

**Report of West North West Homes**

**Report to Outer West Area Committee**

**Date: 12<sup>th</sup> October 2012**

**Subject: Area Committees involvement in West North West homes Leeds**

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. 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 Wortley Area Office at 36 Heights Drive, Wortley, LS12 3SU
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 Area 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, 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 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.
- 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 Wortley Area 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.
- 2.3 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 Initiative**

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 and to improve environmental conditions.

The scope of the project is to meet strategic objectives of WNWhL, Leeds City Council and the Outer West, Environmental Sub Group through collaborative work between WNWhL and the Locality Team.

Clear objectives have been set by senior management within WNWhL and Leeds City Council. There has also been active involvement from local Ward Members in setting the agenda and priorities. There has been commitment from both parties to undertake work across boundaries where necessary, to ensure optimum levels of efficiency, to prevent the spread of litter and improve estate cleanliness

### 3.3 Background

The Tong estate, in Wortley was identified for this project using WNWhL performance measures, including use of the estate grading matrix. Using the above data and information, the Tong estate was identified as an area in need of intervention to improve environmental conditions.

The duration of the project was 12 weeks, it commenced on the 27<sup>th</sup> February 2012 with a deep clean of the estate, delivered jointly by WNWhL and the Locality Team. This approach provided a high visible presence by both parties on the estate.

### 3.4 Barriers

Environmental conditions are challenging on the estate, due to the hilly terrain of the area. Wortley is located in a valley and rises quite sharply from either side of the Ring Road.

Narrow roads create parking issues, at times this means the 6 weekly mechanical sweep delivered by the Locality Team is not always done effectively, as a result of the volume of parked vehicles on the road.

### 3.5 Estate Grading

In line with WNWhL published service standards, the Neighbourhood Management Officer arranges regular estate inspections which take place on a monthly basis for each area; and quarterly estate gradings. Estate gradings are promoted on WNWhL website and welcomes the opportunity for customers, partners, Ward Members and other representatives to attend the inspections and gradings.

The table below provides details of estate gradings from December 11 to May 12.

<b>Month</b>	<b>Grade Awarded</b>	<b>Issues Identified</b>
<b>December 2011</b>	Acceptable	Litter & fly tipping Defective footpaths (Highways) Derelict outhouses Tong Drive Derelict pub - Tong Way
<b>January 2012</b>	Acceptable	Limited visibility due to adverse weather (snow)
<b>February 2012</b>	Acceptable	Litter & fly tipping Defective footpaths (Highways) Derelict pub – Tong Way

		Derelict outhouses Tong Drive
<b>March 2012</b>	Good	Defective footpaths (Highways) Derelict pub – Tong Way
<b>April 2012</b>	Good	Defective footpaths (Highways) Derelict pub – Tong Way Grass cutting not to standard
<b>May 2012</b>	Good	Derelict pub – Tong Way

Work commenced on demolition of the derelict outhouses, on Tong Drive in March 2012. Completion of this work has made a significant improvement to estate conditions. The work was funded by WNWhL Outer West, Area Panel, feedback received by local residents has been very positive.

More active work with partner agencies has resulted in a 23% reduction of outstanding issues, such as defective footpaths and grass cutting not meeting standard.

Contact has been made with Leeds City Council's Planning Department and Building Control Office to ensure that the derelict pub on Tong Way is prioritised for action.

Issues in relation to litter and fly tipping have reduced significantly since the implementation of the project.

Findings from the monthly estate inspections and subsequent gradings confirm there has been a significant improvement in environmental conditions. In January 2012 the grading awarded was acceptable, whereas, the grading in May 2012 has increased to good. Issues noted during May's inspection were outside the control of WNWhL. An award of excellent would have been awarded if the derelict pub was removed from the grading assessment. Findings have been reported to LCC Planning and Building Control Office.

### 3.6 Customer Satisfaction

A survey was carried out in January 2012, to ascertain resident perceptions of the area. 156 surveys were sent out, 33 responses were received providing a return of 21%.

A further survey was carried out in May 2012. 156 surveys were sent out, 39 responses were received providing a return of 25%

The table below shows the findings of satisfaction with estate conditions January 2012

<b>Resident Satisfaction January 2012</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Overall how satisfied are you with estate conditions, including litter, dog fouling, grass cutting & untidy gardens	0 – 0%	9 - 27.2%	17 – 51.5%	7 – 21.2%

The table below shows findings of satisfaction with estate conditions May 2012

<b>Resident Satisfaction May 2012</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Overall how satisfied are you with estate conditions, including litter, dog fouling, grass cutting & untidy gardens	14– 35.9%	23 - 58.9%	2 – 5.1%	0 – 0%

In comparing the findings from January to May 2012, there has been a 67% increase in overall customer satisfaction levels.

