



**That Neighbourhoods are safe and free from crime**

**Communities to help shape local services**

**People have choice and equality of access**

**Our Neighbourhoods are places to be proud of**

**Cllr Jahangir Akhtar**

Cabinet Member for Housing and Neighbourhoods

# The Best Customer Care in Town



Winners of the  
Rotherham Business Award for Customer Care 2008

# Key Areas of Responsibility

- **Neighbourhood Management**
- **Area Assemblies**
- **Strategic Housing e.g. Private sector housing investment/Statutory enforcement powers**
- **Housing Management (through 2010 Ltd)**
- **Homelessness**
- **Adaptations**
- **Sheltered Housing**
- **Building Council Housing**
- **Community Safety & Safer Neighbourhood Teams**
- **Regulatory Function e.g. Licensing & Trading Standards**

# Achievements 08/09 (1)

- Achieved 4 out of 4 for Housing CPA Service Block
- ALMO achieved 2 Stars
- 100% KPI's hit year end target
- Achieved Customer Service Excellence
- Achieved Rotherham Business Customer Service Award
- Delivered 153 new affordable homes
- Successfully completed a major consultation '*Council Housing Directions – Have your Say*'
- Implementation of devolved budgets
- Introduction of PACTs
- Learning from the successful pilot of Intensive Neighbourhood Management (Chesterhill)

# Achievements 08/09 (2)

- Levels of Crime and Disorder reduced by 12%
- Exceeded the LAA target for reduction of noise incidents
- Criminal damage reduced by 6.5%
- Increased attendance at Area Assemblies - hard to reach
- 7% reduction in Off Road Motor vehicle reports
- 53.5% increase in Domestic Abuse detections
- Re-open crematorium with Dignity – 35 year contract
- Achieved Pioneer Status for N'hood Crime & Disorder
- Hate Crime/Community Cohesion service was introduced
- Restorative Justice Scheme for young people was introduced
- Y & H Environmental Enforcement Group – Award commendation (Successful Fly Tipping Strategy)

# Achievements 08/09 (3)

- Carried out the Council's Housing Register Review
- Introduced local lettings policy
- Reviewed the Council's tenancy agreement
- Halved the number of people in Temporary accommodation
- Successful CLG bid - Enhanced Housing Options trailblazer programme
- Delivered 610 major statutory home adaptations within budget
- Reviewed sheltered housing service
- Consultation events at 59 sheltered housing centres before introducing a new Charging Protocol
- Expanded the range of assistive technology available

# **The most difficult issues facing us in 2009/10**

**HRA Business Plan and Financial Management within the ALMO**

**Future of the ALMO**

**Resources for improving the quality of life within neighbourhoods**

**Delivering major housing programmes such as affordable, PFI,  
growth targets**

**Perception of Crime and Disorder**

# The Year Ahead

- Review sheltered housing provision
- Build new Council Housing
- Introduce Intensive Neighbourhood Management arrangements in areas that would most benefit
- Learn from and evaluate devolved budget activity to roll out across all directorates
- Carry out a VFM study of Neighbourhood Services
- Drive up standards of housing management services
- Reduce the fear of crime
- Carry on the focus of customer service
  - its who we work for