

2010 Rotherham Ltd Annual Report 2007- 08

Welcome to the annual report for 2010 Rotherham Ltd which gives a brief review of what the organisation has done over the past year and its aims.



Anita Heaton, Chair

This has been an extremely busy and challenging year as we prepared to be inspected by the Audit Commission and continued to improve services to meet the needs of our tenants and leaseholders.

There is no doubt that we face many challenges in developing and delivering high quality, customer focused, value-for-money services but, building on our past efforts, we are committed to tackling these issues.

We acknowledge that we cannot achieve this goal entirely on our own. Working in partnership with South Yorkshire Police, Rotherham Borough Council, Rother Fed and our refurbishment and window partners in the Decent Homes scheme, we work to provide the best possible range and quality of services, by managing, maintaining and improving Council homes, and working towards cleaner, safer and greener estates.

That is why, over the next year, we aim to continue our success with the Decent Homes project, which is already ahead of target in bringing *** homes up to a decent standard and fitting new high security windows and doors.

By working with our partners, burglaries have consistently fallen in Council-owned properties and are now lower than in residential properties. ** out of *** of our key performance indicators are in the top 25% of highest performing Arms Length Management Organisations (ALMOs) in the country.

Listening to our customers remains a key priority as we continue to look at new ways to involve tenants and leaseholders at all levels in the organisation. As well as having five tenant and leaseholder representatives on our Board, we have developed our Key Player Database, increasing its membership by **% between 2007 and 2008.

Following a deficit of £895k in 2006/07, we successfully brought the organisation back into balance by the end of this financial year (March 2008)???

Meanwhile, we restructured some of our front line services to improve how we serviced customers, including managing estate and tenancy services. We will continue to ensure we deliver value for money and provide the best services for our customers by continuing the review of our In House Service Provider, which manages repairs and maintenance and construction services.

Our staff have already shown exceptional commitment during what has been a difficult year as the restructure and inspection took place, and in facing up to the new challenges. On behalf of the board and the executive team we would like to thank them all for their efforts.

Anita Heaton, Chair

Colin Earl, Acting Chief Executive



Colin Earl, Acting Chief Executive

Annual Report 2007-08

2010 Rotherham Ltd continued to prove itself a high performing, low cost organisation throughout 2007 and 2008. Whilst four of our 13 performance indicators remained in the top 25 per cent of highest performing Arms Length Management Organisations (ALMOs) in the country, five were above average.

The year started well, with 2010 Rotherham Ltd, Rotherham Borough Council and Rother Fed signing up to the Respect Standard for Housing Management, demonstrating its commitment to tackling anti-social behaviour.

Shortly afterwards, three Impact Champions were introduced to work in small communities to tackle nuisance issues and they immediately made big "impact". Employed to take responsibility for specific areas that needed support, they work intensively in each spot to resolve issues before moving onto a new area. This localised focus allows the Champions to respond immediately to issues and find local solutions to improve the quality of life for residents.



Serafino Lombardi, one of a number Customer Service Assistants employed to deal efficiently with customer enquiries.

Following 12 months of customer consultation, 2010 Rotherham Ltd restructured some of its front line services to improve how we serve customers. The changes included improvements to how we manage estate and tenancy management, including anti-social behaviour and community involvement.

A Cleaner, Greener and Safer function was set up to oversee the development of the caretaker service across the Borough, ensuring we deal more proactively with fly tipping, litter and graffiti removal.

The creation of a new Customer Services and Engagement role enabled us to develop new and innovative methods in which to engage with our communities.

Meanwhile, changes to our rents and empty properties teams helped to improve the speed in which we re-let empty properties.

Returning to June 2007, nobody will forget the floods that had such a devastating impact on Rotherham; at the height of the emergency, 2010 Rotherham staff worked around the clock, some non-stop for up to 24 hours at a time, filling sandbags, helping at evacuee reception centres, and aiding residents caught up in the floods.

Once the waters receded, 2010 Rotherham staff commenced the huge task of remedial works and worked long hours to help in the clean up operation. This included assessing the extent of the flood damage on tenants' homes, conducting gas and electrical safety checks for both tenants and residents, and making preparations for replastering, electrical works, and full refurbishments.

Henry Boot was contracted by the Council and 2010 Rotherham to refurbish the Council properties, with some tenants being amongst the first residents in the country to move back home in November 2007.

