **21** compared to 2009/10
- Reduction in the number of complaints escalating reduced:-
 - From **26** to **9** for Stage 1 complaints escalating to Stage 2
- Complaints about quality of service reduced from **57** to **29**
- Complaints about actions of staff reduced from **28** to **15**
- No compensation awards made in 2010/11
- External complaint investigation costs reduced from £15,000 2008/9 to zero in 2010/11

The Adult Social Services complaints team has maintained the recent significant improvements in the following areas:

- Improving the timeliness of responses to customers
- Improving the quality of responses
- Improving satisfaction of the complaint management process
- Learning from all Complaints to identify service improvements

- Promoting and increasing accessibility of the complaints procedure through the development of the internet, information packs and campaigns in our reception areas.
- Training in complaint handling which is delivered on a rolling programme to all managers.
- Personalisation of the complaint service.
- Learning from complaints workshops with staff.
- Maintaining our Customer Service Excellence accreditation and contributing to the Council attaining Customer Service Excellence where NAS Complaints was identified as good practice.
- Reduction in the amount of compensation paid.
- Reduction in cost of responding to complaints, investigations (no external investigators were procured in 2010/11).

The Directorate has used information from complaints, utilising the direct feedback from customers and the learning issues to inform a number of major service improvements in 2010/11, as follows;

Community Occupational Therapy Service. Waiting times have reduced from over 6 months to 6 weeks since July 2011 and the number of cases waiting over 4 weeks has reduced from 304 in July 2011 to 70 in November 2011. Service improvements have been implemented that include; advising customers of current waiting times at the first point of contact, increasing the number of items that can be issued at the first point of contact and streamlining back office processes.

End to end review. Development of new enablement service ensures that a customer's independence is maximised in the community reducing the need to access social care services. Every customer is issued a statement of their needs advising them of the outcome of their assessment. All customers receive an annual planned review of their needs using improved personalised documentation. Complaints have informed the review and have helped shape the reconfiguration of assessment and care management leading to more assessments and reviews being undertaken.

Enablement. The new enablement service merges the existing home care and warden services into one team. The team supports customers to increase their independence and remain in the community for as long as possible reducing their dependence on home care and residential type services. Over 300 customers have been supported by this service since April 2011. The Community Rehabilitation Team has now joined the enablement service creating a more holistic service.

Personalisation. All customers are advised of their personal budget and given the choice and control over the services they access. Every customer is supported to develop their own support plan and advised of the benefits having a direct payment and accessing local community based services.

Rothercare Direct. Implemented a new telephony system which has reduced missed calls from 27.3% to 7%, streamlined out of hours procedures to maximise customer experience and efficiency, merged the Rothercare and Assessment Direct services to improve access and staff skill set. Implemented a first point of contact proportionate assessment to increase the accuracy of contacts, increased the allocation of assistive technology and equipment and

fixings at the first point of contact increasing prevention services and reducing customer waiting times.

Learning from Complaints

Learning from Complaints discussions with accountable managers to promptly identify service improvements and changes in current practice now take place in respect of all complaints responded to. In addition, we also discuss learning issues from staff across the Directorate in our "Learning from Customers" workshops. At these workshops, staff will discuss the complaints made in the previous quarter and suggest improvements to the service. These suggestions are then taken and implemented via the Directorate's Service Management Teams.

Learning outcomes are presented throughout the report in the shaded text boxes;

Learning from complaints

Customers were raising concerns because they were frightened about having their care provided by the independent sector, they had become used to the council providing their care over the years.

In response to their concerns we have;

- Reviewed and improved the information available to customers about shifting the balance. We reviewed information available to staff about shifting the balance with a view to addressing the concerns of service users and reducing the number of customers who are "refusing" to move over to the private sector.
- Reviewed each situation on a case by case basis where a customer has provided specific information as to problems transferring from RMBC to the independent sector. In consultation with team managers we agreed a process involving the Social Worker/Social Services Officer to provide a brief business case to outline the exceptional circumstances of not transferring the care.

Performance in 2010/11

Stage 1

At the first stage of the complaint procedure (Stage 1), 101 complaints were made by 89 customers, compared to 140 complaints made the previous year. Overall at Stage 1 there has been a 28% reduction in the number of complaints submitted (all stages 31%). 100% of complaints were acknowledged within 24 hours. The reduction in the number of formal complaints being submitted has been ongoing since the complaints team adopted a personalised approach to handling complaints and changes to the Statutory complaints process in 2009. This has corresponded with a rise in the number of comments (informal complaints) received, as the Complaints Team seeks resolution at the earliest possible opportunity.

Learning from complaints

Customer were concerned that there was a lack of information following the social care assessment

In response to their concerns we have;

At review meetings asked if anything was missing from information packs and asked if the customer found them useful.

All of the complaints received a response within the statutory timescales which compares to 100% the previous year. This maintains the excellent performance of last year and continues an annual trend of improvement in performance since 2006/07 when the number of Stage 1 Complaints responded to within timescale was 88%.

Table 1 Services receiving the highest number of complaints

Service Area	2010/11		2009/10		2008/09	
	No	%	No	%	No	%
Locality Team Older People	32	32%	55	39%	34	21%
Learning Disability Community Support	10	10%	NK	NK	2	1%
Physical Disability	9	9%	1	0.5%	8	5%
Rothercare Direct	8	8%	14	10%	46	28%
Hospital Services	7	7%	6	4%	8	5%
Revenue and Payments	6	6%	14	10%	28	17%
Commissioning Services	6	6%	15	11%	13	8%
Community Occupational Therapy	4	4%	11	8%	8	5%
Enabling Care	1	1%	14	10%	18	11%

The highest number of complaints relate to services provided by the Locality Teams (Older People) 32%, which has reduced from 39% in the previous year. Older people make up the vast majority of people seeking or receiving services. This reflects the number of customer transactions over the year, the nature of the assessment process and the role of the complaint procedure. Customers are encouraged to make complaints if they are not happy with a decision following assessment, in this way customer “appeals” are provided a transparent, thorough consideration via the complaint process.

There has also been a noticeable reduction in the number of complaints received by Commissioning Services which is again closer to the number received in 2008/09.

Typical complaints about Commissioning services include

- A complaint about charges for Respite Care
- A complaint about the rise in weekly care costs
- The delay in processing a Direct Payment
- The request for personal information over the phone when the customer thought this should have been done “face to face”
- Mistakes made in respect of payment of the Carers Grant

Only one complaint was received about the refusal to issue a Blue Badge which is a significant reduction on previous years. The procedures for Blue Badges have been reviewed and customers are given clear guidelines on eligibility criteria and the reduction in complaints has occurred since these have been put in place

The largest increase in complaints has been in Learning Disability Community Support.

Complaints have included:

- The poor state of Oaks Day centre due to lack of cleaning staff

This was upheld and a cleaner recruited

- An assessment was sent to the wrong address in error

An apology was sent

- A parent not happy that a mental capacity assessment stated his daughter could make certain decisions for herself

Workers now provide better information about mental capacity assessments

- Lack of transport to day centre was putting severe time pressures on the family

Taxi transport arranged

- Time taken to identify supported living accommodation

Apology issued

Table 2 Category of Complaints

Category	2010/11		2009/10		2008/09	
	No	%	No	%	No	%
Quality	29	29%	57	41%	44	26%
Action of Staff	15	15%	28	20%	66	40%
Delay	22	22%	25	18%	13	8%
Lack of Service	17	17%	6	4%	13	8%
Other	0	-	6	4%	7	4%
Cost	11	11%	6	4%	7	4%
Lack of Information	7	7%	13	9%	16	10%

Quality of Service

At 29% of the total, Quality of Service was again the biggest single issue people complained about. However the number of complaints reduced by 15 and complaints about quality represented 29% as opposed to 41% of the total compared to last year. There was also a slight decrease number of complaints received regarding delay in providing service.

Examples of complaints relating to Quality of Service were those customers who wanted to query an outcome to their assessment, suggesting that they did not receive the outcome they wanted because of the way the assessment process was completed. Customers highlighted errors on SCA documentation or concerns regarding assessment visits. The new Integrated Social Care Assessment (ISCA) and the roll out of Personalisation has now been completed. Some customers did not believe the assessments completed were thorough enough and did not reflect all the customer's needs. Other complaints included difficulty in getting through to Assessment Direct.

Learning from complaints

Customer was not happy with the support given by the Social Worker to help her son return to college after being suspended

In response we have introduced a new section into the assessment to record the favoured method of communication and agree how we will communicate with customers regarding their needs.

Delay in providing service

- Delays in completing assessments led a number of customers to complain and one stated that this meant that they felt rushed when identifying a suitable care home following the completion of an assessment. Complaints were also received from customers waiting for the installation of equipment recommended following Occupational Therapy assessments and another customer was unhappy at the delay in processing a Direct Payment once it had been approved. Improvements have been made over the year in waiting times for assessments and care packages.

Actions or conduct of staff

There was a significant reduction in the number of complaints received regarding the Actions or Conduct of Staff. This reflects efforts by the Directorate in terms of its customer care initiatives including training for staff and managers and efforts to provide better information and advice to customers. These actions were also reflected in maintaining the Customer Service Excellence Standard and achieving the Investors In People Gold Standard.

Training

It is intended to again roll out complaints training to ensure all recently appointed managers receive the training and provide a refresher for managers who may not have attended the course for several years. The aim of the course is to provide information and advice about complaint legislation, the Directorate's personalised complaint service ethos and encourage managers to identify how to effectively deal with expressions of dissatisfaction and formal complaints. The aim of the course is to encourage managers to seek resolution with the customer at the lowest possible level and wherever possible prevent issues escalating and needing a more independent investigation. It is expected that the training will maintain and build on the improvements in performance achieved over the last three years. The training will also focus on the quality of complaint investigations and responses by emphasising the potential of effective complaint handling to strengthen our relationships with customers. This

will be measured by monitoring the number of complaints escalating to the later stages of the complaint procedure and increase in customer's satisfaction survey results.

Table 3 – Complaint Decisions

Team	Upheld or Part Upheld	Percentage of Team's complaints Upheld or Partially Upheld
Locality Teams Older People	8	25%
Commissioning Services	1	14%
Community OT's	1	20%
Hospital Services	2	40%
Physical Disability Team	3	33%
Mental Health Community Services	1	100%*
Revenue and Payments	3	50%
Rothercare Direct	1	13%
Other	3	27%
Total	26	26%

Complaints will be recorded as upheld or partially upheld if it is considered following investigation that there was a problem with some or all of the service being provided. In Adult Social Care complaints are generally upheld on points of customer care due to delay, information or communication issues caused by the relatively complex nature of the services being provided, involving several services areas or agencies within both Social Care and Health Services.

Of the complaints that were registered at Stage 1, 56% (all complaints = 26%) were upheld this year compared to 44% the previous year. However, the total number of complaints reduced and the total number of complaints upheld was down by 21 in number when compared to the previous year.

*The one complaint received / upheld in RDASH was regarding information and advice provided at Assessment in the Older Peoples team. Although this specifically related to only one member of staff, the manager investigating the complaint briefed the whole team in order improve the quality of information offered to all customers.

Learning from complaints

Customer was not happy that they thought that they had been successful in applying for an adaptation and did not know they then had to be financially assessed (customer thought they had been awarded a grant)

Reviewed and rewrote the existing Adaptation Policy

Stage 2

Between April 1st 2010 and March 31st 2011, 9 Stage 2 complaints were received (from 8 customers).

Table 4 Services receiving Stage 2 Complaints

Service Area	2010/11		2009/10	
	No	%	No	%
Physical Disability	3	33%	6	23%
Community Occupational Therapy	2	23%	1	4%
Rothercare Direct	1	11%	-	-
Locality Team Older People	3	33%	11	42%
Enabling Care	-	-	1	4%
Rothwell Grange	-	-	1	4%
Sensory Team	-	-	1	4%
Learning Disability Service	-	-	1	4%
Hospital Services	-	-	1	4%
Commissioning Team	-	-	2	7%
RDASH	-	-	1	4%
TOTAL	9	100%	26	100%

The number of complaints escalating to Stage 2 continues to decline and the reduction has been even more significant than the reduction in complaints being raised at Stage 1 over the last three years. Complaints about locality elderly teams still make up the largest proportion of complaints; however these teams also have the majority of customer contacts. The proportion of complaints relating to Occupational Therapy appears to have increased dramatically. However this was due to only one additional complaint being submitted (at a time when the total number of complaints significantly decreased) compared to the previous year. This coupled with an overall reduction in Stage 2 complaints will show a dramatic increase in the percentage of complaints raised based on a very small increase in actual numbers. Both Locality elderly teams and the Physical Disability team have seen a significant reductions in the actual number of Stage 2 complaints submitted over the last 2 years.

All customers that received a response at Stage 2 during the year received their reply within the required timescales, again maintaining last year's performance.

Table 5 Outcomes of Stage 2 Complaints

Category	Total	Percentage	Upheld/Part Upheld	Percentage
Action Of Staff	-	-	-	-
Quality	1	12%	1	100%
Cost	2	22%	0	0%
Delay	1	11%	0	8%
Information	-	-	-	-
Absence of service	5	55%	0	0%
Other	-	-	-	-
Total	9	100%	1	11%

At Stage 2, only 11% were either upheld or partly upheld as opposed to 42% compared to last year. In absolute terms only 1 complaint was upheld compared to 11 the previous year which represents a dramatic decrease in the number of complaints being upheld at Stage 2 and continues with recent trends. In 2007/8 for example 29 complaints were upheld at Stage 2.

While the highest number of complaints were categorised as lack of Service, it is difficult to draw firm conclusions as each complaint is equal to eleven per cent of complaints, a small increase in numbers can have a significant effect on the proportion of complaints reported in a particular category.

Learning from complaints

A customer was concerned that their carer is supposed to stay for 30 minutes but sometimes she is only at their home for 15 minutes

In response to their concerns we have looked at the way we word our care plans, detailing what carers will be expected to complete during each visit and indicating the maximum time allowed to complete the specified tasks.

Stage 3

The statutory regulations governing Adult Social Care complaints changed in April 2009 and the requirement to have complaints considered by an independent panel no longer exists. However locally we do make provision for customers not happy with the results of formal investigations to have their complaints considered by a Director. Four customers had 4 complaints considered at this way between April 2010 and March 2011. These are detailed as follows:

1. A complainant believed that due to the mistakes, as identified by him at a meeting with the Complaint Officer, the Social Care Assessments carried out were not lawful.

Although equipment was provided by the Community Occupational Therapist, the customer felt that necessary care services had not been provided. The conclusion of the Stage 3 was that the assessments were correctly completed in accordance to Section 47 of the National Health Service and Community Care Act 1990 and the complaint was not upheld.
2. A Complainant believed that he and his family have not been treated with respect by Rotherham Council. Specifically, regarding the way that his complaint regarding a delay in payment of the Carers grant in 2009 was dealt with and over his requests for information. The complaint was not upheld.
3. A Complainant was provided with a new assessment by the Council's Hospital Social Work Team at her request following the operation on her shoulder. The assessment by the Hospital Social Work team found that at the time that the complainant's needs did not meet the Critical or Substantial banding of the Council's Fair Access to Care criteria which meant that there would be no new care package and that the existing care package would be ended. The complaint was not upheld.

4. A complainant was not happy because of a decision to reduce the time allocated to support them with their shopping which they believed would impact on their health and wellbeing. The complainant did not want to use alternative support services available at the local supermarket. The complaint was not upheld.

Learning from complaints

Customers advised that they were still unsure who to contact when they have a query regarding the care they receive, and whether they should contact the Council or go straight to the care provider?

In response we have ensured customers have a contact number of the service provider and are aware that they can contact them directly.

Local Government Ombudsman

Two enquiries were received from the Local Government Ombudsman and all were responded to within the required timescales.

The results of these enquiries were:-

- (Case 1) No Maladministration – that the customer had been treated fairly in accordance to Council policy and procedure.
- (Case 2) No Maladministration – The complaint related to the council's refusal to hear an appeal relating to the refusal to award a Blue badge.

Learning from complaints

Customer have advised that Social Care Assessment Packs should give us information about things that are changing such as changes to service provision and how to get a blue badge

In response we have completed a review what goes in an assessment pack and see how we can use this means of communication to get information out to our customers.

Customer Satisfaction of Complaint Handling

Over the past 12 months we have tested satisfaction with every person who has made a complaint. All customers receive a satisfaction questionnaire within 6 weeks of receiving a response to their complaint.

- 96% of customers expressed satisfaction with one or more aspects of how their complaints were handled. This is up 1% compared to the previous year.
- 100% of customers stated that if dissatisfied in future they would use the complaints process again.
- 81% were satisfied with the time taken for a response to be sent. This is up 1% compared to the previous year.

- 85% expressed satisfaction with the thoroughness of the investigation. This is the same as the previous year.

Learning from complaints

Customers were concerned that they couldn't get some help in planning respite care for relatives, that they wanted to plan in advance and were not happy being told to ring back nearer the time.

We have looked at and improved how we advise and work with families and customers to organise respite.

Finance

Expenditure

With the introduction Making Experience Count there is now more flexibility in how complaints not resolved at the first attempt are progressed. This has reduced the need to engage external Investigating Officers and therefore expenditure has significantly reduced. The new procedures also no longer require an independent panel to consider Stage 3 complaints further reducing costs. Since March 2010, all Stage 2 investigations have been completed by the Complaints Officer which has significantly reduced the costs to the authority of completing investigations.

In 2009/10 more than £6,500 was paid to external consultants related to completing Stage 2 investigations and chairing Stage 3 panel meetings. This was a significant reduction from the previous year (2008/9) where nearly £15,000 was spent on external consultants involved in Stage 2 and Stage 3 complaints.

Learning from customers

Customer was concerned it took too long to recruit staff to a care team (learning Disabilities Service) to allow for changes in the way the customers care was provided.

We have streamlined HR procedures when recruiting to a care team.

Compensation

A total of 27 complaints were upheld or partly upheld of which only one was at Stage 2 or 3. The two Ombudsman enquiries resulted in findings of no maladministration. Therefore no compensation was awarded to customers in respect of any complaints made about Adult Services between April 2010 and March 2011.

Learning from customers

A customer felt that the assessment of their mother had not been completed correctly.

In response we have improved performance on carer's assessments and ensured staff are aware of importance. We have also reviewed and improve information available to families at first point of contact.

