

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Sustainable Communities Scrutiny Panel
2.	Date:	29th October, 2009
3.	Title:	Housing and Neighbourhoods 1st Quarter (April to June) Performance Report, 2009/10 All Wards Affected
4.	Programme Area:	Neighbourhoods and Adult Services

5. Summary

5.1 This report outlines the 2009/10 key performance indicator 1st quarter results for the Housing and Neighbourhoods elements of the Directorate.

6. Recommendations

6.1 That Scrutiny is asked to note the results and the remedial actions in place to improve performance.

7. Proposals and Details

- 7.1 At the end of the quarter, 12 (86%) key performance indicators are currently on track to achieve their year end targets, this compares to 75% at the end of last year. There are 2 indicators that are rated 'off' target, and are shown as a red triangle alert in Appendix A.
- 7.2 Of the indicators solely owned by Housing and Neighbourhoods, 100% are on target which compares to 100% at the end of last year. For 2010 Rotherham Ltd, 7 (78%) key performance indicators are on track to achieve their year end targets, which compares to 50% at the end of last year.
- 7.3 The indicators off target at the end of the 1st Quarter are:

BV 211a Programmed / Responsive repairs (ALMO).

Current level of performance is 43% for planned repairs against the year end target of 49%. This compare to a year end outturn in 2008/09 of 47%.

The current percentage is slightly below the target for planned due to delays in the start of some planned and cyclical work. Work is currently ongoing to ensure planned works are completed within the financial year and at this stage 2010 envisage that it will out turn in line with the year end target.

LPI 185 Repairs appointments made and kept

Performance at the end of June was reported at 85.64% which compares to 98.37% at the end of last year. 2010 have indicated that a "new" reporting process for this indicator and the year end target will not be achieved. A Personal Digital Assistant (PDA) system failure over a 2 week period in April 2009 had a detrimental effect on the indicator, with jobs not being closed correctly, this has since been resolved.

8. Finance

- 8.1 2010 Rotherham is identifying rent lost for 2009/10 as a result of voids at the end of June of £288k.

9. Risks and Uncertainties

- 9.1 The main risk is associated with the accuracy of our data which underpins each performance indicator. NAS Performance Team are currently undertaking data quality audits on the decent homes programme and void management.

9.2 5 indicators are not available for reporting at this time, the progress of these is:

- NI 190 Achievement in meeting standards for the control system for animal health. This indicator is based on the performance of the authority against the DEFRA Animal Health Framework. We are currently at Level 1, and aim to be at Level 2 by March 2010. Work has been continuing on developing the necessary procedures and protocols that are necessary for Level 2 standard (these were identified in the self assessment carried out in February 2009). A further self assessment against the framework will be carried out in October 2009 to assess current progress.
- NI 182 Satisfaction of businesses with local authority regulatory services (Alan Pogorzelec). The indicator is informed by a survey which has been revised to meet the full requirements of the NI definition. There are currently problems with FLARE which has prevented the Food Team inputting information into the system to enable electronic mailouts. Service Quality Team are assisting in sending out questionnaires with reporting available in September.
- NI 183 Impact of local authority regulatory services on the fair trading environment. This indicator is reportable at year end due to inaccurate mechanisms of capturing information from the Government's Consumer Direct database, which is used to inform the data for this indicator.
- NI 184 Food establishments in the area which are broadly compliant with food hygiene law. There are currently problems with the Business Regulations internal computer system (FLARE) which has prevented the Food Team inputting inspection information into the system. A backlog of inspections since April, need to be inputted by officers into system following the upgrade to the system. There are delays in carrying out the upgrade to the system with an anticipated timescale for the upgrade towards the end of August.
- NI 187a % of people receiving income based benefits living in homes with a low energy efficiency. This indicator is informed by an annual random survey carried out from October 2009 therefore the result will not be available until February 2010. The indicator measures the percentage of people in the borough in fuel poverty.

10. Policy and Performance Agenda Implications

10.1 The national performance indicators contribute to Rotherham Partnerships Comprehensive Area Assessment (CAA) and the Councils Organisational Assessment judgements which are undertaken by the Audit Commission.

10.2 A Key Line of Enquiry (KLoE) consultation document has been received from the Audit Commission. The service is reviewing itself against the KLoE to ensure that we retain our '4 out of 4' housing rating and we develop an action plan to keep pace with the very best. There are emerging indications that we need to raise our performance levels. For example, the mismatch behind the supply and demand of affordable housing and the waiting list for Council housing. Further reports will be presented to Cabinet Member.

11. Background Papers and Consultation

11.1 The report has been discussed with Neighbourhoods and Adult Services Directorate Management Team and 2010 Rotherham. The performance results for Housing and Neighbourhoods are attached (Appendix A). The indicators rated 'on target' are shown as a green star and those that are rated off target are shown as a red triangle alert.

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