



HOUSING ADVISORY BOARD

Meeting to be held in Civic Hall, Leeds on
Tuesday, 11th November, 2014 at 5.00 pm

MEMBERSHIP

Councillor P Gruen (Chair)

Councillor J Bentley

Councillor B Anderson

Councillor A Gabriel

Councillor K Maqsood

Councillor P Truswell

Tenant/ Leaseholder

Ted Wilson
Andy Liptrot
Madeline Hunter

Independent Representative

Timothy Woods
Matthew Walker
Andrew Feldhaus

Co-opted Member

David Glew
Jo Hourigan

A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 15.2 of the Access to Information Rules (in the event of an Appeal the press and public will be excluded)</p> <p>(*In accordance with Procedure Rule 15.2, written notice of an appeal must be received by the Head of Governance Services at least 24 hours before the meeting)</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-</p>	

3

LATE ITEMS

To identify any items which have been admitted to the agenda by the Chair for consideration.

(The special circumstances shall be specified in the minutes)

4

DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS

To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13 -16 of the Members' Code of Conduct

5

APOLOGIES FOR ABSENCE

To receive any apologies for absence

6

MINUTES OF THE PREVIOUS MEETING

1 - 12

To approve as a correct record the minutes of the previous meeting held on 9th September 2014

(Copy attached)

7

MATTERS ARISING FROM THE MINUTES

13 -
14

To consider any matters arising/outstanding issues and actions from the previous minutes.

(Report attached)

8

DEVELOPING COMMUNITY LETTINGS POLICIES

15 -
32

To consider a report by the Director of Environment and Housing which provides an overview of the lettings outcomes achieved in 2013/14 under the current lettings framework including feedback on the initial lettings of new homes delivered through the Council House Growth Programme.

The report seeks agreement for the proposed review and consultation methodology and requests consideration of the potential to review the tenancy agreement and overarching lettings policy to deliver a coherent lettings and tenancy management framework which rewards tenants and applicants who have maintained an excellent tenancy record.

A presentation from Liz Cook, Chief Officer, and Housing Management will accompany the report

(Report attached)

9

LEEDS HOMES REFURBISHMENT STANDARD

To receive a presentation from Steve Hunt, Chief Officer, Property and Contracts, which provides an update on the development of the Decent Homes Standard.

10

HOUSING LEEDS CAPITAL FINANCIAL POSITION PERIOD 6 2014/15

33 -
36

To consider a report by the Director of Environment and Housing which provides a financial position statement on the Housing Leeds Capital programme at period 6 for the financial year 2014/15.

(Report attached)

11		<p>HOUSING LEEDS (HRA) REVENUE FINANCIAL POSITION PERIOD 6- 2014/15</p> <p>To consider a report by the Director of Environment and Housing which provides an update on the revenue financial position for the Housing Leeds (HRA) service as at Period 6.</p> <p>(Report attached)</p>	37 - 40
12		<p>TENANT ENGAGEMENT UPDATE INCLUDING FOCUS ON TENANTS AND RESIDENTS ASSOCIATIONS (TRAS)</p> <p>To consider a report by the Director of Environment and Housing which provides an update on:</p> <ul style="list-style-type: none"> • The development of the engagement service, and progress against delivering the new Tenant Engagement Framework; • How the service proposes to support and strengthen (new and existing) TRAs, ensuring they remain the foundation of large scale involvement practice; and • The broader service ambitions to be achieved and the challenges in delivering this. <p>(Report attached)</p>	41 - 54
13		<p>2014/15 QUARTER 2 PERFORMANCE REPORT</p> <p>To consider a report by the Director of Environment and Housing which provides a summary of the quarter two performance data for 2014 -15 against the six Housing Leeds priorities.</p> <p>(Report attached)</p>	55 - 70

14

HOUSING ADVISORY BOARD - FORWARD PLAN 2014/15

71 -
72

To note /amend the contents of the Housing Advisory Board Forward Plan 2014/15

(Report attached)

15

DATE AND TIME OF NEXT MEETING

To note that future meetings of the Board will take place as follows:

Tuesday 3rd February 2015

Tuesday 7th April 2015

All Meetings to take place at the Civic Hall, Leeds commencing at 5.00pm

Third Party Recording

Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts named on the front of this agenda.

Use of Recordings by Third Parties– code of practice

- a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title.
- b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete.

HOUSING ADVISORY BOARD

TUESDAY, 9TH SEPTEMBER, 2014

PRESENT: Councillor P Gruen in the Chair

Councillors B Anderson, J Bentley,
A Gabriel and P Truswell

Tenant / Leaseholder

Ted Wilson
Andy Liptrot
Medline Hunter

Independent Representative

Matthew Walker
Andrew Feldhaus

Co-opted Member

Davd Glew
J Hourigan

53 Appeals Against Refusal of Inspection of Documents

There were no declarations of Disclosable Pecuniary Interests made at the meeting.

54 Exempt Information - Possible Exclusion of the Press and Public

RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:-

Appendix 2 to Agenda Item 15 entitled, 'A Strategy for High Rise Housing', was designated as exempt in accordance with paragraph 10.4(3) of Schedule 12A(3) of the Local Government Act 1972 on the grounds that it contains commercially sensitive and sensitive financial information that could be used to gain an advantage through any future procurement exercise, and as such it is deemed that it is in the public interest not to disclose this information at this time. (Minute No. 67 referred).

55 Late Items

Draft minutes to be approved at the meeting
to be held on Tuesday, 11th November, 2014

There were no late items of business, however, the Board did accept the inclusion of supplementary information, submitted in respect of Agenda Item No.7 “Matters Arising from the Minutes” (Minute No.59 refers) Item No. 8 “Housing Leeds Capital Financial Position period 3 2014/15 (Minute No. 60 refers) and tem No. 11 “Quality Housing Growth & the Leeds Standard” (Minutes No. 63 refers)

56 Declaration of Disclosable Pecuniary Interests

Matthew Walker declared an interest in Agenda Item No.11 “Quality Housing Growth & the Leeds Standard (Minutes No. 63 refers) in view of his involvement with Leeds Housing Associations

57 Apologies for Absence

Apologies for absence were received form Councillor Maqsood and Tim Woods

58 Minutes of the Previous Meeting

Offering comment on the Minutes, Madeline Hunter reported that her name had been incorrectly spelt.

RESOLVED – That subject to the above minor correction, the Minutes of the meeting held on 3rd June 2014 be accepted as a true and correct record

59 Matters Arising from the Minutes

The following Matters Arising/ Actions from the Minutes were highlighted:

Housing and the Jobs and Skills Agenda – (Minutes No.6 - 4th December 2013 Shadow Housing Advisory Board refers)

Referring to housing construction opportunities, it was report that Mears had recently appointed 18 new apprentices to the construction sector, and a further 20 apprenticeships had been created through PFI projects with the possibility of a further 30 to be added in the near future – Status of action “In progress”

Development of a Leeds Decent Homes Standard – (Minute No. 11(ii) – 28th January 2014 refers)

It was noted that an item entitled “Quality Housing Growth & the Leeds Standard” appeared elsewhere on the agenda – Status of action “Closed”

Towards a New Housing Strategy - (Minute No.29 – 8th April 2014 refers)

It was noted that the Board act as Project Board and oversee production and future Monitoring. Report due in November 2014 – Status of action “In progress”

Tenants Scrutiny Panel (South) Recommendations from Complaints Inquiry – (Minute No.33 – 8th April 2014 refers)

It was noted that the adoption of the recommendations would be signed off and implemented shortly - Status of action “Closed”

HCA Empty Home Project Update – (Minute No.43 – 3rd June 2014 refers)

To provide to the Board details of the 20 empty properties and 2 Community Centres which had been identified as part of an initiative to convert and let as Council Housing. It was reported that the required details had been supplied to the Board - Status of action “Closed”

Tenant Engagement – (Minute No.47 - 3rd June 2014 refers)

To provide to the Board details of tenant engagement highlighting geographies and customer groups that are currently under represented. Report due in November 2014 – Status of action “In progress”

Implementation of Review of Housing Management Services – Minute No.50 – June 2014 refers)

It was noted that an item entitled “Implementation of the Review of Housing Management Services” appeared elsewhere on the agenda - Status of action “Nearing completion”

Environmental Improvement, Capital Programme

Report due in November 2014 – Status of action “In progress”

60 Housing Leeds Capital Financial Position Period 3 2014/15

The Director of Environment and Housing submitted a report which provided a financial position statement on the Housing Leeds Capital programme at period 3 for the financial year 2014/15.

Richard Ellis, Head of Finance, Environments and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Details about the Housing Leeds and BITMO refurbishment programme

- Housing Leeds New Build Programme.

Commenting on Housing Leeds Services & BITMO it was reported that actual spend to period 3 was £5.5m together with £5.2m of commitments equating to 17% of revised available resources at period 3.

Referring to the Housing Leeds Newbuild and other it was reported that at Period 3 the spend on the Council Housing Growth and newbuild programme was £441k in 2014/15

RESOLVED – To note the Period 3 position for the financial year 2013/14.

Housing Leeds (HRA) Revenue Financial Position Period 3 2014/15

The Director of Environment and Housing submitted a report which provided an update on the revenue financial position for the Housing Leeds, Housing Revenue Account (HRA) Service as at period 3

Richard Ellis, Head of Finance, Environments and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Key Variances – Income
- Key Variances – Expenditure
- Right to Buy - Sales including Council House Sales to June 2014 and projected Sales to year end
- Collection Rates

Steve Hunt, Chief Officer, Property and Contracts delivered a presentation on the HRA Capital Programme 2014/15. The issues highlighted included the following:

- Resources available
- Decency Work Schemes
- Energy Efficiency Schemes
- Multi Storey Flats Schemes
- Sheltered Housing Schemes

- Environmental Schemes
- Statutory Schemes/ Costs

RESOLVED – That the contents of the report and the issues highlighted in the HRA Capital Programme 2014/15 Presentation, be noted

62 2014/15 Quarter 1 Performance Report

The Director of Environment and Housing submitted a report which provided a summary of the quarter one performance data for 2014 -15 against the six Housing Leeds priorities.

Debra Scott, Head of Resources and Strategy, Environments and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Homelessness
- Void Dwellings
- Maximise Rent Collection
- Welfare Change
- Annual Tenancy Visits
- Capital Programme

Commenting rent collection and welfare change, Ted Wilson raised the issue of rent arrears and the increase in the number of tenants falling into rent arrears.

Officers suggested that timing was an issue when rents were collected and an adjustment could be made for “technical arrears”

In responding Mr Wilson said that a technical adjustment would still be reflected in any subsequent credit reference

Councillor Truswell raised the issue of the impact of the withdrawal of discretionary Housing Payments (DHP) and the impact they may have on future arrears.

RESOLVED – To note the Quarter I performance data in relating to the six Housing Leeds priorities

63 Quality Housing Growth & the Leeds Standard

The Director of City Development and the Director Environment and Housing spoke about the “Leeds Standard” and the proposal to provide a way forward for improving residential design throughout Leeds ensure quality and quantity is achieved in the delivery of new houses in Leeds through the development of linked activities brought together as the Leeds Standard.

Maggie Gjessing, Executive Manager, Regeneration, City Development, addresses the Board and explained the Leeds Standard was a route to improve residential design throughout Leeds to ensure quality in the delivery of new homes. The objective was to support the delivery of the growth target ensuring that quality was at the heart of all new supply.

Three components made up the Leeds Standard:

- Urban Design
- Space Standards
- Energy Efficiency

Elements of the Leeds Standard

Urban Design

- Neighbourhoods for Living – A residential Design Guide for Leeds
- Sustainable Design & Construction SPD
- Street Design Guide

Space Standards

- HCA & Design Standards for Accessible Housing
- Additional Specification – bed sizes, storage

Energy Efficiency

- Highly Energy Efficient Properties
- Fabric First/ Passivhaus/ Solar Gain (Site led)

- Metering

Application of the Leeds Standard

Two Routes

- The Council as Local Planning Authority
- The Council as a landlord and deliverer and procurer of services

Two Applications

- Planning Policy and early, pro-active dialogue
- Specification and tender documentation for the Council's own programmes - influence

Commenting on the plan, the Chair said the intention was to provide 70,000 houses over the next 16 years. The aspiration was to bring in the Leeds Standard now, not when considerable numbers had already been built.

In the discussion that ensued the following issues were raised:

- A plan for the next 30-40 years, a benchmark for other development in the city
- Recognise the challenges
- Difficult to impose the Leeds Standard on the private sector
- The trade-off for quality against cost

Offering comment on the trade-off for quality against cost, the Chair suggested that it may be the case of higher rents for better quality homes.

The Chair thanked Ms Gjessing for her attendance and presentation commenting that it was useful and informative the challenge now was to deliver that vision.

RESOLVED – That the presentation “Quality Housing Growth & the Leeds Standard” be welcomed and noted.

Implementation of the Review of Housing Management Services

The Director of Environment and Housing submitted a report which provided an update on progress with the delivery of the Housing Management Review. The report outlined the significant changes being delivered and the benefits (financial and non-financial) that were being realised.

Debra Scott, Head of Resources and Strategy, Environments and Housing, presented the report and responded to Members comments and queries.

Detailed discussion ensued on the contents of the report which included:

- Structural Changes and Service Re-design
- Strategic Housing
- Housing Management
- The property and Contracts Function
- Integration of Business Support Service Functions into the Council
- Governance and Tenant Involvement
- Financial Efficiencies and Benefits
- One-off Financial Benefits
- Ongoing Savings and Benefits

It was reported that the new JNC structure had reduced the senior management structure posts making a saving of £588k. It was also reported that the Housing Management function had been reconfigured to provide one consistent model of housing management across the city, delivering and developing frontline services that focus on the tenant experience and customer satisfaction. It had reduced the number of job descriptions and roles from 118 to 8 core roles.

Referring to the Shadow Housing Advisory Board established to oversee service developments and replace the ALMO Boards, the Chair took the opportunity to thank Ted Wilson and the Chair's Group for their contribution in reviewing the Housing Management Services.

RESOLVED – To note the progress that had been made to deliver the outcomes of the Housing Management Review and the benefits both financial and non-financial that are being realised

(Councillor Gruen vacated the Chair and left the meeting at 6.35pm at the conclusion of this item. Councillor Truswell assumed the Chair)

65 Housing Advisory Board - Forward Plan 2014/15

The Board considered the contents of the Housing Advisory Board Work Programme for 2014.

The Director of Environment and Housing suggested that an item dealing with long term investment strategy be added to the February meeting of the Board

RESOLVED – That with the inclusion of the suggested item, the contents of the Housing Advisory Board Work Programme for 2014 be noted

66 Date and Time of Next Meeting

RESOLVED - To note that future meetings of the Board will take place as follows:

Tuesday 11th November 2014

Tuesday 3rd February 2015

Tuesday 7th April 2015

All meetings to take place at the Civic Hall, Leeds commencing at 5.00pm

67 A Strategy for High Rise Housing

The Director of Housing and Environment submitted a report which provided details of the work completed to date on developing and extending the Council's understanding of High Rise Housing in the city through a new evidence base.

Chris Simpson, Chief Executive BITMO (Belle Isle Tenant Management Organisation) Environments and Housing, presented the report and provided an overview of the work to date, which included:

- The development of High Rise evidence base
- A new City Wide High Rise Tenant Group
- An initial census of high rise tenants in the city
- Existing investment needs and plans for High Rise Housing
- Development of a model for informing future investment and management decisions

Referring to the next steps of the strategy the Director of Housing and Environment outlined the following:

- To establish a project team for the implementation stage of the strategy

Draft minutes to be approved at the meeting
to be held on Tuesday, 11th November, 2014

- To develop consistent standards for day to day management and maintenance of high rise – with a key role for the Leeds High Rise Group
- To pilot alternative management techniques and approaches that could be employed when specific difficulties or challenges arose.

In offering comment Ted Wilson welcomed the report and the proposal and thanked officers for the work done to date.

Referring to the High Rise Tenant Group, Andy Liptrot said that this was “work in progress”. He asked if consideration could be given to increasing the number on the group from 8 to 10 and suggested the meetings take place on a monthly basis.

On the issue of the high rise tenant survey, Mr Liptrot asked if a copy could be on display in the foyer of each block. He also reported that many of the foyers of high rise blocks looked tired and dreary and asked if this could be looked at.

In responding officers said there was no problem in increasing the number of representatives on the tenant group from 8 to 10, the suggestion of monthly meetings would be investigated further, high rise tenant survey to be deposited in the foyer of each high rise block and where necessary foyers to be deep cleaned.

In summing up Chris Simpson said the strategy was challenging with the approach being based on tenant perceptions, local intelligence and investment needs.

The Chair thanked Mr Simpson for his presentation commenting that this was the starting point to move things forward.

RESOLVED –

- To note the extensive work completed to date on developing and extending the Council’s understanding of High Rise Housing in the city through a new evidence base;
- To note the progress in creating new tenant involvement structures relating to high rise housing;
- To note the development of a model that will inform future investment and management decisions;
- To note the existing plan for investment in high rise housing;

- To note the proposed development of a consistent standard for day to day management and maintenance - with a key role for the Leeds High Rise Group
- To note the plan to pilot alternative management techniques and approaches that can be employed when specific difficulties or challenges arise

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Meeting Date	Minute ref no.	Action	Responsible for Output	Others involved	(last updated 9 September 2014)	Status
04/12/13	6.	<u>Housing and the Jobs and Skills Agenda</u> Officers work with Cllr Maqsood who is employment lead and for a further paper to be brought back to a future meeting of the Board.	Housing Leeds COs	Employment and Skills colleagues	A paper was included on the 3 June HAB agenda covering opportunities within Construction and a further verbal update was provided to HAB on 9 September. Other opportunities within Housing Leeds continue to be explored and HAB will continue to receive updates.	Open (in progress)
08/04/14	29	<u>Towards a New Housing Strategy</u> HAB to act as project Board and oversee production and future monitoring (HAB members to be involved in themed work)	Rob McCartney	HAB members and other partners/ stakeholders	Re-scheduled for Feb HAB	Open (in progress)
	47	<u>Tenant Engagement</u> Resolved: (a) That the contents of the submitted report, the current position regarding tenant engagement, together with the comments and suggestions made during the meeting be noted (b) That a further report be submitted to a future meeting in order to highlight in more	Liz Cook	Cllr Maqsood	On agenda	Close

		<p>detail the geographies and customer groups that are currently un-represented or underrepresented and how the Council will try and tackle this as part of the new service arrangements</p> <p>(c) That in line with the comments outlined above, further work be undertaken on the process by which tenant groups are involved and engaged in the production of the tenant newsletter (inc. involvement of Cllr Maqsood)</p>				
	50	<p><u>Implementation of Review of Housing Management Services</u></p> <p>.... That further updates be submitted to the HAB as the implementation plans progress</p>	<p>Neil Evans (supported by D Scott/H Semianscuk)</p>	<p>Housing Leeds COs</p>	<p>Final update report previously considered</p>	<p>Close</p>
09/09/14	65	<p><u>Housing Advisory Board Forward Plan 2014/15</u></p> <p>The Director of Environment and Housing suggested that an item dealing with long term investment strategy be added to the February meeting of the Board</p> <p>RESOLVED – That with the inclusion of the suggested item, the contents of the Housing Advisory Board Work Programme for 2014 be noted</p>	<p>S Hunt</p>		<p>Included on Forward Plan for February 2015</p>	<p>Close</p>

Report of Chief Officer, Housing Management

Report to Housing Advisory Board

Date: Tuesday 11th November 2014

Subject: Developing Community Lettings Policies

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

Housing Leeds' ambition is to create great places people want to live in and where tenants take pride in their homes and communities. Council homes are let under the council's lettings policy, supported by local lettings policies which operate in specific areas and property types.

