

OPEN HOUSE News



Welcome



By Tom Cray
Executive Director of
Neighbourhoods

"Dear Tenants and Leaseholders"

Welcome to the new look 'Open House', the tenants and leaseholders

newsletter from the Rotherham Metropolitan Borough Council Neighbourhoods Programme Area.

'Open House' will provide you with a variety of information about the many services and functions we provide in Neighbourhoods, we will also look at our Arms Length Management Organisation '2010 Rotherham Ltd' and keep you informed about the role they will play and their performance in delivering the Council's Housing Management Service.

We are to be inspected by the Audit Commission in November to see whether we meet the necessary standards to gain a 2 star service rating.

If we are successful we will be able to draw down additional funding from the Government of around £215 million that will help us bring our housing stock up to the Decent Homes Standard by the year 2010.

If we can maintain the standards we have set and continue to improve on our performance as we have over the last few years, then Rotherham's tenants and leaseholders can look forward to a bright and positive future.

Tom Cray

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2002-2003
Fostering Business Growth
2003-2004
Removing Barriers to Work
2005-2006
Asset Management
Supporting New Businesses



2010

ROTHERHAM LTD

TURNING HOUSES INTO HOMES

www.2010rotherham.org



By Jim McAusland
Interim Chief Executive for
2010 Rotherham Ltd

“Dear tenants and leaseholders”

My name is Jim McAusland and I have been appointed the Interim Chief Executive for 2010 Rotherham Ltd.

We have entered a new era for Social Housing in Rotherham, through the formation of an Arms Length Management Organisation, 2010 Rotherham Ltd. Through this limited company, we aim to provide a first class Housing Management service for the tenants and residents of Rotherham and work to provide Neighbourhood Management.

By the year 2010, we want to bring the whole of Rotherham's Council Housing Stock up to the Government's Decent Homes standard. We will also improve security by ensuring that all windows and doors are made to 'Secured by Design' standards, which will help us to reduce domestic burglary. The improvements we seek to make will significantly improve the image of Rotherham, as well as the lives of the people who live here.

To enable us to put these improvements in place, we need to demonstrate to the Audit Commission that our services have achieved a two star standard. We will be inspected in November and December 2005. The result will determine whether we can draw down over £200 million pounds of extra Government funding to attain the standards we are looking for.

2010 Rotherham Ltd has the people, the skills and the ambition to achieve its objectives. It is my intention that our achievements will not only be in the improvements to housing and the safety of our streets, but that the

changes we will make will affect people's lives in a positive way, and help them to achieve their aspirations for their neighbourhoods and for themselves.

2010 Rotherham Ltd

Our Objectives

The 2010 Rotherham Ltd objectives have been shaped through consultation with our customers over the past two years, through findings and recommendations provided by external inspections and identifying key priorities for contributing to the Community Strategy and Rotherham's Housing Strategy. These objectives will significantly contribute to achieving key themes 'Rotherham Safe' and 'Rotherham Proud'. To achieve our vision the key objectives for 2010 Rotherham are:

- Become a good (2 star) ALMO Housing service in terms of cost, efficiency and service delivery by 2005 and achieve an excellent (3 star) service by 2006 to draw down funding to deliver decent homes
- Achieve the Decent Homes Standard for all council properties by 2010 and ensure that all Council properties achieve Secured by Design standards by 2010 to reduce domestic burglary
- Deliver the neighbourhood management agenda facilitated by customer focused, accessible one stop shop approach by 2006
- Provide an externally recognised value for money, high performing repairs and maintenance service by 2007.
- Reduce void relet times to become best in class by 2007
- Through partnership arrangements contribute to reducing by 50% the incidents of Anti Social Behaviour by 2008.
- Increase the number of active tenant and resident participants, which is representative of the make-up of the borough by 100% by 2007
- Deliver services fairly and in a way which recognises equality of opportunity and choice for every resident in every neighbourhood by contributing to the achievement of Level 5 of the Local Government Equality Standard by 2008

Reaching the Decent Homes Standard



Everyone wants to know when works will start and in which areas. We are currently examining the best method of

delivering the contracts to give our customers in Rotherham the best value for money possible. We will be consulting with our tenants and leaseholders through formal events and open days. It is anticipated that for the first time, tenants will be able to see where and when these major works on their properties will be going ahead in the years leading right up to 2010

There are various ways to deliver the decent homes contracts. These vary from a "one hit" approach which means all proposed works within a dwelling will be carried out in a single operation, to "packaged schemes" whereby all the works are carried out on an individual basis, i.e. new kitchens, bathrooms, electrical rewires, heating systems.

These various options offer "for and against" with regard to delivery. For example, with the "one hit" an individual household has all the works and associated disruption carried out in one period. However by using this method, some homes will not have any work at all carried out until 2010. In addition, some authorities have found that this approach has led to some difficulties for tenants due to the length of the works.

With the "incremental" packages, some work will be carried out on all homes within the first two years, but not all

dwellings will reach the "decent standard" until all the required work is completed and customers will be visited more than once but never any more than once within one year.

The best path for Rotherham may be a mixture of these two approaches which gives us value for money while minimising the disruption to our customers

However, whichever method is chosen, all homes within Rotherham will be made decent by the end of 2010.

2010 - Secured by Design

One of the aims of the programme is to ensure that all properties have windows and doors to the Secured by Design standards set by the association of police chief officers. This will give our customers increased peace of mind. We know from our research that security is the customer's top priority. By adopting the Secured by Design approach we will contribute to making Rotherham a safer place to live.

2010's Decent Homes team is currently

> Working towards the procurement of prospective contractors to deliver the decent homes contract, which is due to commence April 2006, subject to Rotherham's housing management association successfully achieving a minimum two star rating. The inspectors are to visit in November 2005.

> Should the authority be successful in achieving the two star rating, £219M of additional funding will be released by central government between 2006 and 2010



New Decent Homes kitchen

> All expressions of interest from prospective companies have been analysed and a short listing is near completion and ready to present to the 2010 board. Upon approval from the board, all companies will be informed whether they have been successful or not. The successful ones will be invited to tender for the proposed works.

Important points

> Not all dwellings will receive all works etc. Each property will be assessed on its own merit, as to which type of work will be required. Many properties already have decent windows, doors, bathrooms and kitchens.

> The funding for this programme of works is dependent upon 2010 Rotherham Ltd achieving at least a 2* rating from the Audit Commission inspection in November.

> We will not adopt an approach which promises more than we can deliver. We will do the essential works on all properties and then the value that we achieve on these works will help to fund extra schemes including works which will help to improve the environment around your homes.

Who is Your Neighbourhood Champion?

