

Report of West North West Homes

Report to Outer North West Area Committee

Date: 23rd September 2013

Subject: West North West homes Leeds involvement in Area Committees

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Horsforth, Adel & Wharfedale, Otley & Yeadon & Guisley & Rawdon	<input checked="" type="checkbox"/> Yes	<input 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. WNWhL provide a range of housing management services in the West and North West of Leeds. The Outer North West Area Committee area is coterminous with the 'Outer North West' housing management area comprising 3900 properties in the Adel and Wharfedale, Otley and Yeadon, Horsforth and the Guisley and Rawdon Wards. Tenancy and Estate Management services are delivered locally from our office located in Horsforth.
2. Support services such as rent accounting, lettings and property repairs are delivered through a centralised structure, however all customer enquiries can be made locally at the Horsforth Neighbourhood Office and at the Otley and Aireborough One Stop Centres; or via the Council Contact Centre.
3. This report seeks to advise the Area Committee of activities undertaken by WNWhL which impact on local communities and areas where opportunities exist to work collaboratively to improve conditions for local people.
4. It was agreed by Area Committee in June 2011, that WNWhL would provide an update of activities and services undertaken by them twice yearly.

Recommendations

Members of the Outer North West Area Committee are invited to note the content of this report; this is the final report from WNWhL.

1. Purpose of this Report

- 1.1 To outline the purpose of West North West homes Leeds (WNWhL) involvement in Area Committees, and to explore ways of making that involvement as meaningful and productive as possible.

2 Background information

- 2.1 An introductory report was submitted to the Outer North West Area Committee in June 2011, outlining areas of mutual interest and opportunities to promote collaborative working for the benefit of communities in Outer North West Leeds. The report recommended that WNWhL should provide further, more detailed, reports on a twice yearly basis.
- 2.2 WNWhL delivers services to customers through a combination of centralised and decentralised structures. Generally speaking, estate and tenancy management functions are delivered locally by the Neighbourhood Housing Team based at the Neighbourhood Housing Office on The Green, Horsforth. Support services such as Lettings, Rent and Repairs are delivered through a decentralised structure; however enquiries for the range of services we provide can be handled at the aforementioned office. The bulk of customer enquiries are processed through the Council Contact Centre, with whom WNWhL has a Service Delivery Agreement.
- 2.3 A consultation exercise with customers and a survey of our tenants' opinion on the two options has been undertaken.
 1. Move to a single company model (e.g. a single ALMO) with a retained locality delivery structure and strengthened governance arrangements; or
 2. Move to all services being integrated within direct council management with a retained locality delivery structure and strengthened governance arrangements to include tenants and independent members.

The outcome of the consultation with tenants was that 61% were in favour of option 2. Therefore at the executive board on the 16th July 2013 option 2 was approved.

Implementing this option involves the creating of a new Housing Management Advisory Board, chaired by the Executive Member with responsibility for housing, which will retain a mix of elected members, tenants and independents of ALMO boards. Also that local delivery arrangement in the current three areas should be retained. The best practice across the range of housing management services should be identified and applied across all areas of the city. The Area Panel functions are to be retained and strengthened to make sure tenants remain fully involved and engaged in the work of the new service, and in turn allow the service to be responsive to local needs.

The new Environment and Housing Service to be built around 3 elements

1. Statutory housing
2. Council housing tenancy management
3. Property and contracts

The transfer of staff from the 3 ALMOs to Leeds City Council under TUPE regulations is planned to take place on the 1st October 2013

2.4 This report focuses on examples of joint working, and activities which promote community involvement and well being.

3. Main issues

3.1 Environmental Management

3.1.1 Partnership Working

3.1.2 Crime and Grime Multi Tasking Groups were set up in 2004. Their aim is to provide a clear framework for the positive management of the Outer North West area, whilst delivering a multi agency approach, when dealing with issues relating to crime and grime. To share local information and intelligence, to agree local priorities and deliver joint actions for delivering service improvements.

3.1.3 Agreed priorities of the Crime and Grime Group are to improve environmental conditions within the Outer North West area, to provide a joined up approach when dealing with issues in relation to crime, anti social behaviour.