In March 2014 Housing & Regeneration Scrutiny Board tasked Housing Leeds with improving consistency in the operation of local lettings policies across the city and developing alternatives to age related restrictions.

Executive Board agreed in June 2014 to prioritise council tenants with an excellent tenancy record to access new build homes delivered through the Council's Housing Growth Programme; establishing a principle for the new approach to developing 'community lettings policies' set out in this report and the extension of these principles to future reviews of the council's tenancy agreement and lettings policy.

Recommendations

Housing Advisory Board note the contents of the report and the new approach to developing community lettings policies which builds on the success of the new lettings criteria used for new build homes delivered through the Council's Housing Growth Programme.

The Chief Officer, Housing Management reviews the current local lettings policies following the process outlined in section 3.

1 Purpose of this report

- 1.1 The purpose of this report is to provide Housing Advisory Board with an overview of the lettings outcomes achieved in 2013/14 under the current lettings framework including feedback on the initial lettings of new homes delivered through the Council House Growth Programme.
- 1.2 The report seeks agreement for the proposed review and consultation methodology.
- 1.3 Finally, the report considers the potential to review the tenancy agreement and overarching lettings policy to deliver a coherent lettings and tenancy management framework which rewards tenants and applicants who have maintained an excellent tenancy record.

2 Background information

- 2.1 The overall framework for letting council homes is set out in the main lettings policy, supported by local lettings policies which reflect local issues and needs. The lettings policy is integral to the council's overall approach to delivering a customer-focussed, people-centred proactive housing management service.
- 2.2 The lettings framework is based on the council's legal duties set out under the Housing Act 1996 of meeting housing needs as well as meeting the aspirations of tenants and residents. In order to balance the needs of households in housing need with those local communities, the council lets 75% of properties based on housing need and 25% to households who have been on the waiting list the longest with a connection to the area.
- 2.3 The table below shows the breakdown of the housing waiting list by housing need band at the end of 2013/14 along with lettings outcomes:

Band	Band A	Band B	Band C	Total no.
% waiting list on 31.3.14	11%	9%	80%	24,793
% lettings made 2013/14	54%	14%	32%	5,214

- 2.4 This shows that demand for council housing far outstrips supply, with only 20% of households on the waiting list likely to be offered a home in any year. The average waiting time for households who were rehoused in 2013/14 was 55 weeks across all areas of the city, property types and sizes.
- 2.5 54% of council lettings are made to the 11% of households on the housing waiting list in the most urgent housing need.
- 2.6 59% of households on the waiting list are single people or couples who require a 1 bedroom property but only 39% lettings made in 2013/14 were of one bedroom properties.

- 2.7 The proportion of lettings made to existing council tenants has increased from 23% in 2012/13 to 28% in 2013/14. The number of mutual exchanges where social housing tenants can swap homes rose to 578, an increase of 109 from 2012/13.
- 2.8 Local lettings policies apply to approximately 1 in 5 properties across the city. The majority are based on age, but others relate to employment status, behaviour and local connection.
- 2.9 In March 2014 Housing & Regeneration Scrutiny Board made the following recommendations for the council in reviewing the current local lettings policies:
- Rationalisation of age restrictions to improve consistency across the city
 - Introducing pre-tenancy training for prospective tenants
 - Developing the use of evidence based LLPs to address behaviour issues such as antisocial behaviour
 - Reviewing the use of Introductory Tenancy extensions and Secure Tenancy demotions.
- 2.10 Housing Management is reviewing the local lettings policies in operation across the city to ensure a more consistent and transparent approach is taken and to deliver effective and sustainable outcomes. An officer group has been set up to lead the review including representatives from housing management, the Equality Team, Leeds Housing Options and Leeds Federated Housing Association.
- 2.11 The group has developed a number of proposals for consultation with key stakeholders, including Housing Advisory Board, Housing & Regeneration Scrutiny Board, elected members, tenants and residents groups and individual customers. These are set out in greater detail in section 3.
- 2.12 In reviewing the local lettings policies the council has an opportunity to develop a new approach to support the best council objectives and priorities of:
- Supporting communities and tackling poverty
 - Building a child friendly city
 - Delivery of Better Lives programme
 - Promoting sustainable and inclusive economic growth
 - Dealing effectively with the city's waste and
 - Becoming a more efficient and enterprising council
- 2.13 This paper outlines the need for a new approach to local lettings policies and sets out a standard 'menu' of proposed criteria to consult stakeholders on and the timescale for the completion of the review.

3 Main issues

- 3.1 The council proposes to develop a new approach to local lettings called 'community lettings policies' which reward tenants and applicants with excellent tenancy records, support sustainable communities and meet the specific needs of local communities.
- 3.2 The council has developed Community Lettings Policies based on a 'menu' of options to deliver sustainable, transparent and fair lettings criteria with the overall aim of moving away from age-related restrictions towards an evidence-based approach to lettings. Examples include preference to tenants who can demonstrate they have kept to their tenancy agreement, people in employment/

training, and people who have completed pre-tenancy training and demonstrated a commitment to the rights and responsibilities of the council's tenancy agreement.

- 3.3 New local lettings policies for the new build homes in Beeston Hill and Holbeck have been received very positively by tenants and members, particularly the principle of giving preference based on an excellent tenancy record.
- 3.4 Currently, age-related lettings criteria apply to specific property types including sheltered housing and general needs 1 and 2 bedroom flats.
- 3.5 **Sheltered housing**
- 3.6 Sheltered housing is designed to meet the needs of older people through the provision of sheltered housing support. The council currently operates a policy of letting sheltered homes to people aged 60 years and over, although housing associations let to people age 55 years and over.
- 3.7 The council manages some sheltered properties which have seen a fall in demand, mainly in upper floor flats which do not have lift access. A small number of flats in the east and south of the city have been reclassified as general needs accommodation and successfully let to people age 55 years old and over.
- 3.8 The council's High Rise Review found high rise accommodation provides a successful and popular form of sheltered housing, benefiting from an enhanced sense of security, good access for older and disabled tenants and well-used communal facilities.
- 3.9 The council proposes to investigate the benefits of moving to a needs based approach to the allocation of sheltered housing where health and support needs in addition to the age profile are assessed to ensure effective housing and support services are delivered to older people. This approach would enable a tailored service design and direct the investment decisions to ensure the accommodation and the service are designed to meet tenant's needs and ensure the environment is adapted for limiting illness and mobility.
- 3.10 **Age-related LLPs**
- 3.11 In the main age-related local lettings policies operate in 1 and 2 bedroom low and high rise flats which were historically introduced to overcome potential lifestyle clashes in property types with poor sound insulation and in response to tenant preferences.
- 3.12 The High Rise Review recommended distinct housing management approaches being used depending on the type of block of flats. For example, blocks with higher tenant turnover would be managed very differently to a sheltered block with a more settled tenant group. Classifying different blocks this way would enable the council to develop specific management and investment plans to meet tenants' aspirations and needs.
- 3.13 The council currently operates 9 separate age bands ranging from 21+ to 55+ which apply mainly to 1 and 2 bedroom flats. Following changes to housing benefit rules affecting under occupying council tenants introduced in April 2013, the council has seen a fall in demand for its 2 and 3 bedroom high rise homes. This has led to offers being made to people below the stated age preference.
- 3.14 The council proposes to fundamentally rationalise the age banding system. Where there is a requirement for an age related criteria the proposal is to introduce say a 50+ age band for more mature residents and an age band for younger people, say less than 30 years.

- 3.15 Where an age related criteria are still required and assessment will be undertaken and consideration given to the following criteria prior to recommendation.
- Average age of current tenants in the block
 - Level of demand for properties
 - Tenancy turnover
 - Number of lettings made to customers under the existing age criteria
 - The concentration of properties within the ward area where age restrictions apply
- 3.16 The council will include a summary of this tenancy and lettings information for each block when it consults on the development of the new community lettings policy, in order to justify the proposal to reduce the age.
- 3.17 While age related local lettings policies have proved popular, they have two main negative impacts. Firstly some age groups, particularly young people find it difficult to be rehoused in certain areas of the city due to high numbers of age local lettings policies, and secondly age is not always an objective indicator of behaviour.
- 3.18 In the past, age has been used as a proxy for assumptions about an individual's behaviour, therefore the council will review all age related criteria with a view to introducing additional criteria places a focus on the behaviour and lifestyles of applicants. These are outlined below and are intended to reduce potential lifestyle clashes by ensuring tenants are clear about the behaviour expected of them under the tenancy agreement, particularly where they have not held a tenancy before or where a previous tenancy has failed.
- 3.19 Reducing age bandings in a managed way gives the council the opportunity to market properties to new customer groups, including younger people who are unable to afford home ownership.
- 3.20 The move to community lettings policies reflects the need to provide a holistic approach to lettings which balances a consistent citywide approach with the needs of the wider local community, rather than specific blocks or property types.
- 3.21 The menu of options available for use in blocks of flats which would replace or be used in conjunction with age preferences includes:
- Council tenants with an excellent tenancy record
 - People with an excellent tenancy record or equivalent
 - People who have successfully completed pre tenancy training
 - People in employment or undertaking vocational training
- 3.22 **Excellent Tenancy Record**
- 3.23 The basis of the local lettings policy for new build homes in Beeston Hill and Holbeck is to give preference for lettings to tenants who have demonstrated they have conducted their tenancy well in terms of having a clear rent account, no record of antisocial behaviour and maintaining their property inside and out to a high standard.

- 3.24 The aim is to reward tenants and build stronger neighbourhoods where people take pride in their home and wider community.
- 3.25 Under this local lettings policy, the council made a commitment to visit all potential tenants at home before an offer is made. There are resource implications involved in undertaking home visits and the potential for increased relet times, however, this is balanced against the need to ensure transferring tenants have conducted their previous tenancy well. This approach gives a clear message that the council will reward tenants with an excellent tenancy record and saves resources by reducing void costs on released properties.
- 3.26 Initial outcomes for the first 29 lettings made in Beeston Hill and Holbeck are shown below:

Address	Property Type	No of Properties	No of Bids (Filtered)	Council Tenants (Ward and City Wide)	Non Tenants
Beeston Road	2 bedroom house	3	311	96	215
Malvern Road	2 bedroom house	2	301	77	224
Beeston Road	4 bedroom house	3	78	21	57
Beeston Road	5 bedroom house	2	29	13	16
Hunslet Hall Close	2 bedroom flat	6	99	19	80
Hunslet Hall House	3 bedroom house	12	140	51	89
Beeston Road	3 bedroom house	4	142	64	78
Lady Pit Lane	3 bedroom house	9	136	58	78
Total		47	1307	416	891

- 3.27 The council has conducted 34 home visits to tenants and residents, of which only 5 did not meet the lettings criteria. The success of this approach can be taken further by developing a new offer to reward tenants who abide by their tenancy agreement for example, by allowing access to the property at annual tenancy visits and positively contributing to their local community by working or volunteering.
- 3.28 This approach can also be applied to other customers including housing association and private rented tenants, as well as other customers who do not hold a tenancy in their own name. One option is to review the council's lettings policy to give additional priority to reward community contribution and the completion of pre tenancy training and making home visits and taking up references prior to an offer of a council home being made.
- 3.29 **Local lettings policies based on behaviour**
- 3.30 The council's main lettings policy already takes behaviour into account in a number of ways including:

- making checks on previous conduct when an applicant joins the housing waiting list
- removing people from the waiting list in serious cases of antisocial behaviour, or reducing their preference on the waiting list
- bypassing the top ranked customer for offers of accommodation on the basis of their previous behaviour, for example, a tenant would not be rehoused in the area where they had perpetrated antisocial behaviour
- making 'sensitive lets' of properties where the previous tenant was evicted for antisocial behaviour, to ensure the letting is made to a customer without a history of causing antisocial behaviour

3.31 The appropriate response will depend on the individual circumstances taking into account whether the behaviour is still on-going and the impact rehousing will have on the locality. Customers would be offered an introductory (probationary) tenancy unless they were already a secure tenant, in which case we would offer them another secure tenancy.

3.32 The council has powers to demote secure tenancies and extend the introductory tenancy period if the tenant breaches the tenancy agreement. In some cases where a household is facing eviction other interventions may be considered, for example, a Family Intervention Tenancies which requires them to agree to an intensive support package aimed at improving their behaviour.

3.33 Local lettings policies can also be used in areas or types of blocks where there are known antisocial behaviour or lifestyle issues.

3.34 **Pre-tenancy training**

3.35 Giving preference to people who have completed pre-tenancy training gives prospective tenants the opportunity to demonstrate their commitment to taking on the responsibility of becoming a council tenant.

3.36 New Charter housing association operate a pre-tenancy training course for all 18 – 39 year olds who are taking up their first tenancy or are reapplying for housing having had a 'failed' tenancy due to low level rent arrears. The sessions cover how to maintain a tenancy successfully, why tenancies fail, rent payment and budgeting, community responsibilities, how to find a home and employment.

3.37 Pre-tenancy training could initially be put in place for specific customer groups such as 16 and 17 year olds, households completing the Families First programme or piloted within specific blocks or areas of the city. The requirement to complete the training is intended to improve access to housing for people who might otherwise be excluded due to historic behaviour.

3.38 New Charter run the training themselves, including officers from housing management, repairs, rent recovery and antisocial behaviour teams. This means the housing association can start developing a relationship with prospective tenants prior to any offer of accommodation being made.

3.39 Pre-tenancy training means customers commit to attending a number of sessions and less resource intensive than council officers visiting individual tenants and residents in their own homes to conduct tenancy checks. New Charter's feedback has been very positive, with evidence of increased tenancy sustainment from tenants who completed the programme.

3.40 Good neighbour local lettings policy

3.41 The council currently operates a 'Good Neighbour criteria' in four areas of the city where Housing and Community Safety have agreed the need to conduct checks on previous criminal and antisocial behaviour.

3.42 The criteria seeks to address cases of family members being rehoused on the same estate where families have historical problems, for example, grown up children being released from short term prison sentences being offered rehousing on the estate. Initial feedback suggests a number of positive outcomes including a reduction in reports of nuisance, but one concern is that there may be displacement to other areas and further monitoring is required to confirm whether this is the case. Further monitoring of the impact of conducting checks on increased void times is also needed.

3.43 Employment / Training

3.44 At present 12 flats managed by the BITMO have a lettings policy giving preference to people in employment. This has been successful in assisting tenants in employment secure affordable housing.

3.45 Employment preference received a very positive response in the consultation for the Beeston Hill and Holbeck properties, as did being in training for a keyworker profession. Providing affordable homes for low income households is a key element in supporting the council's objective of promoting sustainable and inclusive economic growth as well as reaching out to people priced out of the housing market.

3.46 The council will identify other geographical areas where an employment preference for lettings could benefit local employers, tenants and residents, including high rise flats located close to major employment centres. The use of employment as a preference group could help reduce the impact of changes to housing benefit rules which affect under occupying council tenants of working age.

3.47 Rehousing children in high rise accommodation (above 7 floors)

3.48 There is a perception that the council doesn't rehouse households with dependent children in high rise properties but this is not the case. Practice has differed across the City, with restrictions on rehousing families with children at height operating in East and South, but not historically in the West.

3.49 The review needs to provide clarity on the long standing practice and therefore the Council proposes that it shall not discharge rehousing duties to families through an offer of accommodation in high rise accommodation; however, it will not prevent rehousing where it is the family's choice through the bidding process.

3.50 The main lettings policy gives preference for lettings of houses to people with primary care of dependent children ahead of households with part time access to children who are regularly housed in low and high rise flats.

3.51 The information held on the proportion of children living in high rise blocks is not robust, and details of household composition are being recorded through the Annual Tenancy Visit process. In the West of the City, an estimated 13% households living in high rise flats have children living as part of the household.