Wentworth North - Wath & Swinton Neighbourhood Offices

Mike Dawes -
01709 873678 Ext: 4802 -
Wath West

Joanne Simpson -
01709 570384 Ext: 4625 -
Wath East

Gillian Hindley -
01709 873678 Ext: 4842 -
West Melton, Manor Farm

Marie Kavanagh -
01709 570384 Ext: 4629 -
Swinton East

Richard Tomlinson -
01709 570384 Ext: 4625 -
Swinton West

Sue Heeds -
01709 873678 Ext: 4842 -
Brampton, Harley, West Melton

Rotherham North - Kimberworth & Greasbrough Neighbourhood Offices

Jackie Scantlebury -
01709 336911 - Kimberworth
Park 1 & 2

Catherine Palmowski - 01709
336912 - Kimberworth Park 3 & 4

Janet Simpson - 01709 336909 -
Henley, Holmes, Masbrough

Kirsty Jones - 01709 336907 -
Kimberworth, Greasbrough
Village, Wingfield

Helen Renshaw -
01709 336910 - Munsbrough

Nichola Jarvis - 01709 336931 -
Munsbrough

Wayne Henshaw - 01709
336926 - Blackburn, Meadowbank

Carol Colclough - 01709
336925 -
Richmond Park, Thorpe Hesley,
Kimberworth, Wingfield

Rotherham South - Town Centre Neighbourhood Office

Diane Kelsall - 01709 823434 -
East Dene, Clifton, Herringthorpe

Darren Carr - 01709 823463 -
Moorgate, Whiston

Anita Robinson - 01709 823476 -
Canklow

Lisa Bond - 01709 823475 -
East Dene, Clifton, Herringthorpe

Claire Lewis - 01709 823461 -
Town Centre, Eastwood

Mark Hawberger - 01709 823462 -
Broom, Town Centre

Andy Williams - 01709 823462 -
Herringthorpe, Clifton

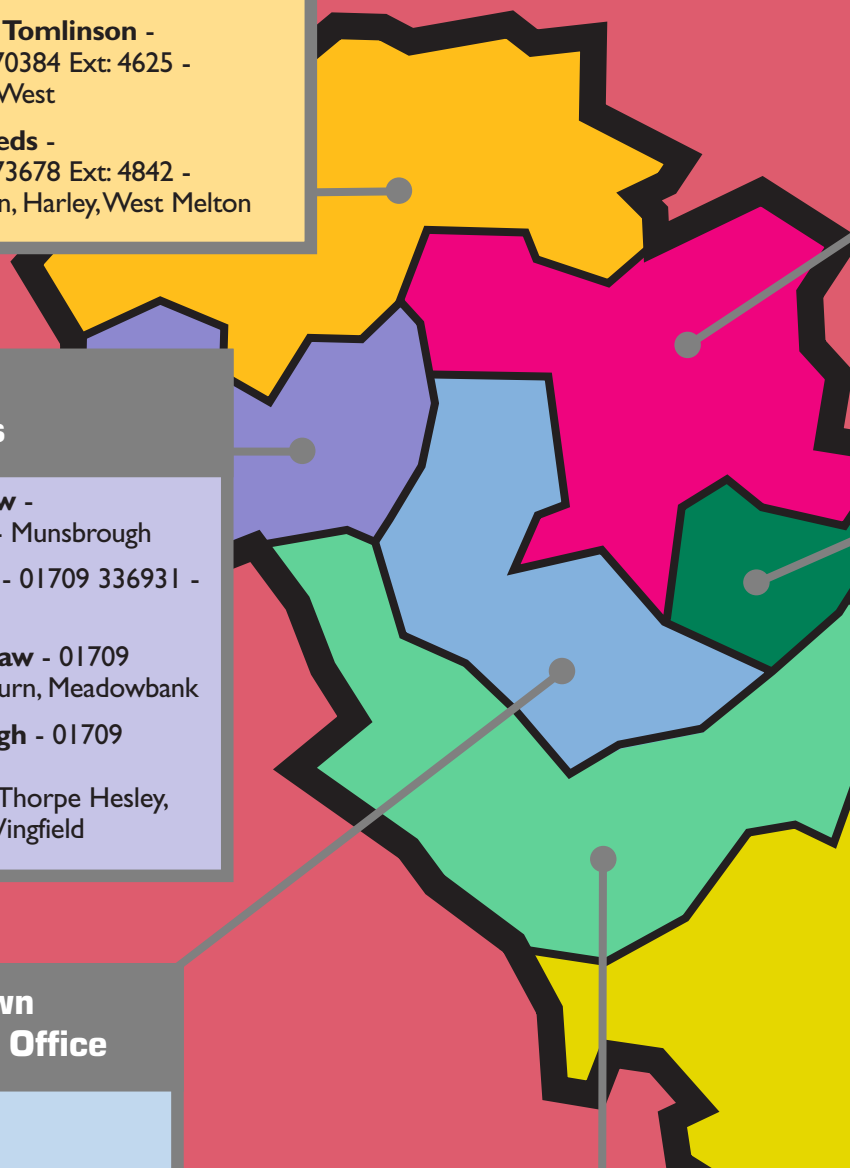
Rother Valley West - Aston Neighbourhood Office

Maria Watts - 01709 823433 -
Treeton, Swallownest, Ulley, Orgreave

Craig Carr - 01709 823435 -
Thurcroft

Jill Portman - 01709 823432 -
Brinsworth, Catcliffe

Kathy Joseph-Horne -
01709 823432 - Aston, Aughton



Wentworth South - Rawmarsh & East Herringthorpe Neighbourhood Offices

Sarah Taylor - 01709 522456
Ext: 74206 - East Herringthorpe

Nerys Phillips - 01709 522456
Ext: 74208 - Parkgate

Anita Harrison - 01709 522456
Ext: 74210 - Herringthorpe

Amanda Green - 01709 522456
Ext: 74218 - Rawmarsh East

Angela Rhodes - 01709 522456
Ext: 74219 - Sandhill, Kilnhurst and Ryecroft

Wendy Senior - 01709 522456
Ext: 74219 - Monkwood

Nicholas Chischniak -
01709 522456 Ext: 74218 -
Thrybergh, Ravenfield

Paul Brewster -
01709 522456 Ext: 74210 -
Dalton, East Herringthorpe (top)

Wentworth Valley - Maltby Neighbourhood Office

Wayne Farrell - 01709 812637
Ext: 4704 -
Birks Holt, Model Village,
White City, Hooton Levitt

Dawn Thomas - 01709 812637
Ext: 4705 - Manor, Highfield Park

Caroline Boyle - 01709 812637
Ext: 4704 - Bramley, Cliffhills

Melanie Stewart - 01709
812637 Ext: 4705 -
Flanderwell, Wickersley, Sunnyside

Rother Valley South - Dinnington Neighbourhood Office

Tom Scattergood - 01909 564171 Ext: 4406 -
North Anston, South Anston, Woodsetts,
Letwell, Gildingwells, Firbeck, Beech Grove,
Park Avenue, Plantation Avenue

Rachel Buttle - 01909 564171 Ext: 4406 -
Kiveton Park, Harthill, Thorpe Salvin,
Todwick, Wales

Joanne Russell - 01909 564171 Ext: 4406 -
Dinnington



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The 2010 Board

The 2010 Board is made up of 5 independent representatives, 5 councillors and 5 tenant representatives, they are...



Dr Heather Jones
Independent



Chris Brown
Independent



Tony Billingham
Independent



Dr Giles Bloomer
Independent



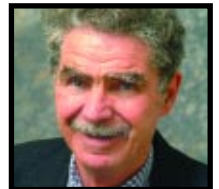
Cllr Glyn Robinson
Councillor



Cllr Jane Austin
Councillor



Cllr Neil License
Councillor



Cllr Patrick Burke
Councillor



Cllr Barry Dodson
Councillor



Anita Heaton
Tenant Representative



Harry Tooley
Tenant Representative



Keith Stringer
Tenant Representative



Liz Booth
Tenant Representative



Clive Hartley
*Tenant Representative &
Chairman of the Board*

How are we performing?

