

**Report of Area Leader West North West**

**Report to Outer West Area Committee**

**Date: 14<sup>th</sup> December 2012**

**Subject: Area Progress Report**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Farnley and Wortley, Calverley and Farsley, Pudsey	<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. This report informs the Area Committee of progress against the Area Support Team work programme for Outer West Leeds and local contributions to Council priorities.
2. All Ward Members who make up the Area Committee are consulted on projects and initiatives within their ward

**Recommendations**

1. Members are asked to:
  - Note the contents of the report, comment on any matters raised and suggest items for inclusion in future area update reports.
  - Note the enclosed appendix providing an update on the West North West Homes Leeds Outer West Area Panel minutes.
  - Comment on how the Council should target its efforts to fill the gaps in Leeds Citizens' Panel membership.

## **1 Purpose of this report**

- 1.1 The purpose of this report is to inform Members of progress against the Area Support Team's work programme and local priorities.

## **2 Background information**

- 2.1 An Area Committee update report is submitted at every cycle of Area Committee meetings. Partners contribute collectively on projects and provide service updates.

## **3 Main issues**

### Farsley Town & District Centre Scheme

- 3.1 The Farsley scheme has now been completed with Property Maintenance (PM) completing the outstanding work to the ginnel. The works have been well received by councillors and local residents.
- 3.2 As mentioned at the previous Area Committee of 12 October, a visit with Farsley Councillors to Andrew Square discussed new plans. City Development have provided councillors with a sketch plan and a quotation from Norfolk Property Services (NPS) to undertake the additional works.
- 3.3 A further site meeting took place on 20 November with Farsley Councillors, City development and the Area Support team. Further changes were discussed to reduce the costs of the scheme. The intention is now, to resurface the grassed area with Yorkshire stone kerbs instead of paving due to its short supply.
- 3.4 An assessment is being arranged by NPS to first assess if these kerb stones can be used and then how many of these will be required. City Development will provide a further update when this work has been undertaken.

### Business Management Project

- 3.5 The business management project continues to provide regular signposting to up to 300 businesses and has an active involvement in the business forums in the Outer West Area.
- 3.6 The 'Make The Grade' element of the project which involves work with schools is working with Crawshaw High School. Funding has been secured in excess of £50,000 and over 20 businesses have agreed to support Crawshaw School.
- 3.7 The business management project organised a Careers Event at Crawshaw School Pudsey on 07 November.
- 3.8 Eleven local businesses provided a 2-minute presentation to approximately 190, year 9 students. The business representatives provided advice on the working world, information on their role and an insight into their sectors.
- 3.9 After the presentations each business representative hosted a stall to answer questions from the students. The careers event took place a week prior to the

students selecting their options, allowing them to gain an insights at an early stage as to what skills different roles require.

#### Environment Sub Group

- 3.10 The Outer West Environmental Sub Group continues to meet to monitor the Service Level Agreement and identify relevant environmental issues. The most recent meeting in October, discussed the collaborative working with Parks & Countryside's and WNWhL. Leaf clearing was the main priority for the remainder of the year and this would be undertaken by Continental Landscapes.

#### CCTV Farfield Avenue / Pudsey Town Centre

- 3.11 The Outer West Area Committee in January agreed to fund several community safety projects. One proposal was for a Closed Circuit Television (CCTV) Camera on Farfield Avenue Farsley. The provision of CCTV on Farfield Avenue would act as a deterrent to anti-social behaviour around the local shopping parade, and is subject to part funding by WNW Homes.
- 3.12 After initially being provided with additional costs by BT for the installation of a BT line, a new quote was negotiated and additional funding was sourced from the Proceeds of Crime.
- 3.13 The project is scheduled for completion by the new year.