- 3.52 In reviewing the current restrictions, the council must consider customer choice particularly in areas with a high proportion of 2 and 3 bedroom flats compared to houses. In addition, many of these flats would otherwise be let to single people or couples who could be affected by the reduction in housing benefit paid to under-occupiers.
- 3.53 It is proposed that the general lettings policy does not impose a blanket ban on lettings of high rise accommodation to households with dependent children but instead the council proposes to consider each block individually and consult on basing restrictions on rehousing households within flats on the following criteria:
- The construction type of the block meaning children should not be rehoused into a high rise block with open balconies or walkways, where there is a risk of falls
 - Known issues with sound-proofing within blocks
 - Accessibility and lifts
 - The number of children currently living in the block
 - The availability of houses to let nearby.
- 3.54 Work has commenced to review the investment and management of High Rise in the City and the investment decisions will reflect the mix and make-up of household compositions in the blocks.
- 3.55 The issue of children living in flats and at height needs detailed consideration within the review as there are challenges regarding the nature and location of the Council's housing stock, the level of housing need in the City and access to affordable housing.
- 3.56 Other property types**
- 3.57 The majority of local lettings policies apply to 1 and 2 bedroom low and high rise flats, but other types of policies are used for houses in high demand areas of the city and to address localised housing need.
- 3.58 Local connection**
- 3.59 The local connection criteria operate for lettings of houses in some outer areas of the city – Wetherby, Garforth, Kippax and Rothwell - where there is high demand and little affordable housing. Discussions are ongoing about a similar LLP in the Otley area.
- 3.60 Local connection based on residence, family associations and employment is used as a deciding factor within the housing need band, meaning a household with a local connection in Band A would be made an offer ahead of another household who had been in Band A for longer but had no connection to the area.
- 3.61 The review gives an opportunity to ensure a consistent definition of local connection is used across the city, specifically whether children in education establish a connection.
- 3.62 The review needs to take account of changes in Ward boundaries.
- 3.63 The review gives an opportunity to develop other community lettings policies including:

- A protocol with Adult Social Care to let a small number of properties as joint tenancies to tenants nominated by ASC where onsite support is available.
- Giving preference to members of the Armed Forces. This preference has received a positive response in consultation for the new build properties and supports Housing Leeds' commitment to the Leeds Armed Forces Community Covenant

3.64 Project timescales

3.65 The 2014 review commenced in April 2014 in line with the timetable below:

Action	Timescale
Approve principles of standard 'menu' of options and overall approach	Aug – Sept 2014
Develop consultation toolkit including template letters and paper-based surveys	Aug – Sept 2014
Collate performance information for each area	Aug – Oct 2014
Housing Advisory Panel – lettings for sustainable communities	October 2014
Housing & Regeneration Scrutiny Board	October 2014
Desktop assessment of criteria to recommend options	October 2014
Finalise format of consultation for each area	November 2014
Consultation with Housing Advisory Board	November 2014
Consultation with tenants, residents and members	Nov 2014 – Jan 2015
Consultation with other groups including national organisations eg Youth Council, Age Concern etc	Nov 2014 – Jan 2015
Assessment of responses and finalise delegated decision report to approve new Community Lettings Policy	Jan / Feb 2015
Review equality impact assessment and develop an action plan to address any impacts	Jan / Feb 2015
Approval – BITMO Board / delegated decision	Feb 2015

3.66 The council will develop a standardised approach to the consultation with partners. The Project Team will collate and assess responses to the consultation to ensure consistency in the final proposals being considered for approval.

3.67 The council wishes to seek feedback on the proposed consultation strategy from Scrutiny Board before commencing public consultation. The consultation strategy is outlined in more detail below.

3.68 The Leeds lettings and tenancy management framework

3.69 The development of community lettings is one part of the council's lettings and housing management framework. In order to achieve a holistic and comprehensive offer to tenants, the principles of rewarding tenants and residents who abide by their tenancy agreement will be applied to future reviews of the council's tenancy agreement and overarching lettings policy.

3.70 This would include the development of a separate transfer list as permitted under the Localism Act 2012 which rewards excellent tenancy records and a recognition in the lettings policy of the contribution made by tenants and residents for example through employment or volunteering.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 The council will consult on proposals with tenants and residents, customers on the housing waiting list, partners including Registered Providers, Supported Housing providers and local Ward members.
- 4.1.2 A detailed consultation programme will be drawn up in conjunction with the Tenant and Community Involvement Service. Key milestones will include formal consultation with Housing Advisory Board and the High Rise Group.
- 4.1.3 The consultation process will include a specific consultation process with Children's Services to assess the impact of children at height and the need to balance housing need and rehousing options optimal housing environments.
- 4.1.4 The consultation process will include a specific consultation process with Adult Social Care to ensure synergy between access to older people's housing, sheltered housing and extra care and ensure that this is linked to support & health needs
- 4.1.5 In order to ensure ongoing tenant involvement, the current officer led project group will invite a tenant representative from the High Rise Group to join the project team.
- 4.1.6 The council will seek feedback on the development of community lettings policies with external organisations including Age Concern and the Youth Council.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 The council will conduct a full equality and diversity impact assessment as part of the review of LLPs to identify potential positive and negative impacts, and will develop an action plan to address any negative impacts identified.

4.3 Council policies and City Priorities

- 4.3.1 The development of community lettings policies supports the council's ambition of being the best city in the UK, which is fair, open and welcoming to all. The links to the best council outcomes of:
- Improving the quality of life for residents, particularly those who are vulnerable or in poverty. LLPs are generally perceived by existing tenants as positive in establishing stable communities, but also restrict the choice of rehousing for other customer groups.
 - Achieving the savings and efficiencies required to continue to deliver frontline services by rewarding tenants who abide by their tenancy agreement.

4.4 Resources and value for money

- 4.4.1 The development of community lettings policies will improve lettings outcomes and reward tenants who abide by their tenancy agreement and care for their property. This will provide value for money by improving tenancy sustainment, reducing void times and costs and improving outcomes for tenants and residents. This is balanced against the reallocation of resources to proactive tenancy sustainment through home visits and pre-tenancy training.

4.5 Legal Implications, Access to Information and Call In

4.5.1 Under the Equality Act 2010 age discrimination is unlawful unless it can be shown to be a proportionate means of achieving a legitimate aim. A legal challenge could be made to an age related lettings policies on the basis of discrimination. If the policy is found to be unlawful discrimination, the claimant could be entitled to damages.

4.6 Risk Management

4.7 The main risk of a challenge under the Equality Act relates to the use of age LLPs. The move away from age related preferences reduces the likelihood of a successful legal challenge on the ground of unlawful discrimination based on age.

5.8 Other risks of continuing to operate local lettings policies in their current format include reduced demand for properties and the potential for under occupation in 2 and 3 bedroom high rise properties resulting from changes to Housing Benefit paid to under occupying tenants of working age.

5 Conclusions

5.1 The ability to develop community lettings policies offers the council the flexibility to deliver a lettings service which is responsive to local needs.

5.2 The current LLPs in operation need to be reviewed to ensure they meet their stated objectives.

5.3 LLPs must be evidence based if they are to support the council's ambition to become the best city in the UK.

6 Recommendations

6.1 Housing Advisory Board note the contents of the report and the new approach to developing community lettings policies which builds on the success of new lettings criteria used for new build homes delivered through the council's Housing Growth Programme.

6.2 The Chief Officer, Housing Management reviews the current local lettings policies following the process outlined in section 3.

7.0 Background Documents

7.1 None

Appendices

Appendix 1 List of local lettings policies

Area	Housing office	Address	LLP	type	No. props
Belle Isle	BITMO	Aberfield Drive various flats	35+	age	10
Belle Isle	BITMO	Aberfield Drive various flats	40+ / access only children 10+	age	12
Belle Isle	BITMO	Winrose Drive various flats	keyworkers/employment/local connection	Keyworker	12
Belle Isle	BITMO	Winrose Drive, Winrose Grove, Belle Isle Circus various flats	55+	age	40
Belle Isle	BITMO	Windmill Close	Good neighbour	Good neighbour	16
East	Burmantofts	Lupton Avenue various flats	35+	age	12
East	Burmantofts	St Stephens Road, Rigton Close, Rigton Drive, Nippet Lane various flats	40+/no resident children	age	84
East	Burmantofts	Naseby Grange	55+	age	98
East	Burmantofts	Brignall Croft, Gargrave Court, Scargill Grange	25+/no resident children	age	290
East	Burmantofts	Shakespeare Court, Shakespeare Grange, Shakespeare Towers	35+/no resident children	age	291
East	Chapelton	Button Hill various flats	50+	age	7
East	Chapelton	Town Street Walk various flats	50+	age	10
East	Chapelton	Newton Lodge Close various flats	40+	age	16
East	Chapelton	Potternewton Court	55+/no resident children	age	56
East	Chapelton	Potternewton Heights	45+/no resident children	age	83
East	Gipton	St Albans Approach various flats	50+	age	6
East	Gipton	Buller Grove various flats	50+/no resident children	age	8
East	Gipton	Kimberley Road various flats	55+/no resident children	age	12
East	Gipton	Easterley Mount (12), Easterley Square(2)	50+	age	14
East	Gipton	Pembroke Grange and Pembroke Towers	55+/no resident children	age	84
East	Gipton	Oakland Drive	Local Conn	Local Conn	10
East	Gipton	Denbigh Croft, Denbigh Heights	55+/no resident children	age	90
East	Gipton	Brecon Rise and Brecon Court	55+/no resident children	age	92
East	Gipton	Gipton Gate East, Gipton Gate West	35+/no resident children	age	119

East	Gipton	Briarsdale Heights, Briarsdale Court, Briarsdale Croft	35+/no resident children	age	137
East	Gipton	Highways various flats	35+/children 10+	age	12
East	Gipton	Highways various flats	55+/no resident children	age	118
East	Gipton	Coldcotes Walk various flats	50+	age	8
East	Halton Moor / O'thorpe	Lakeland Court	45+/no resident children	age	58
East	Harewood	Bondgate 2 flats	35+/no resident children	age	2
East	Meanwood	Scott Hall Drive various flats	25+/no resident children	age	22
East	Meanwood	Stonegate Farm Close various flats	40+/no resident children	age	20
East	Moortown	Elmhurst Close various flats	40+/no resident children	age	15
East	Moortown	Saxon Green various flats	40+/no resident children	age	19
East	Moortown	Stonegates various flats	35+/no resident children	age	3
East	Moortown	Stonegates Road various flats	35+/no resident children	age	4
East	Moortown	Leafield Close various flats	40+/no resident children	age	5
East	Moortown	Queenshill Approach various flats	40+	age	6
East	Moortown	Fieldhouse Close various flats	40+	age	7
East	Moortown	Queenshill Drive various flats	40+	age	8
East	Moortown	Stonegate Road various flats	40+	age	11
East	Moortown	Leafield Towers	40+	age	59
East	Moortown	West Park Chase various flats	35+/no resident children	age	4
East	Moortown	Brackenwood Drive various flats	40+/no resident children	age	6
East	Moortown	Chandos Gardens various flats	35+/no resident children	age	12
East	Moortown	Brackenwood Green various flats(odds only)	40+/no resident children	age	12
East	Moortown	Lidgett Towers	30+/no resident children	age	54
East	Moortown	Norfolk House various flats	10+	age	2

East	Moortown	Leatham House various flats	10+	age	2
East	Moortown	Gray House	10+	age	2
East	Moortown	Leaconfield House Wetherby	10+	age	3
East	Moortown	Fairview House Wetherby	10+	age	3
East	Moortown	Birkmyre House	10+	age	3
East	Moortown	Rhodes House Wetherby	10+	age	3
East	Moortown	Hodgson House	10+	age	3
East	Richmond Hill	Saxton Gardens	45+	age	230
East	Seacroft North	Bailey Towers	40+/no resident children	age	60
East	Seacroft North	Brookland Towers	40+	age	60
East	Seacroft North	Seacroft Gate Blocks 1 & 2	40+/no resident children	age	118
East	Seacroft North	Barncroft Court, Grange, Heights, Towers	50+/no resident children	age	178
East	Seacroft South	Hollin Park Mount various flats	40+	age	4
East	Seacroft South	Hollin Park Avenue various flats	40+	age	4
East	Seacroft South	Inglewood Place	25+	age	18
East	Seacroft South	Dib Lane	40+	age	20
East	Seacroft South	Fearnville Close and Fearnville Drive	40+/no resident children	age	21
East	Seacroft South	Inglewood Drive	25+	age	44
East	Seacroft South	Parkway Court	35+/no resident children	age	87
East	Seacroft South	Parkway Grange	35+/no resident children	age	87
East	Seacroft South	Parkway Towers	25+/no resident children	age	98
East	Wetherby	all family houses 2B+	local conn	Local Conn	517
South	Garforth & Kippax	Family type housing	Local Conn	Local Conn	1038
South	Inner team	Cardinal Road, Cardinal Square, Cardinal Walk, Redhall Close, Redhall Crescent, Waincliffe Place	25+	age	83
South	Inner team	Meynell Heights	45+	age	94
South	Inner team	Crescent Towers	45+	age	96
South	Inner team	Beeston Hill and Holbeck new builds	excellent tenancy record 75% / other pref criteria 25%		76
South	Kippax	Various bedsits: Victoria Street, Allerton Bywater and Mount Pleasant Gardens	55+	age	38
South	Morley	Cottingley Heights	25+/no resident children	age	143

South	Morley	Cottingley Towers	25+/no resident children	age	144
South	Morley	Bank Street various flats	45+/no resident children	age	12
South	Morley	Bank Avenue various flats	45+/no resident children	age	45
South	Morley	Glen Grove: various flats	45+	age	8
South	Morley	Beacon Avenue: various flats	45+	age	8
South	Morley	Glen Mount: various flats	45+	age	11
South	Morley	Elmfield House various flats	45+/no resident children	age	12
South	Morley	Elmfield Court various flats	45+/no resident children	age	40
South	Morley	Birch Court various flats	45+/no resident children	age	44
South	Morley	Glen Road: Various flats	45+	age	51
South	Morley	Lewisham Court various flats	45+/no resident children	age	54
South	Rothwell	Lay Garth Place	55+	age	4
South	Rothwell	Carlton Lane	55+	age	4
South	Rothwell	Lay Garth Green	55+	age	12
South	Rothwell	Lay Garth Gardens	55+	age	19
South	Rothwell	Blackburn Court (various 1 bed flats and bedsits)	55+	age	24
South	Rothwell	Family type housing	Local Conn	Local Conn	751
South	Swarcliffe	Sherburn Court	55+	age	82
South	Swarcliffe	Primrose Road	55+	age	6
South	Swarcliffe	Field End	55+	age	10
South	Swarcliffe	Brooksbank Drive	55+	age	20
West	Armley	Town St various flats	30+	age	4
West	Armley	Fearnley Close various flats	40+	age	4
West	Armley	Second Ave various flats	30+	age	5
West	Armley	Tong Road various flats	30+	age	6
West	Armley	First Avenue various flats	30+	age	7
West	Armley	Parliament Place various flats	35+	age	10
West	Armley	Cheltenham St various flats	40+	age	27
West	Armley	Westerly Croft various flats	30+	age	45
West	Armley	Westerly Rise various flats	30+	age	45
West	Armley	Burnsall Gardens various flats	30+	age	46
West	Armley	Burnsall Grange	30+	age	95
West	Armley	Burnsall Croft	40+	age	97
West	Armley	Wortley Heights	35+	age	99
West	Armley	Poplar Court, Poplar Mount	21+	age	182
West	Armley	Wortley Heights, Wortley Towers, Clyde Court, Clyde Grange	Good neighbour	Good neighbour	396
West	Bramley	Flats in Bellmounts(15), Landseers (94), Newlay Lane(3), Rossefield (flats and bedsits)(111), Wellington Grove(16), Ashlea(7), Coal Hills(23), Intake Lane(10), Snowdens (81), Westovers(12), St Catherines(18), Upper Town Street(4)	35+	age	393
West	Bramley	Flats in Baths (12), Fairfield Close(27)	25+	age	39

West	Bramley	Flats in Fernbanks (39), Ganners (109), Langleys (27), Summerfields (71)	30+	age	246
West	Horsforth	Various - Holtdale Avenue, Close, Croft, Drive, Fold, Gardens, Garth, Green, Grove, Lawn, Place, Road, View and Way	Good neighbour	Good neighbour	272
West	Horsforth	Broadwalks (42), Springwell Close (10), Wilkinson Way (19)	40+	age	71
West	Horsforth	Windmill Lane (6)	40+	age	6
West	Kirkstall	Lea Farm Drive, Lea Farm Place, Lea Farm Grove: various flats	Good neighbour	Good neighbour	52
West	Kirkstall	Moor Grange Court	50+	age	58
West	Kirkstall	Iveson Grove various flats	45+	age	31
West	Pudsey	Andrew House (6), Blackett Street (3), Burton Street (12), Durham Court (6), East Court (6), Hainsworth Court (5), Hollin Park Road (8), Oakwell Court (6), Walton Croft (6): various flats	40+	age	52
West	Pudsey	Minster flats, Ripon House (9), Beverley Court (8), Durham Court (6), Lincoln Court (9), York House (9)	55+	age	41
West	Pudsey	New Street Grove (16)15, The Gardens (8)	50+	age	23
West	Pudsey	Acres Hall Avenue (27), Carlisle Road (3), Clifton Court (10), Fartown (8), Harley Rise (16), Highfield Green (16), Highfield Road (4), Lane End(4), Littlemoor Crescent (10), Rutland Court (18), Standale Crescent (8), Swinnow Gardens (4), Swinnow Green (7), Swinnow Road (11), Thorpe Road (16), Victoria Crescent(8), Washington Place (8) Westdale Drive (20), Westdale Grove (17), Westdale Road (12)	30+	age	226
West	Pudsey	Waterloo Road, Marsh View	55+, local connection to Pudsey, preference to Pudsey social housing tenants downsizing	age	8
West	Pudsey	Various: Crimbles Place (16) Claremont Grove (60)	50+	age	76
West	Pudsey	2-48 Chaucer Avenue (23), 1-39 Meadowhurst Gardens (31), 1-20 Mount Tabor Street (20), 21-27 Radcliffe Lane (4), 1-8 St Lawrence Close (8), 1-20 Tofts House Close (18), 31-53 Windmill Hill (12),	50+	age	116

West	Pudsey	Various: Rycroft Court (46), Rycroft Place (46), Rycroft Towers (46)	30+	age	137
West	Wortley	'Amber Cottage' Amberley Road	55+ and LC to Wortley	age	1
West	Wortley	Kitson Close	40+	age	2
West	Wortley	Toft Street	40+	age	2
West	Wortley	Privilege St	40+	age	4
West	Wortley	Privilege St	40+	age	5
West	Wortley	Thornhill Road	40+	age	6
West	Wortley	Hawkhurst Road	40+	age	6
West	Wortley	Amberley Gardens	40+	age	7
West	Wortley	Kitson Gardens	40+	age	8
West	Wortley	Thornhill Place	40+	age	11
West	Wortley	Evelyn Place, Silver Royd Hill, Marsden Street	55+, LC to Wortley, pref to Wortley social housing tenants downsizing	age	16
West	Wortley	Fawcett Gardens	30+	age	23
West	Wortley	Whincover Grange	50+	age	48
West	Wortley	Gamble Hill Croft	30+	age	93
West	Wortley	Addingham Gardens (12), Blackpool Place (4), Branch Road (3), Cow Close Road (7), Lower Wortley Road (5), Whingate Green (12), Gainsborough Place (8), Newton Square (10), Low Moor Side Court (16), Silver Royd Hill (11), Low Moor Side Close (3)	35+	age	91
West	Wortley	Farrow Green (20), Gamble Hill Close (5), Gamble Hill Drive (19), Fawcett Close (12), Silver Royd Close (7), Whincover Close (12), Whincover Bank (3), Whincover Grove (12), Whincover Hill (7)	40+	age	97
West	Wortley	Whincover gardens (40+)	40+	age	3
West	Wortley	Gamble Hill Grange	30+	age	98
West	Wortley	The Heights East and West	30+	age	119
	TOTAL				10125



