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Report of West North West Homes

Report to Outer West Area Committee

Date: 23rd March 2012

Subject: West North West homes Leeds involvement in Area Committees

X Yes	☐ No	
☐ Yes	X No	
☐ Yes	X No	
Does the report contain confidential or exempt information?		
	☐ Yes ☐ Yes ☐ Yes	

Summary of main issues

- 1. WNWhL provides a range of housing management services in the West and North West of 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 our office located in Wortley.
- 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 Wortley Neighbourhood Office and at the Pudsey One Stop Centre; 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. This is the second of two bi-annual reports, agreed by Area Committee in June, to provide an update of activities and services undertaken by WNWhL.

Recommendations

Members of the Outer West Area Committee are invited to note the content of this report; WNWhL will provide a six monthly update report.

1 Purpose of this Report

- 1.1 To outline the purpose of West North West homes Leeds (WNWhL) involvement in Area
- **1.2** 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 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 WNWhL should provide further, more detailed, reports on a twice yearly basis; it was agreed that the first of these reports would be presented in September 2011. This is the second report.
- 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 at 36 Heights Drive, Wortley. 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 offices. The bulk of customer enquiries are processed through the Council Contact Centre, with whom WNWhL has a Service Delivery Agreement.

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 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 West area, to provide a joined up approach when dealing with issues in relation to crime and anti social behaviour.
- 3.1.4 The Outer West, Crime and Grime Tasking Group has delivered 6 local action days between 2010/2012 in the following areas; Swinnow, Farsley, Bawns, The Heights, Gambles and the Cobden estates. The Outer West Neighbourhood team have also supported the delivery of a Meet the People events in the Pudsey area, in conjunction with Leeds City Councils Community Safety Team.
- **3.1.5** A successful interagency day of action was undertaken in January 2012 on the Gamble estate in conjunction with the Police, Community Payback Team, West Yorkshire Fire Service, and the Leeds Anti Social Behaviour Team. Following an increase in drug related crime and anti social behaviour in the area.
- **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 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.
- **3.1.8** The noticeable outcome of these action days have been improved environmental conditions, where local residents have provided positive feedback about improved conditions.

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 new Continental contract. During periods of adverse weather our Caretaking Team clear snow and ice from our Sheltered Housing Complex's.
- 3.2.4 The monitoring of the new grounds works contract with Continental forms an important part of the work undertaken by the Neighbourhood Caretaking Team and other staff in the Outer West area. The successful implementation of the new contract will have a significant positive impact on the environment within the Outer West area.

3.3 Estate Walkabouts 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 twice yearly Estate Walkabouts for each area. Estate Walkabouts are promoted on our website and WNWhL welcomes the opportunity for customers, partners, Ward Members and other representatives to attend the inspections and walkabouts with us. Often the issues identified may be the responsibility of other Council Departments e.g. Highways, Parks & Countryside, the Walkabouts provide an opportunity for other agencies to contribute to improving environmental conditions and quality of life for local people. This report would like to bring to the attention of the Area Committee our planned walkabouts for the next 6 months:

Pudsey Farsley and Calverley

Area 1 Swinnow Estate Neighbourhood Housing Officer – Paul Wood Date: 2nd May 2012, Time: 9:30AM Meeting point: Entrance to Swinnow Green

Area 2 Alexandra Road, Carlisle's, Smalewells, Station Street and Standales Neighbourhood Housing Officer – Paul Wood

Date: 28th March 2012 Time: 9:30AM Meeting point: Car Park at Greenside

Area 3 Clifton Court, Victoria's, Highfields, Standales and Westdales.