New Developments

- Adult services complaint handling has benefited from improvements to complaint handling corporately. Following the Commissioning Policy and Performance review in 2010 and the creation of the Commissioning and Partnerships Directorate. Corporate leads were created in a number of areas that included areas relating to complaints. This completed the existing corporate structure leading to better communication between Council complaint teams, an improved way of sharing best practice and a more joined up approach across the Council.
- There has been a greater focus on putting things right, consideration has been given to dealing with the issue of concern at the earliest possible opportunity. This is manifested itself in the reduction of complaints and the increase in the number of comments. In 2010/11 Adult Services received 113 complaints and 73 comments. This compares with 169 complaints and 57 comments received in 2009/10. Staff from the wider P+Q function have also been involved in the learning and improvement from complaints.
- As part of the restructure of the Complaints Team there is one full time Complaints Officer and one administration support for four days per week. Although this is a reduction in the previous staffing compliment, the team has been functioning with this staffing level since December 2010 when the Complaints Officer undertook a secondment (returning to his current post in August 2011). The current structure represents a considerable saving in expenditure with the elimination of one full time principle officer from the previous structure. It is envisaged that current performance will be maintained under the current structure.
- Complaint training will need to be refreshed to ensure all managers have up to date training and thus maintain current performance in terms of responding to complaints within the required timescales and ensuring customers receive high quality responses that will maintain recent progress in reducing the number of complaints progressing to more formal stages. This is especially important following structure changes in both Adult Services, including RDASH, new staff have to be given instructions on how complaints are dealt with in NAS.
- The Team supplies Complaints Performance information (complaints, comments, MP Enquiries, Councillor Surgeries, compliments and Freedom of Information Request) and contributes to Learning from Customers Workshops, quarterly workshops held with a cross section staff from the Directorate. (Staff discuss complaints and comments received in a quarter and are invited to suggest service improvement and learning.)

Learning from complaints

Customer was concerned that they were not properly consulted regarding his mothers placement into respite care and other options for his mothers care considered

We have simplified information (leaflets, standard letters etc) provided to customers, carers, families and partners regarding charges for care.

2010/11 Improvement Actions

The complaints team will continue to assist the service to make service improvements based on the outcomes of the complaints received, and on what our customers have told us are their main concerns.

The team, based on the trends apparent in 2010/11 will work with management and staff to improve customer care around; information and advice, seek to continue to reduce complaints regarding actions of staff and lack of service. The team will continue to highlight the need for improvements where customers express a concern regarding quality of service.

The team will continue to work closer with other Directorate complaints teams via protocols established under the new Commissioning, Policy and Performance Directorate and share best practice and ensure better complaint handling for cross Directorate complaints.

The handling of complaints will be improved under the ongoing Corporate Complaint review which will;

- Reduce costs in investigation and escalation.
- Reduce the number of complaints escalating through the complaint procedure (Stage 2 and Stage 3)
- Improve customer satisfaction, as evidenced in best practice models that exist across the council.
- Strengthen the role of the current Complaint Officer Forum
- Improve the learning and service improvement from complaints

Learning from complaints

Customer was concerned that services were going to be taken away because they had made a complaint.

In response we have introduced a standard statement within complaints literature re-assuring customers that by making a complaint that this will not have a negative impact on the services/support they are entitled to.

In addition, the complaint Team will continue to;

- Embed the principles of personalisation and Making Experiences Count.
- Maintain the improvement in performance in terms of responding to complaints

- Ensure that managers investigating complaints always discuss and agree an action plan with the customer within 2 days of receiving the complaint
- Ensure that the new combined Adult Social Care and Health Service complaints process reduces the maximum time a customer will wait before all stages of the complaints process are completed.
- Improve and enhance the recording of comments and concerns and ensure learning issues are captured from all feedback and not just formal complaints.
- Provide training in complaint handling to all managers and senior staff in Adult Services on an ongoing basis.

Finally, we are looking at ways to capture first point of contact customer dissatisfaction across the Directorate. To capture information on those complaint enquiries that are dealt with by the service and do not escalate through formal channels.

We will build on the existing Learning from Customers workshops with staff and Enhance them to include participation from customers, partners and stakeholders.

Will introduce **Putting Things Right**, we will ensure that all enquiries through the team are dealt with in the best possible way, that any issue of concern is resolved at the earliest possible opportunity and then we then take the opportunity to learn and seek improvements to service.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Self-Regulation Select Commission
2.	Date:	8 March 2012
3.	Title:	Children and Young People’s Comment, Compliments and Complaint – April to September 2011
4.	Directorate:	Children and Young People’s Services

5. **Summary**

This report outlines performance for complaints in Children and Young People’s Services (CYPS) for the period April to September 2011, along with comparison to 2007/2008, 2008/2009 and 2009/2010.

Between 1 April 2011 and 30 September 2011, 38 people made 217 complaint points which were dealt with at Stage 1, 2 people made 27 complaint points which were dealt with at Stage 2. No complaints were escalated to Stage 3.

6. **Recommendations**

The select commission receives and notes the contents of the report

7. Proposals and Details

This report provides details about the comments and complaints received between April to September 2011. The report highlights details of the performance in complaints and identifies areas where improvements are being made and where further improvement is required.

It also details other types of enquiries and feedback handled by the Complaints Team, including; enquiries from the Local Government Ombudsman and MPs; compliments and complaints about schools.

7.1 Complaints Received – Stage 1

- Between 1 April 2011 and 30 September 2011 we received 217 complaints from 38 people which were dealt with at Stage 1 of the Complaints process (See Table A).

This compares to 150 complaints received from 61 people in the same period last year; which suggests that the year on year increase in the number of complaints received, seen over the last 3 years, will continue in 2011/12.

- 108 (49.8%) of the complaints received between 1 April 2011 and 30 September related to the quality of service received; and a further 80 (36.8%) related to the actions of staff (Table B). This compares to similar figures for the previous year.
- More inconclusive than council-wide
- 72 (33.2%) of the complaints received between 1 April 2011 and 30 September were about Central Locality Social Work Teams and 55 (25.3%) were about South Locality Social Work Teams (Table C). This accounts for 137 (63.1%) of all complaints received.

7.2 Complaints Closed – Stage 1

- Between 1 April and 30 September 2011 we investigated, responded to and closed 214 complaints from 39 people (Table D).
- In Quarter 1, 65.9% (58 out of 88) of complaints were closed within timescales. This figure for Quarter 2 was 93.7% (118 out of 126) of complaints closed within timescales.
- Overall between April and September 2011, 82.3% (176) of complaints were closed within timescales. In comparison to performance in the previous year (2010/2011), 61% of complaints at Stage 1 were closed within timescales.

- The average number of days taken to investigate and respond to complaints in this period was 16.5 days. This compares to an average of 21.25 days for the previous 12 months.
- The above data represents a significant improvement in performance resulting from the introduction of a performance management approach in complaints handling.
- Almost half (49.5%) of all complaints were not upheld between April and September 2011 (Table E). 38.0% of complaints were partially or fully upheld and 12.6% were inconclusive.

7.3 Complaints and Comments from Looked After Children

- During the period 1 April to 30 September 2011, we received 4 complaints and 4 comments from Looked After Children.
- All of the complaints came from Looked After Children residing in Children's Homes.
- 3 out of the 4 complaints were about the quality of service and 1 complaint was about the actions of staff.
- Following investigation, 2 of the complaints were partially upheld, 1 was not upheld, and 1 was found to be inconclusive.
- 2 out of the 4 comments were from Looked After Children residing in Children's Homes and 2 were living in other placements.
- Comments from Looked After Children often include service requests or low level complaints which can be dealt with by their social worker or by the manager of the Children's Home.

7.4 Complaints Received - Stage 2

- Between 1 April and 30 September 2011, 27 complaints from 2 people were escalated to Stage 2 of the complaints process.
- These complaints relate to the South Locality Social Work Teams (22 complaints) and the Fostering Team (5 complaints).
- 16 of these complaints were about the quality of service received and 11 were about the actions of staff.

- These complaints have been investigated and are in the process of being adjudicated on. It is expected that all of these complaints will be closed in November 2011.

7.5 Comments and informal complaints

- Comments and informal complaints are recorded where the service is able to resolve the issue or problem which is raised and deliver a satisfactory outcome to the complainant, without having to utilise the formal complaints process.
- Between 1 April and 30 September 2011 we recorded 36 comments which were dealt with outside of the formal complaints procedure. This has decreased from 51 in the same period last year. It is likely that this relates to the complexity of complaints

7.6 Complaints about schools

- In addition to the comments recorded above, between 1 April and 30 September 2011 we were contacted by 44 people wanting to make a complaint about a school and provided guidance on school responsibilities in dealing with complaints.
- School complaints generally relate to bullying, incidents which have occurred within the school, and the level of support provided by the school to children with additional needs.

7.7 Compliments

- Between 1 April and 30 September 2011 we recorded 16 compliments from customers.
- These compliments relating to the following service or staff within the service:
 - Fostering Team x 5
 - Children's Disability Team x 2
 - Wentworth North Team 1 x 2
 - Access Team x 1
 - Education Psychology Service x 1
 - Looked After Childrens' Team x 1
 - Parent Partnership x 1
 - Resource and Access x 1
 - Rother Valley South Team x 1
 - Wentworth Valley Team 1 x 1
 - Safeguarding x 1

- 12 out of the 16 compliments were about the actions of staff, 3 about the quality of service and 1 compliment was about the quality of information provided.
- In the previous year we recorded only 37 compliments in total which suggests that there has not been recent improvement in this area and we still continue to record fewer compliments than other areas of the Council.

7.8 Local Government Ombudsman and Enquiries from Members of Parliament

- Between April and September 2011 we received 5 first enquiries from the Local Government Ombudsman.
- 3 of the enquiries received related to the School Admissions Service, 1 related to the Children's Disability Team and 1 to Central Locality Social Work Teams.
- 4 of these enquiries have now been closed with decisions having been made by the Ombudsman on 3 of the enquiries; 1 no maladministration, 1 settled locally, 1 premature complaint.
- In the same period we received 6 enquiries from Members of Parliament.

7.9 Learning from Complaints and Satisfaction Complaints Handling

- Service Improvement Officer have adopted a role within the complaints process which includes communication with the complainant following the completion of a complaint investigation to establish satisfaction with how the complaint was handled.
- A lessons learned template has been in use for over a year and enables more consistent approach to capture lessons learned and outcome information of all Stage 1 complaints.

7.10 Future Development

- In response and as a result of progress made in improving performance the following developments are planned to improve performance further, improve the quality of investigation and achieve better outcomes:
 - Further the development of the lessons learned template to ensure that we are making service improvements as a result of complaints and are increasing the satisfaction of customers.

- Revise the complaints training package and deliver to managers across CYPS with initial emphasis on staff in Children's Homes and Social Work Managers.
- Develop guidance for staff who may be involved in the complaints process and complaints interviews to ensure that they are aware of the process and understand their role; considering how this might be incorporated into the induction process for new staff.
- Work with young children and children with disabilities to improve access to complaints service
- Improve awareness and recording of complaints across all CYPS services.

8. Finance

- The salary of the Complaints Manager and Complaints Administration Officer, including on costs.
- There are also the additional costs of manager time which is spent investigating Stage 1 Complaints and the involvement of other staff in the investigation process.
- There are also costs of appointing Investigating and Independent Officers to investigate 6 Stage 2 Complaints was £22,541 in 2010/11.

9. Risks and Uncertainties

- It should also be noted however that the number of complaints continues to increase year-on-year.

10. Policy and Performance Agenda Implications

- The decrease in performance over recent years has led to a strengthened performance management approach in 2011/12 in dealing with complaints.
- The Director of Safeguarding and Corporate Parenting has taken on a proactive role within the complaints process, overseeing complaints relating to social care and ensuring that they are dealt with, within the permitted timescales.
- As a result, performance in relation to complaints has improved significantly in 2011/12.

11. Background Papers and Consultation

- Table A: Overview of the total number of complaints received at Stage1, Stage 2 and Stage 3 between April and September 2011.
- Table B: Total number of complaints received by category between April and September 2011.
- Table C: Total number of complaints received by team/service between April and September 2011.
- Table D: Overview of the total number of complaints closed at Stage1, Stage 2 and Stage 3 between April and September 2011.
- Table E: Overview of the total number of complaints closed at Stage1 between April and September 2011 by outcome.

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Table A: Overview of the total number of complaints received at Stage 1, Stage 2 and Stage 3 between April and September 2011.

		Quarter 1	Quarter 2	Total
Stage 1	People	18	20	38
	Complaints	117	100	217
Stage 2	People	-	2	2
	Complaints	-	27	27
Stage 3	People	-	-	-
	Complaints	-	-	-
Total	People	18	22	40
	Complaints	117	127	244

Table B: Total number of complaints received by category between April and September 2011.

	Actions of staff	Delay in service	Lack of information	Lack of service	Quality of service
Stage 1	80	1	8	10	108
Stage 2	11	-	-	-	16
Stage 3	-	-	-	-	-
Total	91	1	8	10	124

Table C: Total number of complaints received by team/service between April and September 2011.

	Number of complaints at Stage 1	% of complaints at Stage 1
Central Locality	72	33.2%
South Locality	55	25.3%
Safeguarding	26	12.0%
Looked After Children Team	22	10.1%
North Locality	15	6.9%
Fostering	11	5.1%
Children's Disability Team	6	2.8%
Youth Offending Service	4	1.8%
Out of Hours Team	3	1.4%
Children's Homes	2	0.9%
Total	217	100.0%

Table D: Overview of the total number of complaints closed at Stage1, Stage 2 and Stage 3 between April and September 2011.

		Quarter 1	Quarter 2	Total
Stage 1	People	20	19	39
	Complaints	88	126	214
Stage 2	People	-	-	-
	Complaints	-	-	-
Stage 3	People	-	-	-
	Complaints	-	-	-
Total	People	20	19	39
	Complaints	88	126	214

Table E: Overview of the total number of complaints closed at Stage1 between April and September 2011 by outcome.

	Number of complaints	% of complaints
Upheld	39	17.8%
Partially upheld	41	19.2%
Not upheld	106	49.5%
Inconclusive	29	12.6%
Withdrawn	2	0.9%
Total	217	100.0%

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Self-Regulation Select Commission
2.	Date:	8 March 2012
3.	Title:	EDS Customer Care Overview Report 1st July, 2011 to 31st December, 2011
4.	Directorate:	Environment and Development Services

5. Summary

The following report details performance statistics against the Customer First Charter and suggests recommendations for improvement where necessary for the period 1st July 2011 – 31st December 2011

6. Recommendations

- (i) That the contents of the report be noted**

7. *Customer Charter/Service Standards*

The revised Customer Charter has been agreed by SLT/Cabinet and looks to bring the Charter into line with the work currently being undertaken on Service Standards and to align it to the recently refreshed Customer Access Strategy

The revised service standards are based around:-

- Easy Access
- On Time
- Right Result
- Treated Right

8. *Proposals and Details*

The report covers the statistical information relating to Customer contacts received by Environment and Development Services arising from customer Complaints, Comments and Compliments.

Statistical Information

% of letter from the public acknowledged within 3 working days, target 100%

Department	No.	In Target	%
Asset Management	15	15	100%
Planning & Regeneration	127	127	100%
Streetpride	856	856	100%
Totals	998	998	100%

% of letters responded to from the public within 10 working days, target 100%

Department	No.	In Target	%
Asset Management	15	11	73%
Planning & Regeneration	127	122	96%
Streetpride	856	851	99%
Totals	998	984	98.5

% of complaints acknowledged and responded to within timescales in the Corporate Complaints procedure, target 100%

All complaints, comments and compliments for Environment & Development Services are monitored through the Siebel system.

% of complaints acknowledged with within timescale:

Department	% In target
Asset Management	-
Planning and Regeneration (inc C&L)	100%

Streetpride (inc C&L)	100%
LGO	100%
EDS Overall	100%

% of complaints dealt with within timescale:

Department	% In target
Asset Management	-
Planning and Regeneration (inc C&L)	100%
Streetpride (inc C&L)	86.6%
LGO	100%
EDS Overall	89.2%

From 1st July 2011 to 31st September, 2011 EDS received 50 Stage 1 complaints, 5 Stage 2, 0 Stage 3 complaints and 2 complaints from the LGO.

% of comments dealt with within timescale:

Department	No.	In Target	%
Asset Management	17	17	100%
Planning and Regeneration (inc C&L)	156	144	92%
Streetpride (inc C&L)	229	222	97%
EDS Overall	402	383	95%

No. of compliments received:

Department	No Received
Asset Management	-
Planning and Regeneration (inc C&L)	10
Streetpride (inc C&L)	46
EDS Overall	56

Complaints handling trend analysis

A simple comparison with the previous quarters and quarterly averages for 2010 – 11 shows the following current trends:

Department / Complaints Stage	Quarterly Average 2010 - 11	Quarter 2 2011 - 12	Quarter 3 2011 - 12
Asset Management			
Stage 1	0.75	0	0
Stage 2	0.25	0	0

Stage 3	-	-	
LGO	-	-	2
All Stages	1	0	2
Planning & Regeneration (inc C&L ex 10/11 qtrly average)			
Stage 1	7.25	6	8
Stage 2	2.5	1	2
Stage 3	-	-	
LGO	1	1	1
All Stages	10.75	8	11
Streetpride (inc C&L ex 10/11 qtrly average)			
Stage 1	15.75	13	14
Stage 2	0.75	0	1
Stage 3	-	-	
LGO	1	1	0
All Stages	17.5	14	15
Culture & Leisure			
Stage 1	7		
Stage 2	0.5		
Stage 3	0.25		
LGO	-		
All Stages	7.75		
EDS Overall			
Stage 1	30.75	19	22
Stage 2	4	1	3
Stage 3	0.25	0	0
LGO	2	2	3
All Stages	37	24	28

Key : Increase on quarterly average
 No change
 Reduction on quarterly average

Implementation of recommended improvements

In addition to identifying the lessons learnt from the complaints process, an important outcome is that the Council is seen to be implementing the recommended improvements arising from the complaint, ensuring as much as possible that similar complaints do not arise in the future.

Learning from Complaints

All Stage 1 complaints are sent to the responding Service Manager with an accompanying Lessons Learnt Template. The completed template needs to be returned along with the draft response for quality checking.

9. Finance

The main financial issue regarding customer care issues is in respect of staff time. By improving customer care it should reduce the number of complaints received and the length of time staff are required to deal with customer complaints.

Additional financial implications will be seen if a complaint is escalated through the procedure particularly at Stage 3. Similarly increased financial costs will be seen if a complaint is upheld and a local settlement is agreed via a compensatory payment.

10. Risks and Uncertainties

There are risks related to reputation and the customer perception of the Authority.

Risks are also present in terms of the accuracy of the performance information reported for answering letters to the public as the accuracy of this information is based on the timely return of data from each service area.