3.1.4 The Outer North West, Crime and Grime Tasking Group has delivered 9 local action days in 2013 in the following areas; Weston Estate Otley, in the St James/King Georges area of Horsforth, the Westfield Estate in Yeadon, the King Edwards area of Horsforth, the Hawthorn Estate in Yeadon, the Bradford Road area in Otley and the Shakespeare's in Guiseley.

3.1.5 In addition in January 2013 we have carried out a successful post-Christmas and New Year Spring-clean Week on the Holtdales and a second Clean Up Week in August in conjunction with the local tenants & residents association. We have received the following thanks from the Holt Park Tenants and Residents association chair. " I would like to convey on behalf of the residents of Holt Park our sincere gratitude for the hard work that the Estate Caretaking Team put in today ensuring the clean-up on the Holtdales was a success."

3.1.6 WNWhL has an active role in delivery of local action days, including provision and delivery of promotional information, providing staffing resources, through our Neighbourhood Management Officers and Neighbourhood Caretakers. WNWhL also contributes financially with the provision of skips, where environmental improvements are required.

3.1.7 Common problems identified during action days are increasing number of incidents of fly tipping and graffiti.

3.1.8 Health & Environmental Action Services have issued fixed penalty notices to residents who have been identified as having fly tipped. In an attempt to be pro active WNWhL provide skips for tenants to remove surplus rubbish. WNWhL Neighbourhood Caretaking Team also deal with problems of graffiti on our estates.

- 3.1.9 The noticeable outcome of these action days have been improved environmental conditions, where local residents have provided positive feedback about improved conditions.
- 3.1.10 There are further action days planned for September 2013 in Holt Park, October 2013 in Guiseley (area to be confirmed) and in December 2013 on the Weston Estate in Otley.

3.2 Caretaking and Cleaning

- 3.2.1 Our Neighbourhood Caretaking Team provide a front line environmental service, patrolling estates and communal buildings including daily visits to multi storey flats, ensuring a high visible presence to deter illegal dumping, illegal entry, vandalism and other acts of anti social behaviour.
- 3.2.2 The Caretakers act as the eyes and ears on the estate, reporting and recording any illegal activity and breaches of tenancy. They provide a patrol service of estates on a planned basis, assessing and dealing with environmental issues in communal areas, such as ginnels, walkways and communal land where grot spots exist.
- 3.2.3 The Caretaking team also undertake regular work in a number of areas which are identified as hotspot areas for litter and fly-tipping. They also undertake larger environmental projects tidying up areas of land not included in the Continental contract.
- 3.2.4 The monitoring of the grounds maintenance contract currently held by Continental which was undertaken by West North West homes Leeds has since April 2013 been transferred to Parks and Countryside who now undertake the monitoring of grounds maintenance across the whole of Leeds.
- 3.2.5 Also from April 2013 the responsibility for managing trees on Environment & Housing service land has been transferred to the Forestry section of Parks and Countryside.

3.3 Estate Grading and Inspections.

In line with our published service standards WNWhL arranges regular Estate Inspections which take place on a monthly basis for each area; and a four times a year Estate Grading for each area.

The Estate Grading which now takes place quarterly has taken the place of the twice yearly Estate Walkabout. WNWhL reports on the grading of its estates four times a year and it was important to give customers and other stake holders the opportunity to have an input into this process.

Estate Gradings are promoted on our website and WNWhL welcomes the opportunity for customers, partners and other representatives to attend the inspections and estate grading with us. Often the issues identified may be the responsibility of other Council Departments e.g. Highways, Parks & Countryside and the Walkabouts provide an opportunity for other agencies to contribute to improving environmental conditions and quality of life for local people.

The Estate Grading for the second Quarter of 2013/2014 in the Outer North West area showed that there are now sixteen areas graded excellent and eight areas graded good.

With no areas graded either acceptable or poor. The positive work undertaken by the Neighbourhood Management Officers and the Neighbourhood Caretakers has seen a marked improvement in the Estate Grading with the Tenant Inspectors/Residents

The table below gives the Estate/Area, the current grading in June 2013 and the date of the next estate grading for your information.

