

Report of West North West Homes

Report to Outer West Area Committee

Date: 30th October 2013

Subject: West North West homes Leeds involvement in Area Committees

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<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. The Housing Services function, previously undertaken by the 3 ALMO's transferred back to Leeds City Council (LCC), on the 1st October 2013. The transfer of ALMO staff to LCC under TUPE regulations is planned to take place on the same date.
2. The Housing Advisor Board met for the first time on 5 September 2013. The board is made up of 6 councillors (4 Labour, 1 Conservative, and 1 Liberal Democrat), 3 tenant representatives and 3 independent members. All major decisions about the housing service will go through the board, which will make recommendations to Executive Board.
3. LCC Housing Services will continue to provide a decentralised housing management services in West Leeds. The Outer West Area Committee area is coterminous with the 'Outer West' housing management area comprising 5200 properties in the Farsley, Calverley, Pudsey, Wortley and Farnley Wards. Tenancy and Estate Management services are delivered locally from Wortley Area Office at 36 Heights Drive, Wortley, LS12 3SU
4. This report seeks to advise the Area Committee of activities undertaken, which impact on local communities and areas where opportunities exist to work collaboratively to improve conditions for local people.

Recommendations

Members of the Outer West Area Committee are invited to note the content of this report.

1. Purpose of this report

- 1.1. To outline the purpose of Housing Services involvement in Area Committees, and to explore ways of making involvement as meaningful and productive as possible

2. Background information

2.1. An introductory report was submitted to the Outer West Area Committee in June 2011, outlining areas of mutual interest and opportunities to promote collaborative working for the benefit of communities in Outer West Leeds. The report recommended that further reports would be provided on a twice yearly basis.

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

3. Main issues

3.1. Environmental Management

3.2. Partnership Working – Locality Arrangements

Enhanced Locality Working started in Wortley on the 8th July 2013, focusing on the Bawns, Heights and Gamble estates. This service has been delivered jointly between LCC Locality Team and Outer West, Neighbourhood Caretaking Team. The focus of undertaking joint work is to improve environmental conditions in the Outer West area and deliver joined up services for the residents of Leeds.

Estate Grading

In line with service standards, Neighbourhood Management Officers arrange regular estate inspections which take place on a monthly basis for each area; and quarterly estate gradings. Estate gradings are promoted and welcomes the opportunity for customers, partners, Ward Members and other representatives to attend the inspections and gradings. Our next gradings are listed below:

Date	Estate	Meeting Point	Time
02.09.13	Whincover	Shops on Whincover Drive	10.00am
09.09.13	Fawcett	Entr. to estate on Lower Wortley Road	10.00am
16.09.13	Low Moorside	Community Centre next to Co-op	10.00am
23.09.13	Cobdens	Cobden School	10.00am
30.09.13	Nutting Groves & Bawn Approach	Entrance to Nutting Grove estate	10.00am
02.10.13	Bawns estate	Hill Top Community Centre	10.00am
09.10.13	Butterbowl estate	Library – Whincover Drive	10.00am
16.10.13	Tong estate	Shop on Tong Approach	10.00am
23.10.13	Stonecliffe estate	Church on Stonebridge Lane	10.00am
10.10.13	Heights estate	36 Heights Drive	10.00am
17.10.13	Greenthorpes	Jct. Greenthorpe Road & Heights Drive	10.00am
24.10.13	Gambles	Foyer Gamble Hill Croft	10.00am
03.09.13	Roker estate	Jct. Kent Road & Roker Lane	10.00am
13.6.13	Acres Hall & Chaucers	1 Scott Street	10.00am
05.09.13	Harleys & Highburys	6 Harley Drive	10.00am
01.10.13	Claremonts & Crimbles	Claremont Community Centre	10.00am
08.10.13	Fartown & Littlemoors	1 Littlemoor Crescent	10.00am

23.10.13	St Lawrence & Toft House Close	1 Heath Grove	9.30am
06.11.13	Highfields, Westdales & Mt Tabor Street	Entr. Mt Tabor Street	9.30am
04.11.13	Marsden Court	Marsden Court, community room	11.00am
14.11.13	Brookleigh	Brookleigh community room	2.30pm
11.11.13	Farsley estate	Farfield Avenue shops	9.20am
08.11.13	Dawson Corner	Dawson Corner community room	11.00am

3.3. The table below provides details of grading scores.

	Target	December 2012	June 2013
Excellent	40%	22%	34%
Good	50%	34%	46%
Acceptable	10%	44%	20%
Poor	0%	0%	0%

The positive work undertaken by the Neighbourhood Management Officers and the Neighbourhood Caretakers has seen a marked improvement in estate grading scores from December 2012 to June 2013.

We are focusing and targeting resources toward estates that require improvement, which currently have a grading score of less than excellent or good. A number of action days are planned during 2013 to drive these improvements.

3.4. Multi Storey Flats

There is an on-going city wide review of multi storey flats. We undertake annual consultation with residents living in multi storey flats in order to gauge satisfaction levels. The cleaning service is provided by LCC Property Maintenance and Cleaning Services. We work closely with the cleaning provider to maintain good cleaning standards in our multi storey and low rise flats. The frequency of cleaning landings and stairwells has recently increased from weekly to twice weekly, which has seen a significant improvement in customer satisfaction levels. There are 10 multi storey blocks in Outer West, our Neighbourhood Caretaking Team visit all 10 blocks daily and in some cases twice daily, where there are high numbers of anti-social behaviour and significant issues with blocked chutes.

Multi Agency Work

We have delivered 2 local action days since the last report, in the following areas Farfield Avenue and The Bawns. Areas that have a grading status of less than excellent or good will be targeted for improvement.

3.5. The noticeable outcome of these action days has been improved environmental conditions; local residents have provided positive feedback about improved conditions. We have seen an increase in estate gradings, 2 of the above areas have seen an improvement increasing from an acceptable to a good score.

3.6. Loan Shark Campaign

We continue to raise awareness of the dangers of Loan Sharks in Leeds. We are building on work previously undertaken which led to 2 arrests in the Swinnow area in June 2013. Our work focuses on raising awareness, how to recognise Loan Shark behaviour and how to confidentially report Loan Shark activity, through organising community actions days and supporting local initiatives with partner agencies.

3.7. Area Panels

Bids approved during 2013 are:

- Additional recreational facilities Gamble estate
- Funding Good Garden Competition
- Provision of bin store, Heights Drive
- Provision of barrier Washington Place
- Provision of funding to support local community access services
- Replacement locks, Dawson Corner
- Provide planters and barrier, Rycroft Towers

3.8. Community Engagement

3.9. Tenant Scrutiny Executive will continue work with LCC and further work will be undertaken as part of the Housing Services review to strengthen tenant engagement mechanisms.

4. Corporate Considerations

4.1. Consultation and Engagement

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

4.2. Equality and Diversity / Cohesion and Integration

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

4.3. Council Policies and City Priorities

The content of this report is consistent with 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

No additional resources are needed to deliver the approach outlined in this report which will be delivered within existing resources.

4.5. Legal Implications, Access to Information and Call In

There are no legal implications arising from this report.

4.6. Risk Management

There are no risk implications arising from this report.

5. Conclusions

5.1. It is concluded that there are clear benefits and opportunities for LCC Housing Services to work closely with Area Committees as outlined in this report.

Developing this approach provides the opportunity to further develop services and joined up working for 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.

7. Background documents

7.1. None.