11. Policy and Performance Agenda Implications

This report supports our commitment to "The way we do business principles" - these underpin our corporate plan and aim to ensure that we will focus on the things that local people feel are most important and we will deliver the best service by:

Talking and listening to all our customers and treating everyone fairly and with respect

Supporting and enabling our communities to help themselves whilst meeting the needs of the most vulnerable

Getting it right first time, reducing bureaucracy and getting better value for money

Working with partners to ensure people get the services and support they need as early as possible

Having the right people, with the right skills in the right place at the right time

12. Background Papers and Consultation

All letters, comments and complaints are logged on Siebel or the Answering Letters from the Public Database

RBT Precision reports on answering the telephones are distributed to managers on a monthly basis. A summary spreadsheet of performance on answering telephones is kept in the Performance and Quality Section

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ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS
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1.	Meeting:	Self Regulation Select Commission
2.	Date:	8th March 2012
3.	Title:	Corporate Plan Outcomes
4.	Directorate:	Resources - Commissioning, Policy & Performance

5. Summary

This report provides an analysis of the Council's current performance against the 29 key delivery outcomes contained within the Corporate Plan. It is a position statement based on available performance measures together with an analysis of progress on key projects and activities which contribute to delivery of the plan.

The current position is:

Red	3 outcomes requiring major intervention at SLT level
Amber	17 outcomes requiring intervention at Directorate level
Green	9 outcomes requiring no intervention at this time

The report also aims to highlight the various economic and political influences including changes in national policy and funding which are already, or could potentially impact, on the performance of our corporate plan outcomes.

In light of the extreme financial situation and ongoing budget savings the council's performance in delivering corporate outcomes is holding up well. There is always the risk that government changes in policy and further cuts in funding will have a further impact. However in Rotherham we have identified a number of corporate priority outcomes which matter at a local level.

More work is recommended in terms of assessing and delivering improvements in some of the most deprived communities. Further work is also recommended to assess the full impact of changes in the welfare reform area to understand how it will impact on vulnerable communities and families.

6. Recommendations

That Members:

- **Agree the current position against each of the Corporate Plan outcomes, ensuring implementation of the proposed interventions and corrective actions.**
- **Note the change in ownership of outcome 21 *"More people are physically active and have a healthy way of life"* as proposed on page 9.**
- **Note the work which has commenced to provide high level monitoring of *"the way we do business"* principles and *"are we making a difference"* outlined in section 7.5.**

- **Keep the performance issues outlined in Appendix 2 under close review to prevent amber outcomes becoming rated red.**
- **Consider commissioning a review similar to that of Barnsley MBC within RMBC to help identify the potential impact the welfare reform will have on the local economy.**
- **Commission a piece of work to assess performance of the 11 communities identified as part of the “Targeting resources to our most deprived neighbourhoods” project.**

7. Proposals and Details

7.1 Approach

This performance report provides an analysis of the Council's current performance on the **29 key delivery outcomes** contained within the Corporate Plan. Achievement against delivery of the outcomes are rated as follows:

Red	Not meeting targets; adverse Direction Of Travel; actions giving cause for concern; requires major intervention by SLT level.
Amber	Slight variation from targets; some actions behind program; requires minor intervention Directorate level.
Green	Meeting or exceeding targets; actions progressing well; no intervention required at this time.

Assessment is based on data currently available for:

- Indicators/targets
- Customer perception
- Progress against key actions and outcomes
- Status of financial and operational risks
- National Policy

This is supplemented by a detailed “**exceptions report**” for those outcomes rated as Red which identifies the key issues affecting performance together with recommendations for improvement and any corrective actions to be taken by SLT.

In addition:

Appendix 1 – A summary of “**performance highlights and achievements**” across all outcomes rated amber and green.

Appendix 2 – A summary of “**performance issues which provide the rationale for specific outcomes being rated as amber**”. This appendix highlights the areas which need to be focused on to move the outcomes towards a green rating and prevent them becoming red. These issues should be led by the relevant Strategic Director at directorate level.

Appendix 3 – A detailed summary of performance for the high level quantitative measures across all outcomes. This report is supplemented by outcome scorecards which are under development and provide the underpinning information for the majority of the 29 outcomes providing details of:

- Performance data for the agreed high level measures (what success looks like)
- Performance data for other measures (where we need to make a difference)
- Narrative around key delivery projects detailed in Directorate / Team Plans
- Qualitative information
- Emerging and ongoing risks

These can be found on the council's intranet at the following link:

<http://intranet.rotherhamconnect.com/C7/Plans%20and%20Strategies/default.aspx>

7.2 Corporate Plan Score Card – October 2011

Our Vision for Rotherham is:	Rotherham is a prosperous place and Rotherham people have choices and opportunities to improve the quality of their lives. Rotherham communities are safe, clean, and green where everyone enjoys a healthy and active life.									
The most important things that we do are:	Making sure no community is left behind.		Providing quality education; ensuring people have opportunities to improve skills, learn and get a job.		Ensuring care and protection are available for those people who need it most.		Helping create safe and healthy communities.		Improving the environment.	
What we want to achieve is:	01	Fewer children are living in poverty. <i>Joyce Thacker</i>	06	More people have formal qualifications and skills. <i>Dorothy Smith</i>	13	All children in Rotherham are safe. <i>Howard Woolfenden</i>	18	People feel safe where they live. <i>Dave Richmond</i>	24	Rotherham is prepared for present and future climate change. <i>Ian Smith (David Rhodes)</i>
	02	Everyone can expect to live longer lives, regardless of where they live. <i>John Radford (NHS)</i>	07	There are more successful new businesses. <i>Paul Woodcock</i>	14	Vulnerable people are protected from abuse. <i>Shona McFarlane</i>	19	Anti social behaviour and crime is reduced. <i>Dave Richmond</i>	25	Clean streets. <i>David Burton</i>
	03	The gap in average earnings is reduced. <i>Paul Woodcock</i>	08	More people come to the Town Centre for work, shopping and for things to do and see. <i>Paul Woodcock</i>	15	People in need of support and care have more choice and control to help them live at home. <i>Shona McFarlane</i>	20	People are able to live in decent affordable homes of their choice. <i>Dave Richmond</i>	26	Safer and well maintained roads. <i>David Burton</i>
	04	Less people struggle to pay for heating and lighting costs. <i>Dave Richmond</i>	09	More people are in work or training and less are living on benefits. <i>Paul Woodcock</i>	16	People in need get help earlier, before reaching crisis. <i>Howard Woolfenden / Shona McFarlane</i>	21	More people are physically active and have a healthy way of life. <i>John Radford</i>	27	Reduced CO2 emissions and lower levels of air pollution. <i>Ian Smith (David Rhodes)</i>
	05	More people in our poorest communities are in work and training. <i>Paul Woodcock</i>	10	All 16-19 years olds are in employment, education or training. <i>Dorothy Smith</i>	17	Carers get the help and support they need. <i>Shona McFarlane</i>	22	People from different backgrounds get on well together <i>Matt Gladstone</i>	28	More people are recycling. <i>David Burton</i>
			11	Babies and pre school children with a good start in life. <i>Joyce Thacker</i>			23	People enjoy parks, green spaces, sports, leisure and cultural activities. <i>David Burton / Paul Woodcock</i>	29	More people are cycling, walking or using public transport. <i>Paul Woodcock</i>
			12	Higher paid jobs. <i>Paul Woodcock</i>						

Trend Analysis - The table below demonstrates the changes over time in the R.A.G status against each outcome.

Outcome	Baseline March 2011	Period 1 July 2011	Period 2 Oct 2011	Period 3 Feb 2012
1) Fewer children living in child poverty	Red	Red	Red	Red
2) Everyone can expect to live longer lives regardless of where they live	Amber	Amber	Amber	Amber
3) The gap in average earnings is reduced	Green	Green	Green	Amber
4) Less people struggle to pay for heating and lighting costs	-	Green	Green	Green
5) More people in our poorest communities are in work and training	Amber	Amber	Amber	Amber
6) More people have formal qualifications and skills	Red	Red	Red	Amber
7) There are more successful new businesses	Amber	Amber	Amber	Amber
8) More people come to the Town Centre for work, shopping and for things to do and see	Red	Red	Amber	Amber
9) More people are in work or training and less are living on benefits	Red	Amber	Amber	Amber
10) All 16-19 years olds are in employment, education or training	Green	Amber	Amber	Amber
11) Babies and pre school children with a good start in life	Green	Green	Green	Green
12) Higher paid jobs	Green	Green	Green	Amber
13) All children in Rotherham are safe	Amber	Amber	Amber	Amber
14) Vulnerable people are protected from abuse	Green	Green	Green	Green
15) People in need of support and care have more choice and control to help them live at home	Green	Green	Green	Green
16) People in need get help earlier, before reaching crisis	Red	Red	Red	Amber
17) Carers get the help and support they need	Amber	Green	Green	Green
18) People feel safe where they live	Amber	Green	Green	Green
19) Anti social behaviour and crime is reduced	Amber	Green	Green	Green
20) People are able to live in decent affordable homes of their choice	Green	Green	Amber	Amber
21) More people are physically active and have a healthy way of life	Green	Red	Red	Red
22) People from different backgrounds get on well together	-	Red	Red	Red
23) People enjoy parks, green spaces, sports, leisure and cultural activities	Amber	Amber	Amber	Amber
24) Rotherham is prepared for present and future climate change	Amber	Amber	Amber	Amber
25) Clean Streets	Green	Amber	Red	Amber
26) Safer and well maintained roads	Red	Red	Amber	Amber
27) Reduce CO2 emissions and lower levels of air pollution	-	Green	Green	Green
28) More people are recycling	Amber	Amber	Amber	Green
29) More people are cycling, walking or using public transport	-	Amber	Amber	Amber

Changes in R.A.G. Ratings

The RAG ratings of performance outcomes was last reported to SLT in November 2011. Since then the following changes have taken place:

- Outcome 3 – The gap in average earnings is reduced / Outcome 12 – Higher Paid jobs:** From Green to Amber – Primarily due to a reduction in average earnings and an increase in the gap between Rotherham and the region. The most recent survey results released in December 2011 now indicates a **below target performance** of £453.80 per week. The target for 2011/12 was to have a 0% gap on the Yorkshire and Humber rate (£465.50). 2011 performance denotes a -2.5% gap compared to +1.4% gap in 2010.
- Outcome 6 – More people have formal qualifications and skills:** From Red to Amber – Improvement in the percentage of pupils achieving L4+ in both English and Maths at Key Stage 2 in Rotherham was greater than the improvement nationally thus narrowing the gap and resulting in a year on year improvement rank of 42nd out of 152.

2011 data also showed that GCSE results rose for the 9th successive year. 5+A*-C including English and mathematics, showing a faster rate of improvement against the national average increase thus narrowing the gap. Using the DFE data matrix this ranks 17th out of 152 for year on year improvement.

- **Outcome 16 – People in need get help earlier, before reaching crisis** : From Red to Amber - High level measures in relation to processing of benefits, Packages of care in place within 28 days of assessments (adults) are all on target. There has also been a reduction in the number of looked after children in Rotherham (118 compared to 129 at the same time last year). There are still issues around the impact and quality of the Common Assessment Framework (CAF) which need to be addressed.
- **Outcome 25 - Clean Streets:** From Red to Amber. Cleanliness survey results for the third quarter report a significant improvement in performance against levels of litter and detritus. This outcome is however is rated only as Amber due to uncertainties about data quality of survey results which are currently being closely examined.
- **Outcome 28 – More People are Recycling:** From Amber to Green – Performance against indicators for reducing residual household waste, increasing household recycling demonstrate improved performance and the percentage of municipal waste landfilled is better than the control target. This is due in large part to the use of stockpiled stereofibre in land remediation projects.

7.3 Corporate Plan Exception Report – October 2011

Priority 1 – Making sure no community is left behind

01) Fewer children are living in poverty CYPS – Joyce Thacker

Performance Data (High Level):

Child poverty data is only reported once a year, therefore the levels reported last year remain demonstrating child poverty in Rotherham is above the national and regional average child poverty rates of 21.3% and 21.9% respectively.

Ref	Indicator Title	Good Performance	Freq. of Reporting	2008		2009		DOT
				Rotherham	National	Rotherham	National	
NI 116	Overall proportion of children living in child poverty in Rotherham	Low	Annual (August/September)	22% (12,745 children)	21.6%	23.3% (13,665 children)	21.3%	↓

The Child Poverty Unit (CPU) has published a Child Poverty Needs Assessment Toolkit to aid local authorities prepare their needs assessment and has identified a basket of indicators to help local authorities understand the broad range of factors contributing to child poverty locally which they can influence. This data tool brings together these indicators and is designed to sit alongside the Toolkit; aiding analysis of the basket of indicators at the local authority level categorised under the headings of; parental employment and skills, place, life chances and financial support. Work is currently ongoing with partners and sub-regionally to improve this information management around child poverty.

Risk: Economic / Political Influences

As previously highlighted the Institute for Fiscal Studies (IFS) studies highlight that there can be almost no chance of eradicating child poverty on current government policy.

A major programme of research conducted by the Family and Parenting Institute (IPF) working in partnership with the Institute for Fiscal Studies (IFS) interrogates the impact of cutbacks on local services as well as exploring how fluctuations in household income are affecting family life. Part of the work analyses family income, poverty rates and impact of tax and benefit changes on work incentives. The research concludes that in relation to child poverty there is evidence of more financial strain to come:

- Income for families with children are set to **fall in real terms by 4.2% between 2010-11 and 2015-16 (equivalent to a £1,250 reduction for a couple with two children compared to those with no children where the reduction is equivalent to a £215 fall in income).**
- As a result of changes being introduced between January 2011 and April 2014 working age households with children are set to lose out more than pensioners and working age households without children – **looking at the picture before introduction of universal credit families with children lose just over 6% of income.**
- Families with lowest incomes losing the most from reforms – **non working lone parents lost more than 12% of income – equivalent to £2,000 per year.**

The research also evidences that the cuts package will impact most on the least resilient family types:

- Income falls for families is greatest for those with three or more children, households with young children and those in private rented accommodation.
- Families with children under 5 – **between 2010-11 and 2015-16, 500,000 more children will fall into absolute poverty.**
- Larger families will also be hit hard largely driven by the imposition of the cap on the total amount of benefits families can receive which will be introduced in 2013-14. This has a marked consequence in terms of child poverty rates with 100,000 of the overall increase in absolute child poverty of 500,000 comes from families with four or more children.
- Rise in poverty rates for Pakistani and Bangladeshi children (who often tend to live in larger families).

The Council and partners are working on a number of initiatives to try and ensure child poverty does not increase further:

- Rotherham will implement a Government initiated programme to turnaround 700+ of its most troubled families. This work will commence in Rotherham's eleven most deprived neighbourhoods.
- Member Seminar on Child Poverty scheduled for April 2012.
- Rotherham will also re-launch its Early Help Strategy in Spring 2012; one of the strategic objectives identified in the strategy is 'to mitigate the effects of child poverty (including

health inequalities) by supporting families to fulfil their potential.’ If the strategy is successful it will have long term impacts on rates of poverty in the borough.

- Support pathway is being developed for Children’s Centres to support parents achieve economic wellbeing. Early Years and Children’s Centres co-ordinating Adult and Family Learning package for children’s centre delivery with both RMBC colleagues and external PVI training providers.
- We are targeting support for our most vulnerable groups including EU migrants and new arrivals through the development and implementation of the child poverty measures detailed in the EU migration action plan. This plan is currently being reviewed and finalised and work is ongoing to commission skills for life and community learning to deliver ESOL courses to new arrivals. We have been delivering 2 pre-school ESOL classes a week at Ferham and the Unity Centre since October 2011.
- We continue to process housing and council tax benefits/free school meals claims and Rothercard applications in an efficient and timely manner. The average number of days taken to process **HB/CTB New Claims and change events continues to be slightly under the 12 day target at 12.88 days.** In relation to **new benefit claims decided within 14 days of receipt of all necessary information being provided performance has increased to 95.10%. 100% of Rothercard applications (both postal and on the spot) were dealt with within time.**

As recommended in the previous report a performance clinic to assess the impact of the changes in government policy around child poverty and targeting resources in identified areas in order to ensure that child poverty issues are addressed was held on 22nd February 2012. This clinic focused on the wider problem of poverty and worklessness. Key actions were identified and the action plan is currently being developed for implementation as a matter of urgency.

MEMBER ACTION: To ensure that the actions arising from the forthcoming performance clinic are prioritised for implementation and that progress is monitored quarterly.

Priority 4 – Helping create safe and healthy communities

Outcome 21 – More people are physically active and have a healthy way of life
Owner: John Radford

Performance Data (High Level):

Ref	Indicator Title	Good is	10/11 Actual or Baseline	Freq. of reporting	Comp Data	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	DOT
Ex NI 8	Adult participation in sport	High	21%	Annually	22% (National Avg)	22%	Survey data will be published in December 2011 and reported in the year end report				N/A
EX NI 57	Children and Young People’s participation in sporting opportunities	High	93%	Annually	N/A	Unable to report on this measure – schools no longer statutorily required to report on this measure					
Ex NI 55a	Obesity prevalence across primary school children in reception a) Prevalence b) Coverage	Low High	10.5% 94.5%	Annually	9.4% 93.4%	Halt rise in obesity	- -	- -	8.3% 98.2%		↑ ↑

Ref	Indicator Title	Good is	10/11 Actual or Baseline	Freq. of reporting	Comp Data	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	DOT
EX NI 56a	Obesity prevalence among primary school children in year 6										
	a) Prevalence	Low	20%	Annually	19.0% (All Eng)	Halt rise in obesity	-	-	21.6%		↓
	b) Coverage	High	95.0%		91.8%		-	-	96.8%		↑

The annual Sport England / Active People Survey reported in December 2011 that **21% of Rotherham adults participate in sport and active recreation at the recommended 3 x 30 minutes per week. This indicates no change over 2010.** This survey is completed independently of local authorities and is a measure of local lifestyles rather than a measure of council service delivery and performance. To address the data gap around child participation in PE and Sport Performance and Quality and School Effectiveness (CYPS) and have developed a proposal to ensure schools continue to produce information around child participation in sport and PE. **This has now been endorsed by the Learning Communities Group for implementation in April 2012.**

Child Obesity – Latest results published in December 2011 relating to the 2010/11 school year continues to demonstrate a year on year increase in coverage across both reception and year 6 performing better than the all England average. Results are following the national trend in relation to reducing reception year obesity reducing from 10.5% to 8.3% (a reduction of 1.8% compared to an all England reduction of 0.4%).

However obesity in year 6 continues to rise more steeply rising by 1.4% (from 20.2% to 21.6%) compared to a national rise of 0.3%.