Report author: Stephen J Boyle
Tel: 39 51523

Report of Head of Finance Environments and Housing

Report to Housing Advisory Board

Date: 11th November 2014

Subject: Housing Leeds Capital Financial Position Period 6 2014/15

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

1. At the request of Housing Advisory Board, the purpose of this report is to provide a financial position statement on the Housing Leeds Capital programme at period 6 for the financial year 2014/15.
2. The information contained in the report covers:-
 - Housing Leeds & BITMO refurbishment programme (section 3)
 - Housing Leeds Newbuild Programme & Other (section 4)

3.0 HRA CAPITAL PROGRAMME

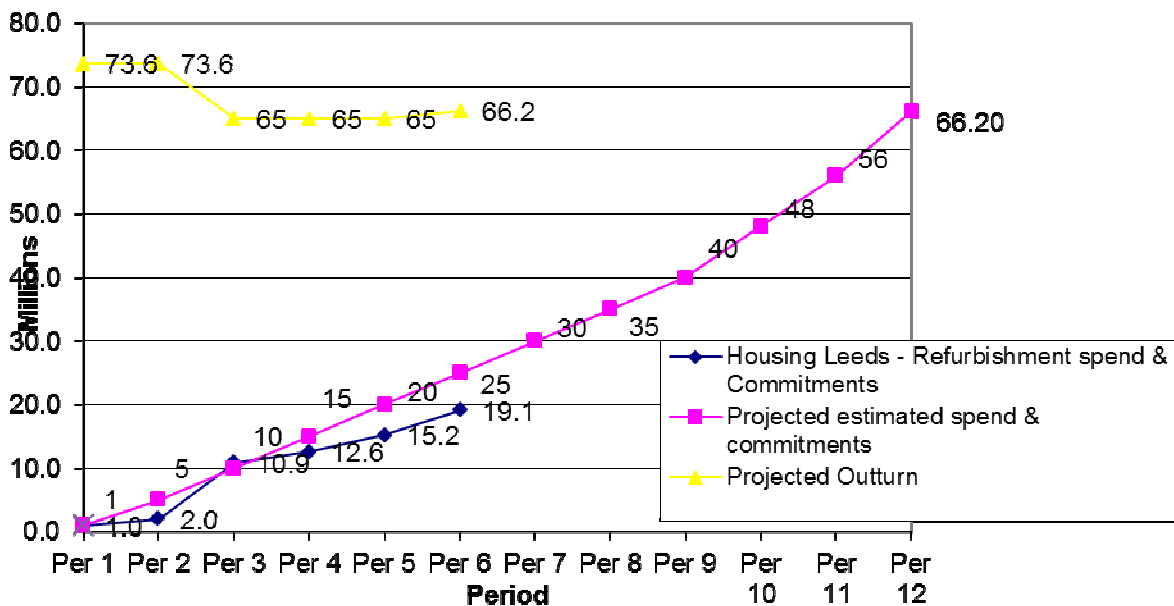
3.1 Housing Leeds Services & BITMO

- 3.2 Housing Leeds actual spend and commitments to period 6 is £19.1m equating to 29% of revised available resources an increase of 6% from period 5. The projection to outturn at period 6 is £66.2m which now includes the £1.15m construction services vehicle replacement programme 14/15.
- 3.3 Planned works in 2014/15 are estimated at £51.2m with total spend and commitments to period 6 of £11.4m equating to 22% of the programme an increase of 5% since period 5.
- 3.4 At period 6 further over and underspends have been identified on individual schemes within the planned programme which we have contained within the programme. Individual overhead schemes have been transferred to the main overhead scheme with no overall impact on the programme. Given the low

spend on the planned programme to date Housing Leeds have identified areas where we can accelerate programmes which will reduce the amount of slippage from 14/15 to future years.

- 3.5 Responsive works in 2014/15 are estimated at £14.9m with spend and commitments to date of £7.7m equating to 52% of the programme an increase of 5% since period 5. Whilst capital voids are low with turnaround times reducing, Housing Leeds are investigating whether the voids programme can be contained within the £6m budget. As at period 6 the responsive programme is reporting delivery within available resources.
- 3.6 Adaptations as part of the responsive programme have spend and commitments of £1.92m against an annual budget of £5.0m. Adaptations will receive a further £500k in period 7 which will be realigned from within the existing programme.

**Housing Leeds Refurbishment Programme 2014/15
Total spend v projected estimates
& outturn projections**



- 3.7 Actual BITMO programme spend and commitments at period 6 is £1.4m which equates to 48% of revised available resources of £2.9m a 10% increase on period 5. At period 6 BITMO are projecting to spend on budget.

4.0 Housing Leeds Newbuild and other

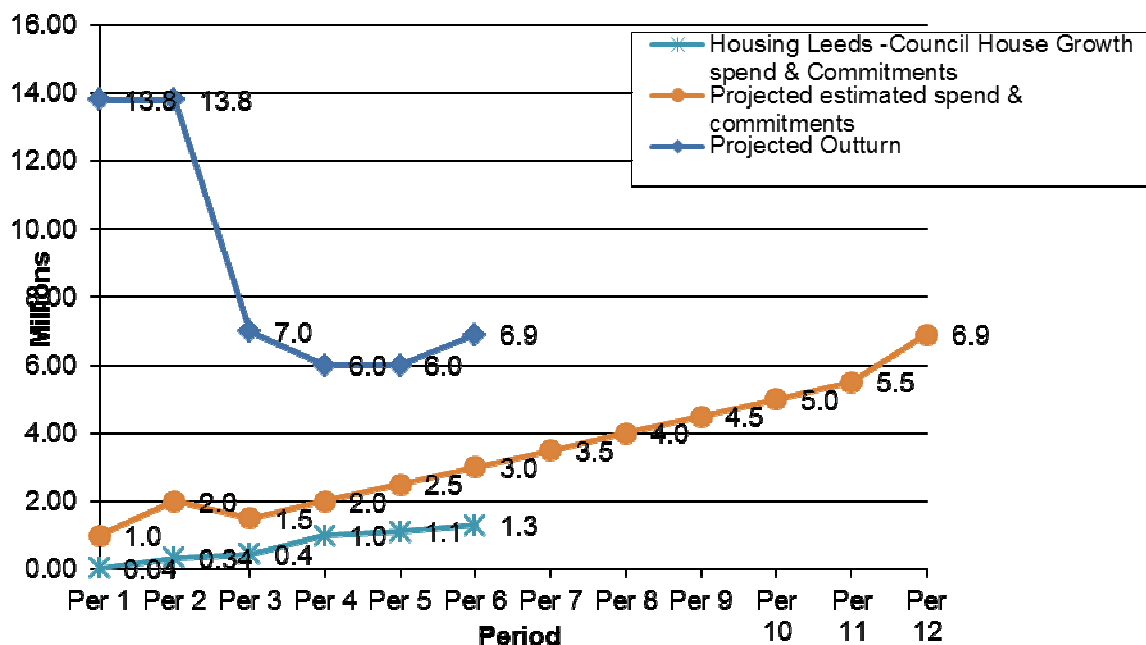
- 4.1 At period 6 the spend on the Council Housing Growth and new build programme is £1.3m in 2014/15. The current cash flow projection at period 6 is now £6.9m which has been revised to reflect a more deliverable programme in 14/15.
- 4.2 On the 22nd July, LCC were successful in securing £8.6m of grant funding to support a programme of 408 affordable homes. This will deliver 308 new build

properties and an empty homes programme which will return 100 properties back into use.

4.3 Since the setting of the Feb 2014 capital programme the Housing Growth programme has had additional resources injected bringing the total available to £72.6m this will now increase to £81m.

4.4 The Newbuild workstream of the programme is now committed to delivering 408 units utilising £54.2m of available funding, with the Recycling Empties programme bringing 122 properties back into use utilising £11.3m. There are no commitments as yet on the one for one right to buy stream of the programme where we currently have £7m available funding but we will utilise some of this on East End Park Road new build if needed.

**Housing Leeds Council House Growth Programme 2014/15
Total spend v projected estimates
& outturn projections**



5.0 Recommendation

5.1 Housing Advisory Board are asked to note the Housing Leeds Service refurbishment programme and Housing Leeds Council House Growth programme position at period 6 2014/15.

6.0 **Background documents**¹ No documents referred to.

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Report of Head of Finance, Environment & Neighbourhoods

Report to Housing Advisory Board

Date: 11th November 2014

Subject: Housing Leeds (HRA) Revenue Financial Position Period 6- 2014/15

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

The purpose of this report is to update Housing Advisory Board on the revenue financial position for the Housing Leeds (HRA) service as at Period 6.

Recommendations

Housing Advisory Board is requested to note the contents of this report.

1. Summary

- 1.1 At the end of Period 6 the HRA is projecting a surplus of £(1.1)m which is a movement of £(0.7)m from Period 5. This movement is largely due to additional savings of £(0.3)m on employee costs, £(0.3)m on void repairs and £(0.4)m on premises and supplies and services following a detailed review of budgets rolled forward from the ALMOs. These savings are offset by a requirement to increase the provision for Disrepair by £0.3m.

2. Key Variances - Income

- 2.1 Income from dwelling rents is projected to be £(1.0)m more than budget. This is primarily due to the actual level of voids (0.7%) being less than budgeted levels (1.25%).
- 2.2 Unbudgeted income of £(0.4)m has been received in connection with contract-related performance payments and profit sharing. This is offset by a projected reduction of £0.4m in salaries which can be capitalised in accordance with council's principles.

3. Key Variances – Expenditure

- 3.1 Savings of £(0.9)m over the £1m assumed in the budget are projected in relation to employees and transport. This is due to vacancies being held whilst revised structures are agreed and implemented as a result of the housing management function coming back in house. It should be noted however that these additional savings may not be recurring.
- 3.2 Savings of £(0.3)m are expected from Council Tax in relation to void properties. This is due to reducing void levels and is consistent with trends in 2013/14. Savings are also projected in relation to void repairs £(0.3)m, supplies and services £(0.2)m and utilities £(0.2)m following an in depth review of budgets rolled forward from the ALMOs.
- 3.3 Savings of £(0.5)m are expected against the contribution to the Bad Debt Provision, again, this is in line with 2013/14.
- 3.4 There is a projected saving of £(0.4)m against charges for capital which is due to interest rates on debt being lower than budgeted.
- 3.5 These savings contribute towards offsetting the additional £1.1m of costs in relation to Disrepair claims against the council. Additional resources have been provided to address this issue. Two additional surveyors and two legal officers have been engaged and processes put in place to manage the service to improve efficiency and create clearer accountabilities and responsibilities within the teams. The Disrepair service is being proactively managed with regular meetings with internal and external teams including surveyors, legal, asbestos and contractors responsible for completing the works monitoring progress, identifying blockages in the system and amending processes. In addition to this the team is engaging with both the Repairs Teams and Housing Management to introduce measures to stem the growth in caseload.
- 3.6 A revenue contribution to capital of £1.2m has been identified to fund a vehicle replacement programme for Construction Services.

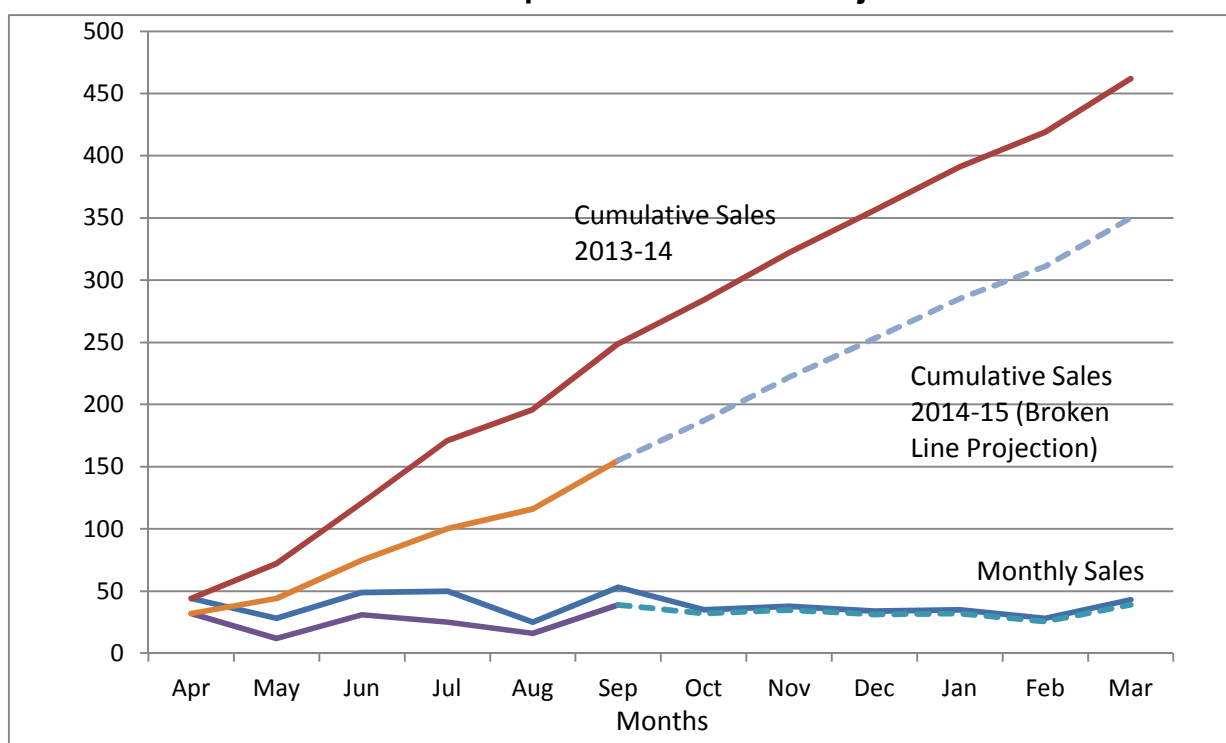
3.7 A payment of £90k will be made to Leeds Credit Union this year, this is consistent with the funding provided by ALMOs in previous years.

4. Right to Buy (RTB) Sales

4.1 To the end of September there were 155 completed sales with total sales of 350 being projected at year end. This is 112 less than 2013/14. It is anticipated that the total year sales of 350 units will generate sales receipts of £16.2m.

4.2 In accordance with the Government's formula, LCC can retain the sum of £10.4m. Of this, £3.4m is likely to be passported to Registered Social Landlords (RSLs) as a grant. This is to fund 30% of the cost of building new housing stock, and must be match-funded by a 70% contribution from the RSL. A further £4.3m can be retained for 'allowable debt' which can be used either to repay debt or to fund other capital expenditure; proposals are currently being developed. The sum of £0.5m will be retained to fund administration costs and the remaining sum of £2.2m will be retained corporately to fund the General Fund's Capital Programme.

Council House Sales to end of September 2014 and Projected Sales to Year End

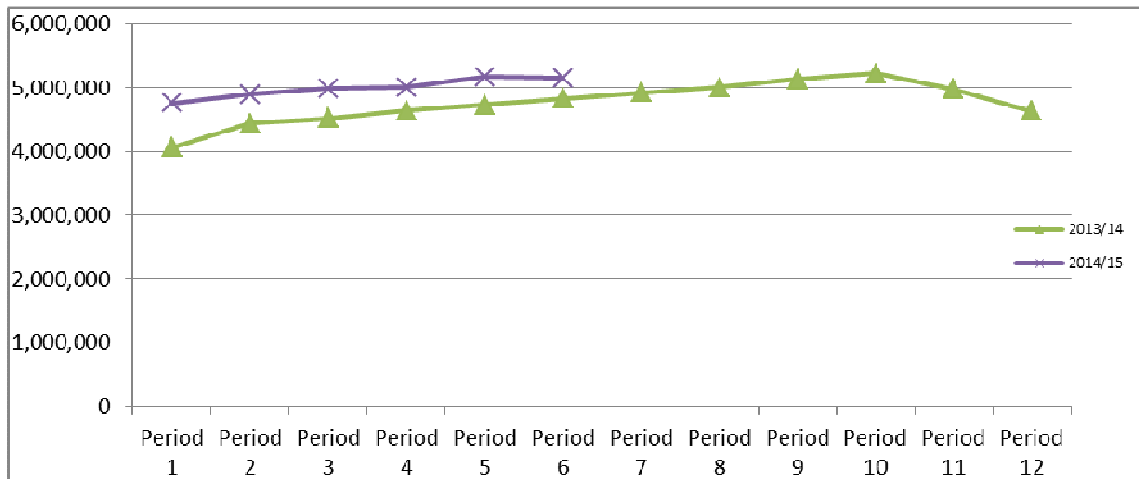


5. Arrears

5.1 Excluding technical arrears, arrears for current tenants are £5.1m compared to £4.6m at the end of 2013/14, an increase of £0.5m.

5.2 There are currently circa 5,400 tenants classified as under-occupied. At the end of 2013/14 approximately 41% of under-occupiers were in arrears, this rose to 51% as at the end of August. However, the value of dwelling rent arrears for under-occupiers has remained static at £0.7m.

Comparison of Current Tenant Arrears 2013/14 and 2014/15



6. Collection Rates

6.1 Collection rates to the end of August were 97.48% for dwelling rents, compared to the target of 98.06%.

7. Background Documents

7.1 None.

8. Recommendations

8.1 HAB is requested to note the contents of this report.



Report author: Mandy Sawyer
Tel:

Report of Mandy Sawyer, Head of Neighbourhood Services, Housing Management

Report to Housing Advisory Board

Date: 11 November 2014

Subject: Tenant Engagement Update including focus on Tenants and Residents Associations (TRAs)

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

When the housing management service transferred into the Council in October 2013, it was necessary to develop a citywide Tenant Engagement Framework in order to ensure consistent approaches to engagement practices and to embrace new opportunities for greater strategic involvement of tenants.

Housing Leeds has developed a new staffing structure to support its tenant involvement and community development activity and a new structure has recently been implemented.

Housing Leeds currently recognises over 70 Tenants and Residents Associations (TRAs) as well as providing support to many other community and voluntary organisations. This is one of a number of ways that Housing Leeds work with tenants and residents, involving them in the design, delivery and evaluation of services, and empowering and improving our neighbourhoods.

Reflecting one of the largest areas of engagement activity, it has been recognised that a consistent approach must be taken to support and encourage the sustainability of TRAs across the city. TRAs work in partnership with Housing Leeds and other statutory and voluntary and community providers to improve services for tenants and residents.

