

2010 Rotherham Ltd

Achievements

Two star rating from the Audit Commission which has enabled an extra £330 million funding from the Government to deliver the Decent Homes programme.

Achieved a massive improvement in the levels of repairs appointments made and kept – from 77% in 2004/05 to 97% in 2006/07 to date (August 2006 figures) - we are now amongst the best in the country.

Achieved best in class turnaround times for voids – some of the best performers in the country achieve 32 days turnaround, 2010's performance is currently 12 days (up to August 2006). This has been achieved through initiatives such as the key safe scheme which eliminates the need to track the keys for a property between the various trades-people and Neighbourhood Office staff who need access to the property.

We have restructured the business to focus upon Neighbourhood Management issues and successfully contributed to the Area Assembly agenda which facilitates community involvement in decision making.

2010 Rotherham Ltd is the only partner of the Council currently delivering front line customer services within the Customer Service Centres (one stop shops)

The Decent Homes scheme is achieving satisfaction levels of around 97%

Embraced diversity issues by sponsoring the Chinese New Year and the Disability Awareness Day.

We have Implemented drop in sessions and same gender interviews for domestic violence cases.

We have developed the revised "Here's the Deal" tenants' compact, which is a three-way agreement between tenants, 2010 and the Council on how communities can get involved in decision-making.

We have supported tenants and residents to set up 'Rother Fed', a network for local tenants' and residents'.

Our Rotherham North Area Housing Panel has approved sixteen projects to be completed in the financial year 2006/07. These are small environmental improvements ranging from installing security lighting to erecting new fencing to the funding of community skips.

We have established good working relationships with our Safer Neighbourhood Teams and held Operation Impact Evenings. As a result of these impact days:

- several gangs of youths were stopped, questioned and dispersed in Munsbrough and Kimberworth.
- A large quantity of alcohol was confiscated and disposed of in Munsbrough and Kimberworth.
- 171 Notices have been issued (warnings for off-road biking offences) and traffic offences have been identified in Kimberworth Park.