2010 Rotherham Ltd – 1st Quarter Performance Results

This section looks at how well 2010 Rotherham Ltd has performed since it took over the management and maintenance of council housing at the end of May 2005. The Council set 2010 a series of targets, known as key performance indicators, when the new organisation went 'live'.

At the end of June, 12 (92%) Key Performance Indicators were on track to achieve the year end target. This compares to 83% performance at the end of last year. The aims and objectives of 2010 clearly state that 2010 want to be one of the best

housing services in the country. These results are very encouraging as they continue to illustrate continuous improvement.

Good News



2010 Rotherham Ltd is now amongst the best performers for rent collection, empty property relet times and completing repairs within agreed timescales.

Where we do need to improve is by implementing our decent homes programme. However, this is dependent on receiving a '2 star' rating from the Audit Commission later this year.

Bad News

We are currently behind our target for completing repairs by appointment. We are disappointed with this and are now implementing an improvement plan to bring us back on target. In the short term, we will improve performance by challenging the performance of our managers. Our managers hold the key to improving the performance of the whole business. In the longer term, we will be implementing hand held technology so that our workers are able to spend more time in homes.



Performance Summary

Description	04/05	June 05	2005/06 Target
% Rent collected (Simon Bell)	97.09%	92.25%	97.5%
% of tenants with more than 36 days rent arrears (Simon Bell)	New	3.83%	3.85%
% of tenants in arrears who have had NSP served (Simon Bell)	New	8.88%	40%
% of tenants evicted as a result of rent arrears (Simon Bell)	New	0.08%	0.4%
% change in non-decency (Mark Johnson)	11.31%	1.41%	5.54%
Urgent repairs completed in time (Richard Walker)	97.32%	97.74%	98%
Repairs appointments made and kept (Richard Walker)	76.82%	79.26%	80%
Average time to complete non-urgent repairs (Richard Walker)	13	9.54	12
% HRA Programmed/Responsive spend (Richard Walker)	45/55	77/23	77/23
% emergency and urgent repairs/non-urgent repairs (Richard Walker)	New	22.7/77.3	30/70
Energy Efficiency SAP rating (Paul Maplethorpe)	59	59	60
Average void relet time from keys in to keys out (Phil Rees)	New	13.03	13 Days
Average relet time from termination to start (Phil Rees)	16.33	15.01	15 Days
Rent loss through voids (Phil Rees)	0.97%	0.46%	0.95%

We operate a 'traffic light' system for monitoring performance. 'Green' refers to on target and 'red' refers to not on target.

We use 'performance clinics' to drive performance improvement. It describes face to face discussions that take place between the account manager and the management team. A series of 'mini clinics' underpin this process. These clinics are prepared for

in advanced and are structured around the following questions:

- > Have targets been met?
- > If they have not been achieved, why?
- > What can be done to turn this around?
- > Is there another method of completing the work?

> Is the performance problem caused by a lack of capability?

> What needs to happen before the next session?

The clinics offer the Management Team an opportunity to formally recognise good performance, creating ownership and accountability for performance management and service improvement.

Customer Care Performance

Customer Complaints

The way that we treat our customers is very important to us and we try extremely hard to respond as quickly as possible to all of our customer complaints.

In April 2005, we received 14 complaints from customers, 12 of these were dealt with within the target time of 10 working days (86% performance). Of these, 2 were upheld. The complaints were resolved at stage one of the complaints process by using the following methods:

- > Issuing an apology to a customer for confusing them regarding the gas servicing and;
- > Issuing an apology for poor advice given to a customer regarding a gas service.

In May 2005, we received 11 complaints from customers, 9 of these were dealt with within the target time of 10 working days (82% performance). None of these complaints were upheld.



Rotherham Connect

2010 Rotherham Ltd views Rotherham Connect as an important measure of our commitment towards customer care and how to access the services we provide.

In April 2005, 45 website enquiries were received and 43 were dealt with within the target time of 10 working days (96% performance).

In May 2005, 32 website enquiries were received and 29 were dealt with within the target time of 10 working days (91% performance).

Service Level Agreements

What are they?

2010 Rotherham Ltd and Rotherham Metropolitan Borough Council have a number of Service Level Agreements in place.

SLA's are formal agreements that detail the cost and quality of the services that the Council needs to provide to 2010 Rotherham Ltd.

Can you help us look at the way services are provided or would you like to see any changes?

>If you live in a flat, are the communal areas cleaned to your satisfaction?

>Have you ever needed to use the pest control service?

>Do you live in furnished accommodation and want to tell us about your experience?

>Are you happy with the information and publications you receive from the Council and 2010 Rotherham Ltd?

We need to determine how satisfied our customers are with services we provide and what you may need in the future. If you want to make a difference then please contact us. Whatever your background we welcome your views and support.

If you want to find out more please contact Lynne Rowan, Community Development Manager for 2010 Rotherham Ltd on 01709 336802 or by e-mail at lynne.rowan@2010rotherham.org





You speak—

We listen and do something about it.



By Phil Rees
Neighbourhood Co-ordinator
2010 Rotherham Ltd

Last December, a number of people with a disability took part in a workshop at the Town Hall, to prioritise their ideas to make things better. The ideas were gathered by the Rotherham Disability

Network, from people with a disability using a questionnaire called "What's the Big Idea?".

Some of the ideas focused on housing and how it can be improved for people with a disability. In particular, people with a disability stressed the importance of being involved in the design stage of any improvements to properties.

With this in mind 2010 Rotherham Ltd. has booked a stall at the forthcoming Disability Awareness Day to be held at the New Life Centre at Canklow, on Wednesday 28th September 2005.

"The 2010 stall will provide an opportunity for people with a disability to discuss what can be done through the Decent Homes programme, to address the housing needs of different people with a disability. Equally as important, it will give 2010 a chance to meet people and discuss how they would want to be involved in making design improvements", said Phil Rees, a Neighbourhood Coordinator at 2010.

We need, for example, to find solutions to the problem of where to park mobility scooters! This was a key issue identified by people with a disability through their questionnaire.

The solutions will be many and varied and dependent upon the structure of individual properties. "We won't always be able to solve things," says Phil Rees, "But working together with our customers we are confident we can come up with better solutions."



Jim McAusland, Interim Chief Executive of 2010 Rotherham Ltd., explained, "We are very committed to the Disability Awareness Day. It was a fabulous event last year and a smashing example of partnership working between voluntary and community organisations and statutory service providers. We are very happy at 2010 to be contributing to the event in 2005."

Service Standards

Helping to improve our service delivery...

2010 Rotherham Ltd and Rotherham Metropolitan Borough Council have Service Standards so that customers can see what can be expected from the services they use. They also indicate how employees are expected to perform.

Each Service Standard is set out to show...

- > What the service is;
- > The kind of services customers should expect to receive;
- > Our commitments to the customer;

> How to put things right if problems occur and,

> How to get more help and information.

Our customers have been involved in reviewing and setting 'service standards' for services provided by the Council and 2010 Rotherham Limited. Around 37 service standards have been developed including, Decent Homes, Tenancy and Estate Management, Income Collection, Monitoring and Dealing with Racist Incidents, the Key Choices scheme and many more.