Activity remains ongoing to attempt to improve this trend and are proving to be effective. In particular **Carnegie Clubs and Camps have a 95% and above success rate.**

Service	No using the service (2 yrs) <i>NB still some in service not reached completion</i>	No & (%) completing the programme	% of completers losing weight (or equivalent for children)	No & % of completers achieving weight loss target	Current Cost per success	Target Cost per success (<i>still no benchmarking data from other areas available-raised at National level</i>)
Carnegie Clubs	616	384 (62%)	100%	369 (96%)	£750	£580
RIO children's service	261	101(39%)	100%	66 (65%)	£7788	£1285
Carnegie Camp (now called More Life)	136	136 (100%)	100%	136 (100%)	£3153	£3300
ReShape	1785	884 (50%)	100%	830 (94%)	£265	£165
RIO adults	2706	1444 (53%)	88%	797 (55%)	£645	£435

The Obesity Strategy Group has also now been refreshed and the first meeting held on 1st February 2012. The primary roles of the group are to continue the development and implementation of the Rotherham Healthy Weight Management Commissioning Framework and facilitate Rotherham to tackle obesity through:

- Reviewing and developing care pathways

- Scoping the magnitude of the challenge
Agreeing the model for service provision
- Continuous Service Improvement
- Commissioning the obesity services
- Performance management of the services

Risk:

Commissioned services for addressing obesity in both adults and children were due to end in March 2012. These contracts have been successfully extended to September 2012 but still remain at risk.

There are currently no national obesity targets for adults, but there is a planned ambition for adult obesity (still to be confirmed) and an on-going National Child Measurement Programme ambition to halt the rise in obesity in children.

As approved by SLT/Cabinet a performance clinic around child obesity is scheduled to be held on 5th March 2012 to look at the work which has been done in relation to child obesity but also to discuss future plans once funding ends.

Economic / Political Influences

Creating a sporting habit for life, a new youth strategy, was published in January 2012 by the Department for Culture, Media and Sport (DCMS), the central aim of the Government's new Strategy for youth sport is to increase the number of 14-25 year olds playing sport ensuring that participation continues beyond school years into adulthood. The Strategy has been published against the backdrop of continuing concerns about creating a lasting sporting legacy following the 2012 Summer Olympic and Paralympic Games - a key pledge that helped to secure the London Games.

The Strategy sets out how over the next five years Sport England, working with national and local partners, will invest at least £1 billion of Lottery and Government funding primarily around establishing networks between schools and sport clubs. This will be achieved through:

- Physical Education remaining a compulsory feature of the National Curriculum supported by £150m secured until 2015 and invested through *School Games*
- Establishing at least 6,000 partnerships between schools and local sports clubs by 2017 with every County Sport Partnership provided with a dedicated officer responsible for making links between schools and community sports clubs in their local area.
- Sports Governing Bodies will be expected to spend around 60% of their £450 million Government funding between 2013 and 2017 on activities that increase participation within the 14-25 age-group with funding provided on a payment by results basis with sports that fail to deliver putting their public funding at risk.
- A further £160m will be spent on new and upgraded sports facilities on top of the £90m already invested via Sport England's *Places, People, Play* programme including allowing schools to open up their sports facilities to the public.
- Between now and 2017 over £50 million will be made available to "well-run" sport clubs, voluntary groups and others to provide an "exciting and appealing sporting experience".

It has been proposed by Streetpride Management Team that this ownership of this outcome is reassigned to John Radford as the contribution from EDS around this outcome is minimal. EDS contributes to this outcome through the activities of a small Sports Development Team which works with community and partner agencies to promote participation in sport. However as this outcome is concerned with the much wider health agenda it is recommended that EDS is no longer identified as a joint the lead directorate as this outcome around obesity within schools can be influenced more by CYP's.

MEMBER ACTION: Reconsider the outcome ownership proposal and work is undertaken to identify how RMBC are responding to the Youth Strategy funding proposals.

22) People from different backgrounds get on well together CEX – Matt Gladstone

Performance (High Level Measures):

Ref	Indicator Title	Good is	10/11 Actual or Baseline	Freq. of reporting	Comp Data	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	DOT
LPI	% of respondents worried about being subject to a physical attack because of their skin colour, ethnic origin or religion	Low	14%	Quarterly	N/A	Reduction on baseline	14%	12.3%			↑
LPI	% of respondents who have been bullied because of race / disability / sexuality	Low	New measure for 2011/12	Annually	N/A	N/A	-	23%			N/A

Your Voice Counts Survey - The latest results of this survey conducted by South Yorkshire Police relate to Quarter 1 and show a **slight decrease from 2010/11 in the number of respondents concerned about being physically attacked because of their skin colour, ethnicity or religion i.e. from 14.0% to 12.3%**. However, given the small sample size, statistically the actual % could be anywhere between 8.5% and 16.1%. – the results covering the period from October to December 2011 will be available in the middle of March 2012.

Performance Data (Other Measures):

Ref	Indicator Title	Good is	10/11 Actual or Baseline	Freq. of reporting	Comp Data	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	DOT
LPI	Number of Hate Crime incidents (criminal offences) recorded	Low	141	Quarterly	N/A	Reduction on 2010/11	31	34	36		↓
LPI	Number of Hate Crime incidents recorded	Low	64	Quarterly	N/A	Reduction on 2010/11		118 cumulative	29		
LPI	No. of hate crime incidents reported in school	Low	N/A	Quarterly	N/A	N/A	12	18	58		↓
LPI	No. of hate crime incidents reported through Directorate reporting	Low	N/A	Quarterly	N/A	N/A		33 cumulative	9		↑

Hate Crime and Incidents - There have been 65 incidents of Hate Crime recorded this quarter of which 36 were classed as “criminal offence” by SYP in the Public Protection Unit.

Risk

There currently concerns regarding the quality of some of the data provided in relation to “non criminal hate crime offences” as this is not currently validated in the SYP Public Protection Unit.

In addition 58 incidents were reported in Rotherham schools and a further 9 incidents through council directorates. This sudden rise in school incident reporting is currently being investigated to determine if the rise is a result of greater awareness, one school beginning to send information from a new recording system called IRIS resulting in the sending of weekly reports or as a result of the School Community Cohesion Group.

Over the last few months work has been ongoing into the issues and strategies relating to Hate Crime:

- South Yorkshire Police has commissioned and completed a hate crime review that has produced a position statement. The recommendation from this is Rotherham move as soon as is practicable to the model adopted by Doncaster MBC which has:
 - A well regarded single point of contact
 - An effective multi-agency partnership
 - Accountability – clear roles and responsibilities
- A meeting has taken with Doncaster MBC and further details of their operating model, job descriptions and structures have been obtained.

A report relating to hate crime has been presented to the Cabinet Member for Community Development, Equality & Young People’s Issues which covered a number of critical issues around relationships with key sectors, the single point of contact role, common reporting and how information is published. A Hate Crime Action Plan has been developed to address the key issues in relation to Hate Crime.

MEMBER ACTION: To note the ongoing work being made with South Yorkshire Police into the issues and strategies relating to Hate Crime.

To note the data quality concerns relating to hate crime, non criminal offences and examine the processes for data collection and reporting the rationale behind the steep increase in school incident reporting.

7.4 High Level Outcome Measures

Performance is measured against agreed high level measures each outcome. However, where there are no targets allocated to measures it has been unable to determine if the measure is on target or not. Where targets are not available managers must prioritise work with Performance & Quality teams to fill these gaps.

7.5 Proposed Developments

Since the last report developments with reporting against our priorities include:

- **Obtaining customer insight into whether “we are making a difference” in relation to each of the 29 corporate plan outcomes** – An online questionnaire has been developed and is currently being finalised with the Council’s On-line Services Manager to finalise arrangements for intended launch in March 2012. The results will be published in the year end report.
- **The Way We Do Business** – Performance and Quality Staff have subsequently identified a number of customer led mechanisms which can be utilised to make an unbiased assessment against whether we are demonstrating compliance against our business principles. These options include utilisation of the Customer Inspection Service, Exit Polls with local people, Web Survey, SMARTER utilisation of existing consultations, complaints, comments, suggestions and compliments
- **Scorecards** - Further development and publication via the intranet of scorecards for each outcome containing performance data, narrative updates in relation to key projects, risks and case studies
- **Customer Perceptions** - In the absence of national surveys we have obtained data relating to “people from different backgrounds get on well together” through Community Liaison Teams and “People enjoy parks, green spaces, sports, leisure and cultural activities through customer satisfaction surveys.

Further work remains to be developed in relation to:

- Producing customer friendly scorecards and;
- Integration of risk management and financial reporting into future reports in line with the council’s Performance Outcomes Framework.

It is known that as a result of service reductions the Council’s ability to deliver all the corporate plan objectives is a high risk. The scale of the financial challenges we face the next few years remains large and our budget strategy aims to ensure that we are continuing to focus on the right areas including our priorities. The potential for under performance as a result of budget reductions highlights the importance of integrating performance, risk and financial reporting. This emphasises the need for regular monitoring of team plans within Directorates and a potential revisit of the Corporate Plan priorities.

9. **Risks and Uncertainties**

Ongoing changes to national policy and funding continue to impact on delivering our outcomes and in some areas could further deteriorate performance. The rationalisation of the Government’s performance regime has taken the focus away from the previously strong performance management culture within the organisation. Implementation of the revised performance outcomes framework is required to reinstate embed performance management within the organisation. This involves ensuring targets for all corporate plan measures need to be firmly embedded and the reporting timetable is also adhered to.

10. **Policy and Performance Agenda Implications**

This report assesses the progress being made in delivering the outcomes of the key policy and performance agendas as set out in the Council's Corporate Plan.

In the last performance report a number of economic / political influences were highlighted as having potential impacts. As highlighted in section 7.3 above there are further national influences impacting on our outcomes currently rated as red. There are however other changes which will potentially impact on the delivery of other outcomes.

Outcome 8 - Mary Portas Review

Nationally Mary Portas published her review on the future of high streets in December 2011. These recommendations could potentially impact on the council when the government publishes its response to the review in the spring.

Her recommendations aim to:

- Get town centres running like businesses: by strengthening the management of high streets through new 'Town Teams', developing the Business Improvement District model and encouraging new markets;
- Get the basics right to allow businesses to flourish: by looking at how the business rate system could better support small businesses and independent retailers, encouraging affordable town centre car parking and looking at further opportunities to remove red tape on the high street;
- Level the playing field: by ensuring a strong town centre first approach in planning and encouraging large retailers to show their support for high streets;
- Define landlords' roles and responsibilities by looking at disincentives for landlords leaving properties vacant and empowering local authorities to step in when landlords are negligent; and
- Give communities a greater say: by greater inclusion of the high street in neighbourhood planning and encouraging innovative community uses of empty high street spaces.

The Coalition Government's Welfare Reform Proposals

The Welfare Reform Bill 2011 is the final strand of the Government's reform of the social security system. Subject to receiving Royal Assent the Act will come into force from April 2013 and will have the following objectives:

- Reduce the cost of the welfare benefits to the public purse;
- Improve work incentives by 'making work pay'
- Reduce welfare dependency
- Reduce the complexity of the welfare benefits system by simplifying the whole system of welfare benefits and tax credits to create a 'universal credit' (UC) for people of working age.

The Welfare Reform proposals will have an impact on the citizens and communities of Rotherham and in turn economic impacts of the town. This impact is neither unknown and has yet to be assessed.

A multi agency group in Barnsley which operates within the framework of the Barnsley Adults and Communities Well-being Partnership has been seeking to monitor the social and economic impact of the welfare reform proposals on the Barnsley Economy. This has been supported with information from a piece of work undertaken by the Centre for Regional Economic and Social Research at Sheffield Hallam University. Whilst it has not been possible to fully quantify the totality of the impact at this stage it is estimated that **£33.2m** would be take out of the

Barnsley economy by reducing the amount of benefits available annually to local people and their families.

Examination of this review has enabled us to provide a few examples of the types of positive or negative impact we could experience in Rotherham and their correlation to a number of our corporate plan outcomes:

Potential Impact of Reform	Potential Impact / Corporate Plan Outcome
Housing Benefits and Occupancy Rates – Reduction in housing benefits for those under occupying unless they can move to smaller property.	20 - People are able to live in decent affordable homes of their choice.
Benefits Cap – The Children’s Society estimates this could make more children homeless and drag many more into poverty. Social fund crisis loans and community care grants to be abolished – local authorities will not be expected to provide cash loads for emergencies. This could encourage citizens to go elsewhere for support and be fearful of the amount of ‘bad debt’ that may arise.	1 – Child Poverty 16 - People in need get help earlier, before reaching crisis.
Universal Credit – Upper capital limit of £16,000 resulting in cut off of benefit if family’s capital / savings reach this figure. Replacement of council tax benefits with a localised discount scheme – LA will only receive 90% of amount currently allocated to Council Tax Benefit funding to save 10%. The Government has announced that pensioners and other vulnerable people should be protected from the effects of this cut. This means any savings will have to be found from working age claimants only.	3 – Gap in average earnings is reduced 5 - More people in our poorest communities e in work and training 9 - More people are in work or training and less are living on benefits

In addition a large number of people could be removed from welfare benefits entirely and there could be significant ramifications for health and wellbeing of people and communities. We could also expect to see an increase in requests and workloads as a result of additional support required and also from for those wishing to make appeals resulting from Incapacity Benefit Migrations.

11. Background Papers and Consultation

The performance data contained within this report has been provided by Directorates following approval from their Directorate Management Teams.

Contact Names :

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Appendix 1 – Performance Highlights

Priority 1 – Making sure no community is left behind

Outcome 2 - Everyone can expect to live longer lives, regardless of where they live

- Life expectancy is measured on a 3 year rolling average and the latest data relating to 2008-2010 combined demonstrates **Rotherham has improved over its 2007-2009 position, especially males but still remains below the national and regional averages.** However the gap has also narrowed slightly both regionally and nationally for males.

Outcome 4 - Less people struggle to pay for heating and lighting costs

- Since the 1998 baseline, there has been an energy saving 46.03% per household.
- In Social Housing as part of a programme with CERT we have;
 - Insulated 3,000 lofts saving residents a total of £1,040,000 and 2,730,000Kg of CO₂.
 - Filled 15,042 cavities saving residents a total of £171,600 and 8,423,520Kg of CO₂.
 - Provided external cladding to 23 properties saving householders £8,855 and 43.7 T of CO₂
 - Carried out 145 external wall insulations completed saving householders £55,825 and 275.5 KG of CO₂.
- In Private Housing we have:
 - Insulated 8,397 lofts saving householders £671,760 and 1,763,370 KgCO₂.
 - Delivered 24,949 Cavity wall insulations saving householders £2,774,860 and 13,971,440 KGC0₂.
- New contractor negotiations are now in place and the programme determined to enhance energy savings in the next few months.
- The Council have taken advantage of the Government's Community Energy Saving Programme to offer households within one of the deprived super output areas the opportunity to receive energy efficiency improvements at no cost to them. This offer is being made by British Gas and is available to all tenures but predominantly private sector households. To date, approx 300 householders have signed-up to it with opportunities for the remaining 200 households to sign-up during the first phase. The scheme is to commence in February 2012. British Gas is interested in a further scheme and RMBC have identified Eastwood Village as a potential scheme consisting of approximately 700 households.

Outcome 5 - More people in poor communities are in work and training

- The Enterprising Neighbourhoods project delivered by RMBC, Rotherham Chamber and Voluntary Action Rotherham (VAR) which supports new and existing businesses with a focus on the most deprived areas is drawing to a close. **As at the end of December 158 jobs and 131 new businesses have been created (against a target of 161 new jobs and 33 new businesses).**
- The regeneration team have **agreed a two year extension to the Rotherham Youth Enterprise element of the REN project which will now close on 31 December 2014.**

Priority 2 – Ensuring quality education for all; ensuring people have opportunities to improve skills, learn, and get a job

Outcome 8 – More people come to the town centre for work, shopping and things to do and see

- Between 1st October and 31st December 2011 foot flow in the town centre is **18% more than the same time last year.**
- The vacancy rate on primary shopping streets **has exceeded its target of 14.8% (3% reduction on 17.8% baseline).**
- The total number of **shop local participants rose to 12,283 as at the end of December 2011 well above our 10,000 baseline as at 31st March 2011 and exceeding our 11,500 year end target.**

Outcome 10 - All 16-19 years olds are in employment, education or training

- The annual destination survey for Academic Age Year 12 was conducted in November 2011 and **shows improvement against the 2010 survey – NEET 3.4% (3.8% 2010), In Learning 95.4% (94.5% 2010) and Not Known 0% (0.2% 2010).**

Outcome 11 – Babies and pre school children get the best start in life

- **We have already exceeded our 4,000 target** in relation to the number of under 5's who are members of the library service. Performance currently stands at 4,351 members.
- Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy Data maintained 2010 **performance of 58% in 2011 and remains above the local target of 54.8% and the Statistical Neighbour average of 57.6%.**
- As at December 2011 a total of 19,624 children had registered with Rotherham's Imagination Library since the scheme was launched, this scheme is still showing growth – in March 2011 17,029 had registered.
- 84% of Rotherham's under-five population (13,593 children) are 'active' members of the Imagination Library. 6,028 children have now 'graduated' from the scheme. This data shows a slight decline in the percentage of active members but this is due to the rise in the under 5 population, the actual number of members is increasing.

Priority 3 - Ensuring care and protection are available for those people who need it most.

Rotherham's local account version is being positively discussed nationally and ADASS lead for Yorkshire and Humberside has indicated it is an excellent example focusing on the audience being the customer.

Outcome 13 – All children in Rotherham are safe

- **The percentage of referrals to children's social care going on to initial assessment - cumulative performance for April-December performance stands at 94.19% which equates to 3436 referrals going on to initial assessment, from a total of 3648 referrals. This is well above the 2010/11 outturn of 86.8%.**

Outcome 14 - Vulnerable people are protected from abuse

- Reduce repeat incidents of domestic abuse – Rotherham’s performance currently stands at 14% which is on target and better than the national average (20%) and our neighbouring authorities.
- The Care Quality Commission (CQC) carried out an unannounced inspection of our Learning Disability Assessment and Treatment Unit in December 2011. **We were rated “compliant”. Only 5 other councils were compliant from the 15 published CQC reports so far.**
- 100% of safeguarding alerts passed to Older People, PDSI and Learning Disability teams were allocated to a manager and acted upon with 24 hours during quarter 3.
- We continue to visit residential care provider homes jointly with Age UK and our latest five homes to be rated, resulted in 3 silver and 2 bronze awards; **none were rated below CQC minimum standards.**

Outcome 15 – People in need of support and care have more choice and control to help them live at home

- **We have increased the number of customers who have a personal budget to 4,906;** this is almost 3 out of every 4 customers that we support in the community. Last year at this time it was only 2,102.
- **The OT service has significantly improved waiting times for an assessment. The service now has no customers waiting more than 28 days.** OT backlog has reduced from 304 (July 2011) to 0 by end of December 2011.
- 97.01% of new care packages put in place during quarter 3 started within 28 days of the date of assessment.
- Services for Older People, Learning Disability, Physical and Sensory Disability are assessing almost **all** their customers within our target of 28 days (98%).