The two respondents indicating dissatisfaction in May, live in close proximity to the derelict pub on Tong Way, and gave this as a reason for their low dissatisfaction rating.

Individual feedback from some residents has been very positive in relation to improvements noted. One long standing resident enthused “the estate has improved greatly and reminds me of how good it used to look when residents first moved in during the 1960’s”.

### 3.7 Community Engagement

There isn't a registered Tenant and Residents Association in the area. However, the project has provided the opportunity to deliver a high visible presence, which has led to an increased number of local residents taking an active role and participation in monthly estate inspections and gradings and has created closer working with residents. Local residents have taken an active role in monitoring grass cutting on the estate. Basic training has been delivered to residents by the Neighbourhood Management Officer. Some residents now proactively monitor grass cutting and relay information back to the Neighbourhood Management Officer, this maximises the opportunity to quality check grass cutting and address asset failures . This

supports the wider tenant engagement agenda and supports the principal of residents taking ownership for improving their own estate environment.

Previously the area was a known hot spot for fly tipping. Since the introduction of the Locality Project, this has led to the Neighbourhood Management Officer developing closer links with local residents, who now actively provide intelligence to identify perpetrators of fly tipping to enable enforcement action. Consequently, incidents of fly tipping on the estate have reduced significantly.

In addition, arrangements have been made to invite children from the local primary school to participate in the July estate inspection and a litter picking event, as part of WNWhL Diversity week. The purpose of the event is to raise awareness of local children and how they can contribute toward environmental improvements by disposing of litter responsibly.

### **3.8 Next Steps**

In order to maintain a good level of improved estate cleanliness, an ongoing maintenance plan has been agreed. The Neighbourhood Team have made a commitment to local residents and Ward Members, that joint work will continue, which will include:

- Joint monthly inspections with WNWhL, Area Representatives, and Ward Members
- Neighbourhood Caretaking Team to deliver monthly planned maintenance
- Locality Team to undertake 6 weekly mechanical sweep and weekly manual litter pick

Discussions are taking place with WNWhL and the Locality Team, it is suggested that work should focus in the main, but not exclusively on, the following areas of work:

- Untidy gardens, private and Council tenure
- Cross boundary work - collection of litter
- Dog fouling
- Fly tipping

The Kitson estate in Wortley, has already been identified as the next area for joint work in Outer West, a walkabout inspection has been arranged with Cllr David Blackburn on the 29<sup>th</sup> August 2012.

### **3.9 Multi Agency Work**

The Outer West, Crime and Grime Tasking Group has delivered 3 local action days during 2012 in the following areas; Tong, Gambles and Swinnow estates.

The noticeable outcome of these action days has been improved environmental conditions, local residents have provided positive feedback about improved conditions.

Monitoring of the grass cutting contract, (Continental) forms an important part of the work undertaken by the Neighbourhood Management Officers. Quality issues that fail to meet standards are passed back for corrective action. A minimum of 10% quality check is required, however, over 30% has been achieved in quarters 1 and 2 to date.

There have been two house closures in the Pudsey area as a result of serious levels of anti social behaviour by the tenants.

### **3.10 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**

29<sup>th</sup> August 2012, 10:00am, Rycrofts estate, Neighbourhood Management Officer Sharon Argyle, meeting point Rycroft Towers

26<sup>th</sup> September 2012, 9:30am, Wellstones estate, Neighbourhood Management Officer Sharon Argyle, meeting point Swinnow Lane Shops

18<sup>th</sup> October 2012, 10:00am, Wellstones estate, Neighbourhood Management Officer Sharon Argyle, meeting point Swinnow Lane Shops

22<sup>nd</sup> November 2012, 10:00am, Rycrofts estate, Neighbourhood Management Officer Sharon Argyle, meeting point Rycroft Towers

30<sup>th</sup> October 2012, 9:30am, 11 Farsley estate, Neighbourhood Management Officer Brian Burton, meeting point Farfield Avenue shops.

