



2010
ROTHERHAM LTD

Rotherham
Metropolitan
Borough Council
Where Everyone Matters

Here's the Deal!



- Participation ▪
- Finding a way forward ▪
- Unity – working together ▪

A Customer Compact 2006

Summary



Here's the deal Summary

The deal is an agreement between:

- the Council, as the landlord,
- 2010 Rotherham Ltd, as the arms length management organisation,
- and the people of Rotherham - tenants, residents, leaseholders – the customers



It sets out how people can be involved in decisions affecting their homes and communities and what we will achieve together over the next three years. By getting involved, people can have a say in improving services and making sure the Council and 2010 Rotherham Ltd. tackle the issues that are most important – that's **the deal**.

Our shared vision:

To create better homes, safe and proud neighbourhoods and communities, through excellent partnership working between tenants, residents, leaseholders, young people, officers, Board Members and Councillors.

Our shared mission:

To overcome the barriers to involvement and create opportunities so everyone who wants to participate in the continuous improvement of our neighbourhoods can do so in the way they wish.

10 things...

...the deal will achieve over the next three years

- Consistent and improved service delivery across the Borough. A revised set of customer service standards for the Council's Neighbourhoods Programme Area and 2010 Rotherham Ltd. will be available in receptions and on the Council and 2010 websites in August 2006.
- Neighbourhood Charters will be available in Neighbourhood Offices by November 2006. These will help customers to judge if they are receiving services of the required standard, showing up any gaps and areas for improvement.
- Establish seven Safer Neighbourhoods Teams, helping to reduce the percentage of adults who say they are "very concerned" about being victims of crime to 22% by 2008.
- Improve the quality of life for elderly and disabled customers by developing a new decorating service in 2007.
- Improve services and target resources more effectively to tackle disadvantage, using new information profiling the communities.
- Make sure customers are better informed and more able to participate, increasing by 20% per year; the number of plain language publications and presentations in different formats – e.g. Talking newsletter articles; signed meetings; use of Makaton symbols etc.
- Increase satisfaction with community involvement opportunities by 5%, year on year.
- Provide training to help customers understand who makes decisions on local services, and how, when and where those decisions are made. This will help people to bring about improvements.
- Enable people who are working to participate in decision making, by developing 'on-line' reporting facilities. This will help, for example, to record local issues - creating cleaner, greener, safer and better used public spaces.
- Raise public awareness of recycling - through community networks and existing channels of communication within communities - and contribute to the reduction of waste going into landfill sites.

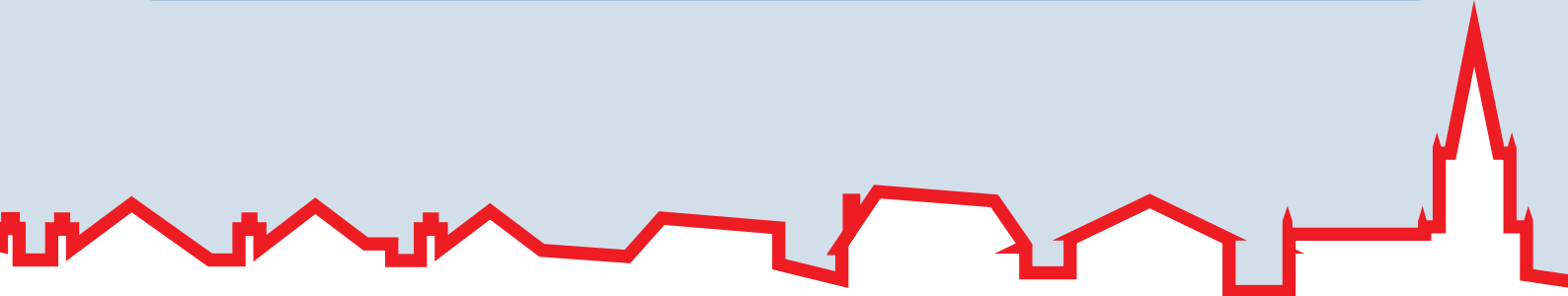
There are lots of ways to get involved – it’s up to you!

Here’s just a few of the ways you can be involved in influencing and shaping decisions on housing and other issues affecting your local area and quality of life.