This report examines the current position on developing the new engagement service, in particular the approach Housing Leeds will take when working with TRAs. It also

describes the ambition for the service which will be developed in a number of key ways whilst considering some of the challenges in achieving this.

Recommendations

That Housing Advisory Board note and comment on the contents of the report, in particular the suggested approaches for supporting TRAs across the city.

1 Purpose of this report

1.1 To update the Housing Advisory Board on:

- The development of the engagement service, and our progress against delivering the new Tenant Engagement Framework;
- How the service proposes to support and strengthen (new and existing) TRAs, ensuring they remain the foundation of large scale involvement practice; and
- The broader service ambitions we want to achieve and to bring to the board's attention some of the challenges in delivering this.

2 Background information

2.1 Following the transfer into Leeds City Council on 1 October 2013, the three tenant involvement teams have been working together on the tenant engagement agenda, seeking to adopt common and consistent practices to deliver an effective single service. The opportunities of this single service and how we engage with tenants was the theme of the first city-wide tenants conference – 'Better Together'.

2.2 A key priority for Housing Leeds is to develop a tenant engagement and community development framework which builds on the positive work carried out by the former ALMOs, but based on one citywide involvement framework. Officers are in the process of working with tenants to develop a citywide tenant involvement approach which gives tenants a stronger strategic influence in decision making than has previously been the case.

2.3 In designing a single tenant engagement service, we are also able to make a number of improvements to give tenants a greater opportunity to influence service delivery at a local level.

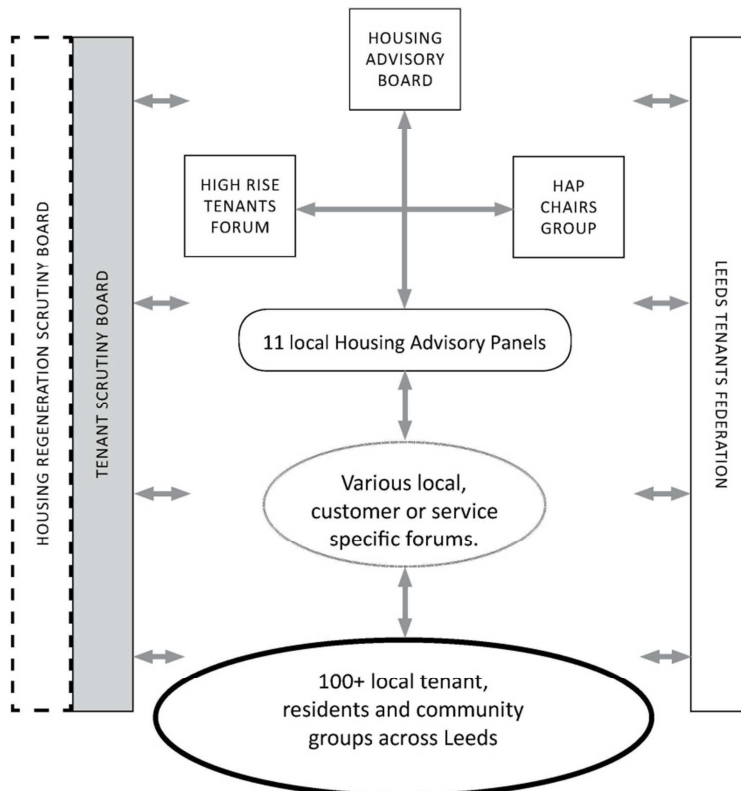
2.4 Tenants and Resident Associations play a major role in the design, delivery and evaluation of services within Leeds. Officers are currently developing a city wide approach to recognising and funding TRAs and will shortly begin consultation with tenants groups about this and the enhanced level of support that can be offered.

2.5 Whilst TRAs are individually constituted groups, fully independent of the Council, Housing Leeds regularly supports and works in partnership with these groups, in order to give tenants a voice in service provision, and improve our communities. It is also recognised that many tenants actively involved with TRAs are also involved in other local or strategic tenant engagement forums. The support we

therefore give to TRAs is crucial in ensuring the health of much wider tenant engagement activity.

3 Update on progress to date

3.1 A high level tenant engagement framework was shared with the Housing Advisory Board on the 3rd June. This shows the key components of the engagement structure and their relationship with each other. A tenant friendly version of this framework, with a description of what each parts role is, was included as a special insert in June's tenants newsletter.



3.2 At a strategic level the Tenant Scrutiny Board (TSB) have reviewed a range of performance and service information and have prioritised a number of areas for future scrutiny and updated their annual work programme. The focus of the TSB's current enquiry is the services approach to annual tenancy visits. The TSB have been in dialogue with the Centre for Public Scrutiny to identify future training and development needs and they are keen to tap into this resource to share good practice with other scrutiny bodies and make sure all scrutiny members have the same level of understanding about the role and their responsibilities. The TSB have contributed to the tenants' newsletter and have a clear website presence to share key messages about their work with tenants and vice versa.

3.3 Housing Advisory Panels (HAP) to date have supported 167 projects to the value of £716,451 or 54.2% of their total budget of £1.32m. Individual HAPs have drafted local 'plans on a page'. These highlight Best City priorities, the themes of the new housing strategy and, by reviewing a range of local demographic,

economic, performance and satisfaction data, have set their own service and funding priorities to focus their activity and decision making. An event for all HAP members has been scheduled for the 7th October to share progress and key messages about wider LCC initiatives such as the new Council Housing building programme.

- 3.4 During October and early November all HAPs are being consulted on the HRA funded environmental estate improvement programme to help influence the range of works to take place.
- 3.5 The Cross City Chairs Group continues to meet monthly and is working well as a group. The Chairs have recently agreed a common recruitment and selection process, and following a special focus on HAPs in the tenants newsletter, the service has received 30 expressions of interest from tenants thinking about applying to become a panel member.
- 3.6 HAP members met as a single group on the 7th October, at an event at the Civic Hall. The event heard from two groups who received panel funding in the past and the difference this has made to their community, an update from the Chair of the Cross City Chairs Group and guest speakers covering council house investment and the new approach to lettings. Attendees were also asked to give their views on creating a training and development programme and how HAPs network and communicate more effectively with other tenant forums and the wider community. These two topics are now a focus of the Cross City Chairs Group who are due to evaluate the 7th October at their meeting on the 22nd October.
- 3.7 The Leeds High Rise Group recently consulted with high rise residents by sending out a survey to all 7,000 households across Leeds, the findings of which (from 40%) are currently being analysed to HAP and block level. Officers are developing a communications plan for residents, staff and Ward Members and the first update will shortly be on display in communal areas. Information will also be posted to the dedicated high rise area on the Leeds City Council website. The group have taken a bus tour to familiarise themselves with the variety of high rise construction types and the different solutions being taken to tackle common problems. Findings from the survey are to be presented at two City Wide forums on the 18th and 24th November.
- 3.8 The service has been working with the Leeds Tenants Federation (LTF) to review the role of the federation and it's relationship within the overall Tenant and Community Involvement Service. Housing Leeds remains committed to supporting a citywide tenants forum which will work with us to influence the service's strategic direction and priorities for the future. We are therefore reviewing the roles and responsibilities of LTF in fulfilling this strategic role and how relationships will be developed in order for LTF to become more integrated into the overall tenant involvement framework. The review will conclude in autumn 2014 and an implementation plan will be developed in order to support LTF to manage the transition to it's new responsibilities and relationships.
- 3.9 The engagement service is making joint use of a mobile office, branded through a partnership with Leeds Federated Housing Association as the 'HUGO' (Helping U Get Online) bus. HUGO is a digitally enabled bus bringing an internet style cafe

to tenant's doorsteps, flooding free Wi-Fi across the area it visits. The type of work with tenants can vary, but often includes:

- Help with setting up email accounts;
- Information on basic IT training courses or general access that is available for free at local libraries and other community buildings;
- Information on summer activities for children;
- Information on the Credit Union and general debt advice;
- Telling residents about Housing Advisory Panel funding and the opportunity to become a panel member; and
- Giving applications to join Leeds Tenants Federation and informed individual on the services that they provide.

3.10 The service continues to commit to a number of citywide forums, customer and service focussed. Other progress includes creating a new single tenant expenses policy, in consultation with a number of tenants groups, to ensure no tenants are out of pocket as a result of getting involved.

4 Focus on Tenants and Residents Associations

4.1 There are currently 74 tenants and residents associations working across Leeds, representing approximately 40% of all council homes. This amounts to several hundred actively engaged tenants contributing many hundreds of hours carrying out voluntary association activity.

4.2 Not all areas have a TRA presence. For those areas without active TRA representation this may be due to a number of reasons.

- **Rural geography** - The outer areas of Leeds, in particular Otley, Rawdon and Horsforth have fewer TRAs as these are dispersed areas with fewer Council homes. The socio-economic makeup of the areas might also mean that individuals are more likely to be in full time employment (of working age) and less likely to have time to commit to this form of participation.
- **Historical fluctuations** - Over recent years many groups have either closed down or re-started as tenants who are particularly active and tend to hold the group together step down, or new tenants move into the area and get more actively involved.
- **Improvements in service provision** - Often a TRA will come about as a result of a group of individuals looking to improve services or campaign for a particular project such as a community garden or for double glazing installation. Once the core task has been put in place the groups may begin to meet less regularly as their original objective has been met.
- **Recognition** - In some areas the TRAs prefer not to be recognised and apply for annual funding, choosing to operate within their area independently.
- **Alternative representation is in place** - In areas which do not have a TRA group, the engagement service will actively recruit an 'Area Representative' to carry out a similar role.

- **Neighbourhood champions and Tenant Inspectors** also fulfil part of the role that a TRA would traditionally offer for example, participating in estate inspections and completing customer surveys at housing offices.
- **General appeal** – a contributing factor in the overall number of groups increasing or decreasing may be about the general appeal and accessibility of this engagement method. Many tenants may prefer to engage with us electronically or through methods that are less structured that fit in with their other family, work or social lives.

4.3 In particular, disabled tenants and those in sheltered schemes may be less likely to commit to a TRA as there are specialised cluster forums organised to cover any concerns and address ideas and projects at these meetings.

4.4 Where there is insufficient interest to form a residents group, or where a group has ended we will support an individual who wishes to become an Area Representative. These are representatives that act as a link between the housing service and residents. Close working relationships with local housing officers helps identify problems at an early stage and assist in monitoring local service standards as well as identifying investment needs.

4.5 **Existing support for TARA's currently provided by Housing Leeds**

- **The Annual Support Grant** - A contribution towards a committees running costs; including items such as telephone, printing, stationery, travel and training costs. Grants to TRAs vary dependent on number of homes represented, ranging from £100 - £500.
- **Constitutional Support** – Particularly relevant for new groups, the service advises on setting up a new group, constitutional aspects such as how to run a group and advice with key documentation.
- **Funding Portal** - free access to an easy to use on-line Funding Portal (<http://www.open4community.info/lcc/>) where any group in Leeds can search for grants and funding.
- **An Annual 'Health Check'** – A visit to talk to each group about what their goals are, if they have any training needs and to make sure the service is supporting them. This is in addition to the day to day support on constitutional matters, planning AGM's, discussing ideas for projects, funding bids, training opportunities, good practice, celebrating group achievements etc.
- **Training** - To help tenants to make informed decisions and effectively run their group, Housing Leeds provide bespoke training sessions and 1-2-1 support for all tenant groups that request it, at no cost to the group. Further support and training can be sourced on recurring issues such as Chair Training, Finance, Planning Community Events etc.
- **Referral and Sign-posting** – adopting a flexible and responsive approach to telling groups about the work of others including TPAS, Doing Good Leeds (Voluntary Action Leeds), Leeds City Credit Union, the Citizens Advice

Bureau, Leeds Tenants Federation and any other active group specific to an area, for example elderly action, 'Friends of' or 'In Bloom' groups.

- **Free membership of the Tenant Participatory Advisory Service (TPAS) -** TPAS (www.tpas.org.uk) is the leading national tenant involvement organisation and works closely with landlords and central government to effect positive change for tenants. A recent agreement with TPAS to ensure TRAs can access high quality resources enabling them to strengthen the operations of their group. Membership includes: attendance at regional events, briefings and information sheets, access to the TPAS help-line and information service, training and support.
- **Free accounts preparation and checking (WYCAS) -** a partnership agreement with West Yorkshire Community Accounting Services (WYCAS) to visit groups, check their accounts in preparation of a groups AGM and offer simple day to day advice on how to record their transactions.

5 Future support to help sustain and grow TRAs

5.1 In addition to the support currently provided, the following provisions will be put in place:

5.2 Short Term Priorities:

- 5.2.1 **Full Implementation of the Housing Management restructure.** A dedicated citywide Tenant Involvement and Community Development service which gives tenants a genuine opportunity to influence the quality of services provided, both within localities, and at a citywide strategic level. The service includes officers dedicated to tenant involvement and community development within a particular area of the city. These officers co-ordinate more focussed support to Housing Advisory Panels and TRAs for a particular area, whilst also working with housing offices, partners and ward members to identify opportunities for community development within the area. Implementation of the new structure is now largely complete. For those officers in new roles or areas the service is ensuring appropriate handovers and support during the transition.
- 5.2.2 **Best practice** from across the city and other housing providers will be established to inform the new service. There are a number of areas of good practice across the city, e.g. engaging with younger tenants and their families whilst tackling environmental appearance through Junior Warden schemes. The targeted recruitment of under-represented groups through the use of email, texting and social media and the use of dozens of tenants extra 'ears' and 'eyes' acting as Tenant Inspectors. The new service will look to include these and a number of other practices.
- 5.2.3 **Enhanced support to TRAs.** In addition to the existing support, Housing Leeds will work to develop a package of support for groups spanning the life-cycle of a TRA. For example, setting up and running a TRA, development and sustainability, good governance and issue resolution and more common communication and contact. Housing Leeds is currently working with TRAs to review the sustainability and support needs of all groups.

- 5.2.4 Closer working with Leeds Tenants Federation (LTF) to review funding and recognition for TRAs. One city-wide policy will be developed to ensure that TRAs are assisted financially.
- 5.2.5 **Capacity Building** – a comprehensive training programme will be developed in partnership with LTF to ensure that tenants are able to participate fully, and are equipped with the skills to make informed decisions and ensure their TRA is sustainable and follows good governance principles.
- 5.2.6 **Widening our reach** – Being clear what support and resources we give to informal groups e.g. sheltered social committee, gardening groups, informal residents groups. This will be examined in line with the harmonisation of the tenant involvement service.
- 5.2.7 **Accountancy support** – Housing Leeds have brokered an agreement with the West Yorkshire Community Accountancy Service (WYCAS) to ensure that TRAs receive support with their annual accounts. Workshops have been held to help TRAs develop their skills in this area and one to one sessions have taken place for TRAs who require a more personalised service. WYCAS can offer advice on value for money and are a preferred provider of accounting services to the voluntary and community sector in Leeds. There is potential to source additional funding for TRAs through an affiliation with WYCAS.
- 5.2.8 **Tracker Software** – Arena Tracker has been adopted as the primary software tool for tenant involvement. This tool allows us to track tenant participation and monitor outcomes. Tenant Involvement Officers will conduct a feasibility study looking at the allocation of rewards for tenants and TRAs who are most active in their areas, bringing about positive change for all our tenants.
- 5.2.9 **Closer links with the Community Committees** – Involvement Teams are beginning to work more closely with Community Committees to ensure local priorities are best met, for example, by working in partnership to address issues such as community cohesion, or by submitting a partnership bid with the voluntary and community sector to the Housing Advisory Panel. There are some good emerging examples of this, for example in working jointly to develop winter warmth packages for more elderly and vulnerable tenants. The service is currently arranging joint workshops with area based staff to help build relationships and to improve understanding of each other's roles.
- 5.2.10 **Closer links with Town and Parish Councils** – it is a priority for the service to develop closer relationships with town and parish councils to ensure that the needs of smaller rural communities are taken into account.
- 5.2.11 **Continuation of engagement with Councillors and MP's** – it is essential to continue to have positive working relationships with both the Lead Member for Housing and Ward Councillors. Engagement teams and Housing Offices will work with ward members to ensure that the service develops to meet the needs of localities.
- 5.3 **Long Term Priorities:**

- 5.3.1 **Social media** - We will develop an online forum for TRAs to communicate with each other and Housing Leeds, accompanied by a set of frequently asked questions dealing with typical enquiries and issues. We will develop a set of factsheets on areas of common interest such as how to set up a TRA, identifying risk, insurance for the voluntary and community sector, and how to run a community event.
- 5.3.2 **Increasing representation** – we will work to ensure that under-represented groups are encouraged to participate, and that Housing Advisory Panels, TRAs and other forums members are representative of their local communities. We will develop a targeted recruitment campaign and work with community leaders and the voluntary and community sector to raise awareness of opportunities for involvement.
- 5.3.3 **A more joined-up approach** – we will explore closer working with other Council services (in tandem with Community Committees) that directly impact on our tenants, such as Waste Management, Parks and Countryside etc, to ensure that the needs of our communities are best met.
- 5.3.4 **Shared learning** – Affiliations with providers such as Doing Good Leeds to share learning and value for money initiatives with similar providers. To share also the achievements and skills of TRAs from across the city at networking events.
- 5.3.5 **Service Standard review** - We will work with TRAs to review our service standards outlining how Housing Leeds will communicate with tenants allowing us to best meet the needs of local residents.
- 5.3.6 **Awards and accreditations** – it is important that Housing Leeds raise the profile of success to inspire and encourage TRAs and other tenant groups to get involved. By participating in external accreditations such as TPAS (Tenant Participation Advisory Service) Tenant Involvement Accreditation and the LGA (Local Government Association) SHEF (Social Housing Equality Framework) we can continually test our service to ensure we are delivering an excellent standard of service to our tenants.
- 5.3.7 **Diversity of Opportunity** - It is important to recognise that for younger tenants and BME tenants, TRAs may not always be the most attractive way to engage and work with the community. This may be because TRAs tend to be formal or potentially time-consuming, or there may be language or other barriers such as confidence or skills.
- 5.3.8 **Worklessness Agenda** – an exchange scheme to encourage representation from younger tenants and those not currently in education, employment or training, would see participation in their local community or TRA exchanged for support with their CV or interview practice with Leeds City Council Officers and Contractors.