Neighbourhood Housing Officer - Paul Wood

<u>Date</u>: 18th April 2012 <u>Time</u>: 9:30AM <u>Meeting point</u>: Entrance to Mount Tabor Street

Area 4 Roker Lane, Walmer Grove, Cranbrook View, Ashford Drive, Romney Mount. Neighbourhood Housing Officer – Paula Senior

<u>Date</u>: 22nd March 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Junction of Kent Road and Roker Lane

Area 5 Acres Hall, Valley Road

Neighbourhood Housing Officer – Paula Senior

Date: 17th May 2012 Time: 10:00AM Meeting point: Top of Acres Hall Avenue

Area 6 Claremont Grove, Longfields

Neighbourhood Housing Officer – Paula Senior

Date: 21st June 2012 Time: 10:00AM Meeting point: Claremont Community Centre

Area 7 Harleys

Neighbourhood Housing Officer – Paula Senior

Date: 16th February 2012 Time: 10:00AM Meeting point: Outside 6 Harley Rise

Area 8 Littlemoors and Fartown

Neighbourhood Housing Officer – Paula Senior

<u>Date</u>: 19th April 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>:Top of Littlemoor Crescent

Area 9 Rycrofts, Park Spring Rise and Swinnow Lane

Neighbourhood Housing Officer – Sharon Argyle

Date: 22nd March 2012 Time: 9:30AM Meeting point: Rycroft Towers

Area 10 Wellstone's

Neighbourhood Housing Officer – Sharon Argyle

Date: 29th March 2012 Time: 9:30AM Meeting point: Swinnow Lane Shops

Area 12 Waterloos, Inghams and Owlcotes

Neighbourhood Housing Officer – Brian Burton

Date: 17th April 2012 Time: 10:00AM Meeting point: Waterloo Mount

Area 13 Calverley and Rodley

Neighbourhood Housing Officer – Brian Burton

Date: 24th April 2012 Time: 10:00AM Meeting point: Community Centre

Area 14 Farsley Flats

Neighbourhood Housing Officer - Brian Burton

Date: 11th April 2012 Time: 10:00AM Meeting point: Entrance Marsden Court

Area 15 Farsley Miscellaneous

Neighbourhood Housing Officer - Brian Burton

<u>Date</u>: 3rd April 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Farfield Avenue Shops

Wortley

Area 1 Bawns.

Neighbourhood Housing Officer - Joga Nahl

<u>Date</u>: 26th June 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Hill Top Community Centre

Area 2 The Heights East and West.

Neighbourhood Housing Officer - Michael Vilia

Date: 14th May 2012 Time: 10:00AM Meeting point: 36 Heights Drive

Area 3 Butterbowls

Neighbourhood Housing Officer - Joga Nahl

<u>Date</u>: 19th June 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Outside Cow Close Library

Area 4 Gainsborough's, Low Moor Side, Memorial Cottages, Playground, Newton Square.

Neighbourhood Housing Officer – Catherine Caulfield

<u>Date</u>: 12th March 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Car Park Community Centre

Area 5 Gambles

Neighbourhood Housing Officer – Julie Quinn

Date: 16th May 2012 Time: 10:00AM Meeting point: Outside 81 Gamble Hill Drive

Area 6 Tong Estate.

Neighbourhood Housing Officer – Joga Nahl

<u>Date</u>: 12th June 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Outside shop on Tong Approach

Area 7 Stonecliffes, Stonebridges

Neighbourhood Housing Officer – Joga Nahl

<u>Date</u>: 5th June 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Outside Church at top of Stonebridge Lane

Area 8 Nutting Grove Terrace, Bawn Approach.

Neighbourhood Housing Officer – Catherine Caulfield

<u>Date</u>: 19th March 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Entrance to Nutting Grove Terrace

Area 9 Whincovers Estate and Whincover Grange

Neighbourhood Housing Officer - Catherine Caulfield

Date: 1st March 2012 Time: 10:00AM Meeting point: Whincover Drive

Area 10 Bangors, Blackpools, Branchs, Cobdens, Cow Close, Lythams.

Neighbourhood Housing Officer - Catherine Caulfield

Date: 15th March 2012 Time: 10:00AM Meeting point: Cobden School

Area 12 Fawcetts

Neighbourhood Housing Officer – Catherine Caulfield

Date: 5th March 2012 Time: 10:00AM Meeting point: Entrance Fawcett Way

Area 13 Amberleys, Kitsons, Oldfield Lane, Toft Street, Roseneath Place, Colemore Road, Elmfield Road, Hardrow Terrace, Highfields.