Outcome 17 – Carers get the help and support they need

- Number of carers receiving needs assessment or review and a specific carer’s service, or advice and information - **Currently performing at 32.61% compared to 21.69% at the same time last year. An additional 802 carers assessments/reviews were carried out during Quarter 3.** A new process has been put in place to ensure all carers who have previously been assessed receive a carer review within the year.
- We support carers as much as possible by providing them with information; advice or services that meet their needs. We are trying to see as many carers as possible (1,729 so far) 500 more, than this time last year.

Priority 4 – Helping create safe and healthy communities

Outcome 19 – Anti-social behaviour and crime is reduced

- Recorded anti-social behaviour when compared with 31st December 2010 shows an **8.6% reduction with 1,366 fewer victims.**

- Criminal damage incidents compared to 31st December 2010 is **down by 12.70% with 391 fewer victims** – in 2011/12 to date there have been 2,679 incidents and we are in line to exceed our 5% reduction target (3,780).
- Serious acquisitive crime – Overall compared to December 2010 there are 320 fewer cases (**a reduction of 12.30%**).

Priority 5 – Improving the environment

Outcome 24 – Rotherham is prepared for future climate change

- The pilot for the national collaborative schools climate change awareness project with a number of our schools to reduce CO2 emissions continues with the plans to launch to the remainder of schools currently under development;

Outcome 26 – Safer well maintained roads

- South Yorkshire has been successful in the first small bid round and has received confirmation from the DfT that our outline full bid could proceed to detailed full bid stage. This bid was submitted on 16 December 2011 and we will find out in Summer 2012 if the bid for £22m has been successful.

Outcome 27 – Reduced CO₂ emissions and lower levels of air pollution

- The Council are set to finalise contracts to fit PV Arrays as to 54 schools as part of a partnership project with Our Generation, the size of systems will depend on the survey results (in progress) and planned installation is due to start at the end of January aiming to be complete and fully commissioned by the end of March.

Outcome 28 – More people are recycling

- **We have significantly reduced the amount of Residual waste per household.** To date this year (366 tonnes) has been collected which is significantly better than both the control target (430 tonnes) and the same time last year (424 tonnes).
- **Our recycling rates also demonstrate improvement.** Last year we sent 41.55% of our household waste for recycling / composting. **We have already to date exceeded this with our performance of 48.97%.**

Outcome 29 – More people are cycling, walking or using public transport

- We continue to deliver traffic management and bus priority improvements to key public transport corridors and congestion hotspots. A further phase has been introduced and key routes improvements on the Rotherham Thrybergh corridor are now being progressed.
- All annual schools travel plans are considered valid and up to date and are now being developed into the improvement plans for the school zones. We are also currently working with 9 schools to deliver new cycle parking facilities.
- We have demonstrated positive engagement with businesses to provide infrastructure and training to support and promote cycling to work. In quarter 3 we have liaised with a further nine business (28 in total).

- In the Chancellors Autumn announcement SY was allocated a further £1.8m for Integrated Transport LTP improvements, reflecting the benefit to the economy of this capital investment. Whilst some additional funding has been received in SY, the potentially substantial increases in funding are still to be confirmed.

Appendix 2 – Amber Performance Issues of focus

Outcome 3 – The gap in average earnings is reduced

- Latest figures demonstrate the average earnings in **Rotherham are now below the Yorkshire and Humber average**. Rotherham earnings are £453.80 compared to a regional average of £465.50 – (97.5% of regional earnings, a -2.5% gap). This compares to 101.4% in 2010 when average earnings were £466.40, a +1.4% gap.
- The work of the Economy Board is working to identify the issues and solutions in relation to barriers to business growth, inward investment and apprenticeships. The findings from each working group have now been reported and each group has subsequently been tasked with developing an action plan outlining the way forward by 29th February 2012.
- Work has also commenced on revising the **Economic Plan which was originally scheduled to be completed by the end of December 2011 but will now be completed later in 2012** following the publication of new census data so the most up to date information can be utilised.

Outcome 5 - More people in poor communities are in work and training

Owner: Paul Woodcock

- **Overall employment in Rotherham has reduced to 67.7% and the gap between Rotherham and the regional average as expected has widened slightly to 0.7%.**
- More recent figures relating to the number of Job Seekers Allowance claimants in the borough are more positive and show a small 0.1% reduction from 8,432 (September 2011) to 8,251 (December 2011). **However this is still a 0.6% increase on the same time last year.**
- External funding used to fund worklessness projects has now ended. In October EOS Works Limited were announced as the contractor for the DWP ESF funded Support for Families with Multiple Problems project which is designed to tackle entrenched worklessness by identifying families with a history of worklessness across the generations or where no family member is working. **Progress with taking this work forward has been restricted as the officer who is leading on this project is currently seconded out of the authority.**

06) More people have formal qualifications and skills

CYPS – Dorothy Smith

- Although our performance in relation to skills and qualifications is showing improvement the key issue remains in relation to the gap between Rotherham and national and regional attainment. **Particularly relating to the % of our working age population with level 3 and 4 qualifications where the gaps are 4.9% and 4.5% respectively.**
- As per the recommendation in the last report arrangements are now in place to arrange a performance clinic in March 2012 relating to issues relating to KS2.

Outcome 7 – There are more successful new businesses

Owner: Paul Woodcock

- The number of new business registrations per 10,000 adult population **declining to 30.6 from 34.9**. This demonstrates a fall in registrations from 715 in 2009 to 630 in 2010 and well below the Yorkshire and Humber Rate of 38.4 which has also declined in the last year.
- According to the office of National Statistics (ONS) the overall number of business in Rotherham has also demonstrated a **decline from 5,580 to 5,445 (September 2011)** and the survival rates of newly born enterprises has also fallen slightly but do remain higher than the regional average after 1 year but below at 3 and 5 years.
- The loss of external funding and reduced capacity in the council from January 2012 will also impact on the council's ability to deliver future enterprise activity. It is likely that Rotherham Chamber will deliver such activity in future and possibly the future of the Dragons Den activity currently undertaken by the council's regeneration team.

Outcome 8 – More people come to the town centre for work, shopping and things to do and see

Owner: Paul Woodcock

- Approval to re-design the Civic Theatre scheduled for September 2011 is also **slightly behind schedule**. A recent report has not been approved at SLT and therefore the proposals are still to be agreed on how to improve the conditions at the Civic Theatre.
- Nationally Mary Portas published her review on the future of high streets in December 2011. These recommendations could potentially impact on the council when the government publishes its response to the review in the spring.

Outcome 9 – More people are in work or training and less are living on benefits

Owner: Paul Woodcock

- External funding used to fund worklessness projects has now ended.
- Impact of welfare reform

13) All children in Rotherham are safe

CYPS – Howard Woolfenden

There are two high level measures which are currently being monitored closely and have been rated as red by CYPS:

Percentage of Core Assessments completed within 35 working days – Quarter 3 performance - 67.3% (944 of 1403 assessments completed in 35 days) against a national average target of 75.1%.

Performance for the month of December was 82.8% (77 of 93 assessments completed in time). December's performance is the highest monthly performance of the year, and first month of the year when performance was above 70%. Although this indicator has previously been impacted by drag and is status red, the direction of travel is towards target and positive.

Timeliness of placements of looked after children for adoption following an agency decision that the child should be placed for adoption - As at the end of December,

performance stands at 52% against a national average target of 74%. The 52% figure equates to a total of 21 adoptions having taken place since April, of which 11 were placed for adoption within the 12 month period following their Should Be Placed for Adoption (SHOBPA) decision.

Underlying performance: There are currently 19 children placed for adoption, these children will not impact this indicator until an adoption order has been granted. Of the 19, 13 are already out of time and will impact negatively on this indicator – 6 are still in time. There are currently 84 children who have a SHOBPA in place, of the 84 children, 19 are placed for adoption and 65 are not yet placed. Of the 65 children not yet placed 17 are already out of time.

Recovery Actions

- Monthly performance meetings held with Adoption Manager and Family Finder
- Panel Prioritisation meeting introduced on a monthly basis which ensures that panel team is used efficiently to prevent drift when linking with adoptive placements
- Children with SHOBPA have been RAG rated to ensure efforts are focused on meeting timescales.
- Work is underway with locality social workers to get those SHOBPA rescinded where plans have changed.
- Successful invest to save bid to increase number of social workers which in turn will increase number of adopters

16 - People in need get help earlier, before reaching crisis CYPS – Howard Woolfenden / NAS – Shona McFarlane

Although there is evidence that the number of Looked After Children has reduced compared to the same time last year the impact can not be attributed to CAF directly as there are a number of other processes including the Multi Agency Support Panel which contributes to this reduction. The implementation of Family CAF needs to be closely monitored.

20 – People are able to live in decent affordable homes of their choice NAS – Dave Richmond

- Quarter 3 has seen an increase of 156 additional homes taking the total to 441 against an 850 year end target, **given the current economic climate and market conditions this target needs to be revised.** Current performance of 441 net additional homes is in excess of the 379 reported at 31 December 2010, an increase of 62 which equates to a 16% improvement. It is predicted that the out turn of 485 additional homes in 2010/11 will be improved upon. Based on performance data for the first three quarters, **we are unlikely to hit 850 number in the next year or two**, even though the emerging Strategic Housing Land Availability Assessment shows that enough land is available for 4,900 dwellings over the next five years. Performance is in the main due to the housing market remaining weak where currently building costs are high and house sale values are low. Planning applications continue to be dealt with positively to remove any unnecessary delays.
- Repairs and maintenance - The percentage of total repairs completed within target at the end of quarter 3 stood at 95.31% against a 96.00% target. **Performance against this indicator remains slightly off target** with an improvement in monthly performance reported in December.

- Void Property Performance - Average re-let times from termination to start - **Although this indicator remains off target a number of positives can be taken from performance in Quarter 3.** 500 properties were let in the quarter and properties let in December were let in an average of 46.45 days (November 52.45 days). There remain 30 properties in the backlog from the original 150 and these will continue to affect the indicator until they are all let. During quarter 4 a concerted effort is to be continued to clear this 30 property backlog. In September 2011 the number of work-in-progress properties was 308, at Monday 30th January improvements had been made to reduce to 152, a reduction of 156. A weekly performance clinic is still ongoing looking at all the elements of the void process with all the key players attending. The focus of the meeting is on actions occurring and actions required. The restructure of the voids team will be in full operation by 6th February with the full impact being evident by the end of March.

Outcome 24 – Climate Change

Owner: Ian Smith

- The majority of work in relation to Chantry Bridge scheduled for completion in November 2011 is also complete **but there will be some over run into 2012.**

Outcome 25 – Clean Streets

Owner: David Burton

- This outcome is rated Amber due to uncertainties about data quality following a significant improvement in performance relating to street cleanliness. Data quality is currently being assessed within the directorate.

Outcome 29 – More people are walking, cycling or using public transport

Owner: Paul Woodcock

- To date the authority has not yet received the latest modal information relating to journeys into and out of urban centres and journeys to school which was expected in December 2011 from the PTE. The only data currently available is at a South Yorkshire level. Analysis is currently being undertaken by the PTE to disaggregate this data at a more local level and will be made.

Corporate Plan Priority: Making sure no community is left behind

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
1 - Fewer people are living in child poverty	Ex NI 116	The overall proportion of children living in child poverty in Rotherham	Low is good	22% (2008)	Annually	N/A	23.3% (2009)	N/A		N/A	No Target Set	N/A	R	↓	No target has been provided for this measure. Historical issues around the 2 year time lag in publication of this data means that we are trying to develop more local measures which give a more timely picture. The latest figures demonstrate an increase in the proportion of children living in poverty. Rotherham are places above the national average (21.3%) and regional average (21.9%) but below the South Yorkshire average of 24.1%.
	LPI	% of children eligibility for free school meals	Low is good	18.8% (Jan 2011)	Termly	18.4% (May term)	18.8% (Oct term)	20% (provisional)		N/A	N/A	N/A	R	↓	No target has been provided for this measure .
2 - Everyone can expect to live longer lives	LPI	Life Expectancy at birth (Males)	High is good	76.7 yrs (Nov 2010)	Annually	N/A	N/A	77.1 yrs (Nov 2011)		N/A		N/A	N/A	↑	Life expectancy is measured on a 3 year rolling average and the latest data relating to 2008-2010 combined demonstrates Rotherham has improved over its 2007-2009 position, especially males but still remains below the national and regional averages. However the gap has also narrowed slightly both regionally and nationally for males.
	LPI	Life Expectancy at birth (Females)	High is good	80.7 yrs (Nov 2010)	Annually	N/A	N/A	81.0 yrs (Nov 2011)		N/A	Targets to be set following publication of Public Health Outcomes	N/A	N/A	↑	
	LPI	Life Expectancy - % gap in Rotherham between the most / least 10% deprived SOA's	Low gap is good	N/A	Annually	N/A	8 yrs (Males) 6.2 yrs (Females)	N/A			N/A		N/A	N/A	Information being analysed and will be available next quarter.
3 - The gap in average earnings is reduced	LPI	Average earnings - % gap against Rotherham and the national average	High is good	92.4% (2009)	Annually	93.6% revised from 94.1% (2010)	-	90.6 % (Dec 2011)		N/A	92%	N	A	↓	Median average earnings in Rotherham are now 90.6% of the UK national average compared with 93.6% in 2010. It should be noted that the release of 2011 data includes slight revisions to the 2010 data. The average earnings are currently £453.80 compared to £500.70 nationally.
	LPI	Average earnings - % gap against Rotherham and the regional average	High is good	99.9% (2009)	Annually	101.4% revised from 102%	-	97.5% (-2.5% gap)		N/A	0% gap	N	A	↓	Median average earnings in Rotherham are £453.80 compared to the Yorkshire and Humber average of £465.50 (97.5% of regional earnings) This compares to 101.4% in 2010 when average wages were £466.40. It should be noted that the release of 2011 data includes small revisions to the 2010 data.
4 - Less people struggle to pay for heating and lighting costs	LPI	% energy saving per household from baseline position as at 1998	High is good	38.3%	6 monthly	38.3%	41.32%	46.03%		N/A	No target set	N/A	G	↑	<ul style="list-style-type: none"> In Social Housing as part of a programme with CERT we have; <ul style="list-style-type: none"> Insulated 3,000 lofts saving residents a total of £1,040,000 and 2,730,000Kg of CO2. Filled 15,042 cavities saving residents a total of £171,600 and 8,423,520Kg of CO2. Provided external cladding to 23 properties saving householders £8,855 and 43.7 T of CO2 Carried out 145 external wall insulations completed saving householders £55,825 and 275.5 KG of CO2. In Private Housing we have: <ul style="list-style-type: none"> Insulated 8,397 lofts saving householders £671,760 and 1,763,370 KgCO2. Delivered 24,949 Cavity wall insulations saving householders £2,774,860 and 13,971,440 KGC02.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
5 - More people in poor communities are in work and training	Ex NI 151	Overall employment rate - % gap between Rotherham and the regional average	High is good	67.9% (June 2010)	Quarterly	68.2% (Sept 2010) 0.2% gap	68.4% (Dec 2010) 0.1% gap	67.7% (Mar 2011) 0.7% gap		N/A	0.5% gap to regional average	N	A	↓	As at quarter 3 (ONS figures relating to March 2011) shows overall employment in Rotherham has reduced to 67.7% and the gap between Rotherham and the regional average as expected has widened slightly to 0.7%.
	LPI	% of out of work benefit claimants in 20% most deprived (4Q average rates)	Low is good	26.2% (May 2010) 9.9% gap	Quarterly	25.9% (Aug 2010) 10.2% gap	25.6% (Nov 2010) 9.8% gap	25.4% (Feb 2011) 9.8% gap	25.3% (May 2011) 9.7% gap	N/A	Reduce gap to 9.5% of borough rate	N	R	↑	Latest figures demonstrate that 13,740 people who live within the top 20% of deprived areas in England are claiming out of work benefits compared to 13,670 people last period. Based on a 4Q average this equates to 25.3% of the working age population in the top 20% of most deprived areas in the borough. The current gap to all borough is 9.7 percentage points (Rotherham 15.6%).
	LPI	% of people from poor communities supported through a learning programme who have: a) Obtained a formal qualification b) Progressed on working towards another level c) Obtained or got a better job	High is good	Awaiting baseline data - available August 2011	Annually	-	a) 48% b) 13% c) -	N/A	N/A		No target set	N/A	N/A	N/A	The figures relate to learners who have taken part in learning delivered by RMBC with the support of the Adult Safeguarded Learning grant. This grant is designed to support first step and engagement activity. Progression rates to higher level learning also relate only to progression within learning offered via RMBC. Total number of learners accessing courses supported by Adult Safeguarded Learning grant 3227 of which: a) 111 of the 229 learners are on courses that lead to a qualification (48% success rate). b) 427 of the 3227 learners have progressed towards another level (13% of total number of learners). Systems to develop how many learners obtained or got a better job are currently being developed.

