
Report of the Assistant Chief Executive (Customer Access & Performance)

Report to North West (Inner) Area Committee

Date: 13th December 2012

Subject: Area Update Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Headingley, Hyde Park and Woodhouse, Kirkstall, Weetwood.	<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

This report provides Members with a summary of sub groups business since the October Area Committee. This includes an update on work taking place around developing Leeds Citizens Panel. The report also informs the Area Committee about the newly established High Rise Management Team.

Recommendations

1. Members are asked to:

- Note and action as appropriate the Key Messages from Sub Groups as set out in section 3.
- Members are asked to comment on how the Council should target its efforts to fill the gaps in Leeds Citizens Panel membership.
- Note the establishment of the High Rise Management Team by WNWhL.

1 Purpose of this report

- 1.1 This report provides members with an update on recent Sub Group business and the current position relating to other project activity. This includes an update on the work of the West North West Area Leadership Team and the work taking place around Student Changeover. The report also seeks nominations for a Fuel Poverty Champion and nominations for community representatives to area committee sub groups.

2 Background information

- 2.1 An Area Committee update report is submitted at every cycle of Area Committee meetings unless there is no additional business to report from sub groups or any other project activity to report. Partner organisations and Council services will contribute information to the Area Update Report.

3 Main issues

Forum and Sub Group Key Messages

3.1 Planning Sub Group

- 3.2 The Planning sub group has met on the 21st November 2012. They discussed a variety of planning applications and issues. Issues discussed include:

- § Letting Board Code of Practice
- § Neighbourhood Planning
- § DCLG Permitted Development Consultation
- § Neighbourhood Design Statements
- § Leeds Girls High School – Victoria Road Swimming Pool Site
- § Tesco, Kirkstall District Centre
- § Woodhouse Street Development
- § Boddington Hall
- § Headingley Cricket Stadium

- 3.3 It was reported that the Department for Communities and Local Government (DCLG) had now published their consultation document which outlined a number of proposed changes to householder and commercial permitted development. RP noted that this was a six week consultation with the deadline for comments being the 24th December. It was proposed that the group discuss the consultation questions and that RP would draft a consultation response based on the discussion (**see Appendix 1**). This consultation response will be formally agreed at the Planning Group meeting on the 12th December.

Key Messages

- 3.4 Planning Group resolved to ask Area Committee to support the groups draft consultation response to the DCLG public consultation on 'Extending permitted development rights for homeowners and businesses'.

3.5 Environment Sub Group

3.6 The Environment sub group met on the 13th November 2012, the sub group now includes resident representatives from each of the wards. The following issues were discussed:

- § Susan Upton, Chief Officer - Waste Management, provided an update on key work streams, including information about the weekly alternate bin collections.
- § The alternate collections will only be suitable for 80% of the city; the remaining 20% will include areas which are densely populated such as the Inner North West, high rises and those currently on bag collections. In these areas a range of other options will be available such as communal waste schemes and wheel in wheel out services.
- § Waste Management are investigating options for kerbside glass recycling.
- § The WNW Environmental Services Locality Team provided an overview of the service and the delegation.
- § During the period of 1st Sept – 9th Aug 2012 there were 499 requests for service received by the WNW Locality Team.
- § The Beamsleys communal bins are working well. A similar scheme is being looked at for the Granbys, although this is less straightforward due to road layout. Members will continue to be consulted.
- § The Environmental Services Co-ordinator, post funded through the Area Committee, has now been appointed. Reports will continue to be given on the work of the post-holder at future Sub Groups.
- § Parks and Countryside provided an update of key pieces of work in each ward.

Key Messages

3.7 There were no Key Messages from the Environment Sub Group.

3.8 Joint Inner and Outer Transport Sub Group

3.9 The Joint Inner and Outer North West Area Committee Transport Sub Group has not met since 3rd July 2012.

Key Messages

3.10 There were no key messages from the joint Transport sub group.

3.11 Forum Update

3.12 There have been two forums held since the last Area Update Report to Area Committee, one Hyde Park Forum and one Burley and Kirkstall Forum. Both of these forums trialled a new format for the meeting with a more resident led agenda which focused on a problem solving model. This included workshop sessions that enabled greater participation by those in attendance. Areas for discussion included: community safety; environmental issues; highways; Parks & Countryside. The new

format of the meetings was generally welcomed by residents as being more inclusive.