Neighbourhood Housing Officer - Michael Vilia

<u>Date</u>: 21st May 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: ASDA Oldfield Lane

Area 14 Farrows, Pudsey Road, Tong Road. Neighbourhood Housing Officer – Michael Vilia

Date: 7th May 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: 36 Heights Drive

Area 15 Heights Estate

Neighbourhood Housing Officer - Julie Quinn

Date: 14th March 2012 Time: 10:00AM Meeting point: 36 Heights Drive

Area 16 Greenthorpes and Henconners

Neighbourhood Housing Officer – Julie Quinn

<u>Date</u>: 22 February 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Junction of Heights Drive and Greenthorpe Road.

Area 17 Claremonts, Bardens, Addingham Gardens, Whingate Court, Albanys, Barrass, Blue Hill, Silver Royds, Swallows.

Neighbourhood Housing Officer - Michael Vilia

Date: 11th June 2012 Time: 10:00AM Meeting point: Marsden Street Car Park.

Area 18 Thornhill Estate, Hawkhurst Road, Shoreham Road, Privilege Street.

Neighbourhood Housing Officer – Michael Vilia

<u>Date</u>: 28th May 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Thornhill Court Sheltered Complex

Area 19 Greensides, Upper Wortley Road, Western Grove.

Neighbourhood Housing Officer - Michael Vilia

<u>Date</u>: 4th June 2012 <u>Time</u>: 10:00AM <u>Meeting point</u>: Outside Hanover Arms Public House

Members of Area Committee, and colleagues within Area Management, are invited to contact the author of this report should there be any interest in attending one of the walkabouts, or estate inspections.

3.4 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.
- Environmental schemes
- Community safety schemes

- Tenant involvement schemes
- **3.4.3** They have a delegated budget and are able to approve bid submissions for issues such as: Forty six submissions have been made to the Outer West Area Panel for consideration since 2008.
- **3.4.4** These bids have included joint funding initiatives including CASAC target hardening at New Street Grove, Pudsey and the Minster flats in Farsley. The outcome of this project has been improved security measures for vulnerable tenants living in the Outer West area, the work has also served to reduce the fear of crime.
- **3.4.5** Work will shortly commence to improve linkage footpaths around the Rycroft multi storey flats in Swinnow. The scheme will also include improved recycling facilities for residents.
- **3.4.6** Other schemes approved by the Outer West Area Panel is the provision of fencing at several locations. Feedback from elderly residents has been very positive due to improved community safety. A further scheme of fencing is planned for Heights Drive in Wortley during March 2012.
- **3.4.7** In addition, the Area Panel has approved provision of several external notice boards for dispersed Sheltered Schemes in the Outer West area to provide a venue to disseminate information to residents regarding community events and other important information.

4 Locality Working

4.1 The Locality Working Initiative is a partnership between West North West homes Leeds (WNWhL) and Leeds City Councils, Outer North West Locality Team. The aim of the project is to deliver joined up environmental services on the Tong estate and to improve environmental conditions. The initiative aims to meet the business objectives of WNWhL, Leeds City Council and the Outer West, Environmental Sub Group in the delivery of optimum efficiency of environmental services to the residents of Leeds. By providing joined up services that achieve excellent environmental conditions and addresses local needs and priorities. The project will be delivered jointly in a coordinated way to achieve maximum levels of environmental improvements, where a visible difference will be made. The project will last for 12 weeks, at which time an evaluation will be undertaken, this will be done via customer and local Ward Member consultation.