6 Wider engagement service areas for development:

- 6.1 During January and February a consultation exercise about the future of the engagement service took place involving over 400 tenants. The themes of the

responses were explored in more detail at a tenants conference of 130 tenants at the end of February 2014. Key messages tenants have told us about how we should develop the engagement service are:

- Offering more choice and opportunities for involvement;
- Promoting and reflecting community diversity in involvement activities;
- Engaging more young people and black and minority ethnic groups;
- Make involvement activities more 'family friendly';
- Communicate and give better feedback on the difference we have helped make.
- Communicate more about what Housing Advisory Panels and other community groups are doing;
- Meet local and city wide priorities;
- Ensure that engagement is accessible;
- Raise awareness of funding opportunities and help tenants to access these;
- Help tenants share and learn more from others; and
- Ensure that involvement is a core value of Housing Leeds.

6.2 The above statements from tenants capture well the qualities of an excellent engagement service.

6.3 Taking on board tenants views and looking beyond recent work to develop the strategic forums and the Tenant Engagement Framework, there are a number of broader themes or elements to consider.

- **Representation** – within our engagement framework there are key customer groups under-represented. In a city as diverse as Leeds, how do we improve this and/or offer better access and opportunities for engagement that attract a more diverse range of residents?
- **Acting locally – thinking strategically.** The service has committed to retaining a local focus in responding to resident feedback and our own service intelligence and a culture of local accountability and responsiveness needs to work in tandem with the strategic direction and influence of tenants citywide.
- **Communication** – Key engagement forums are starting to communicate to each other, however, to improve the legitimacy and confidence in all forums, the service needs a communications strategy to link all engagement elements together and to make sure all tenants have the opportunity to influence and engage with local or strategic activities. The service as a whole needs to explore a more pro-active approach to communication at all levels to create culture of success, raising the expectations of staff and tenants.
- **Closer working within LCC services** – taking advantage of the skills, resources and engagement activities of a range of council services to benefit communities as a whole (often services focusing on the same communities wanting to tackle similar issues). This will include closer working with Community Committees, engagement with Councillors and developing a more consistent relationship with Town and Parish Councils.

- **Closer working with partners and the third sector** – proactive relationships with those outside of LCC that can help us achieve our objectives. This may include partnering contractors, local social enterprises and charities and citywide initiatives.
- **Regional and national learning and influence** – having a confident, outward looking service that is open about sharing success and recognising areas for improvement. Skilled and experienced officers and tenants that are able to share good practice to others and learn / network through established national and regional bodies e.g. the Tenant Participatory Advisory Services.
- **Measuring outcomes and our success** - being able to present to others the contribution the service has made in helping the council achieve its priorities, increase tenant satisfaction and improve performance. Are we able to develop models capturing the outcomes of what the service achieves that demonstrates its worth and social value?

7 Corporate Considerations

8 Consultation and Engagement

- 8.1 How we engage with tenants and develop the new service offer were discussed with tenants at the 'Better Together', tenants conference on the 27th February 2014 following a consultation exercise with over 400 responses. The service also now benefits from key tenants forums to consult with in our future service design.
- 8.2 In terms of the future support for TRAs, a consultation plan is currently being developed and the creation of the wider tenant engagement strategy will include tenants from a diverse range of forums and groups.
- 8.3 The new tenants expenses policy was drafted and shared with all key tenant engagement forums for comment.

9 Equality and Diversity / Cohesion and Integration

- 9.1 Equality and diversity considerations will be taken into account in developing both the overall service and our approach to supporting TRAs, including:
- 9.2 Equality monitoring of engaged tenants to understand the extent to which the diversity of tenants is represented, as per tenant feedback at the "Better Together" conference held in February 2014 where tenants recommended – "targeted recruitment in any under-represented groups for local and city-wide forums".
- 9.3 Ensure that tenant groups understand the demographic of the areas they represent so they can seek to involve the groups highlighted;
- 9.4 The development of a marketing and communications strategy, integrated with our engagement structure, that will consider how key messages are communicated to and from all our tenant engagement forums and that are accessible by a diverse range of customers;

- 9.5 A training and development programme for all involved tenants that will raise awareness of equality issues;
- 9.6 Meeting the needs of specific customer groups in our programme of community development work, supporting tenants into work, skills and training; and
- 9.7 Supporting the large network of tenants, residents and community groups to adopt open and accessible practices.

10 Council policies and City Priorities

- 10.1 The service's tenant engagement activity helps us to deliver the Best Council objective to 'ensure high quality public services- improving quality, efficiency and involving people in shaping their city.'
- 10.2 The service also helps to support the Best City for Communities priority to increase the sense of belonging that builds cohesive and harmonious communities.

11 Resources and value for money

- 11.1 Tenant engagement and community development activity is a key priority for the new Housing Leeds service as it is essential to the delivery of an effective housing management service and a sustainable housing stock. Sustainable communities offer an opportunity for reduced service costs, e.g. in tackling ASB and tenancy management issues. They also offer an opportunity for reduced service costs in other council service areas, e.g. Environmental Services, Adult Social Care and Children's Services. By working in a coordinated and consistent fashion for the new strategic forums officers are also able to streamline the provision of information and reports.

12 Legal Implications

- 12.1 The engagement structure has been developed in line with The Regulatory Framework for Social Housing 2012. In particular: 'Providers are expected to engage meaningfully with their tenants and offer them opportunities to shape the tailoring of services to reflect local priorities. Tenants should have the ability to scrutinise their provider's performance, identify areas for improvement and influence future delivery'.

13 Risk Management

- 13.1 The main risk in the development of the Tenant Engagement Framework is that the framework does not deliver to its full potential the expectations of tenants and leaseholders, and doesn't deliver sustainable communities within Leeds.
- 13.2 In order to minimise this risk a Tenant Engagement and Community Development Service has been established within Housing Leeds, which will co-ordinate tenant engagement activity across the city. A key role of this service will be to work with tenants within the framework to identify and act on issues, review the framework on a periodic basis and ensure ongoing service improvement.

14 Conclusions

- 14.1 Significant progress has been made to date to develop the Tenant Engagement Framework and key structures are now in place. A priority for the next few months is to support groups to deliver consistent tenant engagement and community development activity across the city and to engage with our established forums to help them continue to shape the new service.
- 14.2 Housing Leeds is committed to strengthening support provided to TRAs to ensure that groups needs are met and they are able to achieve sustainability into the future.

15 Recommendations

- 15.1 That the Housing Advisory Board note the contents of this report and discuss any matters arising, in particular the suggested future activity for supporting TRAs.

Background documents

None

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Report of the Director of Environment and Housing

Report to Housing Advisory Board

Date: 11 November 2014

Subject: 2014/15 Quarter 2 Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides a summary of performance against the six Housing Leeds priorities for the Housing Advisory Board's information.

Recommendations

2. The Board is recommended to
 - Note the Quarter 2 performance information relating to the six Housing Leeds priorities.
 - Note that due to mid-year boundary changes across the East & North East, South & South East and West & North West, year on year and month on month comparison cannot be made at area level. Some indicators are also not available at area level (e.g. rent collection, in year collection and rent loss).

1 Purpose of this report

- 1.1 This report presents a summary of the quarter two performance data for 2014-15 against the six Housing Leeds priorities.

2 Background information

- 2.1 The six Housing Leeds priorities cover a number of key performance areas and when viewed together they provide a balanced view of the performance of the service. Quarterly performance information is presented in the form of dashboards, giving a range of performance and other contextual information, together with supporting commentary. This is used as a basis for determining how the service is performing and identifying any performance trends (good and bad). It also allows other external factors that may affect performance to be identified.
- 2.2 The Appendices contain five dashboards for consideration by the Board (the sixth priority which concerns the capital programme is covered by another report, referenced below).

3 The Six Priorities

- 3.1 The main performance issues arising from this progress report are given below:
(Please note that due to mid-year boundary changes across the East & North East, South & South East and West & North West, year on year and month on month comparison cannot be made at area level. Some indicators are also not available at area level (e.g. rent collection, in year collection and rent loss).
- 3.2 Priority 1 – Homelessness
- 3.2.1 Homeless Preventions:
Homeless preventions for Q2 2014/15 stand at 1,116. September's figure of 387 exceeds 2012/13's monthly average of 266. Following the service being transferred in-house, preventions through Young Person's Intervention have increased from an average of 19 in 13/14 to 47.
- 3.2.2 Homeless Acceptances:
Half of the core cities are reporting increases of up to 21% in households owed a main homeless duty. Leeds Homeless acceptances in Q2 stand at 131. September's figure of 51 is higher than previous months (excluding July) but remains lower than the monthly average for 2013/14 of 64.
- 3.3 Priority 2 – Void Dwellings
- 3.3.1 Gross average re-let days:
The citywide average turnaround time remains under the 30 day target at just over 29 days. This is just under 5 days better than the average for 2013/14. South and South East is currently the only area to remain above this target.
- 3.3.2 Number of void lettable properties:
The number of lettable void properties at the end of quarter 2 stands at 460. Rent loss through voids is £736.8k (compared to £955.9k at the same point in 2013/14) and this represents 0.68% of the rent roll.

3.4 Priority 3 – Maximise Rent Collection

3.4.1 Rent and Arrears Collection:

Rent collection performance stands at 97.70% for September 2014 and is 0.44% better this year than for the same period last year.

3.4.2 Void Rent Loss:

Rent loss from voids currently stands at 0.68% of the rent roll (September 2014). This has resulted in £219.1k less rent loss in comparison to the same period last year.

3.5 Priority 4 – Welfare Change

3.5.1 Under Occupation Statistics:

The count of all under occupation stands at 5,463 as of September 2014. This is a slight increase from the previous month; since year end the overall number has reduced slightly from 5,541 and is now remaining fairly static at around 5,500 per month.

50% of tenancies with an under occupation charge have arrears. The value of arrears owed has reduced gradually during the last 3 months. This is partly due to the DHP MSF project in which 700 tenants affected by Under Occupation are now receiving DHP. There has been an increase in the amount of arrears from £683k at Q1 2014/15 to £695k at September 2014.

3.6 Priority 5 – Annual Tenancy Visits

3.6.1 % of Annual Tenancy Visits completed:

Current performance on ATV's varies across the City and is slightly under the quarter end milestone target of 50%, with the exception of BITMO. The Housing Management Restructure is currently being implemented and all significant staff movements have now taken place, and recruitment is ongoing.

Recovery action plans are in place for each of the local teams to ensure performance is on track to achieve the 100% target for the end of the financial year. All Housing Officers continue to have weekly target of ATVs to complete and are closely monitored by managers.

Q2 performance was impacted on by staff absences due to annual leave during the normal holiday season, and Q3 performance will be impacted by the implementation of the HM restructure with managers and some Housing Officers taking up new roles and changed locations but we are confident of reaching 100% target by the year end.

3.7 Priority 6 – Capital Programme

(Please refer to the Report of the Head of Finance and Environments on the Housing Leeds Capital Financial Position Period 6 2014/15 dated 11 November 2014).

4.1 **Consultation and Engagement**

- 4.1.1. This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's website and is available to the public.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity and cohesion and integration, and there may be occasions when the Board will want to look more closely at these issues, and may request further information.

4.3 Council policies and City Priorities

4.3.1 This report provides an update on progress in delivering the council's Housing priorities in line with the council's performance management framework.

4.4 Resources and value for money

4.4.1 There are no specific resource implications from this report, although some performance indicators relate to financial and other value for money aspects.

4.5 Legal Implications, Access to Information and Call In

4.5.1 All performance information is publicly available and is published on the council website. This report is an information update providing the Board with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management, and any performance issues that are considered to be a significant risk can be escalated through the risk management process to ensure that mitigating actions are taken.

5 Conclusions

5.1 This report provides a summary of performance against the six Housing Leeds priorities, and shows a generally improving picture.

6 Recommendations

6.1 The Board is recommended to:

- Note the Quarter 2 performance information relating to the six Housing Leeds priorities.
- Note that due to mid-year boundary changes across the East & North East, South & South East and West & North West, year on year and month on month comparison cannot be made at area level. Some indicators are also not available at area level (e.g. rent collection, in year collection and rent loss).

7 Appendices

7.1 Housing Support Dashboard (Priority 1 – Homelessness)

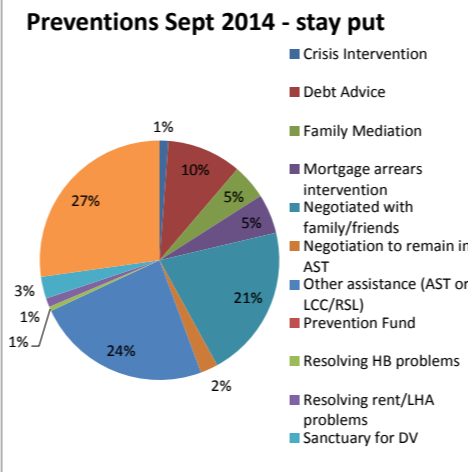
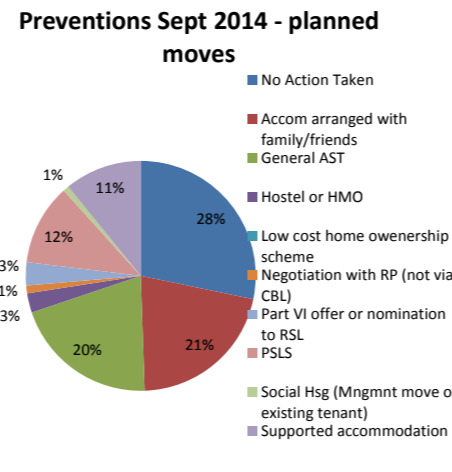
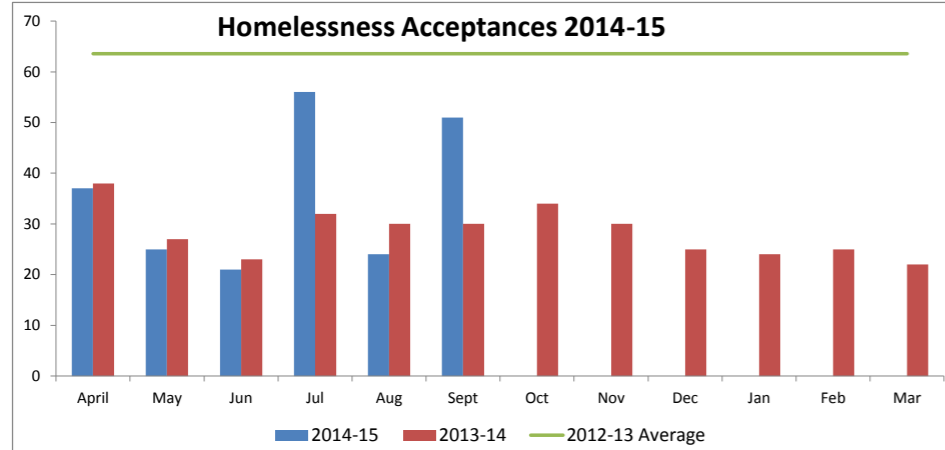
7.2 Priority 2 Dashboard – Void Dwellings

- 7.3 Priority 3 Dashboard – Maximise Rent Collection
- 7.4 Priority 4 Dashboard – Welfare Change
- 7.5 Priority 5 Dashboard – Annual Tenancy Visits

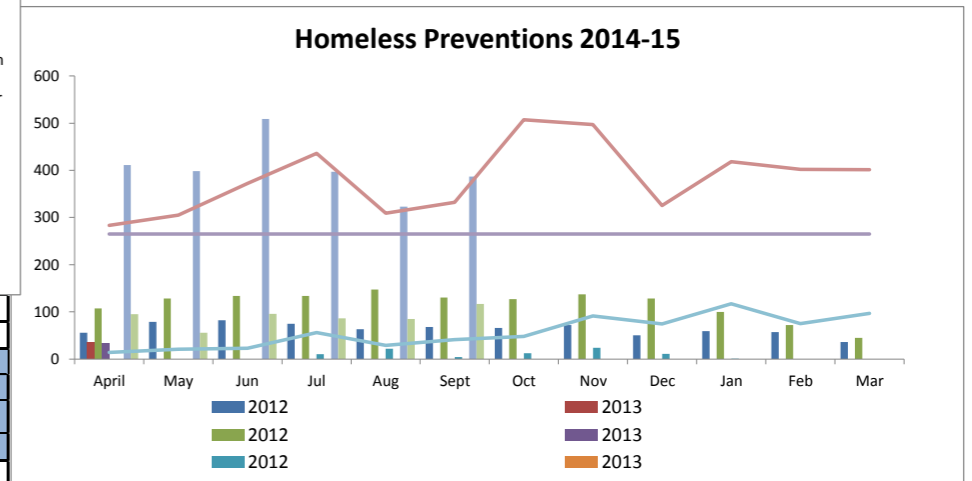
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Housing Support - Performance Framework September 2014

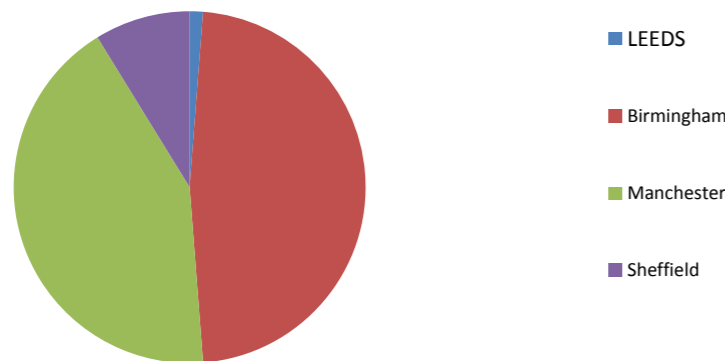
Half the core cities are reporting increases of up to 21% in households owed a main homeless duty (P1E, 2013 Qtr4 – 2014 Qtr2). In September, homeless acceptances has increased and is higher than previous months (excluding July) yet remains lower than 2012/13's monthly average of 64



At 387, September's preventions exceed 2012/13's monthly average of 266. Following the service being transferred in-house, preventions through Young Person's Intervention have increased from an average of 19 in 13/14 to 47.