Choices	What is it like being involved in this way?
<p>Key Player Initiative – Offers a wide range of opportunities to get involved in ways that suit you best.</p>	<p><i>“I’ve been in Rotherham 2 years. The Key Player Initiative will help me meet new people in my neighbourhood. I can get to know them and they can get to know me. Makes me feel included.”</i> Mr. Dalu Sikhosana</p> <p>For further information on the Key Player Initiative, contact: Caroline Boyle, Community Development Manager 01709 822227</p>
<p>Complaints, Compliments & Suggestions – Your views are always welcome and help the Council and 2010 Rotherham Ltd. to improve services.</p>	<p>We welcome Complaints, Comments and Suggestions as a way of helping us to learn from your experiences and improve services to all of our Customers. Complaints, Compliments & Suggestions can be made in writing, over the telephone, in person and through the internet.</p> <p>For further details contact: Jasmine Speight, Service Quality Champion – 01709 823761</p>
<p>Learning from Customers Group & Customer Inspection Service – Gives you the chance to ‘reality check’ services and standards offered by the Council and 2010 Rotherham Ltd</p>	<p><i>“The Customer Inspections are really interesting and fun – anyone can get involved, young and old”</i></p> <p>Please contact: Jasmine Speight, Service Quality Champion – 01709 823761</p>
<p>Leaseholder Forum – Where leaseholders discuss issues and ways to improve services.</p>	<p><i>“The Leaseholder Forum is an opportunity to turn negative thoughts into positive action for the people.”</i> John Handley – Leaseholder Forum Member.</p> <p>Please contact: Jill Jones, Neighbourhood Manager, Rotherham North 01709 336914.</p>



Choices	What is it like being involved in this way?
<p>Tenants' & Residents' Associations (TARAs) - Care and campaign for local communities.</p>	<p><i>"Being involved gives me a better understanding of what is happening in my community and a better grasp of the bigger picture in Rotherham".</i> John Smith – Manor Farm TARA</p> <p>Please contact: Lynne Rowan, Community Development Manager, 01709 822227</p> 
<p>Area Housing Panels – Enable local people to identify improvements, using a budget of £20,000 to make things happen.</p>	<p><i>"Ideal way for Tenant reps and 2010 staff to get together and discuss any problems or ways forward for their own areas."</i> Hilary Cahill</p> <p>Please contact: Caroline Boyle, Community Development Manager 01709 822227</p> 
<p>Home Truths – video diary facility</p>	<p><i>'Home Truths' tests the quality of our services using 'video diaries' of customers' experiences.</i></p> <p>Please contact: Jasmine Speight, Service Quality Champion 01709 823761</p>
<p>Voice & Influence Young Peoples Forums – Campaign to give young people a voice and influence over decisions affecting their lives.</p>	<p><i>"It shows not all young people are as bad as others make out. Feel proud to help change things for the better."</i> Kirsty Grant 17 & Dane Wright 18</p> <p>Please contact: Claire Cope – 01709 335997</p>
<p>Black and Minority Ethnic workshops – Provide a forum to explore issues affecting BME communities.</p>	<p><i>"Great to see such a cross section of ages being involved. Looking forward to future meetings."</i> Shazia Mahmood</p> <p>Please contact: Kate Plant, Equalities and Diversity Manager – 01709 822238</p> 



Choices	What is it like being involved in this way?
<p>Area Assemblies – Give local people a chance to meet local Councillors and service providers and have a say in improving things.</p>	<p><i>“I enjoy being part of these meetings. The whole community can have their say and learn what’s going on in the local area”.</i> Ian Lomas – Wentworth North</p> <p>Please contact: Debbie Marks Community Involvement Manager – 01709 336966</p> 
<p>Community Planning – Offers different ways to get all sections of the community to identify issues, priorities and solutions</p>	<p><i>“Community Planning has formed the basis of the regeneration of Treeton”</i> Andrea Beckingham – Treeton Partnership</p> <p>Please contact: Debbie Marks Community Involvement Manager – 01709 336966</p> 
<p>Housing Market Renewal Steering Groups – Investing, delivering and monitoring local masterplans, and projects.</p>	<p><i>“Working together we get the opportunity to be involved in decisions about where we live.”</i> Mary Jacques – Blackburn Community Partnership</p> <p>Please contact: Lynsey Skidmore, HMR Support Officer 01709 334382</p>
<p>Decent Homes Project Group – makes sure that customer satisfaction is the central concern of the contractors delivering Decent Homes.</p>	<p><i>“Attending the meetings and with Officers listening to my comments, I feel informed and involved.”</i> Jean Aldridge</p> <p>Please contact: Barbara Goodson, Project Manager, 01709 334387</p> 