4.2 Progress to date

- Pre consultation questionnaire with WNWhL tenants and leaseholders, to ascertain local priorities and perception of the area.
- Pre walkabout arranged Thursday 23rd February with Cllr David Blackburn, Chair of
 Outer West, Environmental Sub Group. The purpose of the walkabout is to undertake
 an estate grading prior to commencement of the project.
- A post inspection walkabout to be arranged with Cllr David Blackburn which will assist with evaluation of the project.
- A deep clean was undertaken on Monday 27th February, this marked the start of the project. The deep clean was delivered jointly by WNWhL and the Locality Team, it provided a high visible joint presence on the estate.
- Mechanisms are in place to record work referrals to respective teams.
- Post consultation questionnaire prepared for WNWhL tenants and leaseholders.

4.3 Mapping Exercise

The Locality Team currently undertake a 6 weekly mechanical sweep of the estate and a once weekly manual litter pick (Saturday morning)

WNWhL Caretakers undertake 1 half day planned work on the estate and will during the course of the project undertake a daily eyes and ears patrol. The Neighbourhood Management Officer (NMO) will continue to carryout scheduled monthly estate inspections, including estate grading with a Tenant Inspector, Area Representatives and local Ward Members.

Refuse collection in the area is weekly on Tuesdays, the service is a wheeled bin collection.

4.4 Joint Working Approach

Given that environmental conditions are usually at there worst, immediately after bin collection, (Tuesday) it is proposed that WNWhL and the Locality Team undertake their respective planned work on Tuesday afternoon. This approach will provide maximum impact and prevent litter from spreading around the estate. The Locality Team have a dual role, including street cleaning and responsibility for litter enforcement.

4.5 Estate Grading

In line with our published service standards WNWhL arranges regular Estate Inspections which take place on a monthly basis for each area; and twice yearly Estate Walkabouts for every area. Estate Walkabouts are promoted on our website and WNWhL welcomes the opportunity for customers, partners, Ward Members and other representatives to attend the inspections and walkabouts with us. Our Estate Grading process uses a standard matrix scoring system, using pictorial standards to ensure a consistent approach to scoring. The issues assessed as part of the grading include:

Fencing
Untidy Gardens
Graffiti
Hazardous waste
Fly tipping
Animals or pets
Fire Hazards
Tenancy Breaches

Grounds maintenance
Highways issues, road surface
Travellers
Trees
Dog fouling
Litter picking
Flagged areas around flats
Footpaths

Following the inspection a score is then awarded using one of the following categories:

- Excellent
- Good
- Acceptable
- Poor

The table below provides details of the last 3 months estate inspection grading for the Tong estate.

Month	Grading	Issues
December 2011	Acceptable	Litter, footpaths (Highways)
		derelict outhouses Tong Drive,
		derelict pub Tong Way
January 2012	Acceptable	Limited visibility due to adverse
		weather (snow)
February 2012	Acceptable	Litter, footpaths (Highways)
		derelict pub – Tong Way,
		churned up grass verges

Overall grading has not improved from December to February, although it should be noted that work commenced mid February 2011 on the removal of derelict outhouses on Tong Way, this work has been funded by the Outer West Area Panel. Environmental conditions immediately around the flats will improve substantially once contractors have completed work in early March 2011. It was recognised during February's walkabout that environmental conditions on the estate were mixed, some areas were found to be good, whereas, others were found to be poor. However, overall the score was found to be acceptable. The Neighbourhood Management Officer has identified additional investment needs for the area and has submitted further bids to the Outer West Area Panel. These include creating additional off road parking, which will assist with grassed verges that have been churned up and replacement fencing. Cllr Ann Blackburn attended Decembers estate inspection. Cllr. David Blackburn attended Februarys estate inspection.

4.6 Resident Involvement

There is no registered tenant group in the area, although the NMO has good local connections with residents who regularly attend monthly estate inspections.