Our customers are also involved in measuring the quality of service they receive by comparing it with the

standards we believe is the minimum they deserve. As part of the 'Customer Inspection Service', exercises have been programmed in and performance against the standards reported on a monthly basis. These include:

- > Void property inspections against the Houseproud Service Standard;
- > Reception Reality Check Monitoring against the Customer Standards Charter;
- > Inspections against the Caretakers - Graffiti Removal Service Standard

All 'service standards' can be found in Neighbourhood reception areas and on the Council's internet site at www.rotherham.gov.uk

Leaseholder News

The Leaseholder Forum Improving communication for leaseholders

The Leaseholder Forum provides the best opportunity for leaseholders in Rotherham to be involved in the decision making processes that directly affect them. We at 2010 Rotherham Ltd want the Leaseholders Forum to become the focus for wider participation from the diverse communities it serves.

We are exploring different ways for this to happen more effectively, and improve the service provision to leaseholders. In order to ensure we are getting it right, we need your involvement.

As a result of two recent meetings in July 2005, a host of issues were identified. By working alongside our leaseholders in a partnership style approach, we plan to find solutions to all specified problems. Some of the priority issues raised at the recent meetings were:

- Service Charges;
- Cleaning and Care-taking of Communal Areas;
- Outdoor Areas and Environmental Issues;
- Anti-Social Behaviour and Community Safety.

The next meeting will be taking place at the end of October 2005, the exact date and venue has not been finalised. When a date and time have been set, an invitation letter will be sent to all leaseholders.

In the meantime if you wish to discuss the Leaseholder Forum please contact Colette Williams, the Community Development Manager for 2010 Rotherham Ltd on 01709 336802, or if you can by e-mail at colette.williams@2010rotherham.org

Leaseholder Charges How They Work

Rothercare (if applicable)

This charge is the same charge for council tenants and is calculated by Rothercare themselves currently £140.40 per year

TV amp charges (if applicable)

£4.25 per year – cost of electric only to cover the operating of the system and has not been increased in 10 years

Communal cleaning charges (if applicable)

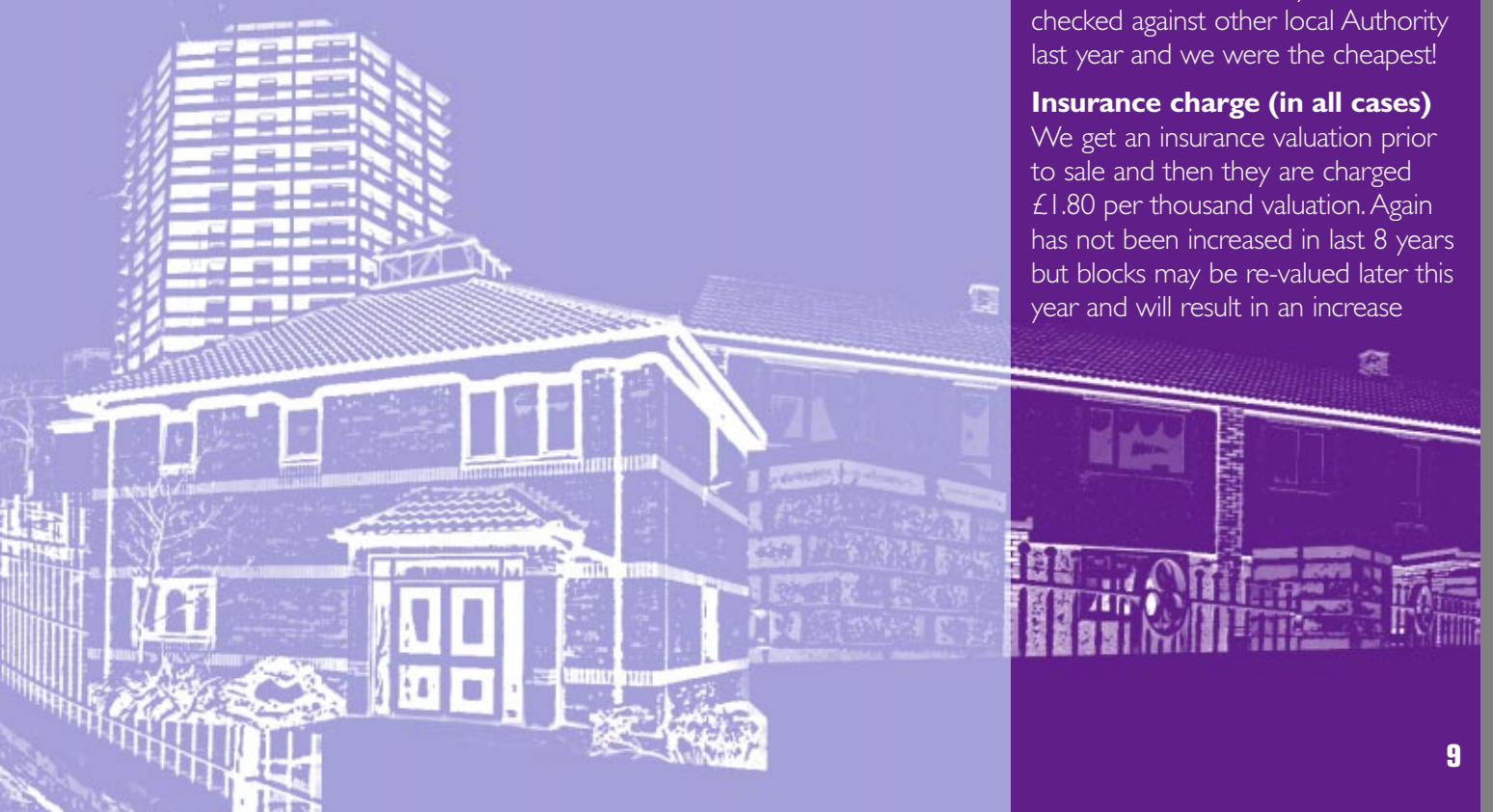
This was calculated 3 years ago by counting the costs of cleaning and cleaners in each area and then dividing by the number of flats. It came to an approximate increase of 2.7%. It was decided then that communal cleaning would be increased annually by 3%

Administrative charge (in all cases)

This is £25 per year and has not been increased for the last 8 years – checked against other local Authority last year and we were the cheapest!

Insurance charge (in all cases)

We get an insurance valuation prior to sale and then they are charged £1.80 per thousand valuation. Again has not been increased in last 8 years but blocks may be re-valued later this year and will result in an increase



“A picture of improvement : Getting more from your money”



By John Mansergh
Performance Champion

The Government has set challenging targets to all local authorities and ALMOs to make

efficiency savings. This doesn't mean cuts though and the good news is that customers will see an improvement in services. The policy in Rotherham is that savings will be re-invested into improving existing services.

Let's take a look at how we put these savings back into services last year:

- In Environmental Services we achieved savings of £376,258. We have invested some of these savings into the way we collect bins. Customers have benefited as we have reduced the amount of missed bin collections and reduced the cost of collecting blue bins.



- In Housing we achieved savings of £98,000. Performances on rent collection and bringing empty property back into use has improved and we are now one of the best landlords in the country.

- In homelessness services, we achieved savings of £57,875. During the year, we improved performance on reducing the amount of time spent in Bed & Breakfast for families in temporary accommodation. By being a better performer we have been able to use these savings to establish our own furnished accommodation scheme. This has led to an improvement in quality to customers as they were previously temporarily accommodated out of the borough due to a lack of Rotherham based facilities.

- We have also made savings in the way we buy goods and the way we bring homes up to the decent homes standard, totalling £1,948,723.

This in turn has been re-invested into front line services like Rotherham Connect and accessing services on-line.