3.13 Leeds Citizens Panel Update

- 3.14 As part of the process of developing the Leeds Citizens' Panel, a report was presented to the Area Chairs forum in November 2011 and the ten Area Committees in the December 2011 setting out the proposed changes to the service. As part of this consultation process Members requested that periodic updates be provided to Area Committees on the progress of the development of the Leeds Citizens Panel. This section of the report highlights the progress that has been made in relation to recruitment of new citizens panel members and which consultations have been undertaken to date.

Citizens Panel Membership

- 3.15 An increase in panel membership from 1,500 to 6,000 is a key element of the improvements to the Leeds Citizens Panel. The smaller membership only allowed us to consult on issues affecting the whole of Leeds. The new larger body of panel members will allow us to provide analysis of consultations at the Area Committee level while retaining a representative sample based on age, gender and ethnicity. This will enable us to understand resident perceptions of services at the locality level.
- 3.16 Efforts to undertake citizens panel recruitment have been more challenging than first anticipated and it is taking longer to achieve the target of 6,000 panel members. However steady progress is still being made and the current membership of the Leeds Citizens Panel is now at 3,919. **Appendix 2** sets out the details of panel membership at the city and area committee level as of 1 November 2011². Please note that total membership for age, gender, or ethnicity will not exactly add up to the total number of panel members as some personal information was missing when panel members submitted their applications. Work is being undertaken to receive this information from all panel members which should fix this problem in the future.
- 3.17 The citizens panel has been widely promoted in a number of ways in the past year, and some obvious gaps in membership have been identified particularly in relation in inner-city areas and young people across the city. This is a common pattern with citizens panels across the UK and further work will be undertaken to target recruitment efforts to fill the remaining gaps. Arrangements are being put in place to merge the analysis of Children's Services consultation through Breeze card-holders and the Leeds Youth Council and that of the Leeds Citizens Panel to help minimise the temporary gap in young person representation on the Citizens Panel. Members are asked to comment on how the Council should target its efforts to fill the gaps in Leeds Citizens Panel membership.

Programme of Consultation

- 3.18 The following consultations have taken place through the Leeds Citizens Panel in the last 12 months:
- Olympic Events for Leeds. This survey asked panel members what cultural activities they wanted to in Leeds during the year of the Olympics? Feedback

was provided in the form of a newsletter to panel members. A response rate more than 70% was gained from this survey.

- Future of Kirkgate Market: This was the second phase of consultation regarding Kirkgate Market and received a response rate of 65%. The third phase of consultation to be sent shortly will include design options and will be combined with a car parking survey for the area.
- Healthy Communities: This analysis of this survey will be merged with a similar one undertaken by the NHS and will help identify barriers to access health services in localities. The Leeds Citizens Panel component of the survey received a response rate of 60 %.
- Parks and Countryside and Environmental Cleanliness: The response rate for this survey was lower than other surveys at just under 50% and may be accounted for by the timing of the survey falling during the holiday period. And while this still represents a significant increase in response compared to previous surveys undertaken without the citizens panel this time period will be avoided for future surveys.
- Council Tax Support: This survey asked members views on the government's reduction in terms of council tax benefits. Details of response rates were not available at the time this report was produced.
- Budget consultation 2013/14: In addition to the You Choose budget consultation undertaken through the Leeds City Council website, this survey was sent to all citizen panel members and gives respondents the opportunity to highlight their priorities for the 2013-14 budget. The survey was still open for responses at the time of writing this report but the team has received more than 600 responses just the first week, so a good response rate is anticipated for this important survey.