Otley & Yeadon Guisley & Rawdon

Estate	Area	December 2012 Grading	NMO	Next Grading Date	Meeting Point
Otley Area 1	Weston Estate	Good	Lynne Hellas	Tuesday 10 th Sept 2013	entrance Bennett Court 11.00am
Otley Area 2	Lea Croft, Myers Croft, Wellcroft	Excellent	Lynne Hellas	Tuesday 10 th Sept 2013	entrance Lea Croft 2pm
Otley Area 3	Pool in Wharfedale	Excellent	Lynne Hellas	Thursday 12 th Sept 2013	entrance Churchill Flats 11.00am
Otley Area 4	The Green, The Oval, Croft Avenue, Newall Ave, Newall Carr Road, Turner Crescent, Chippendale Rise, Athelstan Lane	Good	Lynne Hellas	Tuesday 17 th Sept. 2013	The Green 11.00am
Otley Area 5	Nunroyd Ave, Nunroyd Cottages, Shakespeare Road/Close, Ruskin Crescent, Elliot Grove, Spenser Road, Shaw Close, Masefield Street, Bacon Street, Tennyson Street, Black Crescent	Excellent	Richard Fleetwood	Tuesday 3 rd Sept. 2013	Start car parking area near 2 Shakespeare Close at 10.00am
Otley Area 6	Westbourne Drive, Park Road, Hawkhill Ave,	Excellent	Richard Fleetwood	Thursday 5 th Sept. 2013	Start Moorland Crescent

	Netherfield Court, Kelcliffe Ave, Moorland Crescent, Stanley Grove, Moor Lane, Moorland Ave, Moorland Drive and Road				bungalows 10.00am
Otley Area 7	Howson Close, Coppice wood Ave, Coppice Wood Close, Coppice Wood Grove	Excellent	Richard Fleetwood	Wednesday 11 th Sept. 2013	Start 2 Howson Close at 10.00am
Otley Area 8	Shaw Leys, Shaw Royd, Raywood Close, Swincar Avenue, Newlands Ave, Netherfield Close, Manor Close	Excellent	Richard Fleetwood	Tuesday 10 th Sept. 2013	Start 2 Shaw Leys at 10.00am
Otley Area 9	Albert Square & Henshaws Estate properties off High Street	Good	Bob Meskouri	Monday 23 rd Sept 2013	Albert square Yeadon Ls19 7SS Car Park at 11.00am
Otley Area 10	Rawdon Estate: Aire View, Windmill Lane, Canadas, Markhams, Larkfields	Excellent	Bob Meskouri	Thursday 26 th Sept. 2013	60 Harrogate Road Rawdon LS19 6LP at 11.00am
Otley Area 11	Hawthorn Estate Yeadon	Excellent	Bob Meskouri	Wednesday 27 th March 2013	34 Hawthorn Road. Yeadon LS19 7UT at 11.00am
Otley Area 12	Westfield Estate,	Good	Bob Meskouri	Tuesday 19 th March 2013	Woodlea Mount Yeadon at 11.00am
Otley Area 16	Fairfax Flats, Adams Croft, Prestwick Close, West Busk Lane, Whiteley Croft, Union Court,	Excellent	Richard Fleetwood	Wednesday 4 th Sept 2013	Start at Whiteley Croft 10.00am

	Linfoot Court, Westgate, West View, St Clair Terrace, Bridge Ave, Bridge Street				
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Horsforth / Adel & Wharfedale

Estate	Area	December 2012 Grading	NMO	Next Grading Date	Meeting Point
Horsforth Area 1	King Edward Avenue, King Edward Crescent Drury Avenue , Bank Gardens & Hall Lane	Excellent	Gill Little	Tuesday 3 rd December 2013	Roundabout end of Drury Avenue at 10.30am
Horsforth Area 2	Alexandra Road,, Broadgate Crescent, Broadgate Walk, Broadway(even no's), Salmon Crescent, Stanhope Drive & Wood Lane (even no's)	Excellent	Gill Little	Tuesday 10 th December 2013	Outside Broadfields at 10.30am
Horsforth Area 3	Horsforth 3 Albert Mount, Broadgate Avenue, Broadgate Drive, Broadgate Lane, Broadfields, Melrose Grove, Melrose Walk	Excellent	Gill Little	Tuesday 17 th December 2013	Outside Broadfields 10.30am
Horsforth Area 4	King George Avenue and Road	Excellent	Angela Jackson	Tuesday 12 th October 2013	Outside Broadfield at 10.00am
Horsforth Area 5	St James	Good	Angela Jackson	Tuesday 15 th Sept 2013	Outside 23 St James Drive at 10.00am
Horsforth Area 6	Lickless and Springfield	Good	Angela Jackson	Tuesday 10 th December 2013	Top of Springfield Mount at 10.00am
Horsforth Area 7	Holtdale Close, Drive, Fold, Green, way,	Good	Chris Tollick	Tuesday 15 th Sept. 2013	Holtdale Drive/Close