We are determined that our customers continue to get more and more from their money. Therefore, we have planned to make efficiency savings of £1,166,000 in housing by:

- Increasing the use of Direct Debit and Standing order for rent payment
- Improving the way we spend our capital programme by creating savings in the supply of building materials.

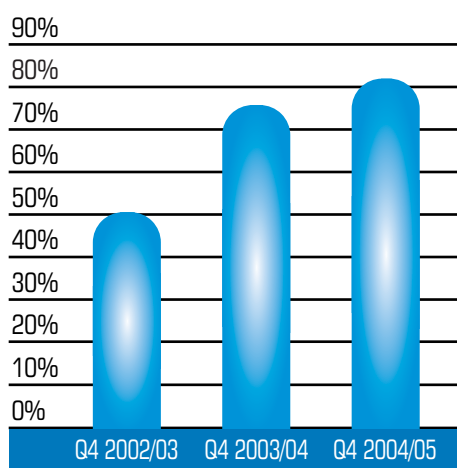
Customers will not see any cuts in services and customer satisfaction is our top priority. By becoming more efficient and focussing resources on the priorities of our customers, we have seen customer satisfaction rise by 20% in the last two years.



2004/05 Performance Report to Customers

We are delighted to report to customers another successful year that we have had with performance. Our ability to plan, resource and manage performance is improving year-on-year. At the end of the year, 83% of our key performance indicators achieved their target. This compares to 77% achieving their target in 2004 and 50% in 2003.

A performance 'away day' was held at the start of the year to ensure that we understood the reasons for those indicators not meeting their stretching targets. This is essential in order to deliver year-on-year improvement in performance, set challenging targets and ensure robust action plans are in place to achieve them. Despite a massive organisational development change and an increased burden of regulation within the Neighbourhoods Directorate, an encouraging 86% of our key performance indicators improved from last year:



Customer Satisfaction

We assess the quality of services through the 'eyes' of customers. Our approach to improving services places a great emphasis on customer satisfaction and 'outcomes'. We undertake hundreds of satisfaction surveys every year and the results below represent a summary of the key performance outcomes.

1. Improving Void Turnaround Times

In 2002 it used to take us nearly 120 days to relet a council property. You told us this was not good enough and that this was having a detrimental effect on the quality of life experienced within neighbourhoods. The current time is down to almost 16 days and customers are staying in our properties longer than ever before, making neighbourhoods more sustainable. Customer satisfaction with our properties has risen from 89% in April 2004 to nearly 98% at the end of the year. Satisfaction with the whole service has increased from 75.5% in March 2004 to 79%. These results are set against a national decline in resident satisfaction with public services.

2. Improving Repairs and Maintenance

In 2002, the Audit Commission told us that we were not providing a customer focused service. We have completely modernised the service since then and we are now customer focused and are delivering high levels of performance and customer satisfaction. We have introduced Rotherham Connect and improved our receptions so that accessibility to the services is better. We are getting repairs done quicker, getting them right first time and doing works when it suits customers. We are experiencing satisfaction levels of 94% which makes us one of the best repairs services in the Country.



3. Improving Recycling Opportunities

You told us that you were not happy with the opportunities to recycle your household waste. Through the introduction of the "blue box" scheme for dry recyclables and other recycling choices, customers are now much happier. Over 96% of residents now have at least two different ways to recycle their waste and our customer satisfaction levels have increased from 82% to 91%.

Continuous Improvement

We have been able to demonstrate continuous improvement in performance over the last three years. Our Performance Management Framework, which has been externally validated, has been the catalyst for our achievements. Within this context, the immediate risk is that 2010 Rotherham Limited is now in charge of some of the Council's key performance indicators.

This risk is being managed by implementing the Council's approved performance monitoring framework which was approved by the Councillors in April 2005. Because of the risk associated with non-performance of '2010' and the knock-on effect this would have on the Council, financial penalties and incentives are attached.

The performance of 2010 Rotherham Ltd has started well, and with the Council keeping a close eye on them, it should mean that services keep improving and that customer satisfaction continues to rise.



Learning from Customers

Have you got something to say about our services?



by **Jasmine Speght**
Service Quality Champion

We are currently looking for people interested in being part of our Learning' from Customers' groups. These

groups will look specifically at **Rents, Tenancy and Estate Management, Repairs, Neighbourhood Renewal, Lettings and Housing Needs** as well as many others.

The aim of the 'Learning from Customers' groups will be to:

- > Listen and learn from customers experiences of accessing different services;
- > Learn from customer feedback, including complaints;
- > Identify improvements around access, customer care and diversity;
- > Become a sounding board and consultation group;
- > Forum to run policy changes through.

Customer Inspection Service

Testing the quality of our services...

The 'Customer Inspection Service' encourages our customers to get involved in testing our services. Many different methods are used during these inspections including estate walkabouts, satisfaction surveys and telephone monitoring.

The Customer Inspection Service conducts three exercises every month. The exercises concentrate on issues that matter to you, our customers, such as accommodation standards and environmental issues. It looks through the eyes and ears of customers to check that the reality of the service meets their expectations and the promises we make.

What have we done?

Improvements have been made to the service following customer inspections. They are...



Household Waste Recycling Centres

- > Professionally produced signs have been placed on every container at every centre, detailing what can be placed in there and what happens to the rubbish from there.
- > Site Offices were also made clear for customers

Some of the things customers have told us have resulted in real improvements:

Customers told us...

They wanted access to an efficient repairs service

What we have done...

Multiskilling has been introduced, resulting in 75.83% of jobs being completed in first visit. Emergency repairs can now be reported through Rothercare. Rotherham Connect also ensure a faster and professional access to services. Customer satisfaction with access to our service has risen from 84% in June 2002 to 96% in December 2004. All staff are now fully trained to use language line and mini-com to allow equality of access for all customers.

Customers told us...

They wanted service standards consistent

What we have done...

All receptions were decorated and fitted with the same fixtures. Customer satisfaction with the standard of service at reception points is currently 96%. Welcome home handbook was produced for customers. In the first few months of its introduction we received 23 official compliments from our customers. 81% of our customers now feel that they are better informed about issues that might affect them as a tenant compared to 64% in 2002/03.

Customers told us...

They were unsure whether staff and operatives were genuine callers

What we have done...

All staff must wear ID badges at all times and spot checks are regularly carried out. The repair receipt also reminds the customer to ask for ID. A password scheme is being developed, reassuring the customer that the visitor is from the Council. In March 03, 63% of trades people showed their ID cards. This has increased to 84% in June 04.

Estate Walkabouts

- > Litter bins and dog fouling bins have been placed on estates at Maltby and Treeton;
- > More signs preventing dog foul sprayed on the pavements at Kilnhurst;
- > People have been issued with on the spot fines for not removing dog foul in Wath;
- > Evidence was found to prosecute someone for fly tipping in Wath;
- > Community skips were arranged for tenants and residents to use in Munsbrough;
- > It was arranged to clear the playgrounds in the Eastwood area.

Name Badge Spot Checks

- > The Houseproud Guarantee has been amended: "All staff and employees/agents of 2010 Rotherham Limited and Rotherham Council wear identification badges. You should not let anyone into your home unless you can see their identification badge".
- > The repair receipt has also been amended to remind customers to ask to see the operatives name badge

> Subsequent quality assurance checks have been carried out in 2005, resulting in 100% compliance against sample check.

Hometruths

'Home Truths' is an interactive video diary approach concentrating on a customer's experiences in receiving services. Each stage is filmed in a diary style to look at what we can learn and improve on.