The commitment of 2010 Rotherham staff was recognised by those at Dinnington Evacuation Centre, the Leader and Chief Executive of Rotherham Borough Council, and with special 2010 Rotherham Quality Awards, as well as Rotherham Ambassador Young Achievers Awards.

A special display of Spring Flowing bulbs was planted early this year on the banking below the historic Catcliffe Kiln, whilst a "Welcome to Catcliffe. Please drive carefully" sign in a raised stone trough was built at the opposite end of the village. These were funded by Rotherham Rotary Club, with the aid of the trainee construction team from Morthyng Ltd and 2010 Rotherham's Borough Environmental Training Scheme (BETS) apprentices.

In other areas of the Borough, many tenants saw their homes transformed through the Decent Homes scheme, which also contributed to the regeneration of Rotherham neighbourhoods. To date, 9,000?? homes have been refurbished and 7,000?? homes have received new windows and doors. This is a fantastic example of partnership working between our four refurbishment partners, two window and door companies, and the Decent Homes team, and has been achieved whilst maintaining a 97% customer satisfaction rate.

Meanwhile, high security windows and doors, along with a rapid response to those properties that have not yet received Decent homes work, has ensured that the number of burglaries to Council homes has consistently fallen month on month, with Council tenants now less likely to be burgled than those in the private sector.

In [month], 2010 Rotherham held its first customer service conference, which was part of a wider 2010 Rotherham Service Review, looking at all the different ways customers can get involved with 2010

Highlights

Rotherham and influence how we deliver and develop our services.

Other forums which involved customers contributing to service improvements included the Decent Homes and Repairs & Maintenance customer groups and Estate Walkabouts. 2008 also saw the introduction of a new Leaseholder Forum, 2010 Rotherham Continuous Improvement and Customer Inspection Service, Compact Monitoring Group, Round Your Place editorial committee, as well as a series of Borough Wide Forums.

Leaseholders were to receive an improved service from 2010 Rotherham as a result of the appointment of a Leasehold Manager in March 2008. And 2010 Rotherham staff learnt more about equalities legislation and better ways to communicate across cultures, ages, faith and experience with the introduction of comprehensive Equality and Diversity training package.

Whilst this work was on-going, staff were preparing for the upcoming Audit Commission inspection of its services. And new Service Standards outlining what kind of service customers should expect from 2010 Rotherham were made available.

This followed a series of workshops held in the Autumn, with tenants scrutinising areas such as Repairs and Maintenance, Housing Income, and Tenancy and Estate Management.

In the Autumn, 2010 Rotherham's new Customer Service Assistants were introduced with the first 17 recruits passing a challenging training programme to equip them to deal efficiently with customer enquiries. The assistants could now deal with queries ranging from allocating vacant properties, to dealing with complaints about anti-social behaviour and rent arrears.

Elsewhere in the organisation, 2010 Rotherham staff were clamping down on breaches of tenancy agreements and anti-social behaviour through a new Estate Action Weeks initiative. Introduced in November 2007, the scheme involved 2010 neighbourhood based staff – sometimes with other agencies such as South Yorkshire Police and Rotherham Borough Council - visiting every Council estate on a continuous rolling programme. The aim is to visit every Council property to check records are up-to-date, investigate any possible breaches of tenancy agreements and discuss issues such as anti-social behaviour in the area.

The Gas Service section continued to perform highly with almost 100% success rate in ensuring tenants received regular gas safety checks, and helping to keep customers safe.

Within the Housing Income Service, a new approach to rent arrears collection resulted in a third fewer Council tenants being evicted. The number of evictions was reduced to 67



Tenant Florence Wilkins, of the Croft, Catcliffe, was the first tenant to move back into her flood-affected property in December 2007.

from 110 the previous year; with more focus on debt prevention help and advice as opposed to traditional rent recovery.

2008 also saw the launch of our five-year Planned Maintenance Programme, which will help to correct

the balance between responsive and non-urgent planned repairs, providing a better value for money service for our customers.

Looking wider, our new Business Plan maps out the direction for the organisation until 2013. This will be a challenging but exciting time for the organisation as it includes the completion of the Decent Homes programme and working with Rotherham Borough Council and our customers to determine the options for the future of housing management in Rotherham, a consultation process which has already begun.



