

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Safe and Attractive Neighbourhoods
2.	Date:	20th September 2010
3.	Title:	Housing and Neighbourhoods 1st Quarter Performance Report 2010/11 All Wards Affected
4.	Directorate:	Neighbourhoods and Adult Services

5. Summary

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

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

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

Indicators managed by 2010 Rotherham Ltd will be reported separately.

6. Recommendations

Cabinet Member notes the 1st quarter position and recognises the excellent progress in performance.

7. Proposals and Details

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

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

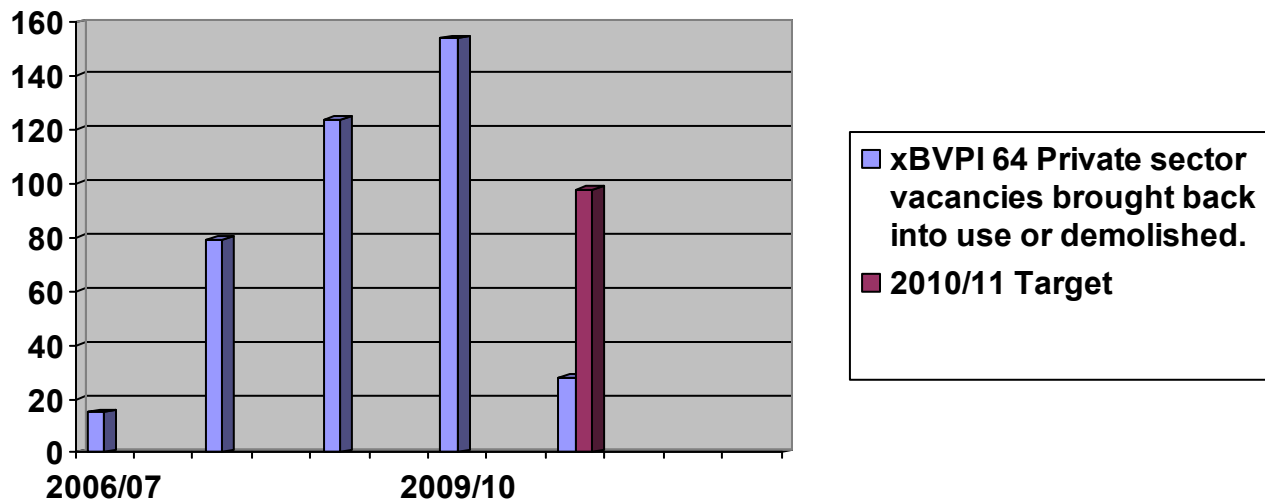
1st Quarter Performance Exceptions

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

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

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

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



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

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

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

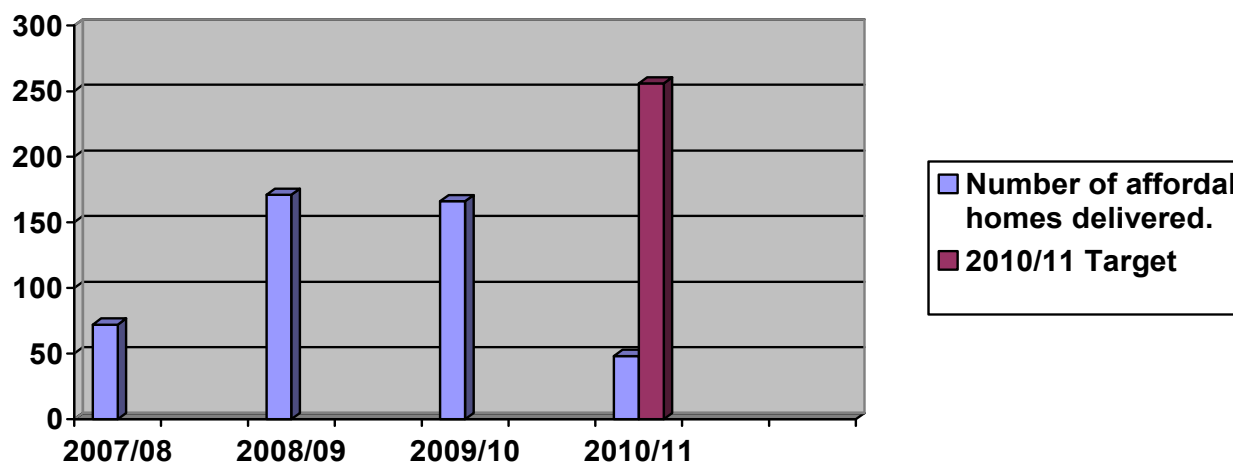
The 2010/11 budget for the Decent Homes programme is £21.340m and expenditure to 16th July 2010 was £4.242m. The refurbishment programme is on target to be completed by December 2010 within the budget of £9.2m..