Case studies have included...

- > following a tenant through the first four weeks of their tenancy;
- > following a customer reporting a repair, having it completed and observing a repair before and after completion.

We are looking for people to take part in numerous 'Home Truths' projects such as:

- > The 'Key Choices' letting scheme;
- > The Decent Homes and Regeneration process;
- > The Rents, Estate Management and Repairs services;
- > The Right to Buy process;
- > Applying for medical priority, housing advice or for a furnished home.

If you would like to take part in the Learning from Customers group, the Customer Inspection Service or in a Home Truths project please contact Jasmine Speight, Service Quality Champion on 01709 822255 or by e-mail at jasmine.speight@rotherham.gov.uk

Digital Television Access

Our customers said they wanted more ways to access our services, so we acted upon this, you can now do the following by pressing the red button on your digital remote control... Report Housing Repairs, Request a Property, enquire about Housing Benefits and obtain Information on Waste Collection services.

All of these services are available at the touch of a button from the comfort of your own home, so switch on and contact us now using our digital service.



Customer Status Satisfaction Survey

The Annual Tenant Satisfaction Survey

What did you have to say about us?

The Annual Tenant Satisfaction Survey was developed to test satisfaction and gain important information on our customers perception of the quality of services they have received.

The latest results show that overall satisfaction with the services customers received is on the increase. In the year 2000/01 we gained 73 % satisfaction, in 2003/04 we gained 75.5% and most recently in 2004/05 we gained 79% overall customer satisfaction.

Other encouraging figures that came out of the survey included...

- **77%** feel the council is good at keeping them informed about things that might affect them as a tenant;
- **79%** say they are satisfied with their neighbourhood as a place to live in;
- **74%** say they feel the rent they pay is good value for money
- **82%** say they are happy with their accommodation.

We have learned from these results that customer satisfaction within the overall service we provide has risen over the last five years. This has been supported by an improved overall Council rating.

High satisfaction levels around keeping customers informed and satisfaction with neighbourhoods as a place to live provides evidence of the service striving towards customer excellence and providing quality services.

The Community Leadership Fund



by **Paul Griffiths**
Community Leadership Manager

Utilising resources for community projects

The Community Leadership Fund is

allocated by Rotherham's Ward Members to support community projects, events and learning activities. Since the establishment of the fund in 2003, hundreds of local groups have benefited.

This year some great community projects have been supported by Ward Members through the Community Leadership Fund.

The Open Minds Theatre Company

A theatre production telling the story of the Kashmiri community in Rotherham. The Community Leadership Fund provided help to support planning and liaison with community groups and schools.

The Rawmarsh Junior Wardens

The Junior Wardens are a team of children between the ages of 7 and 11 who are working to improve the environment. The Community Leadership Fund supported litter picking exercises, environmental and drug awareness events, bulb planting and district walkabouts.

Wickersley 6th Form College

The Community Leadership Fund enabled 6th form students to organise an athletics event and provide



transport, refreshments, trophies and to hire the running track.

If you would like any further information about the Community Leadership Fund or any of the projects featured please contact Paul Griffiths, Community Leadership Manager on 01709 336965 or by email at paul.griffiths@rotherham.gov.uk

Watch out for Community Leadership Annual Report featuring all the projects supported in 2004/5 - to be published soon!



EMBRACING Rotherhams Diversity



by Mahmood Hussain
Equalities and
Diversity Officer

The **COUNCIL'S** commitment to respect every individual has been embodied in a new **Corporate Equality Strategy.**

This sets out how the authority is working to ensure all council services are accessible, welcoming, caring and responsive to the needs of each service user and employee.

The strategy establishes clear standards and includes practical information about issues relating to disabled people, people with religious beliefs, people from all cultures, people with family and caring responsibilities, lesbian, gay bi-sexual and transgender people, younger people, older people and many others.

Rotherham Council aims to lead by example in its dealings with other local organisations and employers to encourage development of a fair and inclusive society. It also highlights how to report racial incidents or harassment.

The Council has recently achieved the national Equality Standard for Local Government Level 2. This acknowledges that the authority is committed to improve equality and access to services and employment for all Rotherham's communities.

Feedback is welcome on the council's strategy, future developments and

improvements. The Corporate Equality Strategy can be found on the council's website www.rotherham.gov.uk

Please complete the Equal Opportunities Form, see inside back cover, and you will be entered into a FREE Prize Draw to win vouchers to the value of £50



A Chance to Shine



The ALMO Inspection November 2005



by Janet Greenwood
Service Improvement Manager

Over the past two years we have been involved in five Audit Commission inspections, all showing results that our services are improving. However, this does not make us complacent. We are now beginning to prepare for the ALMO inspection in November 2005.

It is important that we tell you, the customer, what is happening every step of the way, and ask for your involvement by attending forums, sending us ideas and raising any concerns you have about the service so we can get it right.

We are sure that you will agree that there has been rapid service improvement over the past two years. We certainly feel that inspections have acted as one of the aids for service improvement.

“We believe that there are positive drivers for improvement in Rotherham which exist at a corporate level, including the culture of performance management which the council is determined to drive forward”

“Feedback from customers has been used to inform service improvements”

The Audit Commission will come in November 2005 to see if our services have reached a two star standard. They will re-inspect the areas they inspected in the Indicative ALMO Inspection in September 2004. These areas are...

- > Stock Investment/Asset Management – Decent Homes (including Repairs and Maintenance);
- > Housing Income Management (Rents);
- > Resident Involvement;
- > Tenancy and Estate Management/Anti-Social Behaviour;
- > Allocations and Lettings;
- > Homelessness and Housing Needs;
- > Private Sector Functions;
- > Supporting People;
- > Supported Housing;
- > Leasehold Management.

Pre-site Communication and Meetings

The Audit Commission has already visited Rotherham to begin the pre-site part of the inspection. John Ghader who has inspected Neighbourhoods before, came to visit the Council in February 2005 to give a presentation on what the inspection would consist of, and where he felt we had some weaknesses. This has enabled us to do some concentrated work to bring the service up to a two star standard.

“Services and staff are customer-focused”

Reality Checking the Services

The inspectors will access the service as if they were a customer. They will visit Neighbourhood Offices and ask for information, they will contact Rotherham Connect and order a repair, they will also contact a random number of tenants and ask what they think of the service. They will do this sometime in October. If you experience a call from the Audit

Tenant and Resident Involvement

Commission, they will tell you who they are and why they are calling. It is up to you if you want to participate, but it is an opportunity to tell them about the positive changes in our service.

The 'On Site' Inspection

The inspectors will be on site from Monday the 28th November to Friday 9th December 2005. They will then go away and write their report. They will formally feed back to the Chief Executive of Rotherham Metropolitan Borough Council, the Executive Director of Neighbourhoods and the Chief Executive of 2010 Rotherham Ltd. The result of the inspection will be announced on the Audit Commission Website, around late January in 2006.

We are confident that we will get the two star rating our customers deserve. This would then allow us to access the large amount of cash offered by ODPM to bring our housing stock up to decency standard, not just giving you a high standard of bricks and mortar but a comfortable and sustainable home.

If you require any further information please contact Janet Greenwood, Service Improvement Manager for Neighbourhoods on 01709 823766 or Marie Ingham, 2010 Rotherham Ltd on 01709 822200.