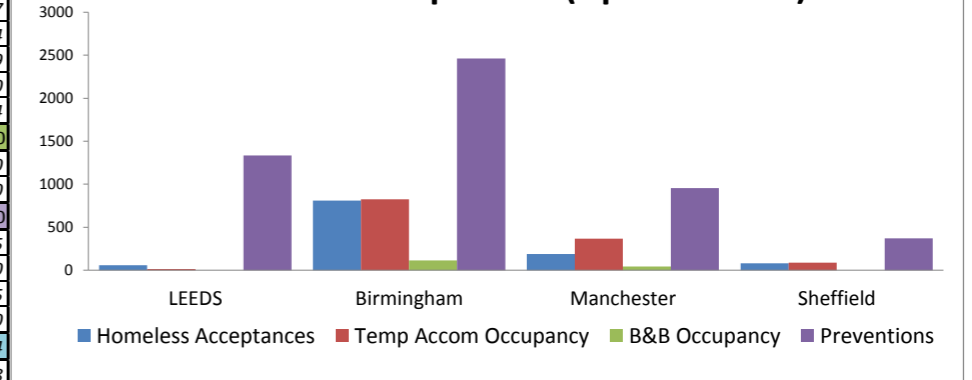


TA per 1,000 households (April-June 2014)

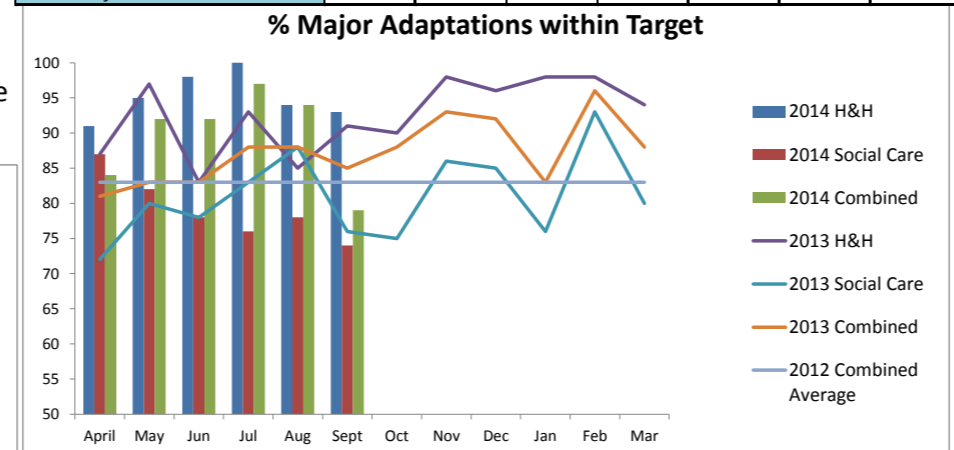
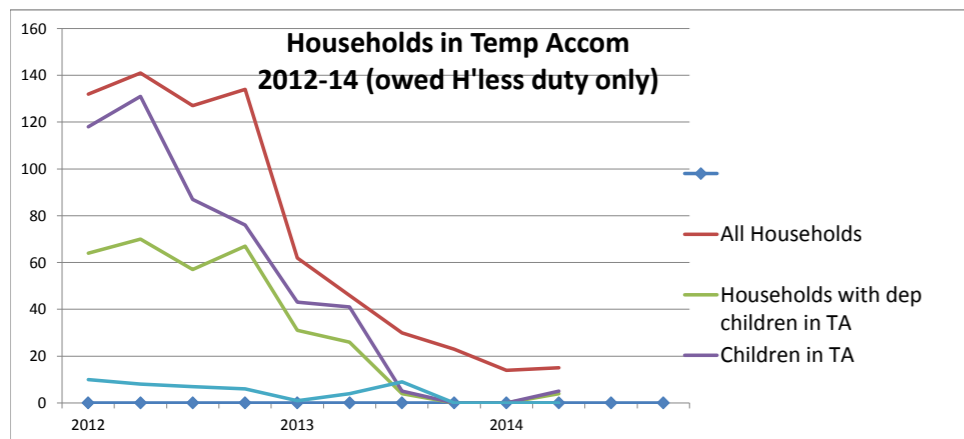


	2013-14		2014-15				
	Mar	Apr	May	June	July	Aug	Sept
Total Temp Accom Occupancy	157	149	150	131	147	137	134
Total Households with dependents	76	71	71	65	72	70	65
Total Number Children	97	106	110	106	147	143	134
Total 16/17 Year olds:	5	4	11	10	11	5	5
Of which:							
Self-Contained (Total)	91	86	81	72	75	70	70
of which Families in PSL	0	0	0	0	0	0	0
of which Families in HA	57	52	52	45	50	51	47
of which other H/Holds in PSL	1	1	1	1	2	2	4
of which other H/Holds in HA	33	33	28	26	23	17	19
Number children in PSL	0	0	0	0	0	0	0
Number children in HA	74	75	78	77	101	101	94
B&B (Total)	0	0	0	0	0	0	0
of which Families	0	0	0	0	0	0	0
of which other H/Holds	0	0	0	0	0	0	0
Hostel (Total)	43	42	48	37	47	42	40
of which male	36	34	38	25	32	31	35
of which female	4	3	4	5	6	6	0
of which young people	3	5	6	7	9	5	5
of which Families	0	0	0	0	0	0	0
Refuge (Total)	23	21	21	22	25	25	24
of which Families	19	19	19	20	22	19	18
of which Single female	4	2	2	2	3	6	6
Number of children	23	31	32	29	46	42	40

Core Cities Comparison (April-June 14)

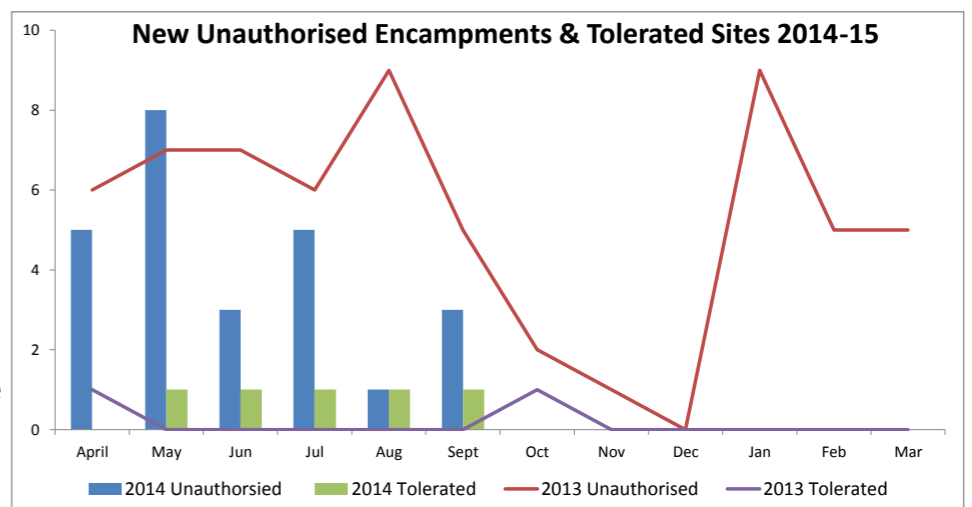


Vacant units in self-contained properties are being used to accommodate looked after children aged 16 - 21 years old as part of joint working with Children's Services and Housing Options. Close working with Flagship is ensuring young people do not need to go into hostels and wherever possible more suitable accommodation is secured.



Health and Housing performance has improved significantly, moving from the 50th percentile in 2010/11 to the 90th currently, despite more demanding targets that include shorter timescales to complete works. The % cases not completed are often extensions with in-built delays

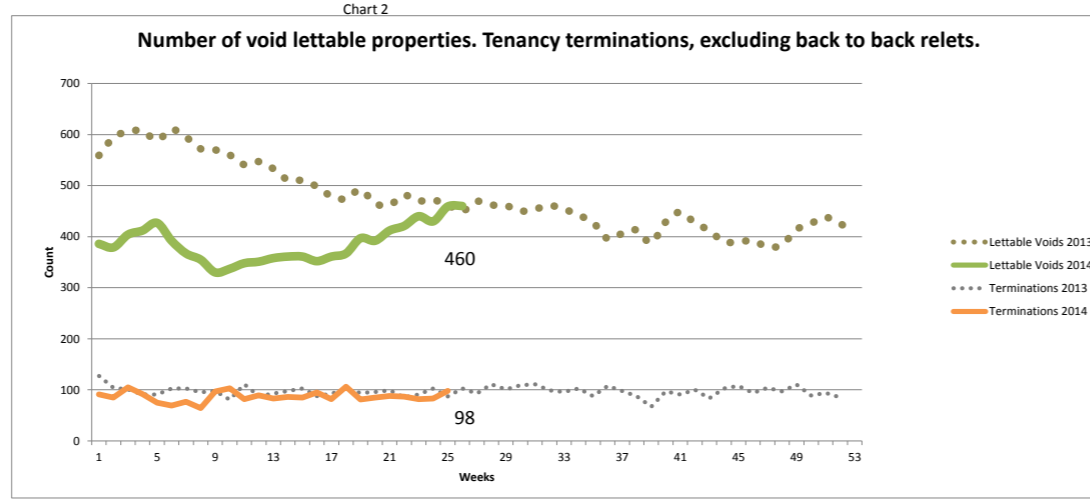
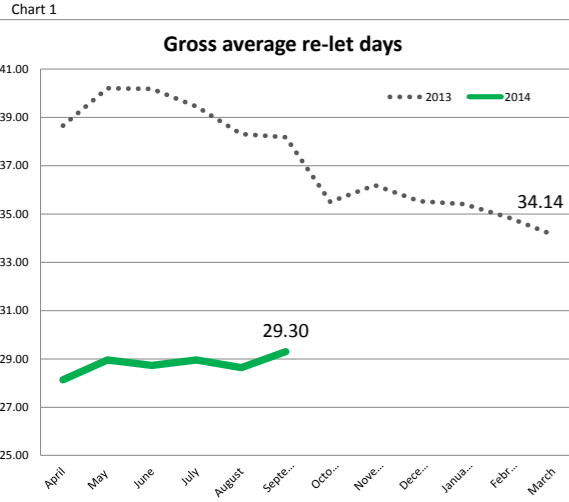
During September, there were a total of 3 new encampment, which were in the East, South and North of Leeds. There have been 0 encampments on privately owned land in July, August and September 2014/15.



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Housing Leeds priorities, September 2014
Top Level: City Wide

Priority 2: Void Dwellings



Commentary:

Mid year boundary changes across the E&NE, S&SE, and W&NW have taken place:

- Year on year and month on month comparison cannot be made at area level; and
- Rent loss indicators are not available at area level.

2nd Level: Area/BITMO breakdown

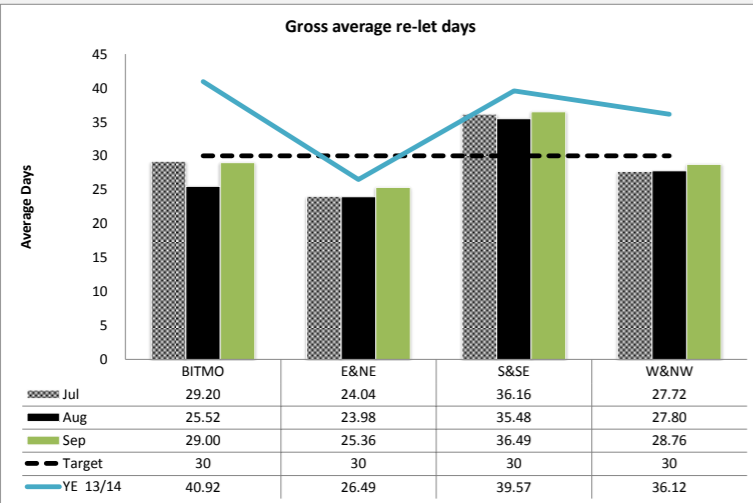
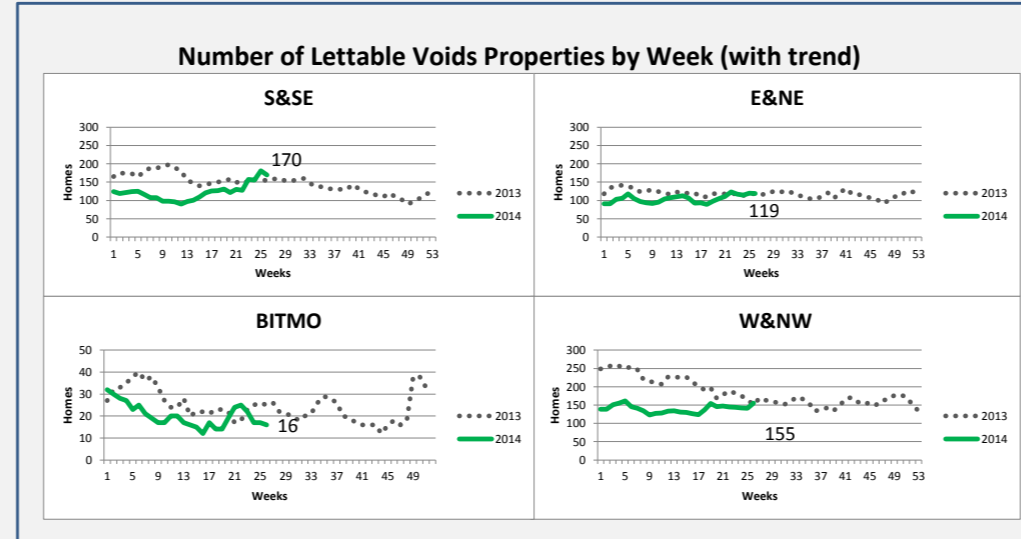


Chart 4



	30 day Target Met	30 Day Target Unmet	Total No. Re-lets
CITY	1404 (63%)	826 (37%)	2230
S&SE	286 (48%)	304 (52%)	590
BITMO	66 (57%)	50 (43%)	116
E&NE	514 (76%)	162 (24%)	676
W&NW	538 (63%)	310 (37%)	848

3rd Level: Area/BITMO Statistics

	Jul	Aug	Sep
2013 CITY	£671.7K	£798.5K	£955.9K
2013 S&SE	£208.1K	£249.6K	£301.7K
2013 BITMO	£34.9K	£40.2K	£48.5K
2013 E&NE	£150.4K	£181.5K	£221.6K
2013 W&NW	£278.3K	£327.1K	£384.4K

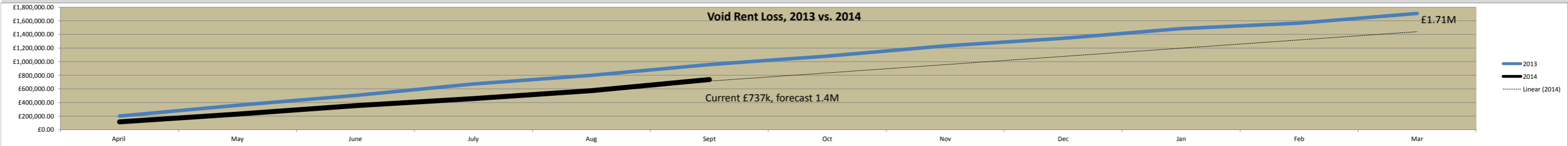
	Jul	Aug	Sep
2013 CITY	0.94	0.91	0.89
2013 S&SE	1.10	1.08	1.06
2013 BITMO	1.43	1.35	1.33
2013 E&NE	0.64	0.63	0.63
2013 W&NW	1.05	1.01	0.97

	Jul	Aug	Sep
2014 CITY	£456.7K	£573.1K	£736.8K
2014 S&SE	N/A	N/A	N/A
2014 BITMO	£25.4K	£30.6K	£38.4K
2014 E&NE	N/A	N/A	N/A
2014 W&NW	N/A	N/A	N/A

	Jul	Aug	Sep
2014 CITY	0.64	0.66	0.68
2014 S&SE	N/A	N/A	N/A
2014 BITMO	1.03	1.02	1.02
2014 E&NE	N/A	N/A	N/A
2014 W&NW	N/A	N/A	N/A

Area	July 14	Aug 14	Sept 14
CITY	19	14	7
S&SE	4	1	1
BITMO	1	1	0
E&NE	13	11	6
W&NW	1	1	0

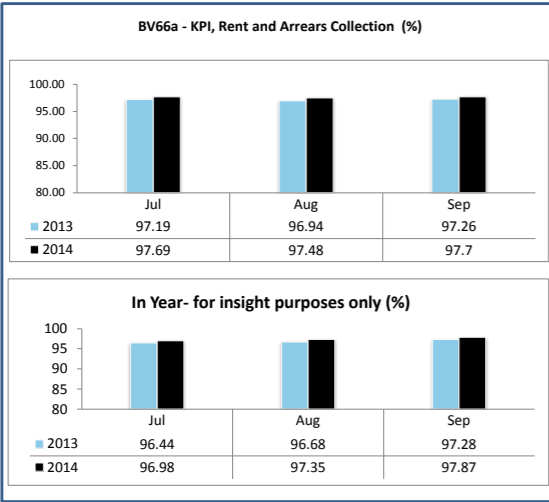
Area	Days	Number of Properties and Reason
CITY	5,889	
S&SE	53	1 prop purchased from owner occupier
BITMO	5,418	12 props, change of use and used as decant.
E&NE	292	1 prop, major adapts, 2 props change of use
W&NW	126	1 prop, delayed by 3rd party



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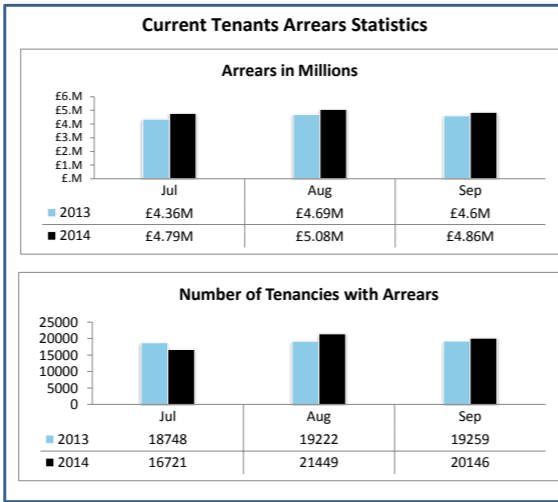
Housing Leeds priorities, September 2014
Top Level: City Wide

Chart 1 and 2



Priority 3: Maximise rent collection

Chart 3 and 4



Commentary:

Mid year boundary changes across the E&NE, S&SE, and W&NW have taken place:

- Year on year and month on month comparison cannot be made at area level; and
- some indicators are not available at area level, Rent Collection, In year Collection, Rent Loss,

1. Chart 1 Rent and Arrears Collection (BV66a). BV66a is the Council's principle indication for income collection. Rent collection this month is at 97.7% which is in a better position compared to last year when the figure was 97.26%.

