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## Report of the CHIEF EXECUTIVE EAST NORTH EAST HOMES LEEDS

### North East (Inner) Area Committee

Date: 20<sup>th</sup> June 2011

Subject: ENEHL WORK PROGRAMME 2011/12

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#### Electoral Wards Affected:

Ward Members consulted  
(referred to in report)

#### Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Council  
Function

Delegated Executive  
Function available  
for Call In

Delegated Executive  
Function not available for  
Call In Details set out in the  
report

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### Executive Summary

With the creation of Locality Management there is scope for closer working between East North East Homes Leeds (ENEHL) and Area Committees. This report sets out some elements of the work programme for ENEHL for 2011/12 and indicates some areas where there is scope for an immediate impact on joint working. The Executive Member for Environment and Neighbourhoods has asked that a senior management representative from ENEHL attends meetings of all Area Committees from now on in order to foster closer working relationships.

### Recommendations

Inner North East Area Committee are asked to note the content of the Report and to support closer working with ENEHL.

## **1.0 Purpose Of This Report**

- 1.1 To update Inner North East Area Committee on the ENEHL work programme for 2011/12 with particular focus on areas where there is potential for improved working arrangements to be developed between ENEHL and the Area Committee and local staff teams.

## **2.0 Background Information**

- 2.1 ENEHL have a Management Agreement with Leeds City Council to deliver housing services to properties across the east and north east areas of the city. Each year millions of pounds are spent on delivering those services and the estimated value of spend scheduled for 2011/12 is around £37 million. Historically that spend has not been well coordinated with Council spend and with the implementation of Locality Working and expansion of services managed from a locality base there is a potential opportunity to link better with Area Committees in order to coordinate more effective service delivery.

## **3.0 Main Issues**

### **3.1 Capital Programme**

- 3.1.1 At the end of 2010/11 ENEHL expect to have exceeded the city wide target of 95% of homes managed meeting the Decent Homes Standard by the Government's initial target date. Out turn is expected to be at 98% of homes at the Standard with the remaining 2% of around 400 homes comprising elemental component failure resulting from no access or refusals of the proposed work. These elements will be completed in future years once properties become vacant and are offered for re-let. In 2011/12 around 298 homes will fall out of the Standard as components reach the end of their expected serviceable life and these will be inspected and replaced as necessary in order to maintain the Council's pledge of maintaining decency in the housing stock.

- 3.1.2 ENEHL has a draft capital programme of £15m which is broadly equivalent to the Major Repairs Allowance set by Government annually. The programme is subject to approval by the Council and the ENEHL Board. Part of this, £3m, has been allocated to address the Decent Homes failures mentioned above and to maintain performance at above the 95% target set by the Council. The remainder of the capital allocation is to be used mainly to meet essential expenditure requirements such as adaptations, fire safety work, lift replacements, capital voids and structural works to non traditional homes that were not picked up in the Decent Homes programme. A small proportion has been allocated for desirable works such as environmental improvements and this is picked up in section 3.3 below as this is seen as an area where there is potential for closer cooperation with Area Committee.

### **3.2 Responsive and Cyclical Repairs and Maintenance.**

- 3.2.1 In 2010 ENEHL started an EU procurement exercise in conjunction with the Council for a responsive repair and maintenance service provider for half of the properties that it manages. None of these properties are located within the Inner East Area Committee area. Following the collapse of Connaught and ROK the ENEHL Board took a revised policy decision to abandon the procurement exercise and award all of the work to ENEHL Construction Services, the internal directly employed repairs team. Construction Services will commence operations across the full ENEHL: area from 1 April 2011.

**3.2.2** Cyclical maintenance work, principally annual gas service and repair work to homes is currently undertaken by external contractors who hold contracts that expire at the end of next year 2011/12. A procurement exercise has been approved by ENEHL Board for a single contractor to deliver this work package, with an estimated annual value of £2.5m, from 2012/13 onwards.