	Garth, Avenue, Croft, Grove				Entrance Across from the Eyrie Pub at 10.00am
Horsforth Area 8	Holtdale Place, Gardens, Road, View, Lawn Farrar Lane	Good	Chris Tollick	Wednesday 25 th Sept. 2013	At the entrance of Holtdale Place at 10.00am
Horsforth Area 9	Adel wood and Waylands, Rosemont flats, Breary Lane, Moorland Road	Excellent	Chris Tollick	Thursday 26 th Sept. 2013	Meet At the Shops on Wayland Croft at 10.00am
Horsforth Area 10	Block 70 New Side Road, Regent Close, Regent Court, Regent Crescent, Broadway Flats, Broadway (odd no's) Cragg Ave, Cragg Road, Featherbank Lane, Fink Hill, Stanhope Drive (180 up), Wood Lane	Excellent	Karen Emmerson	Thursday 19 th Sept. 2013	outside Block 70 new Road Side, starting @ 11.00am
Horsforth Area 11	Billing View, Billingwood Drive, Larkfield Crescent, Larkfield Mount & Queensway	Excellent	Karen Emmerson	Thursday 12 th Sept 2013	meeting @ Billing View community Centre ,starting @ 11.00am

Members of Area Committee, and colleagues within Area Management, will receive invitations from the relevant Neighbourhood Management Officers to attend Estate Gradings in their wards which are spread across the 3 months of each quarter i.e. January February March, April May June, July August September and October November December 2013

Area Panels

- 3.4.1 WNWhL has four Area Panels, which have the same boundaries as Leeds City Council's Inner and Outer West and Inner and Outer North West Area Committees.
- 3.4.2 The Area Panels have an active role in setting and agreeing local priorities using local Community Partnership Agreements. They have a delegated budget and are able to approve bid submissions for issues such as:
- Environmental schemes

- Community safety schemes
- Tenant involvement schemes

- 3.4.3 Twenty Two submissions have been made to the Outer North West Area Panel for consideration since in 2013 all of which have been approved.
- 3.4.4 These bids have included joint funding initiatives including CASAC target hardening. The outcome of this project has been improved security measures for vulnerable tenants living in the Outer North West area which has also served to reduce the fear of crime.
- 3.4.5 Other joint funding initiatives have been funding of a youth diversion scheme in the Yeadon and Guisley areas building upon the Revizit model successfully used elsewhere in the city. It involves young people who have been identified by police, workers and other local agencies as at risk. These young people have a local reputation for antisocial behaviour and are aged 11-16. The idea is to provide an interesting and educational programme where attendance is encouraged by refreshments and social activities, providing young people take part in the group work. Full programme attendance is rewarded with a trip at the end.
- 3.4.6 The provision of benches and tables has been approved at The Willows Sheltered Housing Horsforth, Farrar Lane Sheltered Housing Holt Park and Churchill Flats Pool in Wharfedale and Haworth Court Yeadon to encourage the use of the external garden areas by residents in good weather.
- 3.4.7 Raised Flower Beds and other types of landscaping have been approved for Wharfedale Court Pool in Wharfedale, Farrar Lane Sheltered Housing Holt Park and the Holtdale estate (various locations) Holt Park. Crowtrees Trees Court Rawdon
- 3.4.8 Bollards and fencing have been approved for Wells Court/Saxton House Yeadon, Farrar Lane Sheltered Housing Holt Park, Holt Lane historic hedge Holt Park Billing View Sheltered Housing Rawdon and Wood Lane Sheltered Housing Horsforth.. Crowtrees Court Rawdon and various locations on the Holtdale Estate Holt Park.
- 3.4.11. New steps have been funded on St James Walk Horsforth and a footpath re-constructed on the Westfields estate in Yeadon.