Corporate Plan Priority: Ensuring quality education for all, ensuring all people have opportunities to improve skills, learn and get a job

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
6 - More people have formal qualifications and skills	x NI 73	KS2 attainment level 4 or above in English and Maths	High is good	66.5% (2010/11)	Annually	-	69.3% (2011)	-			79.0%	N	A	↑	Key Stage 2 performance improved 2.8% to 69.3% in the percentage of pupils achieving L4+ in both English and Maths, when compared to 2010. This indicates that Rotherham is narrowing the gap to the national average as the national improvement was 1% up to a 2011 figure of 74%.
	x NI 75	GCSE 5+ A*-C including maths and english	High is good	50.8% (2010/11)	Annually	-	56.3% (2011)	-			54%	Y	G	↑	GCSE results rose for the 9th successive year. 5+A*-C including English and mathematics rose 5.9% to 56.7% slightly up from the provisional 56.3% reported in November, this shows a faster rate of improvement against the national average increase of 4.9% thus narrowing the gap.
	x NI 79	Proportion of population qualified to level 2 by the age of 19	High is good	70.9% (2009/10)	Annually	74.4% (2010/11)	-	-			79.1%		N/A	↑	These targets are based on previous year national average. More work is ongoing to reassess this target to reflect the progress in closing the gap on the national average.
	x NI 80	Proportion of population qualified to level 3 by the age of 19	High is good	40.1% (2009/10)	Annually	43.7% (2010/11)	-	-			51.6%		N/A	↑	
	LPI	Proportion of population qualified to level 2+	High is good	58.3% (2009/10)	Annually	61.7% (2010/11)	-	-			N/A	N/A	N/A	↑	No target has been provided for these measures. Although our performance in relation to skills and qualifications last demonstrated improvement the key issue remains in relation to the gap between Rotherham and national and regional attainment. Particularly relating to the % of our working age population with level 3 and 4 qualifications where the gaps are 4.9% and 4.5% respectively.
	LPI	Proportion of population qualified to level 3+	High is good	39.2% (2009/10)	Annually	42.5% (2010/11)	-	-			N/A	N/A	N/A	↑	
	LPI	Proportion of population qualified to level 4+	High is good	19.6% (2009/10)	Annually	21.9% (2010/11)	-	-			N/A	N/A	N/A	↑	
Ex NI 171	The proportion of business registrations per 10,000 resident population aged 16 and above	High is good	34.9 (December 2010)	Annually	-	-	30.6 (Dec 2011)				No targets set	N/A	N/A	↓	
7 - There are more successful new businesses	LPI	Overall number of business in Rotherham	High is good	5580 (Sept 2009)	Annually	-	5445 (Sept 2010)				N/A	N/A - context measure	N/A	↓	This is a context measure which is derived from national data. The next ONS figures are expected to be released in September 2012 and relate to September 2011.
	LPI	Survival rate of business from incubation centres (3 years)	High is good	84% (March 2011)	6 monthly	-	85.5%	-			85%	Y	G	↑	6 Monthly measure - Next performance information available at year end
	LPI	% of newly born enterprises in the borough surviving a) 1 year b) 3 years c) 5 Years	High is good	a) 95.3% b) 58.6% c) 41.0% (December 2010)	Annually	-	-	a) 94.0% b) 57.2% c) 41.5%				N/A - context measure	N/A	N/A	↓ ↓ ↑
8 - More people come to the town centre for work, shopping and things to do and see	LPI	% change on previous year in foot flow	High is good	-10% (2010)	Quarterly	+1%	+9%	+18%			+1%	Y	G	↑	Foot flow has specifically increased in the college street area following the opening of Discount UK, Greenwoods and the relocation of Internationale.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
9 - More people are in work or training and less are living on benefits	Ex NI 152	Working age people claiming out of work benefits (4 quarter rolling average)	Low is good	16.3 % (May 2010)	Quarterly	15.8% (Nov 2010) 2.7% gap	15.6% (Feb 2011) 2.6% gap	15.6% (May 2011) 2.7% gap			2.5% gap to regional rate	Y	A	↓	This measure is based on a four quarter average to account for seasonal variations. Performance to reduce the gap is heading in the correct direction. The current regional figures stand at 12.9% against Rotherham's 15.6% increasing the gap to 2.7% compared to 2.6% previously.
	Ex NI 151	Overall employment rate - % gap between Rotherham and the regional average	High is good - Low gap is good	67.9% (June 2010)	Quarterly	68.2% (Sept 2010) 0.2% gap	68.4% (Dec 2010) 0.1% gap	67.7% (Mar 2011) 0.7% gap		N/A	0.5% gap to regional average	N	A	↓	As at quarter 3 (ONS figures relating to March 2011) shows overall employment in Rotherham has reduced to 67.7% and the gap between Rotherham and the regional average as expected has widened slightly to 0.7%.
	LPI	The number of people in Rotherham participating in Further Education and Skills	High is good	24,760 (Autumn 2010)	Annually	-	-	-			N/A - Context measure	N/A	N/A	N/A	Figures for 2010/11 should be released early 2012.
10 - All 16-19 year olds are in employment education or training	LPI	% of young people aged 16-19 NEET	Low is good	6.7% (2010/11)	Quarterly	8.6%	8.9%	7.6%			Target being revised to reflect changes in methodology	N/A	A	↑	From April 2011 a change in counting mechanisms has resulted in rise in NEET count. A new target is being negotiated for this measure to reflect the changes in methodology. This change resulted in a sharp rise to the NEET cohort, due to the inclusion of 19 year olds who were not, in previous years, included in the performance measure as they were included in the Job Centre 18 – 24 year olds unemployment figures .
	LPI	% of young people aged 16-19 in employment, education or training	High is good	Awaiting Figures	Quarterly										
11 - Babies and pre-school children with a good start in life	Ex NI 72	Achievement of at least 78 points across the Early Years Foundation State with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy	High is good	56.4% (2010/11)	Annually	-	-	58% (2011)			54.8%	Y	G	↑	Achievement of at least 78 points across the Early Years Foundation Stage with at least 6 in each of the scales in Personal Social and Emotional Development and Communication, Language and Literacy Data maintained 2010 performance of 58% in 2011 and remains above the local target of 54.8% and the Statistical Neighbour average of 57.6%.
	Ex NI 92	Narrowing the gap between the lowest achieving 20% in the Early Years Foundation Stage Profile and the rest		33.7% (2010/11)	Annually	-	-	-			34.9%		N/A	N/A	
	LPI	Imagination Library: a) % of 0-5 yr olds in receipt of a book from the Imagination library b) Number of children registered	High is good	a) 85% b) 18,000	Monthly	-	a) 86% b) 19,242	a) 84% b) 19,624			70%	Y	G	↓ ↑	As at December 2011 a total of 19,624 children had registered with Rotherham's Imagination Library since the scheme was launched, this scheme is still showing growth – in March 2011 17,029 had registered. 84% of Rotherham's under-five population (13,593 children) are 'active' members of the Imagination Library. 6,028 children have now 'graduated' from the scheme. This data shows a slight decline in the percentage of active members but this is due to the rise in the under 5 population, the actual number of members is increasing.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
12 - More higher paid jobs	Ex NI 166	Average earnings of employees in the area (workplace)	High is good	£450.50	Annually	£469.30 (December 2010)	-	£453.80 (Dec 2011)			0% gap on regional rate	N	A	↓	This outcome is measured using median gross weekly pay for full-time employees on a workplace basis. The measure is based the latest Annual Survey of Hours and Earnings (ASHE) which is subject to large fluctuations year on year due to sample sizes used. The most recent survey results released in December 2011 now indicates a below target performance of £453.80 per week. The target for 2011/12 was to have a 0% gap on the Yorkshire and Humber rate (£465.50). 2011 performance denotes a -2.5% gap.

Corporate Plan Priority: Ensuring care and protection are available for those people who need it most

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
13 - All children in Rotherham are safe	LPI	Annual safeguarding score	High is good		Annually						Maintain or improve score				
	Ex NI 59	% of initial assessments for children's social care carried out within 7 working days of referral	High is good	82.4% (2010/11)	Monthly	76.7%	80.8%	82.6%			TBC	N/A	N/A	↑	At the end of quarter 3, performance against this indicator stood at 82.6% (2794 of 3382 assessments completed in 7 days), as compared to a minimum standard (National Average) of 64.3%.
	Ex NI 60	% of core assessments for children's social care that were carried out within 35 working days of their commencement	High	80% (2010/11)	Monthly	65.5%	65.8%	67.30%			TBC	N/A	R	↑	Quarter 3 performance - 67.3% (944 of 1403 assessments completed in 35 days) against a national average target of 75.1%. Performance for the month of December was 82.8% (77 of 93 assessments completed in time). December's performance is the highest monthly performance of the year, and first month of the year when performance was above 70%. Although this indicator has previously been impacted by drag and is status red, the direction of travel is towards target and positive.
	Ex NI 68	% of referrals to children's social care going onto initial assessment	High is good	86.8% (2010/11)	Monthly	83.8%	92.7%	94.19%			TBC	N/A	N/A	↑	The percentage of referrals to children's social care going on to initial assessment is measured by the number of children referred to children's social services departments during the financial year against the number of initial assessments completed within the financial year - cumulative performance for April-December performance stands at 94.19% which equates to 3436 referrals going on to initial assessment, from a total of 3648 referrals. This is well above the 2010/11 outturn of 86.8%.
	LPI	Serious case reviews	Low is good	2 rated adequate	Periodically	0	1 rated outstanding				TBC	N/A	N/A	N/A	Although no target has been set for this measure it is an expectation that all serious case reviews are rated adequate or above.
14 - Vulnerable people are protected from abuse	LPI	Reduce repeat incidents of domestic abuse	Low is good	18.70%	Monthly	15.52%	15.48%	14.00%			14.35%	Y	G	↑	Performance stands at 14% which is below the rest of the County (we are performing better than Barnsley, Sheffield and Doncaster) and also nationally as the average remains at 20%.
	NAS 44	% of customers who received a review of their support plan during the year	High is good	87.31%	Monthly	30.89%	53.70%	72.91%		79.40%	93%	Y	G	↑	Due to the way that this PI is calculated 100% is not achievable as the baseline includes customers who died during the year. Performance target of 93% therefore represents the best possible outcome and will be the highest score ever achieved in Rotherham. Last years outturn of 87.31% was the best in our comparator group and ranked 11th nationally. Based on 2010/11 benchmarking 93% would place us in the top 4 authorities nationally.
	NAS 43	% of Safeguarding alerts allocated to a manager within 24 hours	High is good	64.44%	Monthly	100%	100%	100%		100%	95%	Y	G	→	

15 - People in need of support and care have more choice and control to help them live at home	ASCOF18	The proportion of those using social care who say they have control over their daily life	High is good	76.50%	Quarterly	-	-	-	-	-	N/A	G	N/A	The overall score for 2010/11 is above the national and comparator group averages. We rank 57th out of 150 authorities nationally and 7th out of 16 in our comparator group. Surveys for 2011/12 are being sent out in Feb 2012. Users of Mental Health services provided by RDASH are being included in this years cohort for the first time which will affect the outturn and make results between years non-comparable. It is therefore difficult to set a target for this measure although it is hoped it will improve due to the increased numbers of customers in receipt of a personal budget.
	Ex NI 130	Proportion of social care users who receive self directed support and those receiving direct payments	High is good	50.45%	Monthly	66.37%	70.20%	72.50%		80%	Y	G	↑	
16 - People in need get help earlier before reaching crisis		Assessments / Unplanned reviews seen within 48 hours (Adults)	High is good	Baseline available in Dec 2011	Monthly	-	-			To be set following baseline	N/A	N/A	N/A	This is a new local measure and the baseline will not be available until March 2012.
	Ex NI 132	New assessments completed within 28 days from first contact	High is good	81.55%	Monthly	87.17%	71.46%	72.63%	78.63%	81.60%	Y	G	↑	Improvements made since OT backlog was cleared 31st December. OT's at around 98% since January. RDASH at 90.25% in year so far and all other teams at 98%. This should enable use to better last years outturn which was top quartile for our comparator group.
	Ex NI 133	Package of care in place within 28 days of assessments (Adults)	High is good	94.51%	Monthly	97.84%	96.95%	97.01%	96.67%	95%	Y	G	↑	
17 - Carers get the help and support they need	Ex NI 135	Number of carers receiving needs assessment or review and a specific carer's service, or advice and information	High is good	31.69%	Monthly	14.01%	23.82%	32.61%		40%	Y	G	↑	An additional 802 carers assessments/reviews were carried out during quarter 3. The remainder of carer reviews are scheduled for Q4 and will take us to the 40% target.

Corporate Plan Priority: Helping create safe and healthy communities

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
18 - People feel safe where they live		Proportion of people who perceive high levels of ASB in their area.	Low is good	23.0%	Quarterly	20%					23%	N/A	N/A	N/A	The Safer Rotherham Partnership (SRP) set the 23% target (the same as the 2010/11 out turn) to align it with the target set by South Yorkshire Police. As the police are a statutory member of the SRP it was felt that both should work to the same target. The data for this indicator is taken from the Your Voice Counts survey. South Yorkshire Police have not yet released Quarter 2 data, although they do have it. This was raised at the SRP Board and the police were told by the Chair (Cllr McNeely) that it was not acceptable that Quarter 2 data had not been released and that her concerns are passed on to the appropriate department within the force. A Copy of the Quarter 1 survey result has also been requested and once the results are received an analysis of those results will take place. Quarter 1 performance is ahead of target.
		% of respondents who believe that the overall level of crime in their area is a big problem	Low is good	30%	Quarterly	28%					29%	N/A	N/A	N/A	Quarter 1 performance is ahead of the year end target. Reasons for the delay in Quarter 2 data is highlighted above.
19 - Anti-social behaviour and crime is reduced		Serious acquisitive crime a) Burglary b) Vehicle crime c) Theft from vehicle d) Theft of vehicle e) Robbery	Low is good	3370	Monthly	746	739	802		2287	-4% (3235)	Y	G	↓	Performance is as a result of mature robust working arrangements and a strong community safety partnership structure. A number of initiatives surrounding support, prevention and diversionary activities involving different groups is contributing to this good performance. Overall compared to 31 December 2010 there are 320 fewer cases, a reduction of 12.30%. Overall Burglary is up by 13.9% although burglary on Dwellings has reduced by 0.20%, vehicle crime has reduced by 19.10%, Theft from vehicles reduced by 17.20%, Theft of vehicle reduced by 22.50% and robbery has increased by 14.30%.
		Violent crime rate	Low is good	2775	Monthly	630	632	723		1985	Maintain baseline position	Y	G	↓	Violent crime rate compared to 31 December 2010 shows a reduction of 6.30% with 134 fewer victims
		Criminal damage incidents within the borough	Low is good	3979	Monthly	900	848	931		2679	-5% (3780)	Y	G	↓	Criminal damage compared to 31 December 2010 is down by 12.70% with 391 fewer victims.
		Recorded anti-social behaviour incidents	Low is good	22435	Monthly	5348	5604	4943		15895	26442	Y	G	↑	Recorded anti-social behaviour when compared with 31 December 2010 shows a 8.60% reduction with 1,366 fewer victims.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
20 - People are able to live in decent affordable homes of their choice	Ex NI 154	Net Additional Homes	High is good	485	Quarterly	129	156	156		441	850	N	R	→	Although this indicator remains off target a number of positives can be taken from performance in the third quarter. 500 properties were let in the 3rd quarter. Properties in December were let in an average of 46.45 days (November 52.45 days). There remains 30 properties in the backlog from the original 150 and these will continue to affect the indicator until they are all let. During quarter 4 a concerted effort is to be continued to clear this 30 property backlog. In September 2011 the number of properties in work-in-progress was 308 this is at Monday 30th January stood at 152 , a reduction of 156. Latest cumulative performance for the end of January has seen performance improve slightly to 51.24 days with 155 properties let in the month. A weekly performance clinic is still taking place looking at all the elements of the void process with all the key players attending. The focus of the meeting is on actions occurring and actions required. The restructure of the voids team will be in full operation by 6th February 2012.
	Ex NI 155	Number of affordable homes delivered	High is good	249	Quarterly	96	177	108		285	298	Y	G	↑	An additional 108 units were delivered during the third quarter taking the indicator to 285 against a year end target of 298.
	Ex NI 158	% of non decent council homes	Low is good	0% (2010/11)	Quarterly	1.43%	1.20%	0.74%		0.74%	0%	Y	G	↑	As at 31st December 2011 a total of 145 properties have been made decent through the internal refurbishment programme and as such the % of non decent properties is reported at 0.74%, achieving the monthly control target of 0.76% It is anticipated that the year end target will be achieved by 31st March 2012.
	NAS 57	% of total repairs completed within target	High is good	87%	Monthly	95.70%	95.55%	95.31%			96%	Y	A	↓	Performance against this indicator remains slightly off target with an improvement in monthly performance reported in December. As a result of holding a series of performance clinics with both contractors and a workshop involving contractors and customers, cumulative performance has improved from the 87% reported for 2010/11 to the current out turn of 95.31%, an increase of 8.31% which equates to a 10% improvement.
	NAS 54	% of responsive repairs completed right first time	High is good	96%	Monthly	82.29%	84.83%	92.55%			92%	Y	G	↑	The percentage of responsive repairs completed 'right first time', has seen the indicator on target for the first time this financial year. Actions identified at performance clinics and workshops have contributed to this improved performance.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
	NAS 58	% of responsive repairs where an appointment was made and kept	High is good	80.88%	Monthly	85.67%	91.10%	94.61%			92%	N	A	↑	Changes to reports were submitted to the IT team and performance has been back dated to the beginning of April 2011. Performance has shown significant improvement due to these changes. Current performance of 94.61% is a 13.73% increase when compared to the 2010/11 out turn, which equates to a 17% improvement in cumulative performance. This is again in the main to work carried out at performance clinics and a workshop highlighted under NAS 57.
	NAS 17	Average re-let times from termination to start	Low is good	35.87 days	Monthly	50.13 days	49.96 days	51.60 days			40 days	N	R	↓	Although this indicator remains off target a number of positives can be taken from performance in the third quarter. 500 properties were let in the 3rd quarter. Properties in December were let in an average of 46.45 days (November 52.45 days). There remains 30 properties in the backlog from the original 150 and these will continue to affect the indicator until they are all let. During quarter 4 a concerted effort is to be continued to clear this 30 property backlog. In September 2011 the number of properties in work-in-progress was 308 this is at Monday 30th January stood at 152 , a reduction of 156. Latest cumulative performance for the end of January has seen performance improve slightly to 51.24 days with 155 properties let in the month. A weekly performance clinic is still taking place looking at all the elements of the void process with all the key players attending. The focus of the meeting is on actions occurring and actions required. The restructure of the voids team will be in full operation by 6th February 2012.
21 - More people are physically active and have a healthy way of life	Ex NI 57	Children and young people's participation in sporting opportunities ??	High is good	93% (2010/11)	Annually	-	-	-			No target set	N/A	N/A	N/A	The last round of data relating to this measure was released in October 2010. In March 2011 this measure was deleted nationally. Alongside the restructure of sports development and schools sports co-ordinators this information is no longer being collected. Through working with the Primary Learning Communities the approach to obtain this information has been endorsed and will be available in May 2012.
	Ex NI 8	Adult participation in sport	High is good	21% (2010/11)	Annually	-	-	-			22%	N/A	N/A	N/A	Survey data will be published in December 2011 and reported in the year end report
	Ex NI 55a	Obesity prevalence among primary school children in reception - Prevalence / Coverage	Low is good	10.5% 94.5%	Annually	9.8% 93.6%	-	8.3% 98.2%			N/A		A	↑ ↑	Child Obesity – Latest results published in December 2011 relating to the 2010/11 school year continues to demonstrate a year on year increase in coverage across both reception and year 6 performing better than the all England average. Results are following the national trend in relation to reducing reception year obesity reducing from 10.5% to 8.3% (a reduction of 1.8% compared to an all England reduction of 0.4%).
	Ex NI 56a	Obesity prevalence among primary school children in year 6 - Prevalence / Coverage	Low is good	20% 95%	Annually	20.9% N/A	-	21.6% 96.8%			N/A		R	↓ ↑	
22 - People from different backgrounds get on well together		% of respondents who have been bullied because of race / disability / sexuality	Low is good	New measure for 2011/12	Annually	-	23%	-			No target set as baseline year	N/A	N/A	N/A	
	LPI	% of respondents worried about being subject to a physical attack because of their skin colour, ethnic origin or religion	Low is good	14% (2010/11)	Quarterly	12.3%	-	-			No target set	N/A	N/A	↑	Qtr 1 figures reported in September and show slight improvement on the baseline position. Awaiting information from SYP for subsequent quarters.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
23 - People enjoy parks, green spaces, sports leisure and cultural activities	LPI	Use of public libraries	High is good	963,053 visits / 74,904 online	Quarterly	231,349 visits / 29,207 online	264,810 visits / 28,745 online	233,143 visits / 25,163 online			1% increase (2013)	Y	G	↓ ↓	
	LPI	Visits to museums and galleries	High is good	118,992 visits / 4,094 online	Quarterly	37,693 visits / 1,990 online	42,705 visits / 2,292 online	22,268 visits / 1,512 online			1% increase (2013)	Y	G	↓ ↓	
	LPI	Visits to theatres	High is good	93,832	Quarterly	12,443	6,036	29,012			93,832 visits	N	A	↑	
	LPI	Visits to Archives	High is good		Quarterly	1,811 visits / 7,798 online	2,284 visits / 6,070 online	1,512 visits / 5,959 Online			1% increase (2013)	N/A	N/A	↓ ↓	
	LPI	Satisfaction with libraries	High is good	93% (2009)	Bi-annual	-	-	-			94% (2013 survey)	N/A	N/A	N/A	The next CIPFA survey is not due to be undertaken until 2013. In the interim a proposal has been developed by cultural services and the EDS Performance and Quality Team to generate interim user satisfaction surveys as a proxy measure to the national survey. Currently awaiting approval of proposal.
	LPI	Satisfaction with sport and leisure provision	High is good	95%	Annual	-	95%	-			Maintain or improve on baseline	N/A	N/A	N/A	This information is taken from the National Benchmarking Reports received as part of our contract with DC Leisure and is based on a survey of service users. The next results will be available in Qtr 4.