31<sup>st</sup> October 2012, 9:30am, Waterloo's estate, Neighbourhood Management Officer Brian Burton, meeting point top of Inghams Avenue

2<sup>nd</sup> November 2012, 10:30am, Dawsons Corner, Neighbourhood Management Officer Brian Burton, meeting point Community Centre

5<sup>th</sup> November 2012, 10:30am, Marsden Court, Neighbourhood Management Officer Brian Burton, meeting point community room

6<sup>th</sup> November 2012, 9:30am, Minster flats, Neighbourhood Management Officer Brian Burton, meeting point outside Ripon House

8<sup>th</sup> November 2012, 2:30pm, Brookleigh and Calverley, Neighbourhood Management Officer Brian Burton, meeting point Brookleigh community room.

26<sup>th</sup> September 2012 & 12<sup>th</sup> December 2012, 9:30am, Swinnow estate, Neighbourhood Management Officer, Paul Wood, meeting point entrance to Swinnow Green

22<sup>nd</sup> August 2012 & 16<sup>th</sup> January 2013, 9:30am, Greenside, Heath Grove, Carlisle Road, Tofts House Close, St Lawrence Close and Standales, Neighbourhood Management Officer Paul Wood, meeting point rear car park Greenside sheltered scheme.

5<sup>th</sup> September 2012 & 5<sup>th</sup> December 2012, 9:30am Mt Tabor Street, Victoria's, Westdales Highfields, New St Grove, Rutland Court, Clifton Court, Neighbourhood Management Officer Paul Wood, meeting point entrance to Mt Tabor Street.

4<sup>th</sup> September 2012, 10:00am, Acres Hall estate, Neighbourhood Management Officer Karen Barton, meeting point 1 Scott Street.

26<sup>th</sup> September 2012, 9:30am, Claremont Grove and Crimbles, Neighbourhood Management Officer Karen Barton, meeting point community room Claremont Grove

4<sup>th</sup> October 2012, 9:30am, Littlemoor estate, Neighbourhood Management Officer Karen Barton, meeting point junction of Littlemoor Crescent/Gardens.

4<sup>th</sup> December 2012, 9:30am, Harley estate, Neighbourhood Management Office Karen Barton, meeting point outside no 6 Harley Drive.

11<sup>th</sup> December 2012, 9.30am, Roker estate, Neighbourhood Management Officer Karen Barton, meeting point junction of Kent Road, Roker Lane.

18<sup>th</sup> December 2012, 9.30am, Acres Hall estate, Neighbourhood Management Officer Karen Barton, meeting point 1 Scott Street.

10<sup>th</sup> January 2013, 9.30am, Claremont Grove and Crimbles, Neighbourhood Management Officer Karen Barton, meeting point community meeting room Claremont Grove

15<sup>th</sup> January 2013, 10.00am, Littlemoor estate, Neighbourhood Management Officer Karen Barton, meeting point junction of Littlemoor Crescent/Gardens.

### **Wortley**

3<sup>rd</sup> September 2012, 10:00am, Whincover estate, Neighbourhood Management Officer Catherine Caulfield, meeting point: shops on Whincover Drive

10<sup>th</sup> September 2012, 10:00am, Fawcett estate, Neighbourhood Management Officer Catherine Caulfield, meeting point entrance to estate on Lower Wortley Road



17<sup>th</sup> September 2012, 10:00am, Low Moorsides, Neighbourhood Management Officer Catherine Caulfield, meeting point community centre next to Co-op.

24<sup>th</sup> September 2012, 10:00am, Cobdens and Blackpools, Neighbourhood Management Officer Catherine Caulfield, meeting point: Cobden School

24<sup>th</sup> September 2012, 10:00am, Nutting Grove Terrace and Bawn Approach, Neighbourhood Management Officer Catherine Caulfield, meeting point: entrance to Nutting Grove Terrace.

3<sup>rd</sup> October 2012, 10.00am, Heights estate, Neighbourhood Management Officer Phil Cook, meeting point Housing Office 36 Heights Drive LS12 3SU

17<sup>th</sup> October 2012, 10.00am, Greenthorpe estate, Neighbourhood Management Officer Phil Cook, meeting point: junction of Greenthorpe Road and Heights Drive.

24<sup>th</sup> October 2012, 10.00am, Gamble estate, Neighbourhood Management Officer Phil Cook, meeting point: foyer of Gamble Hill Croft.