Choices	What is it like being involved in this way?
<p>Strategic Housing Partnership – Part of the Rotherham Partnership</p>	<p><i>“I’ve been very interested in the role that the Strategic Housing Partnership plays and I’m enjoying my involvement.”</i></p> <p>Peter Collins – member of the Council Housing Futures Group</p> <p>Please contact: Angela Smith, Neighbourhood Strategy Manager – 01709 823412</p>
<p>2010 Rotherham Ltd Board – where Directors make decisions on behalf of the company</p>	<p><i>“Very hard work but rewarding! It’s an exciting time. People need to get involved to be part of the bigger picture.”</i></p> <p>Liz Booth – 2010 Board Member</p> <p>Please Contact: Colette Williams, Community Development Manager – 01709 822277</p>



If you would like a full copy of **Here's the deal!** or more information on how to get involved in any of the groups and activities listed above, please contact the **2010 Community Development Managers** on **01709 822200 ext. 2274** or the phone numbers listed in the table above.

If you would like to have this document translated into Urdu, Arabic and Chinese please contact the office and we will arrange translation or interpretation if possible.

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اگر آپ اس دستاویز کا ترجمہ اردو، عربی اور چینی زبان میں چاہتے ہیں تو براہ مہربانی ہمارے دفتر سے رابطہ کریں

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凡有意索取這份資料的烏爾都文、阿拉伯文和中文譯本者，請聯絡本辦事處。我們會盡可能安排翻譯或傳譯服務。

Making the deal work

The deal is about

- **improving services**
- **the ability to make better quality investment decisions**
- **widening participation to include 'hard to reach' groups**
- **development of inclusive and sustainable communities**

It contains a detailed Action Plan to deliver these objectives, a way to check that progress is being made and a way to sort out any disagreements.

In developing the deal we all recognise that it isn't simply a matter of creating opportunities for people to get involved. Lots of people need practical support to exercise their rights. The Council, 2010 Rotherham Ltd. and Rother Fed, The Tenants and Residents Federation have come up with lots of different ways to help people participate including:

- Allocate a budget to support tenant and resident involvement, representing £22.38 per tenancy (2006/07 figures)
- Using venues for meetings and events that are accessible to all
- Paying travel expenses for customers attending consultation meetings by invitation. Expenses will be paid at 40p per mile or the full cost of bus or train fares
- Providing and paying for taxis for those customers invited to meetings or events who are unable to use public transport and who do not own a vehicle
- Providing and paying for childcare for customers invited to meetings or events who need such a service to enable them to get involved
- Providing and paying for translation and interpreting services, including signing, where this is necessary to support increased and more effective community involvement
- Supporting those residents wishing to get involved in the regeneration of their area by providing training, advice and support
- Paying start up grants of £200 and annual support grants of £150 to registered Tenants and Residents Associations (TARAs), rates negotiated with Rother Fed
- Support the Leaseholder Forum, and groups representing communities of interest

10 things...

...the deal have achieved so far!

Customers, working in partnership with the Neighbourhoods Programme Area of the Council and 2010 Rotherham Ltd, have already had a positive impact:

- Customers led the Options Appraisal process, supported by an Independent Tenants Advisor, which resulted in the decision to set up the ALMO, 2010 Rotherham Ltd.
- There are 4 tenants and 1 leaseholder as Directors on the Board of 2010 Rotherham Ltd.
- Resources to support Tenants and Residents Associations and community groups in the Borough are available, with 2010 Rotherham Ltd. and RMBC identifying £311,463 (2005/06) to support this important work.
- Customers have been involved in setting and monitoring the service standards of the Council and 2010 Rotherham Ltd.
- There is a Customer Inspection Service to 'reality check' the quality of services provided by the Council and 2010 Rotherham Ltd.
- Customers are regularly involved in 'estate walkabouts' and community organisations contribute to Neighbourhood Champion Action Plans
- The Leaseholder Forum is up and running and improving services
- Residents of 25 communities in Rotherham have developed their own Community Plans to influence decision makers and set their own agendas for action
- Customers were involved in the external assessment to help the Council and 2010 Rotherham Ltd. achieve a Charter Mark for customer service in 2005.
- Customers have helped the Council and 2010 Rotherham Ltd. to achieve a two star 'good' rating from the Audit Commission's Housing Inspectors.

That adds up to a **great deal!**

Where to go for more information

Here are the contact details for each 2010 Neighbourhood Office and a list of Registered Tenant and Resident Associations. There are many other community groups, associations, partnership and initiatives for you to get involved in, however, plus new groups are forming all the time! For this reason we will keep details of **Community Groups and Parish Councils** available at all local libraries, 2010 and Council Offices. Details can also be found on both the Council and 2010 websites. This information will be updated every six months.