Corporate Plan Priority: Improving the environment

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
24 - Planning to adapt climate change	LPI	Climate change matrix	High is good	Level 1 (2010/11)	Annually	-		-			Level 2	N/A	N/A	N/A	
	Ex NI 197	Improve local biodiversity	High is good	31%	Annually	-	-	-			34%	N/A	A	N/A	Last year we failed to meet our 33% target. Reduced resources has resulted in RMBC concentrating the management of our own sites and less available to build relationships with non-RMBC landowners to gather evidence of or encourage positive management.
25 - Clean streets	Ex NI 195	The % of relevant land and highways that is assessed as having deposits of: a) Litter b) Detritus c) Graffiti d) Fly tipping	Low is good	a) 6.00% b) 20.35% c) 1.10% d) 0.0%	Quarterly	N/A	a) 18% b) 14% c) 0% d) 0%	a) 3.8% b) 4.5% c) 0% d) 0%			a) 7% b) 14% c) 1.8% d) 0%	N	R	↑	A performance clinic was planned against this outcome following concerns arising out of the survey results published for the second quarter, This clinic was however cancelled when it was apparent that subsequent survey data indicated a significant reversal. It not recommended that a performance clinic is held against this outcome until data quality issues have been resolved.
26 - Safe and well maintained roads	Ex NI 168	Principal roads where maintenance should be considered	Low is good	3% (2010/11)	Annually	3%	-	-			Target to be finalised	N/A	N/A	N/A	Awaiting the national average information to be published by the Department of Transport before targets are to be finalised.
	Ex NI 169	Non principal classified roads where maintenance should be considered	Low is good	9% (2010/11)	Annually	9%	-	-			Target to be finalised	N/A	N/A	N/A	
	Ex NI 47	People killed or seriously injured in road traffic accidents	Low is good	59 (2010 Calendar Year)	Quarterly	18 (Jan - Mar)	23 (April - June)	20 (July - Sept)		61	Maintain or reduce 2010 figures	N	A	↓	Between Jan - Sept 2011 there have been 61 people KSI on Rotherham Roads and 8 Children KSI. This is more than the same time the previous year where 40 had been killed or seriously injured. Additionally the number of children killed or seriously injured in road traffic accidents has also increased. To date 8 children have been killed or seriously injured compared to 3 at the same time in 2010. In 2010 we had the lowest figures on record by some margin and it was always going to be a challenge to match this performance. This challenge has been made more difficult as the service
	Ex NI 48	Children killed or seriously injured in road traffic accidents	Low is good	4 (2010 Calendar Year)	Quarterly	1 (Jan - Mar)	4 (April - June)	3 (July - Sep)		8	Maintain or reduce 2010 figures	N	A	↓	
27 - Reduced CO2 emissions and lower levels of air pollution	LPI	Co2 reduction from local authority operations	Low is good	48, 461 tonnes (2009/10)	Annually	-	44,587 tonnes (2010/11)	-			2% annual reduction	Y	G	↑	This measure is reported in July each year, therefore the 2010/11 outturn was reported in quarter 2. 2010/11 saw a 4.37% reduction on 2008/09 and a 7.9% reduction on 2009/10 emissions. This is above the RMBC annual target of a minimum 2% year on year red.
	LPI	National Air Quality Strategy Measure - Annual average nitrogen dioxide in Rotherham (in mgm3)	Low is good	34 ug/m3 (2010 Calendar Year)	Annually	-	-	-				N/A	N/A	N/A	This is an annual measure reported in March each year. 2010/11 was a baseline year for this measure.
28 - More people are recycling	Ex NI 192	% of household waste sent for reuse (recycling and composting)	High is good	41.55% (2010/11)	Quarterly	47.77%	45.5%	57.35%, (Cum – 48.97%)			39.04%	Y	G	↑	Performance is slightly lower than quarterly control target of 48.27% and the quarter 2 last year (47.81%). Unfortunately recyclable and composting collection tonnages continue to be lower than forecast (although HWRC recycling figures have shown some recovery since July). With the Sterecycle biomass output included in the recycling performance, this indicator would be at 53.35% for the 2nd quarter. Note that the end of year target of 39.04% takes into account the absence of composting waste following the 2nd quarter and the impact on overall household waste arising.

Outcome	Indicator Ref	Indicator Title	Good Performance	10/11 Actual or baseline	Frequency of Reporting	Q1	Q2	Q3	Q4	Cumulative	Year End target	Target Y/N	Rating	DOT on previous data reported	Comments
	Ex NI 193	% of municipal waste landfilled	Low is good	29.26% (2010/11)	Quarterly	24.63%	24.84%	33.98% (Cum - 28.04%)			27.14%	Y	G	↑	Performance is better than both control target of 28.56% and quarter 2 last year (25.26%). As well as the waste being recycled and composted, a large amount of residual waste is being diverted away from landfill as part of the interim waste treatment and disposal contract both through the autoclave facility at Sterecycle & through the Sheffield energy recovery facility.
29 - More people are walking, cycling or using public transport	LPI	% of people captured in the modal survey travelling in / out of urban centres using public transport, cycling or walking	High is good	18.8% (2010)	Annually	-	-	-			Targets to be set by PTE	N/A	N/A	N/A	These annual surveys are conducted in October and we were anticipating the results be published by the PTE in December 2011 for reporting in Quarter 3. However we are still awaiting these results. The survey demonstrated that that 16.9% use public transport, 0.1% cycle, 1.2% walking and 0.5% other.
	LPI	Mode share for journeys to school - % of people captured in the modal survey travelling to school using public transport, walking or cycling or any other mode excluding car	High is good	72.5% (2010)	Annually	-	-	-			No target set	N/A	N/A	N/A	These annual surveys are conducted in October and it was anticipated the result be published by the PTE in December 2011 for reporting in Quarter 3. However these are not yet available. The results are broken down to highlight that 14.6% use public transport, 56.8% walk to school, 0.4% cycling. The Department for Education has also indicated its intention to withdraw the question on mode of travel to school. This has been raised at the Local Transportation Plan Quality of Life Group. However the Department for Transport may be seeking to support / fund this question and the group is looking into possible alternatives for collecting such data in the case of it being withdrawn.

1	Meeting:	Self Regulation Select Commission
2	Date:	8th March, 2012
3	Title:	Revenue Budget Monitoring for the period ending 31st December 2011
4	Directorate:	Resources

5 Summary

In setting the 2011/12 Revenue Budget the Council had to manage an unprecedented level of savings (£30.3m) resulting from the withdrawal of Central Government funding and grant allocations.

This report provides details of progress on the delivery of the Revenue Budget for 2011/12 based on performance for the first 9 months of the 2011/12 financial year. It is currently forecast that the Council will overspend against its Budget by £3.066m (+1.4%). This shows a decrease in the forecast overspend of £4.271m compared to the budget monitoring report for the first 8 months of 2011/12. The main reasons for the forecast overspend are:

- The continuing service demand and cost pressures in looking after vulnerable children across the Borough;
- Additional, one-off property costs relating to the continued rationalisation of the Council's asset portfolio as part of the efficiency drive to reduce operational costs; and
- The extended timescale for realising the full forecast management and business support savings target of £1.45m and slippage in delivering the savings target for Shared Services (£500k).

In arriving at the revised forecast overspend of £3.066m, the above pressures are mitigated through the proposed closure of some reserves, additional income, use of contingency and in-year slippage against the Riverside House budget. (See section 7.3).

6 Recommendations

The Self Regulation Select Commission is asked to:

- **Note the progress made to date in delivering the significant financial challenges presented in the Council's Revenue Budget;**
- **Consider further actions to be taken by Directorates so as to minimise the impact on the Council's medium term financial position**
- **Note the use, and where appropriate closure of the reserves included in Appendix 2, to mitigate the forecast overspend.**

7.1 Proposals and Details

This report presents details of spending against budget by Directorate covering the first 9 months of the 2011/12 financial year – April to December.

The net Central Services figures shown in the table below consists of a number of pressures (detailed under 'Other issues' in 7.2 below) netted down by the proposed closure and use of some reserves and other savings and income. (Identified in 7.3).

7.2 The Overall Position

Directorate/Service	Annual Budget 2011/12	Projected Outturn 2011/12	Variance after Actions (over+)/under spend)	
	£'000	£'000	£'000	%
Children & Young People Services	35,789	41,271	+5,482	+15.3
Environment and Development Services	39,668	39,146	-522	-1.3
Neighbourhoods & Adult Services	79,911	78,869	-1,042	-1.3
Resources	22,924	23,430	+506	+2.2
Central Services	41,330	39,972	-1,358	-3.3
TOTAL	219,622	222,688	+3,066	+1.4
Housing Revenue Account (HRA)	76,787	76,665	-122	-0.2

Appendix 1 to this report provides a detailed explanation of the key areas of forecast over / underspend by Directorate. The summarised position for each Directorate is described below.

Children & Young People's Directorate (£5.482m forecast overspend)

The £5.482m forecast overspend position is largely due to pressures within Safeguarding and Corporate Parenting Service and is a continuation of the position from 2010/11. The position in Rotherham is similar to that being publicly reported by statistical and regional neighbours as well as nationally.

Last month's Budget Monitoring Report included 2011/12 benchmarking information which showed that Rotherham's Safeguarding and Corporate Parenting services has a £6.31m lower level of funding than the average across Metropolitan Authorities, £6.46m less than the average across statistical neighbours and £3.42m less than the average across Yorkshire and Humber Authorities.

This comparative lower level of funding contributes to the pressures being evidenced in our Children's Social Care services despite the services' proactive approach to drive down costs including:

- Management actions (predominantly through successful recruitment to vacant Social care posts) is expected to result in an equivalent staff/agency cost reduction of £353k compared with 2010/11. Temporary engagement of any

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agency staff from January 2011 on the basis that services are running with 50% of posts being vacant.

- A Multi-Agency Support Panel was introduced by the Director of Safeguarding & Corporate Parenting in April 2011 and has delivered in the past 9 months, **cost avoidance in the region of £2.9m - this represents costs avoided through effective multi agency management actions and decision making.**
- Successful work undertaken in commissioning and re-commissioning service provider contracts has led to significant cost reductions/cost avoidance (£0.7m)

The comparative data and the level of recurrent pressure in Children's services strongly indicates that the service is relatively underfunded and has a structural budget deficit, which needs to be tackled.

The various management actions and Early Intervention and Prevention work implemented by the service will reduce some of the pressures going forward but it is still estimated that £3.1m of additional funding is required in 2012/13, reducing to £2.0m in 2013/14 (i.e. a reduced additional budget requirement of £1.1m from 2012/13 to 2013/14)

Children's Services continue to look for ways to reduce spend.

Environment & Development Services (£522k forecast underspend)

The Directorate is forecasting an underspend of £522k due to some one off savings in Waste Management resulting from the deferred implementation of waste contracts, savings due to restructures in the Cultural Services, additional (non-recurrent) income recovery within the Transportation service and savings due to the moratorium on non-essential spend. Further details are included in Appendix 1.

Neighbourhoods and Adult Services (£1.042m forecast underspend)

Overall the Directorate is forecasting a £1.042m underspend. Within this, Adult Services are forecasting an underspend of £748k (including £500k additional income from NHS Rotherham) and Neighbourhood Services a £294k underspend. The forecast position is made up of a number of under and overspends, detailed in Appendix 1.

Resources Directorate - (£506k forecast overspend)

Overall the Directorate is forecasting a £506k overspend. The target level of savings (£1.141m) to be delivered through successful completion of the Council's Strategic Partnership with BT will not be delivered in full for 2011/12. £566k of the target will be achieved in 2011/12. Additionally, Legal services are forecasting an overspend of £200k and Human Resources are forecasting an overspend of £23k. These are partially offset by forecast savings on Asset Management (£73k) and Commissioning, Policy and Performance services (£17k) and Finance (£202k). Further details are included in Appendix 1.

Other Issues

In setting the 2011/12 Budget, the Council pledged **to protect services for those in most need.** To do this, the Council put forward a wide range of Council-wide savings or additional sources of funding – totalling £14.4m. It is currently forecast

that the Council may not fully realise this target this year by just over £2.443m (17%). The main reasons for the forecast variances (shown in brackets) are:

- **Management Review and Business Admin Reviews (£839k)** – Progress to date shows recurrent annual revenue savings of £1.087m against the annual target of £1.45m. (£363k shortfall). Due to timing effects, the saving for 2011/12 amounts to £611k as staff left part way through the year.
- **Commissioning Efficiencies (£104k)** – In 2011/12 £296k of the £400k savings target is forecast to be achieved.
- **Localities & Premises Review (£500k) and Land Bank Pressures (£250k)** – the Council is optimistic that over time it will be possible to deliver the savings target however, none of these savings will be delivered in 2011/12. Additionally there are pressures on the Land Bank due to costs incurred for maintaining security of buildings and for preparing properties for the market.
- **Shared Services (£500k) and Customer Services (£250k)** – The Council is now anticipating that these targets will be delivered from 2012/13.

7.3 Mitigation

The following savings and income sources mitigate the forecast pressures by £3.801m:

Additional NHS funding	£0.750m
Waste PFI capitalisation	£0.260m
Riverside House (In-year slippage against budget)	£1.091m
Use of Council Contingency	£0.600m
Proposed closure and use of some reserves	<u>£1.100m</u>
	£3.801m

Additional NHS Funding: - In January 2012 the Department of Health announced an additional one-off £150m would be allocated to Primary Care Trusts nationally for investment in social care services which also benefit the health system, recognising the significant pressures being faced during the winter periods. There is a requirement that this should be transferred to Council's under section 256 of the 2006 NHS Act. Negotiations are currently taking place with NHSR to determine the most appropriate way of utilising this funding in 2011-12 and beyond.

Waste PFI Capitalisation:- There is scope to capitalise costs in by £260k in excess of the budgeted level of capitalisation (£220k). This relates in the main to legal costs in respect of slippage to contract implementation. This additional capitalisation assists in mitigating the revenue pressures.

Riverside House:- Budget slippage due to a delay in taking over the lease – September rather than August, reduced running costs due to the phased decant of staff into Riverside and reduced capital financing costs.

Contingency:- In setting the 2011/12 budget Members set aside a £600k contingency to help mitigate any in-year pressures.

Use of Reserves:- Members will recall that the Directors 'Balancing the Budget Work Programme' commenced in November and one of the workstreams within that

Programme was a review of Reserves. This work is complete and has identified £1.1m of reserves which could be released to mitigate in-year pressures. Risks associated with reducing these reserves have been considered and all proposed use represents prudent financial management. It is recommended that Members approve use, and where applicable, closure of the reserves as set out in Appendix 2 to this report.

7.4 Housing Revenue Account (HRA) (£122k forecast underspend)

At this stage of the financial year the Housing Revenue Account is forecasting a £122k underspend. Any underspend at the end of the year will transfer to HRA reserves (ringfenced funding).

8. Finance

The financial issues are discussed in section 7 above.

9 Risks and Uncertainties

Management actions have been put in place to address some of the issues identified to date and work is being undertaken to identify further actions. As these take effect they will be monitored to enable the impact of the actions to be assessed. Careful scrutiny of expenditure and income across all services and close budget monitoring therefore remain essential.

10. Policy and Performance Agenda Implications

The delivery of the Council's Revenue Budget within the parameters agreed at the start of the current financial year is essential if the objectives of the Council's Policy agenda are to be achieved. Financial performance is a key element within the assessment of the Council's overall performance framework.

11. Background Papers and Consultation

- Revenue Budget Monitoring Report – Cabinet 21st December 2011
- Revenue Budget and Council Tax for 2011/12 Report to Council 2nd March 2011.
- Strategic Directors and Service Directors of the Council

Contact Name: Andrew Bedford, Strategic Director of Finance, ext. 22004
Andrew.Bedford@rotherham.gov.uk

Key reasons for forecast over / underspends**Children & Young People's Services (£5.482m forecast overspend)**

The key factors contributing to the forecast overspend are:

Children Looked After – Forecast overspend of £1.973m net of Invest to Save funding. The forecast overspend on Residential out of authority placements is £370k. The number of children in residential out of authority placements as at 31st December is 15.

The forecast overspend on Independent Fostering placements is £2.722m. The number of children in Independent foster care as at 31st December is 130 (an increase of 23 since the end of March 2011).

The number of looked after children requiring placements increased from 345 at the end of March 2008 to 391 at the end of March 2011. As at the end of December this number is 390, a reduction of 1 since the end of March 2011. The commissioning work to negotiate reductions in placement costs has already achieved a reduction in costs of £632K and an additional projected saving of £68K is included in the figures above.

Commissioning and Social Work – Forecast overspend of £2.116m due to staffing costs (£1.761m), interpretation costs (£30k), Section 17 payments (£34k), Section 23 payments (£4k), premises costs (£126k), Transport (£59k), supplies & services (£102k)

Other Children & Families Services – Forecast overspend £338k as a result of non-achievement of vacancy factor target (£95k), Special Guardianship allowances (£115k), Action For Children contract due to there being 27 care leavers to support & the budget was for only 15 (£350k) and offset by projected under spends on Adoption Allowances (-£172k), Inter Agency Adoption Fees (-£21k), Adaptations (-£29k).

Support Services & Management Costs – Forecast Overspend of £692k is mainly due to Legal costs relating to Looked After Children.