Next Steps

- 3.19 Management of Panel membership will be an ongoing feature of work to support the functioning of the Leeds Citizens Panel and will need to be refreshed on a regular basis with approximately one third of members being replaced with new members each year. New demographic targets for the city and individual area committee areas will need to be set this year to reflect recent census data.
- 3.20 The first year of operating the improved citizens panel has demonstrated the opportunities for cost savings for services while still achieving high response rates. An increase in the confidence in the Citizens Panel as a viable mode of public consultation has increased the request for surveys.
- 3.21 A process for managing the forward plan of Citizens Panel surveys will be put in place to ensure that panel members do not receive too many surveys in a short period of time and that busy holiday periods can be avoided. This process will also ensure that we are able to combine surveys to avoid duplication and save costs.

- 3.22 As well as being a valuable tool for reducing costs associated with public consultation the Leeds Citizens Panel has begun to prove its value in helping to shape opinions about important changes to Council services. For example, the findings from the Kirkgate Market survey has highlighted the need to broaden the options being considered for its future development, and analysis from the budget consultation through the Leeds Citizens Panel will be presented to Full Council in February to help set the budget for 2013-14.
- 3.23 **High Rise Management Team**
- 3.24 West North West homes Leeds has set up a new High Rise Management Team as part of the Action on High Rise Living project for 2012/13. This is a new team, focussed on achieving improvements for residents in 17 of high rise blocks, through intensive tenancy management and problem solving. The new team will work alongside existing local area teams to deliver Intensive tenancy management for customers. This work is part of a key Service Improvement Plan for 2012-13, to increase satisfaction levels for customers living in High Rise accommodation.
- 3.25 Analysis to date has demonstrated that there are a small number of priority blocks which require immediate and intensive management intervention, however it was felt appropriate to extend this list to include other blocks that would benefit from an intensive approach. WNWhL looked at issues in all 45 high rise blocks to prioritise 17 to be targeted by the team. 5 of these blocks fall within the Inner North West area. These are:
- *Holborn Towers*
 - *Lovell Park Grange*
 - *Lovell Park Heights*
 - *Lovell Park Towers*
 - *Norman Towers*
- 3.26 The establishment of an intensive management team focussing on a small number of blocks will enable them to provide uninterrupted focus on the priority issues that customers have highlighted. It is anticipated that this team will operate until the end of the financial year in order to maximise impact and deliver customer priorities, at which point WNWhL will evaluate the successes to determine future operations.
- 3.27 Those High Rise blocks that are not covered by this team will still have their priority issues taken forward by their local NMO. The new team will also be a source of advice and support for other NMOs working on local issues in their high rise blocks.
- 3.28 The team is headed up by Akbar Khan, the Area Performance Manager for Inner West, and includes three High Rise Management Officers. They are all experienced in managing tenancy and neighbourhood issues, and together form a strong team. The team will be working alongside colleagues from the different area offices, and with other departments across WNWhL as they tackle the local challenges and issues in each block.
- 3.29 As this is a pilot, WNWhL will continually review progress to determine any changes necessary to improve services further.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 Elected members have been consulted on the content of this report.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 There are no equality and diversity issues in relation to this report.

4.3 Council Policies and City Priorities

4.3.1 The Area Committee Functions and Priority Advisory Functions were approved by the Executive Board in June 2009. This approval was rolled forward to 2010/11 and is also being rolled forward to 2011/12 with amendments to the environmental delegation. The Area Functions are included in the Council's Constitution (Part 3, section 3c).

4.4 Resources and Value for Money

4.4.1 There are no resource implications as a result of this report.

4.5 Legal Implications, Access to Information and Call In

4.5.1 There are no legal implications or access to information issues. This report is not subject to call in.

4.6 Risk Management

4.6.1 There are no risk management issues relating to this report.

5 Conclusions

5.1 This report provides members with an update on recent Sub Group business and other project work undertaken by the Area Support Team.

6 Recommendations

6.1 Members are asked to:

- Note and action as appropriate the Key Messages from Sub Groups as set out in section 3.
- Members are asked to comment on how the Council should target its efforts to fill the gaps in Leeds Citizens Panel membership.
- Note the establishment of the High Rise Management Team by WNWhL.

7 Background documents

- None