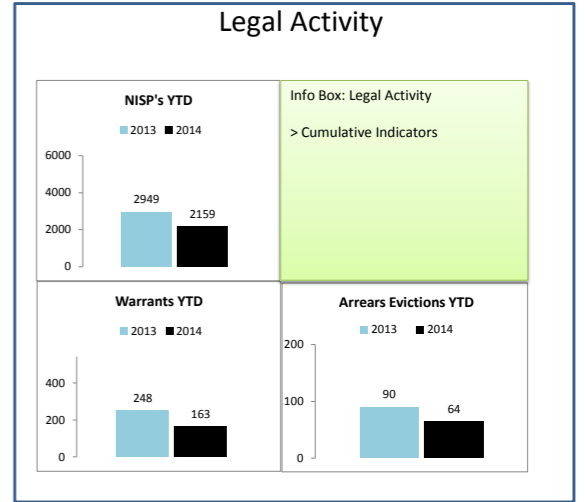
2. Chart 2 Rent Collection (In Year). This indicator is included to provide insight. It tracks rent paid this year only and it is not the gauge of organisational performance on rent and arrears collection, please use BV66a for that purpose. This performance stands at 97.87%, compared to 97.28% for the same period last year and this represents an improvement in performance this year.

3. Chart 3 + 4 Current Arrears Statistics (3) and Number of tenancies with arrears (4). The value of rent arrears owed has increased to £4.86M and this is higher than for the same period last year. The number of tenants in arrears has also increased from 19259 to 20146, an increase of 887. The level of arrears peaked during August and have reduced at the end of September. **Chart 3 Arrears** - Rent arrears have reduced from £5.08M last month to £4.86M this month. Under Occupancy continues to have an impact on arrears.

4. Chart 5 Legal Activity. There has been a reduction in serving Notices, taking Court action and undertaking evictions compared to the same period last year. This is due to the fact that a supportive approach is being taken with steps being put in place to address financial exclusion and provide tenants with appropriate debt and budgeting advice.

5. Tables 1+2 - Void Rent Loss: Void Rent-Loss has reduced by a total of £219k compared to last year.

Chart 5



2nd Level: Area/BITMO collection

Chart 6

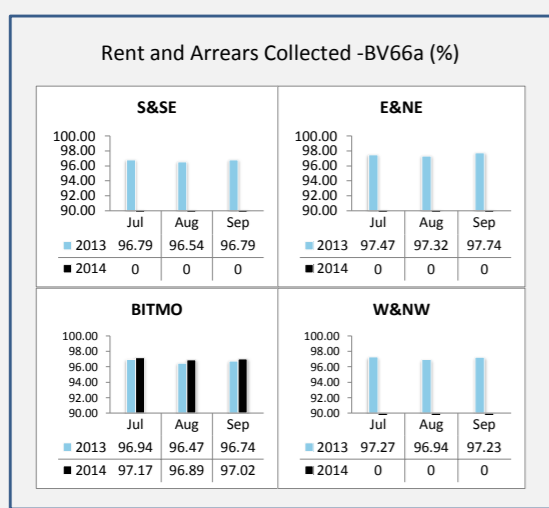


Chart 7

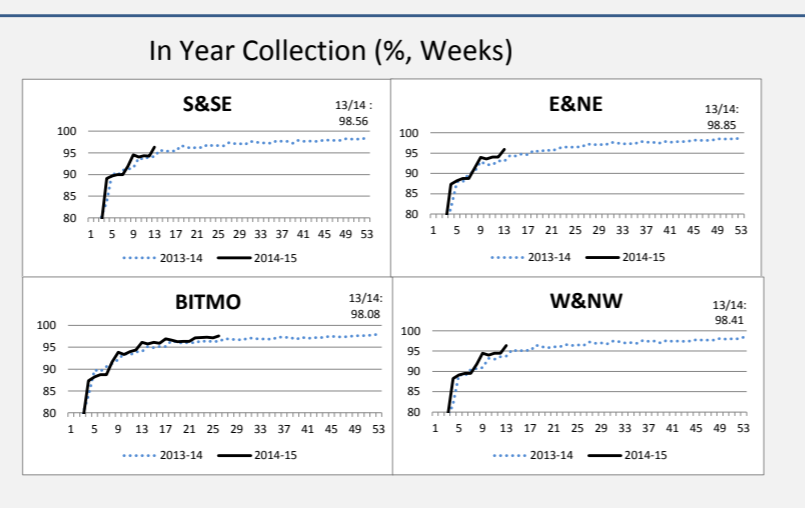


Table 4

Arrears Statistics last 3 months

Area	Arrears as % of rent roll (HMA1) 2013			E's owed 2013 (Sep)
	Jul	Aug	Sep	
CITY	2.07%	2.24%	2.20%	£4.6M
S&SE	2.53%	2.69%	2.65%	£1.48M
BITMO	2.34%	2.51%	2.47%	£176.K
E&NE	1.68%	1.84%	1.78%	£1.23M
W&NW	2.08%	2.24%	2.21%	£1.72M

Area	Arrears as % of rent roll (HMA1) 2014			E's owed 2014 (Sep)
	Jul	Aug	Sep	
CITY	2.21%	2.34%	2.24%	£4.86M
S&SE	2.64%	2.76%	2.66%	£1.68M
BITMO	2.65%	2.80%	2.69%	£199.7K
E&NE	1.78%	1.88%	1.78%	£1.18M
W&NW	2.19%	2.36%	2.26%	£1.8M

3rd Level: Area/BITMO statistics

Table 2

Rent Loss through voids (Cumulative £s) 2013			
Area	Jul	Aug	Sep
CITY	£671.7K	£798.5K	£955.9K
S&SE	£208.1K	£249.6K	£301.7K
BITMO	£34.9K	£40.2K	£48.5K
E&NE	£150.4K	£181.5K	£221.6K
W&NW	£278.3K	£327.1K	£384.K

Table 2 b

Rent Loss Through Voids (% of rent roll) 2013			
Area	Jul	Aug	Sep
CITY	0.94	0.91	0.89
S&SE	1.10	1.08	1.06
BITMO	1.43	1.35	1.33
E&NE	0.64	0.63	0.63
W&NW	1.05	1.01	0.97

Table 3

Former Tenancy Arrears (£) 2014			
Area	Jul	Aug	Sep
CITY	£2.55M	£2.54M	£2.56M
S&SE	£866.K	£813.8K	£838.2K
BITMO	£142.3K	£143.7K	£153.7K
E&NE	£533.4K	£557.3K	£591.1K
W&NW	£1004.5K	£1.03M	£.98M

Rent Loss through voids (Cumulative £s) 2014			
Area	Jul	Aug	Sep
CITY	£456.7K	£573.1K	£736.8K
S&SE	N/A	N/A	N/A
BITMO	£25.K	£30.6K	£38.K
E&NE	N/A	N/A	N/A
W&NW	N/A	N/A	N/A

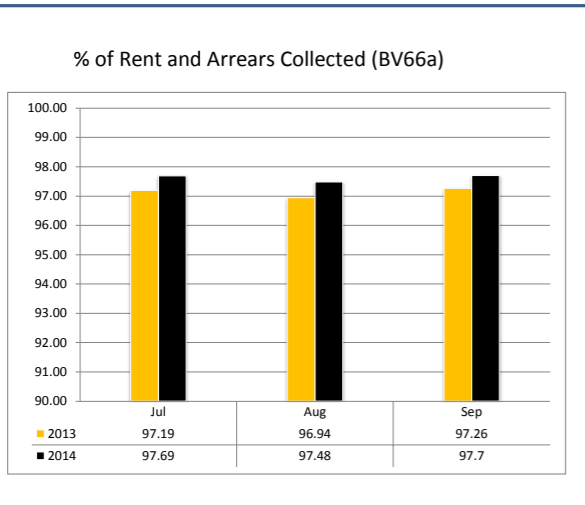
Rent Loss Through Voids (% of rent roll) 2014			
Area	Jul	Aug	Sep
CITY	0.64	0.66	0.68
S&SE	N/A	N/A	N/A
BITMO	1.03	1.02	1.02
E&NE	N/A	N/A	N/A
W&NW	N/A	N/A	N/A

Former Tenancy Arrears (%) 2014			
Area	Jul	Aug	Sep
CITY	1.18%	1.17%	1.18%
S&SE	1.37%	1.29%	1.33%
BITMO	1.91%	1.93%	2.07%
E&NE	0.80%	0.84%	0.89%
W&NW	1.26%	1.29%	1.23%

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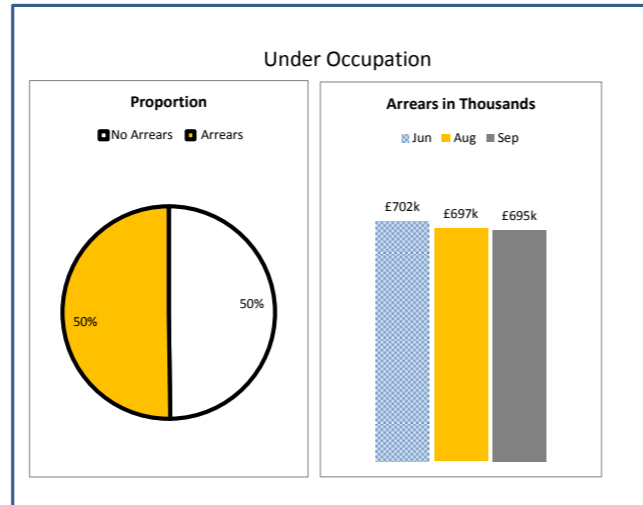
Housing Leeds priorities, September 2014
Top Level: City Wide

Chart 1



Priority 4: Welfare Change

Chart 2



Commentary:

Mid year boundary changes across the E&NE, S&SE, and W&NW have taken place:

- Year on year and month on month comparison cannot be made at area level; and
- some indicators are not available in Table 1.

Chart 2 under occupation. In September, 50% of tenancies with an under occupation charge have arrears. The value of arrears owed has reduced gradually during the last 3 months. This is partly due to the DHP MSF project in which 700 tenants affected by Under Occupation are now receiving DHP.

Table 1a, 1b and 1c. These charts demonstrate that arrears on accounts with customers affected by under occupation make up 14% of the total debt for the city.

Table 2a and 2b. The number of tenancies affected by under-occupation has increased slightly by 24, from 5,439 to 5,463. Throughout this financial year, the overall number has reduced slightly from 5541 at year end but now continues to remain fairly static at approx. 5500 each month.

Table 2c and 2d. Of the 5,463 tenancies affected by under occupation in September, 1431 have incurred arrears since Under Occupation was introduced. The arrears on these accounts amounts to £194,547 and the total debt on accounts with tenants affected by Under Occupation stands at £694,911.

Table 3a, 3b and 3c. These three charts demonstrate the movement in relation to under-occupying tenants.

Housing Management will continue to support tenants affected by Under Occupation and Welfare Change and the good practice and learning outcomes from the MSF Project will be utilised where possible to offer support to other tenants affected by Under Occupation.

Statistical Breakdown - Rent

Area	BV66A (%)	HMA1 (%)
CITY	97.70	2.24%
S&SE	N/A	2.66%
BITMO	97.02	2.69%
E&NE	N/A	1.78%
W&NW	N/A	2.26%

Area	City Total	Under Occupiers	%
CITY	£4.86M	£694.9K	14.29%
S&SE	£1.68M	£229.8K	13.68%
BITMO	£199.7K	£19.6K	9.84%
E&NE	£1.18M	£181.7K	15.41%
W&NW	£1.8M	£263.8K	14.63%

Area	City Total	Under Occupiers	%
CITY	20146	5463	27.12%
S&SE	5807	1307	22.51%
BITMO	742	164	22.10%
E&NE	5994	2049	34.18%
W&NW	7603	1943	25.56%

Area	Jul	Aug	Sep
CITY	5563	5439	5463
S&SE	1348	1500	1307
BITMO	165	160	164
E&NE	2085	1854	2049
W&NW	1965	1925	1943

Area	Jul	Aug	Sep
CITY	1510	1457	1431
S&SE	360	338	334
BITMO	51	59	58
E&NE	570	544	535
W&NW	529	516	504

Under Occupation Statistics - 3 month snapshot

Area	Year End 2013	Jul	Aug	Sep	Variation: since YE13	Change since YE13
CITY	635364	702357	696570	694911	59548	9.37%
S&SE	207036	230311	226545	229764	22728	9.42%
BITMO	24763	17277	17577	19644	-5118	-29.02%
E&NE	154749	186266	182790	181673	26924	18.12%
W&NW	248817	268503	269658	263831	15014	8.38%

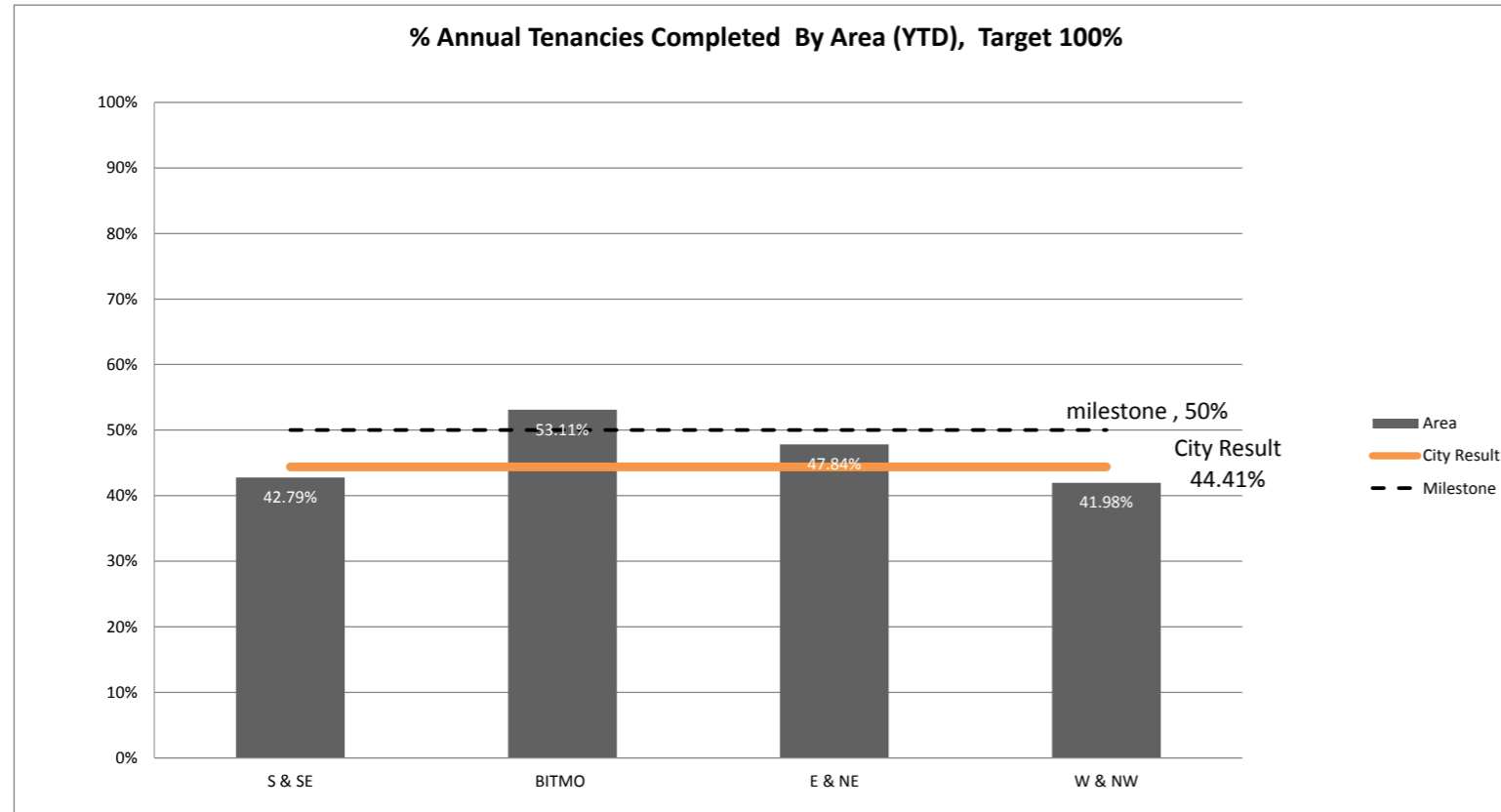
Area	Jul	Aug	Sep
CITY	185415	187054	194547
S&SE	54226	53884	57436
BITMO	4823	5514	5619
E&NE	58658	59234	60140
W&NW	67709	68422	71352

Area	Jul	Aug	Sep
CITY	330	343	243
S&SE	78	75	59
BITMO	9	10	7
E&NE	119	124	102
W&NW	124	134	75

Area	Jul	Aug	Sep
CITY	326	325	261
S&SE	86	84	67
BITMO	14	9	10
E&NE	117	113	88
W&NW	109	119	96

Area	Jul	Aug	Sep
CITY	5233	5096	5220
S&SE	1270	1425	1248
BITMO	156	150	157
E&NE	1966	1730	1947
W&NW	1841	1791	1868

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Commentary:

Recovery action plans have been developed for each Housing Mnaagement Area to ensure that the dip in performance is addressed.

All Housing Officers continue to have weekly target of ATVs to complete and are closely monitored by managers. Some Tenancy action has started on properties which persistently fail to respond to contact attempts.

Q2 performance has been affected by staff absences due to annual leave during the normal holiday season.

Q3 performance will be affected by the implementation of the HM restructure with managers and some Housing Officers taking up new roles and changed locations but we are confident of reaching 100% target by the year end.

Chart 1

Metric	S & SE	BITMO	E & NE	W & NW	CITY
KPI (% Completed)	42.79%	53.11%	47.84%	41.98%	44.41%

Table 1

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HOUSING ADVISORY BOARD: FORWARD PLAN

Deadline for first drafts	Deadline for final drafts for Chair's brief	Item	CO/Author
11 November 2014			
15/10	23/10	<ul style="list-style-type: none"> • Scrutiny Board report Local Lettings • Finance update (capital and revenue) • Tenant Engagement • Leeds Refurbishment Standard • Actions from minutes from last time • Forward Plan Update • Performance update 	Liz Cook R Ellis Mandy Sawyer Steve Hunt Debra Scott Debra Scott Debra Scott
3 February 2014			
TBA	TBA	<ul style="list-style-type: none"> • Finance update (cap and rev) • Performance update • Housing Investment Long-term Strategy • Housing Strategy • Rent increase • Environmental improvements • Contract strategy and future of construction services • Star Survey results • Actions from minutes from last time • Forward Plan Update 	R Ellis D Scott M Granfield/Helen Semianczuk Rob McCartney Richard Ellis Liz Cook Steve Hunt Anna Tansley Debra Scott Debra Scott
7 April			
TBA	TBA	<ul style="list-style-type: none"> • Finance update (cap and rev) • Performance update 	R Ellis D Scott