Strategic Management – Forecast overspend of £371k mainly due to £223k costs on central supplies & services, £124k on RBT Charges & £24k for non-achievement of vacancy factor.

School Effectiveness Service – Forecast over spend of £10k mainly due to staff savings not fully realised in year.

Special Education Provision – Forecast overspend of £19k mainly due to under recovery of income in the Education Psychology Service.

Youth & Community – Forecast Overspend of £125k due to a projected under recovery of income with the outdoor education service (£44k), an overspend on the Youth Service (£90k) due to higher than anticipated top-slicing and premises costs. This is offset by staffing slippage within Adult Community Learning (-£9k).

Pension/Miscellaneous – Forecast Overspend of £25k due to additional pensions costs.

Delegated Services – Forecast Overspend of £179k. (£69k) is due to the Schools Music Service not achieving full year savings as the new structure has only been implemented in September. £10k is due to an under recovery of income on the RBT Schools HR SLA.

Other Children Looked After Services - £141k forecast over spend which includes forecast overspends on Residence Orders (£133k), additional boarding out (£22k) & staffing costs on Residential Homes (£208k). This is offset by forecast under spends on the Fostering Team due to staff slippage (-£26k), fostering allowances (-£178k), Families Together packages (-£18k)

The above over spends are being offset by under spends of £407k from redistribution of grant (-£246k), staff slippage on Access to Education (-£19k) & slippage on Invest to save implementation (-£142k).

Environment & Development Services (£522k forecast underspend)

Streetpride – The service is forecasting an underspend of £215k which is due to some one off savings in Waste due to deferred implementation of waste contracts.

Regeneration and Planning – The service is forecasting an underspend of £247k, this is largely due to pay related savings due to restructures in the Cultural Services Service, and the Transportation service is reporting an improved (non-recurrent) position on income recovery. Markets and Transportation are also forecasting a saving as a result of the moratorium on non-essential spend.

Business Unit – Forecast saving of £60k as a result of the moratorium on non-essential spend.

Neighbourhoods & Adult Services (£1.042m forecast underspend)

Adult Services are forecasting an underspend of £748k, a number of pressures are being offset by a number of areas of forecast underspend. The key underlying budget pressures include:

Older Peoples' Home Care Service – forecast overspend of (+£437k) mainly due to increased demand for maintenance care within independent sector.

Physical and Sensory Disability Services – independent home care services forecast overspend (+£270k) due to a continued increase in demand. An additional increase of 97 new clients (+1277 hours) on service since April.

In House Residential Care - income shortfall in respect of client charges (+£235k).

Older People in-house residential care - additional costs to cover vacancies and long term sickness (+£163k).

Direct Payments – forecast overspend of (+£307k) across all client groups due to increase in demand, a net increase of 26 clients since April.

Transport - recurrent budget pressure on transport (+£283k) including income from charges.

These pressures are being offset by the following forecast underspends:-

Older People's service – forecasting a net underspend on independent sector residential and nursing care due to an increase in the average client contribution and income from property charges (-£388k).

Learning Disabilities – forecasting an underspend within supported living due to efficiency savings achieved on contracts with providers, slippage on developing a new scheme plus additional income from health (-£379k).

Physical and Sensory Disabilities - In year slippage on developing Supported Living Schemes (-£140k) plus slippage on developing specialist residential care placements (-£250k). These schemes will however be fully operational in 2012/13.

Rothercare Direct – forecasting an underspend (-£43k) due to slippage on vacant posts and a reduction in expenditure on equipment including leasing costs.

Supporting People – further efficiency savings on contracts (-£93k).

General Adult Services – forecasting an underspend on developing support to Carers (-£183k) plus impact of additional funding from Health for Carers Strategy (-£500k). One-off slippage on vacant posts across the Directorate as part of the restructure and corporate reviews (-£433k) plus additional savings on non pay as a result of council wide moratorium on non essential spend (-£34k).

Neighbourhood Services - £294k forecast underspend comprises:

Housing Access - There are small projected surplus balances within Adaptations Service (-£5k) and Housing Management & Admin (-£10k) as a result of vacant posts plus £2k savings on other Housing Access services. These are partially reduced by a small forecast shortfall of £4k on the Medical Mobility and Community Care budget due to the unmet vacancy factor on this small budget area and a small projected income shortfall of £2k on the Housing Mortgage cost centre due to reducing income from Mortgage Interest.

Housing Choices - projecting a surplus within the Homelessness budget (-£25k) as a result of a post being held vacant since the post holder's secondment to another service area within Housing Choices and savings achieved within supplies and services. Projected surplus on the Lighting of Staircases budget as a result of some refunds relating to previous year's payments (-£63k).

Safer Neighbourhoods - forecast underspend within Community Protection (-£139k) mainly due to vacant posts, slightly offset by pressures on ICT support costs. Additional underspends are projected within Community Safety (-£11k), Domestic Violence (-£6k) and Anti-Social Behaviour (-£18k) mainly due to vacant posts being held. These are slightly offset by a net pressure on Pest Control of (+£5k) leaving an overall projected surplus of (-£169k).

Business Regulation - forecast underspends in Health & Safety, Food & Drugs and Bereavement Services totalling (-£113k) as a result of vacant posts, tight controls on supplies and services expenditure due to council wide moratorium and increased fee income. These are reduced by projected overspends on Animal Health and Trading Standards (+£52k) mainly due to the services being unable to meet its vacancy management target and Licensing which is currently showing a projected pressure on income budgets (+£36k). The overall projected surplus for Business Regulation is (-£25k).

Neighbourhood Partnerships - forecasting a slight underspend of £1k despite a small

pressure due to external audit costs on the Local Ambition programme.

Neighbourhoods Investment – forecasting a balanced budget. The review of external funding is now complete. The costs incurred are to be met by Growth/Housing Market Renewal Revenue Programme, New Build Council Housing and Homelessness funding as a result of work undertaken by this team that links to the Homelessness service.

Resources Directorate (£506k forecast overspend)

Asset Management – Overall forecast is a £73k underspend due to staff and ICT savings within Facilities Management.

Legal Services – Forecast is a £200k overspend due to non-achievement of vacancy factor and only part year delivery of some budgeted staff savings. (Non-recurrent)

Human Resources - Forecast is a £23k overspend due to shortfall on recruitment advertising income.

Commissioning, Policy and Performance services – £17k forecast underspend due to staff slippage.

Finance – The forecast overspend of £373k includes in-year slippage against delivery of the £1.141m RBT contract savings by £575k, partially offset by savings in Finance of £202k from staff slippage, additional income and the moratorium on non-essential spend.

Proposed use of Reserves to mitigate 2011/12 forecast overspend

	Cost Centre & Description	Balance at 31 March 2011	Recommended Transfer to General Fund to support Revenue	Notes / Comments
1	TH3048 Invest to save	£149,779	£149,779	Use and close the reserve
2	TH3044 Statutory costs	£117,000	£68,500	Pressure of circa £50k pa to be picked up from revenue account
3	LH4453 C&L Insurance Reserves	£439,000	£72,500	Issue of Accreditation, look to use this fund instead of Capital for moves to Bailey & Riverside.
4	TH3029 Energy Conservation	£13,260	£13,260	Use and close the reserve
5	LH4441 Museum Acquisitions	£20,535	£20,535	Future use via General Fund. Risk of losing museum accreditation. Close the reserve.
6	SH3043 Maintenance of Buildings	£384,036	£350,000	Future Use via General Reserve
7	SH3042 Winter Maintenance	£250,000	£250,000	Severe winters would need to use general reserve. Close the reserve.
8	SH3057 Schools Maintenance Programme	£73,261	£73, 261	Close the reserve
9	SH4429 Managed Workspace R&R Fund	£144,000	£69,000	Revert to traded account
10	NH3052 Housing improvement Programme	£30,000	£11,446	Would need to use general reserve
11	PH3059 Equity Loan Scheme Reserve	£21,456	£21,456	Would need to use general reserve. Close the reserve.
	Total		£1,099,737	

**ROTHERHAM BOROUGH COUNCIL – REPORT TO SELF REGULATION
SELECT COMMISSION**

1.	Meeting:	Self Regulation Select Commission
2.	Date:	8 March 2012
3.	Title:	Corporate Risk Register
4.	Directorate:	Resources

5. Summary

Attached to this report is the current corporate risk register summary. The summary shows the risks associated with the Council's most significant priorities and projects, and actions being taken to mitigate these risks.

The Council's key current risks continue to relate to the financial pressures faced by the Council. The report summarises the management actions that are being taken to mitigate these and other risks in the register.

6. Recommendations

The Self Regulation Select Commission is asked to:

- **note the corporate risk register summary attached at Appendix A**
- **confirm the current assessment of the Council's top four corporate risks**
- **indicate any further risks that it feels should be added to the risk register**

7 Proposals and Details

7.1 Format

This report contains the latest position on the Corporate Risk Register. The corporate risk register summary is attached at **Appendix A**. The corporate risk register summary reflects the current risk assessments for each corporate priority or project in the corporate risk register.

This covering report highlights the top four inherent risks.

There are 3 overall categories of risk (RED, AMBER, GREEN) representing varying degrees of exposure. Each category contains a range of risk scores, so there are varying degrees of risk within each category. Appendix A shows the risk category and score for each priority or project included in the register before and after risk mitigation actions.

7.2 Top four inherent risks

The risk register summary shows risks in descending inherent risk order, to emphasize the most significant risks faced by the Authority. The top four inherent risks are:

- Managing Government budget reductions - unable to maintain key services due to budgetary limits.

Cabinet and Strategic Leadership Team (SLT) are meeting on a regular basis to consider the options available and, ultimately, Cabinet will make decisions that ensure the Council can provide priority services within available resources. Cabinet and SLT are close to identifying a budget for 2012/13 that will meet Government budget reductions.

- Unable to deliver effective Children's Services within budget.

Ongoing action is being taken by management to provide services within the budget available. Cabinet is being kept informed of the relevant financial challenges as part of the budget monitoring and budget setting processes and makes decisions accordingly.

- Funding of the Digital Region Project to provide comprehensive broadband facilities across South Yorkshire

The company (Digital Region Ltd), four South Yorkshire Councils and Government Department for Business, Innovation and Skills are continuing to assess options for the project.

- Sustaining improvement in Children's Services post DFE intervention

Relevant monitoring and scrutiny of progress is being conducted by Members and management, and action plans varied according to any emerging issues. Positive progress is being made and reflected in positive outcomes and inspection feedback.

The summary at Appendix A provides more details of the actions being taken to mitigate these and other risks recorded in the corporate risk register.

7.3 Key developments / changes during the period

Significant developments and changes since the previous version of the corporate risk register are as follows:

- Realising benefits from the RBT Partnership

The Council has reached agreement with BT over the early completion of the RBT partnership and the return of services to the Council, providing the Council with more flexibility to refine the services and develop shared services to the benefit of the Council. Consequently, the inherent and current risk scores have been reduced.

- Civic Accommodation

The completion of civic accommodation and relocation of staff into Riverside has been 'downgraded' from a corporate level risk to be managed as a Resource Directorate risk, as the work has now been substantially and successfully completed.

- Property rationalisation / extension of Worksmart

The Council can secure cost savings by reducing its ownership of property and maximising the use of retained properties. A strategic for achieving savings is being drafted and will require Members' approval if savings are then to be realised. The extension of Worksmart to all staff operating outside of central properties (eg Riverside and the service centres) will be a key facilitator of property rationalisation.

8. Finance

The risks contained in the register require ongoing management action. In some cases additional resources may be necessary to implement the relevant actions or mitigate risks. Any additional costs associated with the risks should be reported to the SLT and Members for consideration on a case by case basis.

9. Risks and Uncertainties

It is important to review corporate risks on an ongoing basis, to ensure risks relating to the Council's key projects and priorities are effectively monitored and managed by the Strategic Leadership Team and Members.

10. Policy and Performance Agenda Implications

Risk Management is part of good corporate governance and is wholly related to the achievement of the objectives in the Council's Corporate Plan.

11. Background Papers and Consultation

This report reflects the latest updates provided by the respective 'lead officers'.

Contact Names:

Colin Earl, Director of Audit and Asset Management, x22033

Andrew Shaw, Insurance and Risk Manager, x22088

Appendices

A Corporate Risk Register Summary

APPENDIX A: SUMMARY CORPORATE RISK REGISTER

No	Risk	Pre Controls 1-25	<u>Lead officer</u> Key Actions/Updates	Post Controls 1 -25	Links to Corporate Priorities
0027	Managing Government budget reductions - unable to maintain key services due to budgetary limits	25	<u>Andrew Bedford</u> <ul style="list-style-type: none"> • High priority, driven through Strategic Leadership Team and Cabinet • Further actions to mitigate budget reductions are being identified 	16	All Priorities
0022	Unable to deliver effective Children's Services within budget	25	<u>Joyce Thacker</u> <ul style="list-style-type: none"> • Additional funding for 2011/12 resulting in a balanced budget • Continuing monitoring and review of pressures into 2011/12 • Review of all service provision and structures continues. • Continuous monitoring of budget and reporting to SLT / Cabinet. 	16	Priority 2 - Providing quality education ... Priority 3 - Care and protection for those people who need it most ...
0033	Funding of the Digital Region Project to provide comprehensive broadband facilities across South Yorkshire	20	<u>Andrew Bedford</u> <ul style="list-style-type: none"> • South Yorkshire Councils are adopting a proactive approach to the project, including support • Ongoing work with the Company and Central Government on options available 	16	Priority 1: No community left behind

No	Risk	Pre Controls 1-25	<u>Lead officer</u> Key Actions/Updates	Post Controls 1 -25	Links to Corporate Priorities
0021	Failure to sustaining improvement in Children's Services	20	<u>Joyce Thacker</u> <ul style="list-style-type: none"> Unannounced inspection provided positive feedback Peer challenge taking place Oct2011 Positive feedback received from the peer challenge. Action plan for the implementation of recommendations has been developed and is currently being actioned. Positive attainment results achieved in 2011 	12	Priority 2 - Providing quality education ... Priority 3 - Care and protection for those people who need it most ...
0004	Costs of Capital Programme- significant consequences on revenue budget	16	<u>Andrew Bedford</u> <ul style="list-style-type: none"> Financial details within Medium Term Financial Strategy Regular monitoring, review and reporting taking place 	12	All Priorities
0030	Schools Collaboration- impact of schools commissioning on LA services	16	<u>Joyce Thacker</u> <ul style="list-style-type: none"> A report has been taken to Cabinet to advise Members of the risk and possible implications The Strategic Director has communicated with Head Teachers and Chairs of Governors regarding implications of collaboration and purchasing Monitoring of schools appetite for change is ongoing. 	12	Priority 2 - Providing quality education ...

No	Risk	Pre Controls 1-25	Lead officer Key Actions/Updates	Post Controls 1 -25	Links to Corporate Priorities
0031	Free Schools and other school arrangements could reduce LA provision and associated funding and could, therefore, adversely affect the Council's ability to support sustained improvement in attainment	16	<u>Joyce Thacker</u> <ul style="list-style-type: none"> A report has been taken to Cabinet to advise Members of the risk and possible implications CYPS is currently 'mapping' future educational need based on proposed new free school in the borough. 	12	Priority 2 - Providing quality education ...
0003	Availability of resources to carry out Schools Capital Investment programme	16	<u>Andrew Bedford</u> <ul style="list-style-type: none"> DfE decision on funding ensures that the Council can now allocate resources appropriately Awaiting analysis of further Government statements on funding Developing strategies for Capital Investment in conjunction with schools, academies, diocese and relevant government bodies 	9	Priority 2 - Providing quality education ...
0009	Failure to effectively implement personalisation in Adult Social Services	16	<u>Tom Cray</u> <ul style="list-style-type: none"> Budget proposals and efficiency proposals are being put into place 	8	Priority 3 - Care and protection for those people who need it most ...

No	Risk	Pre Controls 1-25	<u>Lead officer</u> Key Actions/Updates	Post Controls 1 -25	Links to Corporate Priorities
0012	Local Government Reform (LGR) implementation Plan – Failure to implement reforms	16	<u>Andrew Bedford</u> <ul style="list-style-type: none"> • All current statutory requirements are being met • Many provisions of the Act are “enabling legislation”. Options will be explored through further Member development programme and sessions for relevant officers • Reports on Planning and Housing have been considered by Members • Impact for “Commissioning” will need to be assessed when draft Regulations are published covering Community Right to Challenge • Police Reform & Social Responsibility Act will impact on governance and community safety following election of a Police Commissioner in the Autumn 2012 • Health & Social Care and Welfare Reform legislation will be enacted in the near future with implementation date of April 2013 • Local Government Finance Bill published with expected commencement date of April 2013 	6	All Priorities

No	Risk	Pre Controls 1-25	<u>Lead officer</u> Key Actions/Updates	Post Controls 1 -25	Links to Corporate Priorities
0002	Failure to deliver the waste management strategy	12	<u>Karl Battersby</u> <ul style="list-style-type: none"> • PFI project plan in place • Financial closure Summer 2011 • Outline planning permission on preferred site due autumn 2011 	6	Priority 5 Improving the Environment
0013	Failure to commission services that will meet the needs of communities effectively and / or achieve efficiency savings.	12	<u>Andrew Bedford</u> <ul style="list-style-type: none"> • High level reviews are being carried out • Re-commissioning of Children's Services to achieve VFM and improved commissioning and procurement practice 	6	Priority 3 - Care and protection for those people who need it most ...
0019	Failure to fully realise benefits of the RBT partnership before completion	12	<u>Andrew Bedford</u> <ul style="list-style-type: none"> • Transition arrangements being discussed • Developing new forward plan 	6	All Priorities
0024	Community Stadium – failure by RUFC to secure funding to develop the site and construct the stadium	12	<u>Karl Battersby</u> <ul style="list-style-type: none"> • Site purchased • Construction by RUFC in progress 	6	Priority 4 Helping to create safe and healthy communities

No	Risk	Pre Controls 1-25	<u>Lead officer</u> Key Actions/Updates	Post Controls 1 -25	Links to Corporate Priorities
0029	Failure to maintain Highways to a sufficient standard	12	<u>Karl Battersby</u> <ul style="list-style-type: none"> • Approval given for additional funding • Target of 5% increase in efficiency by May 2011 • Implementation of new working arrangements wef 1 July 2011 is resulting in improvements in operational efficiency now being realised • £3m prudential borrowing in place which will be drawn down over 3 years 	6	Priority 5 Improving the Environment
0035	<p>Failure to minimise property ownership and maximise the use of retained properties.</p> <p>Failure to maximise savings and benefits from the roll out of WorkSmart arrangements to all relevant staff.</p>	12	<u>Andrew Bedford</u> <ul style="list-style-type: none"> • Asset management strategy being drafted • Future options for extending Worksmart to staff in non-central buildings, to facilitate further property rationalisation 	6	Priority 5 Improving the Environment