3.5 Community Engagement

WNWhL has a successful track record in community engagement. In 2012 we were again awarded the Tenant Participation Advisory Service Quality Accreditation for Resident Involvement (previously the first ALMO in the country to achieve this in 2008). WNWhL also gained the "Excellent" standard of the Social Housing Equality Framework (SHEF), as awarded by the Local Government Association (LGA).

We have an established Tenant Scrutiny Executive, a method of involving customers which offers us independent challenge and suggests proposals for change to the way we deliver our services. This has been done in consultation with customers. Earlier this year, 20 recommendations were agreed by the WNWhL Board of Directors based on Gas & Electrical Safety Testing processes and property security. The group are currently testing

the success of these recommendations and working with the Tenant Inspectors to ensure these are firmly embedded within the organisation.

There are more than 15 different involvement methods that customers can access to become involved with WNWhL. These range from traditional Tenant & Residents Associations, of which there are 7 in the Outer North West area, to innovative forums such as the Sheltered Housing Forum and Rainbow Roofs, the Lesbian, Gay, Bisexual and Trans Group. Some other examples of community engagement have included:

- In partnership with the Safer project, we arranged for a theatre company to give a play for older tenants and residents to raise awareness of bogus callers and doorstep crime. Over 40 residents enjoyed the event at Yeadon Town Hall as part of Community Involvement Week.
- We have worked closely with active Tenants & Residents Associations and Area Representatives and regularly attended their meetings.
- We have held regular local housing surgeries and attend coffee mornings at sheltered housing schemes. For example Billing View and Fink Hill.
- We have attended several local events including the Adel Cragg community day and the Otley Feeling the Pinch event
- We have provided skills training for active involved residents in working with partners to 'Tackle Community Issues'
- Our Diverse Community Fund has funded activity which brings communities together.

In preparation for the forthcoming organisational changes we are working with other ALMO's to review best practice in resident involvement and are consulting with key customer groups regarding preferred opportunities for customer involvement and influence.

We are working with partner agencies and Leeds City Council to establish a Holt Park Community forum looking at a range of services provided by WNWhL Leeds City Council and other partners in the area such as the Police and Sanctuary Housing Association.

In the future we expect to see increased customer involvement at a city wide level. We aim to achieve this by continued good relationships with our partner agencies and our Neighbourhood Housing Team focusing on excellence in tenancy management.

4 Corporate Considerations

The joint work and development of shared services between WNWhL and the Outer North West Area Committee, provides an efficient and cost effective way of working, to drive improvement and efficiency, within the Outer North West area.

4.1 Consultation and Engagement

4.1.1 Detailed consultation is undertaken for each Area Panel bid submission. Post evaluation of schemes is also undertaken.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 There are no specific equality considerations arising from this report. The services and functions described in this report are consistent with the Council's and WNWhL's approach to Equality Diversity and Cohesion.

4.3 Council Policies and City Priorities

- 4.3.1 The content of this report is consistent with the WNWhL strategic objectives, and the strategic aims of the Council encompassed by the Vision for Leeds; Leeds Children & Young Person Plan; Strategic Health & Wellbeing Plan.

4.4 Resources and Value for Money

- 4.4.1 No additional resources are needed to deliver the approach outlined in this report which will be delivered within existing resources.
- 4.4.2 During 2013/14 each Area Panel has £37,500 Capital and £25,000 Revenue for bids which meet set criteria.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 There are no legal implications arising from this report.

4.6 Risk Management

- 4.6.1 There are no risk implications arising from this report.

5 Conclusions

- 5.1.1 It is concluded that there are clear benefits and opportunities for WNWhL working closely with Area Committees as outlined in this report. Developing this approach provides the opportunity to further develop services and join up working to the benefit of residents, which ensures that all agencies in the area target resources in a joined up and effective way.

6 Recommendations

- 6.1 Members are invited to note this report, and reminded this is the last report from WNWhL following the outcome of the ALMO Review

7 Background documents

- 7.1 None