Wentworth North

Acorns TARA
Manor Farm TARA
West Melton Residents Association
Village of Brampton Bierlow TARA
Meadow View Community Group

Wentworth South

Thrybergh Residents Association
Rawmarsh and Parkgate
Action Group

If you would like more information, please contact your local 2010 Neighbourhood Office. 2010 staff will be pleased to put you in touch with the local group of your choice. If there isn't a local TARA in your area but you are interested in starting one up, your local Neighbourhood Office will give you the help and support you need to get things going.

Wath Neighbourhood Office

Town Hall, Church Street
Wath, Rotherham, S63 7RE
Tel: (01709) 873678, Fax: (01709) 879568
E-mail: 2010WathNeighbourhoodOffice@rotherham.gov.uk

Swinton Neighbourhood Office

Charnwood Street, Swinton
Mexborough, S64 8LY
Tel: (01709) 570384, Fax: (01709) 578079
E-mail: 2010SwintonNeighbourhoodOffice@rotherham.gov.uk

Rawmarsh Neighbourhood Office

Rawmarsh Hill, Parkgate
Rotherham, S62 6DT
Tel: (01709) 522456, Fax: (01709) 525973
E-mail: 2010RawmarshNeighbourhoodOffice@rotherham.gov.uk

East Herringthorpe Neighbourhood Office

16/18 Ridgeway, East Herringthorpe
Rotherham, S65 3PG
Tel: (01709) 336947, Fax: (01709) 852946
E-mail: 2010EastHerringthorpeNeighbourhoodOffice@rotherham.gov.uk

Rotherham North

Kimberworth Park TARA
 Richmond Park TARA
 Scholes Village TARA
 Blackburn Community Partnership

Rotherham South

Beeversleigh Action Group
 Herringthorpe TARA
 Greystones Action Group
 HVFC TARA
 Wharnccliffe TARA

Wentworth Valley

Aldersgate Court Residents Asso.
 Cliff Hills Community Association
 Devonshire Road Community Asso.
 Highfield Park/Woodland Gardens
 Model Village Community Asso.

Rother Valley West

Aston TARA
 Atlas Residents Association
 Swallownest Community Association
 Treeton RATA
 Treeton Village Community Asso.

Rother Valley South

High Nook TARA
 Kiveton Park and Wales TARA
 Laughton Common TARA
 Sikes Road TARA
 St Josephs and Leopold TARA
 Westgarth TARA
 Woodland Drive TARA

Greasbrough Neighbourhood Office

Munsbrough Rise, Greasbrough
 Rotherham, S61 4PU
 Tel: (01709) 336917, Fax: (01709) 553458
 E-mail: 2010GreasbroughNeighbourhoodOffice@rotherham.gov.uk

Kimberworth Park Neighbourhood Office

St Johns Green, Kimberworth Park
 Rotherham, S61 3JL
 Tel: (01709) 336928, Fax: (01709) 515368
 E-mail: 2010KimberworthParkNeighbourhoodOffice@rotherham.gov.uk

Town Centre Neighbourhood Office

Norfolk House, Walker Place
 Rotherham, S65 1HX
 Tel: (01709) 823461, Fax: (01709) 823420
 E-mail: 2010TownCentreNeighbourhoodOffice@rotherham.gov.uk

Maltby Neighbourhood Office

Civic Centre, High Street
 Maltby, Rotherham, S66 8LE
 Tel: (01709) 812637, Fax: (01709) 815350
 E-mail: 2010MaltbyNeighbourhoodOffice@rotherham.gov.uk

Aston Neighbourhood Office

Rotherham, S65 1HX
 Tel: (01709) 382121, Fax: (01709) 823420
 Norfolk House, Walker Place
 E-mail: 2010AstonNeighbourhoodOffice@rotherham.gov.uk

Dinnington Neighbourhood Office

New Street, Dinnington
 Sheffield, S25 2EX
 Tel: (01909) 564171, Fax: (01909) 568582
 E-mail: 2010DinningtonNeighbourhoodOffice@rotherham.gov.uk

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Please ask any member of staff for a copy.

If you would like to **talk** to someone about the contents of this document either in English or another language please contact the Community Development Managers – Caroline Boyle, Colette Williams, Debbie Brashaw and Lynne Rowan at:

2010
ROTHERHAM LTD

The Tenants Resource Centre at
2010 Rotherham Ltd., Chesterton Road, Eastwood, S65 1SZ.
or by phone: 01709 822200 extension 2274
or by email: 2010-communitydevelopment@rotherham.gov.uk