“Customer feedback and complaints are actively encouraged and are starting to be used to shape service delivery”

Helping our customers to be involved in shaping our services...

There are many ways that our tenants and residents can help shape our services, one recent example has been via a tenants conference:

In April 2005, a conference was held at Silverwood Miners Welfare for tenants to look at:

- > The possibility of developing a Tenants Federation in Rotherham and;
- > Tenant and resident involvement in Rotherham.

The conference included guest speakers from Newcastle Tenants and Residents Federation and Rochdale Federation of Tenants and Residents Associations who spoke about the development and success of their Federations.

Also Steve Sharples, Independent Tenants Advisor from PS Consultants spoke about the possibilities for a Federation in Rotherham.

The conference was well attended by over 60 people and highlighted issues such as the training and resources required to equip local tenants and residents with the skills needed for community involvement and empowerment.

As a result, a wider consultation exercise about the proposals for the establishment of a Rotherham Tenant and Residents Federation is taking place.

A further conference has been planned for Monday 24th October 2005, with a session being held in the afternoon and also one in the evening to give more people the opportunity to attend. In addition to the Tenants Federation, this conference will look at:

- > Priorities;
- > Tenants Compact;
- > Service Standards and;
- > Performance Monitoring.

If you wish to find out about the conference or any issues around tenant and resident involvement in Rotherham, please contact 2010 Rotherham Ltd Community Development Managers Lynne Rowan and Colette Williams by telephone on 01709 336802 or by e-mail at: lyne.rowan@2010rotherham.org and Colette.williams@2010rotherham.org.



Safer Neighbourhoods – we're all up for that!

When communities are consulted about what is wrong with where they live and what should be improved, they often put things like 'crime, grime and anti-social behaviour' at the top of their list of concerns. Even though many crime statistics have improved over recent years, the fear of crime remains high and casts a shadow over the quality of life of many people in our communities.

The Government recognises the importance of these issues and the bad effect they can have on local communities if not tackled. In response, the Home Office has encouraged the Police and local Councils to work together to find new solutions to these key issues.

Locally, the Police, the Council and 2010 Rotherham Ltd. have been investigating a new way of working together, called Safer Neighbourhoods Teams.

Basically, like all good ideas, it's based on a simple principle: everyone who can help should help.



There are lots of people living and working in Rotherham who can help to tackle the issues of crime, grime and anti-social behaviour. They can do it better, however, if they work together, gathering information from local people – the local experts – on the real issues, and sharing that information and the responsibility to act.

You and your local community will see and hear what is going on and there are lots of people you can share that local knowledge with, whose job it is to work out effective solutions. For example:

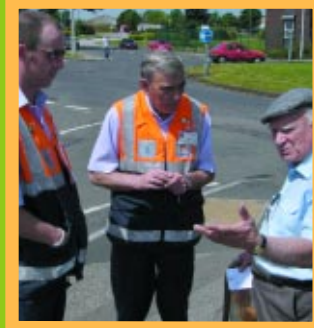
- > There are Neighbourhood Champions from 2010 Rotherham Ltd., with responsibility for estate management and tackling anti-social behaviour;
- > There are Neighbourhood Wardens and Street Pride staff who provide public reassurance and look after the local environment;
- > There are staff from the Young People's Service who work with local young people
- > and there are local Police Officers and Police Community Support Officers with the power to enforce the law.

In addition to these people there are community groups and organisations who can play an effective part in making things better.

Neighbourhood Watch groups can act as the 'eyes and ears' of the community; Community Partnerships and local groups can draw down funding and run projects to improve local facilities,

for example, organising local clean-up campaigns and activities for young people during the holidays. Indeed, communities have an important part to play.

If all these people work as part of the same team – a Safer Neighbourhoods Team – and are jointly tasked to tackle issues identified by local people, our communities will become safer and cleaner places to live, and the fear of crime – which causes such a lot of worry for so many people – can be reduced.



"We can't solve every problem. And we certainly can't tackle everything all at once", says Inspector Vaughan Williamson of South Yorkshire Police, "But, working together on priorities agreed by the communities, we certainly aim to make a positive difference and to feed

back to the communities on what we've done. In this way we can find out if things are improving and move on to the other issues on the list when problems are solved."

The first Safer Neighbourhoods Teams will be set up in the Wentworth North Area Assembly area – covering Wath, Swinton, Brampton Bierlow, West Melton and Wentworth; and in the Wentworth South Area Assembly – covering Kilnhurst, Rawmarsh and Parkgate, East Herringthorpe and Thrybergh; by October 2005 and will be set up all over the Borough by April 2006.

Neighbourhood safety providing Rotherham with clean and safe streets

Anti-social Behaviour News



by **Helen Nixon**
Anti-social
Behaviour Manager

Rotherham Metropolitan Borough Council's Anti-Social Behaviour Unit brings

together a team of dedicated council officers, police officers, a youth liaison officer and support officers. This team liaises closely with police, social services, the probation service and many other partners to do their job.



That is - to help local communities remedy difficult situations which cannot be resolved through local neighbourhood and community police work.

Head of the Unit Helen Nixon said: "We are here to let people know they do not have to put up with anti-social behaviour – we can help. Please don't suffer in silence."

When a severe and recurring case of anti-social behaviour is referred to the unit, trained staff then begin covert surveillance, in partnership with the police, to gather hard evidence of the problem. The perpetrator is then given a very clear message about what they specifically need to do or not do – they may be told to stop playing loud

music, stop using threatening behaviour or stop disturbing the peace at late hours of night and so on.

An 'Acceptable Behaviour Contract' (ABC) may be drawn up between the council, police and the individual who will be asked to sign it.

Helen said: "These discussions and contracts are often extremely effective in addressing a problem head-on and allowing everyone to make a fresh start with greater understanding and consideration. They can be particularly effective with young people. All individuals under the age of 18 are referred to the Youth Liaison Officer."

If these contracts don't work, the unit then applies to a magistrate for permission to serve an 'Anti-Social Behaviour Order'.

"ASBO's are served on people for whom an ABC will not change their behaviour.

The ASBO makes it a legal requirement for them to adhere to good social behaviour. If they do not comply they are committing a crime and will be dealt with by the courts. They could be sentenced to up to five years in prison."

Current Statistics in Rotherham

Number of ABC's:	425
Number of ASBO's:	25

Did you know... You can report Anti-Social Behaviour online?

You can now report any incidents of Anti-Social Behaviour using the



Rotherham Metropolitan Borough Council Website.

A new 'webform' has been created for the public to use if they are experiencing any nuisance behaviour.

You can find the form at www.rotherham.gov.uk and

by clicking on the 'Do it Online' tab and then accessing 'Online Forms'.

Key Contacts

If you have a problem, please contact your local '2010' Neighbourhood Office at Town Centre, Maltby, Dinnington, Wath, Swinton, Rawmarsh, Greasbrough and East Herringthorpe. They may be able to help resolve the issue locally. If not they will call the Anti-Social Behaviour Unit.

You do not have to live in council properties to access these services – neighbourhood support is for all members of Rotherham communities.

Please remember to call South Yorkshire Police on **999** if you see a crime taking place or **0114 2202020** to report the crime.

A Day in the Life...

Customer Service Award Winner...
Jackie Scantlebury 2010 Rotherham Ltd
 Neighbourhood Champion for Kimberworth Park

BACKGROUND

Jackie has been working for Rotherham Council for the past two and a half years. She joined the Performance and Quality Unit as an Administrative Assistant and became a Neighbourhood Champion in January 2005.