9<sup>th</sup> January 2013, 10.00am, Heights estate, Neighbourhood Management Officer Phil Cook, meeting point: Housing Office, 36 Heights drive LS12 3SU

16<sup>th</sup> January 2013, 10.00am, Greenthorpe estate, Neighbourhood Management Officer Phil Cook, meeting point: junction of Greenthorpe Road and Heights Drive.

23<sup>rd</sup> January 2013, 10.00am, Gamble estate, Neighbourhood Management Officer Phil Cook, meeting point foyer of Gamble Hill Croft.

2<sup>nd</sup> October 2012, 10.00am, Bawns estate, Neighbourhood Management Officer Julie Quinn, meeting point Hill Top Community Centre.

4<sup>th</sup> October 2012, 10.00am, Tong estate, Neighbourhood Management Officer Julie Quinn, meeting point shop on Tong Approach.

9<sup>th</sup> October 2012, 10.00am, Stonecliffe estate, Neighbourhood Management Officer Julie Quinn, meeting point Church at the top of Stonebridge Lane.

25<sup>th</sup> October 2012, 10.00am, Area 3 Butterbowl estate, Neighbourhood Management Officer Julie Quinn, meeting point: library on Whincover Drive.

8<sup>th</sup> January 2013, 10.00am, Area 1 Bawns estate, Neighbourhood Management Officer Julie Quinn, meeting point: Hill Top Community Centre.

15<sup>th</sup> January 2013, 10.00am, Tong estate, Neighbourhood Management Officer Julie Quinn, meeting point: shop on Tong Approach.

22<sup>nd</sup> January 2013, 10.00am, Stonecliffe estate, Neighbourhood Management Officer Julie Quinn, meeting point: Church at the top of Stonebridge Lane.

24th January 2013, 10.00am, Butterbowl estate, Neighbourhood Management Officer Julie Quinn, meeting point: library on Whincover Drive

2<sup>nd</sup> October & 18<sup>th</sup> December 2012, 9:30am, The Heights East & West, Pudsey Road and the Farrow estate, Neighbourhood Management Officer Jo Nahl, meeting point: 5 The Heights East.

4<sup>th</sup> October & 20<sup>th</sup> December 2012, 9.30am, Whingate Court, Addingham and Silver Royd estate, Neighbourhood Management Officer Jo Nahl, meeting point entrance of Whingate Court.

27<sup>th</sup> October & 13<sup>th</sup> December 2012, 9.30am, Thornhill's, Upper Wortley Road, Amberley's, Kinston's, Oldfields and Highfields, Neighbourhood Management Officer Jo Nahl, meeting point: entrance Thornhill Court.

3<sup>rd</sup> October & 19<sup>th</sup> December 2012, 9.30am, Western's, Upper Wortley Road Greenside estates, Neighbourhood Management Officer Jo Nahl, meeting point: outside 110 Lower Wortley Road.

Members of Area Committee, local Ward Members 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.

### 3.11 Area Panels

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. The Area Panels have an active role in setting and agreeing local priorities using local Community Partnership Agreements.

The Area Panels have a delegated budget and consider bid submissions for projects and addressing issues such as:

- Environmental improvement schemes
- Community safety schemes
- Tenant involvement schemes

Bids approved during 2012 have included:

- Additional security measures Minster flats, Farsley
- Additional security measures New Street Grove, Pudsey
- Joint funding with Area Management CCTV Farfield Avenue, Farsley
- Installation of metal fencing Heights Drive, Wortley
- Installation of metal fencing Tong estate, Wortley
- Safety barrier, Gamble estate, Wortley

The target hardening work, including additional security measures in Farsley and Pudsey has improved security measures for vulnerable tenants living in the Outer West area, the work has also served to reduce the fear of crime.

### **3.12 Community Engagement**

WNWhL has a successful track record in community engagement. We are proud to advise that in our recent Tenant Participation Accreditation Service re-accreditation WNWhL achieved a score of 18 out of a maximum 19 units.

We are keen that customers help us to develop and monitor the service. We hold Customer Sounding Boards for different service areas to ensure a consistent opportunity for customers to get involved.

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
- Lack of youth provision
- Anti social behaviour

A hugely successful diversity week was held in July, with activities ranging from; children from local schools attending estate walkabouts. Development of computer clubs in some sheltered housing schemes, which helps to combat social isolation, and develop enhanced services. An Area Panel bus tour of projects undertaken to assist panel members with familiarisation of the area and to see first hand the outcome of successful bids.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

4.1.1 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.

### **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.

## **4.5 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 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 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

## **7 Background documents**

7.1 None.