NI 155 - Number of affordable homes delivered (Neighbourhoods)

At the end of the 1st quarter there have been an additional 48 affordable homes delivered which was ahead of the 1st quarter control target of 40 new affordable homes and is in line to achieve the LAA target for the year of 256 dwellings delivered. Performance is being achieved as a result of collaborative working with RSL and private sector developers. The partnership approach to securing additional Section 106 of the Town and Country Planning Act 1990 facilitates the making of agreements between developers (and others owning land) and the council as a Local Planning Authority (LPA). Rotherham MBC has sought out opportunities to enable affordable housing within the Borough without grant funding.

This is excellent progress against this indicator taking into account the current financial climate where the number of new homes built within the borough failed to achieve set targets last year. The last 4 years has seen a provision of an additional 457 units in the borough. The overall programme is also supplemented by 127 new council homes being built in the borough which commenced in March 2010.

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



NI 156 - Number of households living in temporary accommodation

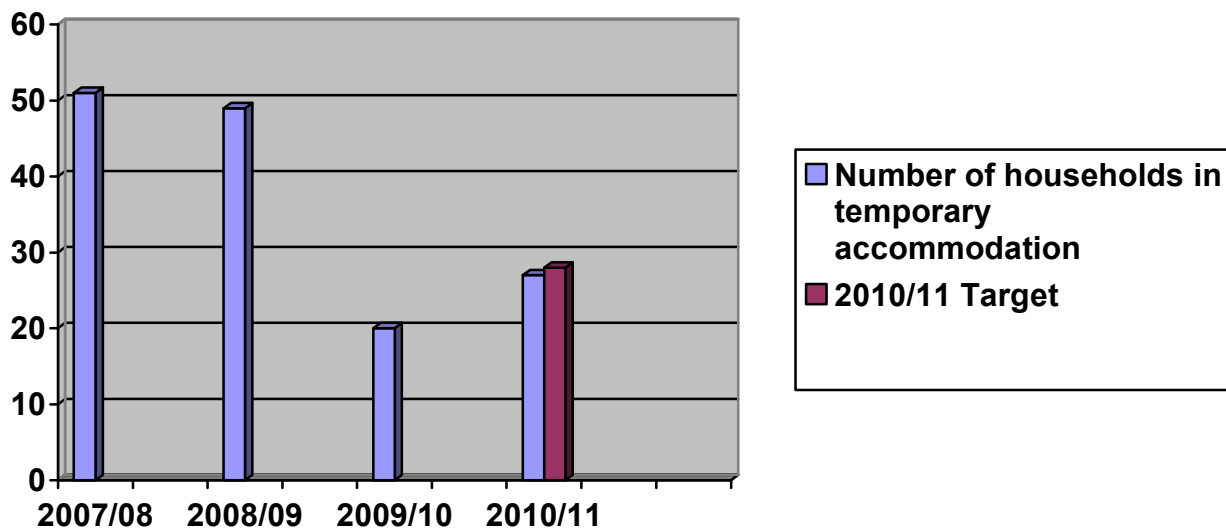
At the end of June there were 27 households in temporary accommodation which is ahead of the monthly control target of 32 households and the indicator is in line to achieve the year end target of 28 households in temporary accommodation This is within the governments set target for Rotherham of 31 households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

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

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

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

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



NAS 17 - Average relet time (2010 Rotherham Ltd)

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

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

Finance

Improving performance is the key to demonstrating good use of resources and sustaining the Council's General Fund Account and Housing Revenue Account (for tenants and leaseholders).

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

8. Risks and Uncertainties

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

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

Secondly the delivery of Decent Homes being a high level risk for the Council (Senior Leadership Team Risk Register Number 26/03), the Neighbourhoods and Adult Services Performance Team are continuing to monitor the programme closely to ensure that the programme is delivered by December 2010.

10. Policy and Performance Agenda Implications

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

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

11. Background Papers and Consultation

The 2010/11 Housing and Neighbourhoods 1st quarter performance results are attached (Appendix A).

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