Over the past few months Jackie has been recognised for her Customer Service skills by landing the Neighbourhoods Customer Service Award and a HEART Award.

The main attributes that Jackie feels have helped her to climb the working ladder include her Caring and Helpful nature, a Common Sense approach to her work, a good listener and the all important sense of humour.

It is fair to say that Jackie's colleagues enjoy working with her and that the customers she has met during her time as a Neighbourhood Champion have benefited from her qualities and skills.

QUESTIONS & ANSWERS

? What is a Neighbourhood Champion?

A Neighbourhood Champion looks after an estate or part of an estate to improve conditions; I would class the role as a 'Champion of the residents needs'. I would deal with any issues such as re-housing and anti-social behaviour, and generally helping to improve living conditions and quality of life.



? Tell us about a typical 'Working Day' ...

They are never the same!! The day normally includes dealing with Estate Management issues, Complaints, and Property Viewing. Another part of the job is to get out on the estates and find out what the real issues in my area are.

? What are the best things about being a Neighbourhood Champion?

Seeing the improvements that I have helped to implement in the estates and, in peoples lives. I enjoy problem solving, helping people to move to a different accommodation and seeing the improvements in their lives. It's only fair to say that this is a team effort and I couldn't do it without them.

? Tell us about 2010 Rotherham Ltd ...

2010 Rotherham Ltd is the Arms Length Management Organisation that has been put in place to look after the housing stock on behalf of the Council. By choosing Arms Length Management we will be able to draw down funding from the Government to upgrade the stock into the Decent Homes standard; this is providing we gain the 2 star service when inspected by the Audit Commission. This will bring back a sense of pride to the people and the streets of Rotherham.

? The ALMO Inspection is in November 2005, how will you contribute to achieving the Two Star Rating?

I hope that the groundwork I have put in out on the estates will be recognised, improving the estates and peoples lives. Also the work I did whilst working for Performance and Quality such as Reality Checking and Home Truths will make a difference.

? What are your wishes for the future?

To gain a two star service rating and that the money we receive will be invested wisely. Also for 2010 Rotherham Ltd to provide a first class service for the benefit of all residents in Rotherham and building sustainable neighbourhoods.



Improving your housing options with... **Key Choices**

The Rotherham Metropolitan Borough Council 'Key Choices' scheme was launched on the 22nd June 2005.

Liz Booth, Tenant Representative for 2010 Rotherham Ltd opened the scheme in the Norfolk House Housing Reception. The scheme lets you, the customer, apply for the home of your choice instead of waiting for an offer that somebody else thinks is suitable for you.

Not only will you be able to move to the area of your choice but you will also be able to choose when you want to move. However, this will still depend on the length of time you have been on the housing register and the length of time you wait may vary depending on the areas you choose.

Rotherham Metropolitan Borough Council and Housing Associations operating in the borough will advertise the properties that are available for letting every Wednesday morning from 10.30am until the following Tuesday at 4.00pm.

You can view the advertisements at various outlets including:

- > RMBC Website – www.rotherham.gov.uk
- > Any Neighbourhood Office
- > Norfolk House Neighbourhood Reception

- > The Town Centre Property Shop (Due to open late 2005) and,
- > Via a mailing list if you are unable to visit and view properties at the above locations.

For further information please contact the Key Choices Team, by

e-mail: keychoices@rotherham.gov.uk

or by post to:
Key Choices
RMBC - Community Services
Neighbourhoods
Norfolk House
Rotherham S65 1HX

The Key Choices Team



by Phil Syrat
Housing Options Officer



by Jane Flanagan
Housing Options Officer

Neighbourhoods

Strategic Objectives and Actions 2005 - 2008



By Dave Roddis
Strategic Services Manager

Our Strategic Objectives have been developed to reflect the priorities highlighted in the Corporate Plan and

Community Strategy, have been informed by regional and national priorities and shaped by the priorities set out by our customers over the past 12 months. These have been identified in areas where we can have a real and major impact in the



Borough and have been identified as part of the developing integrated financial and business planning process.

The resources and activities of the Neighbourhoods Programme Area have been shaped around our strategic objectives that make a significant contribution to the council's themes, particularly around:

- **Rotherham SAFE**
- **Rotherham PROUD**
- **Rotherham ACHIEVING**
- **Sustainability**
- **Fairness**

Objectives 1 – 5 will be delivered by '2010 Rotherham Ltd' and further detail can be found within their Delivery Plan 2005-08.

- 1** Become a good (2 star) ALMO Housing service in terms of cost, efficiency and service delivery by 2005 and achieve an excellent (3 star) service by 2006 to draw down funding to deliver decent homes
- 2** Achieve the Decent Homes Standard for all council properties by 2010 and ensure that all Council properties achieve Secured by Design standards by 2010 to reduce domestic burglary
- 3** Support the neighbourhood management agenda facilitated by customer focused, accessible one stop shop approach by 2006
- 4** Provide an externally recognised value for money, high performing repairs and maintenance service by 2007.
- 5** Reduce void relet times to become best in class by 2007
- 6** Through partnership arrangements and the development of neighbourhood partnership teams contribute to reducing by 25% the incidents of Anti Social Behaviour by 2008.
- 7** Increase the number of active tenant and resident participants, which is representative of the make-up of the borough by 100% by 2007
- 8** Deliver a clear set of overarching customer defined Neighbourhood Standards by April 2006 which will deliver improved safety, health and local environmental quality in our neighbourhoods.
- 9** New opportunities to recycle and minimise waste creation are identified through the development of the waste management partnership arrangement to increase recycling rates to 33% by 2010
- 10** Develop seven neighbourhood charters using intelligence from the Community Planning Framework by 2006
- 11** Put in place new arrangements that establish a distinct role and functions for Area Assemblies by 2006
- 12** Deliver services fairly and in a way which recognises equality of opportunity and choice for every resident in every neighbourhood by contributing to the Council achieving Level 5 of the Local Government Equality Standard by 2008
- 13** Provide an efficient, customer focused Aids and Adaptation service which delivers a high quality service within 30 days of the initial enquiry by 2007 through one-stop shop facilities.
- 14** Achieve a 3 star (excellent) rating for Strategic and Enabling Services by 2006
- 15** Provide specialist accommodation and services to deliver sensitive services to vulnerable customers by 2006
- 16** Agree long term plans for housing market restructuring and deliver new projects that are complimentary to other regeneration activity by 2006

Complete this form and you could
WIN £50
of vouchers

See page ?? for details

Equal Opportunities Monitoring

To help us provide services that are accessible to everyone in the Rotherham area, it would be very useful if you could tick the boxes below that apply to you.

I would describe my ethnic origin as:

White

- British
- English
- Irish
- Other white background, please describe

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Kashmiri
- Other Asian background, please describe

Fold here

Black or British Black

- Caribbean
- African
- Other Asian background, please describe

Chinese, Yemeni or other ethnic group

- Chinese
- Yemeni
- Other ethnic group, please describe

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Other mixed background, please describe

Are you: Male Female

Do you consider yourself to be disabled? Yes No

Age: Under 25 25 to 34 35 to 44 45 to 54 55 to 64 65 or over

Thank you for completing this form. The information provided will help us to improve our services to you and others in Rotherham.

Strategic Services Unit
Neighbourhoods
Norfolk House
2nd Floor
Rotherham
S65 1HX