4.7 Benefits

- Coordinated and joined up approach to environmental services
- High visibility presence.
- Improved environmental conditions
- Positive image of area
- Positive image and perceptions for local residents and ward members
- Tackle litter enforcement issues by the Locality Team
- Provide opportunity to expand coordination of services to other areas
- Optimum efficiency in delivery of environmental services

5 Fire Fly

Calverley Rotary Club are working in partnership with West Yorkshire Fire Service (WYFS) on a unique scheme. The Rotarians are taking an active role in supporting WYFS to deliver a programme of home fire safety checks in Calverley. The Rotarians have invaluable local knowledge of the area and are well placed to help identify

vulnerable members of the community and carryout vital safety checks. The Rotarians are checked on the Criminal Records Bureau. They are then trained by WYFS to carry out an assessment of the homeowner's level of vulnerability to fire and their ability to escape unaided.

During the assessment the Rotarians take the opportunity to educate householders on fire prevention, they also install where appropriate a 10 year smoke detectors which do not require regular maintenance. The Fire Fly system is a new reflective sticker system which will guide WYFS directly to the rooms of vulnerable people that require assistance. Work is almost complete at Brookleigh Sheltered Housing Scheme, WNWhL will arrange access to Marsden Court and Dawsons Corner, via our Scheme Managers to ensure this important work continues.

5.2 Ward Members Surgeries

We have recently commenced joint surgeries with Ward Members in the Pudsey area. The initiative is aimed at providing support for local Councillors and improving existing channels of communication. The Project will run during February and March 2012, after which an evaluation of the initiative will be undertaken.

5.3 Community Engagement

- **5.3.1** WNWhL has a successful track record in community engagement, and received very positive ranking for this service in the most recent Audit Commission Inspection (June 2010).
- 5.3.2 In 2008 we were awarded the Tenant Participation Advisory Service Quality Accreditation for Resident Involvement, the first ALMO in the country to achieve this. This is a three year award and we are currently undergoing assessment for reaccreditation.
- **5.3.3** We have recently established Tenant Scrutiny, a method of involving customers which will offer us independent challenge and suggest proposals for change to the way we deliver our services.
- **5.3.4** This has been done in consultation with customers over the last year
- 5.3.5 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 12 in the Inner West area, to innovative forums such as the Sheltered Housing Forum and the Lesbian, Gay, Bisexual and Trans Group.
- **5.3.6** Some other examples of community engagement have included:
- Working with partner agencies on the Rycrofts to provide the provision of recycling facilities on the estate
- The creation of local surgeries across the area, including at the Rycrofts, Whingate Court, Thornhill Court, Greenside, Marsden Court and Brookleigh Sheltered Housing Schemes
- Attendance by Neighbourhood Housing Office staff at tenant and resident meetings.
- Maintaining active resident groups across the area and encouraging Area Representatives, where there is insufficient interest for a resident group.
- **5.3.7** In the future we expect to see increased customer involvement across the area.

- **5.3.8** We aim to achieve this by continued good relationships with our partner agencies and our Neighbourhood Housing Team focusing on excellence in tenancy management.
- 5.3.9 This report recommends that to further cement the relationship between Area Management and WNWhL there is potential to explore existing communication channels with WNWhL customers for wider consultation on a range of community issues.

6 Corporate Considerations

The joint work and development of shared services between WNWhL 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.

6.1 Consultation and Engagement

- 6.1.1 All residents living in the Outer West area have been consulted using our Community Partnership Agreements, to ascertain their priorities for the area and to identify improvements they would like to see. Current priorities have been identified as;
- Litter
- Youth provision
- Animal related problems
- **6.1.2** Detailed consultation is undertaken for each Area Panel bid submission. Post evaluation of schemes is also undertaken.

6.2 Equality and Diversity / Cohesion and Integration

6.2.1 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.

6.3 Council Policies and City Priorities

6.3.1 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.

6.4 Resources and Value for Money

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

6.5 Legal Implications, Access to Information and Call In

6.5.1 There are no legal implications arising from this report.

6.6 Risk Management

6.6.1 There are no risk implications arising from this report.

7 Conclusions

7.1 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.

8 Recommendations

8.1 Members are invited to note this report, and it is recommended that WNWhL provide a further six monthly update to Area Committee of progress with areas of mutual interest in the March/April cycle of meetings

9.0 Background documents¹

9.1 None.

¹ The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.