2010 Rotherham staff packed over 100 tonnes of sandbags during the height of the floods in June 2007.

(Left to right) Impact Champions, Jill Portman, Joanne Russell and Mark Hawberger made a big "impact" after being introduced to work in small communities to tackle nuisance issues.



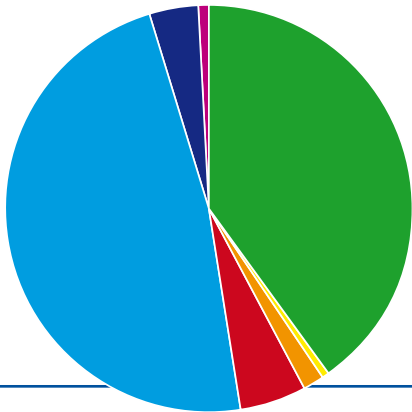
Financial Information

2007/08

Housing and Management Income £000s

Management Fee	12,360
Other Income	259
Total	12,619

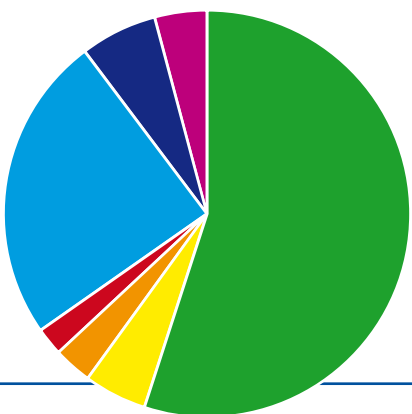
Expenditure: What we spent on Housing and Management:



In-House Service Provider Income £000s

Council - Housing	13,716
Council - Other Services	6,277
Capital programme: (Decent Homes)	6,416
Other Income	4,569
Total	30,978

Expenditure: What we spent on the within the In-House Service Provider:



Key

- Salaries
- Other Employee Costs
- Premises
- Transport
- Supplies & Services
- 3rd Party Payments
- Service Level Agreements

Our Performance

Description	06/07 Actual	07/08 Actual	2007/8 Target	All England comparison (2006/07)	All ALMO comparison (2007/08)*	Better or worse than 06/07?
The average energy rating (SAP) of local authority owned dwellings	61	66	62	Below Average ☹️	Below Average ☹️	Better 😊
% Rent collected	98.23%	98.47%	98.25%	Above Average 😊	Above Average 😊	Better 😊
% of tenants owing more than 36 days rent arrears	3.15%	2.89%	3.30%	Top 25% 😊	Top 25% 😊	Better 😊
% of tenants in arrears who have had a Notice to Seek Possession (NSP) served	14.09%	11.25%	14.0%	Top 25% 😊	Top 25% 😊	Better 😊
% of tenants evicted as a result of rent arrears	0.44%	0.27%	0.40%	Above Average 😊	Above Average 😊	Better 😊
% of homes non decent at the start of the financial year	74%	65%	68%	Bottom 25% ☹️	Bottom 25% ☹️	Better 😊
% change in non-decency	13.8%	29.69%	15.0%	Above Average 😊	Top 25% 😊	Better 😊
Urgent repairs completed in time	98.78%	98.48%	99.00%	N/A	Above Average 😊	Worse ☹️
Repairs appointments made and kept	97.85%	98.92%	97.85%	N/A	Top 25% 😊	Better 😊
Average time to complete non-urgent repairs (days)	10.00	9.42	9.50	N/A	Above Average 😊	Better 😊
% of total repairs expenditure spent on programmed repairs (as opposed to responsive repairs)	32%	39% ¹	40%	N/A	Bottom 25% ☹️	Better 😊
% of total repairs expenditure spent on emergency and urgent repairs (as opposed to non-urgent repairs)	22%	14.72%	20%	N/A	Above Average 😊	Better 😊
Average relet time from termination to start (days)	16	37.27	15	Above Average 😊	Below Average ☹️	Worse ☹️

Customer Satisfaction and Complaints 2007-8

Description	06/07	07/08	2007/8	A Better or worse than 06/07?
Customer satisfaction with the landlord	74%	74%	77%	Same* 😊
Customer satisfaction with participation	64%	64%	66%	Same* 😊
Number of complaints dealt with within complaint procedure timescale.	81%	71%	100%	Worse ☹️