### **3.3 Environmental Improvements and Estate Services**

**3.3.1** For 2011/12 ENEHL Board has agreed an increase in funding for their four Area Panels to undertake environmental works within the area. One Area Panel operates within the Inner North Area Committee area and next year they will have a £50k capital budget and a £70k revenue budget to be used on customer prioritized environmental schemes. Of this ENEHL Board has resolved that £50k of the revenue allocation must be spent on schemes agreed with Area Committee potentially through Community Leadership Teams or their equivalent. It is anticipated that this will allow funding streams to be combined providing for larger schemes to be delivered within the area.

**3.3.2** During 2010/11 rationalisation of the ENEHL Caretaking and Cleaning Service has seen a move away from static Caretakers located at multi-storey blocks to a more mobile patch based Estate Caretaker service. Duties undertaken by Caretakers at blocks have now been taken on by the Council's Cleaning Services team and the service expanded to provide cyclical cleaning at all blocks with shared access rather than just the multi-storey blocks previously serviced. There has been some initial dialogue with the Locality Manger on how ENEHL Estate Services can better link with environmental services that are to be delegated to Area Committees next year. At present area demarcation means that there are often disputes between services as to who's responsibility a specific piece of land is which can result in two teams visiting an area to undertake work. It is believed that this can be streamlined in future to provide a more common sense approach to environmental work.

### **3.4 Shared Services Centre**

**3.4.1** In November 20210 the Council's Executive Board agreed a recommendation to retain three ALMOs within Leeds on the proviso that a Shared Services Centre was created to deliver common back office ALMO functions such as finance, human resources and contract administration. Direct customer facing services remain the responsibility of individual ALMOs who will continue to report to individual Boards retaining existing decision making powers, but with a Strategic Governance Board put in place at which discussions will take place on consistent approaches.

**3.4.2** In addition to ALMO functions transferring into the Shared Services Centre a number of Council functions will transfer from Environment and Neighbourhoods Directorate. These are functions that could not easily be delivered within ALMOs and which were retained on original transfer in 2003. Functions such as Leeds Homes, Choice Based Lettings administration, Property Maintenance Services and ICT support will all transfer into the Centre during 2011/12. It is anticipated that creation of the Centre will deliver £1.6m of savings and that there will be a reduction of 49 posts achieved through an ALMO Early Leavers Initiative mirroring the Councils, and natural wastage.

### **3.5 Anti-social Behaviour Review**

**3.5.1** With effect from April 2011 a new Team comprising staff from ENEHL, West Yorkshire Police and the Council's Anti-social Behaviour Unit will be created to deal with all cases of ASB that arise in the ENEHL area. The Team will be based within ENEHL

premises and will provide a consistent and coordinated approach to dealing with ASB that will improve the service to all customers. The main change will be to ENEHL estate based staff who previously had dealing with ASB as part of their generic housing management role. With introduction of the new service a group of specialist housing staff will deal exclusively with ASB within the combined team leading to a more streamlined approach.

#### **4.0 Implications For Council Policy and Governance**

4.1 There are no implications for Council policy and governance.

#### **5.0 Legal and Resource Implications**

5.1 There are no direct resource implications for Area Committee to consider at this stage. Proposals for individual joint working initiatives will be subject to further decision making processes by Area Committee and ENEHL Board and Area Panels.

#### **6.0 Conclusions**

6.1 Closer working between Area Committees and ENEHL could deliver benefits across tenures within the inner north east area. The Executive Board Member for Environment and Neighbourhoods has suggested that senior management representation from ENEHL should attend future Inner North East Area Committee to look at ways to develop a closer working relationship.

#### **7.0 Recommendations**

7.1 Inner North East Area Committee is asked to note this report and to confirm their agreement that a senior management representative of ENEHL attend future Area Committee meetings.

#### **8.0 Background Papers**

There are no background papers.