#### Healthy Living Network: Community Development Worker (Swinnow and Heights & Gambles)

- 3.14 The CDW has been working on establishing a forum for both local professionals and interested residents to come together with the aim of mapping all local activities for all age groups. The forum has also looked at promoting these activities plus working in partnership to consult with residents and establish ways of making the community hall more vibrant and successful.
- 3.15 A steering group has been set up with 6 local residents with support from the children's centre, Bramley elderly action and the community police. The group is working together to engage with local people and recruiting for membership, out of which to form a management committee.
- 3.16 The community clean up day reported at the last area committee was successful in getting residents to interact with the local community police. The event involved working with the steering group, residents groups and community police to tidy up the neglected area outside the local community centre.
- 3.17 Other events include an apple pressing day and a Halloween event. The apple pressing day involved local groups gathered apples grown in the surrounding neighbourhood and allowed local residents to make there own fresh apple juice using rented equipment. The Halloween event was aimed at families which involved dancing and making traditional healthy, Halloween treats.

- 3.18 Future planned events and activities include Coffee mornings to encourage more residents to become members, which would give them a stake in voting in a management committee for the local community hall. This would also start a way of communicating to local people ways in which they can volunteer and provide their skills at events and in running the centre.
- 3.19 There have been discussions about restarting the family cook and eat sessions in the new year and the continuation of the community gardening / clean up events with hope to bring together people with an interest in gardening and or helping to improve there environment.
- 3.20 A mapping exercise has been undertaken of community activities in the Heights & Gambles area with a view to improve marketing of activities. The potential for a local forum is being explored to bring together various community groups to look at gaps in provision and encourage volunteering activities for all ages. Some of the activities being explored are listed below.
- **Swallow Hill Community College:**  
Planning to build upon the existing cooking sessions with some 'Chill out' taster sessions with an emphasis on wellbeing and improved mental health for parents
  - **Greenhills Primary:**  
Looking into the potential for further taster sessions with parents at Greenhills primary school, including 'chill out', make do and mend, or 'money matters.
  - **Volunteering:**  
Exploring the potential to restart a skills swap, with new volunteers recruited from Greenhills Primary and Swallow Hill Community College

#### Festival Lights event

- 3.21 The Area Committee funded the festival lights event in Farsley Town Centre and Pudsey Leisure Centre. The Pudsey event was organised with support from the Area Support Team, Thisispudsey.com, Events Team and with invaluable support from local volunteers.
- 3.22 Pudsey Park also attracted over 1500 local residents who enjoyed the entertainment from local school choirs, bands and a performance from this years festive pantomime Jack & the Beanstalk. There was also an extravagant firework display and a funfair with stalls for the children.
- 3.23 The weather held up and very positive feedback was received from residents who enjoyed the community spirit.

#### West North West Homes Area Panel

- 3.24 A copy of West North West Homes Leeds Outer West Area Panel minutes from the last meeting are attached at Appendix 1.

## Leeds Citizens Panel Update

- 3.25 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:

- 3.26 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.
- 3.27 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 2011<sup>2</sup>. 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.
- 3.28 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:

- 3.29 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:

- 3.30 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.
- 3.31 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.
- 3.32 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.

3.33 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.

#### High Rise Management Team

3.34 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.

3.35 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. Two of these blocks fall within the Outer West area. These are:

- Gamble Hill Croft
- Gamble Hill Grange

3.36 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.

3.37 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.

3.38 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.

3.39 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 contents of this report

4.1.2 Community forums are held in Pudsey & Swinnow and Tyersal every quarter within Outer West Leeds to inform communities.

### **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 This section is not applicable 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 2012/13 with amendments only to environmental delegations.

4.3.2 The Area Functions are included in the Council's Constitution (Part 3, section 3C).

4.3.3 Area Management's work programme contributes at a local level to the themes contained in the:

- Vision for Leeds
- Leeds Strategic Plan
- Health and Wellbeing City Priorities Plan
- Children and Young People's Plan
- Safer and Stronger Communities Plan
- Regeneration City Priority Plan

### **4.4 Resources and Value for Money**

4.4.1 Programmes of work outlined in this report are resourced in the main by Area Support Team staff and where relevant their partners which in turn provides value for money.

4.4.2 In order to meet the Area Committee's functions (see Council's Constitution Part 3, section 3C), funding is available via Well Being budgets and the Community Centres Budget.

4.4.3 In order to meet the Area Committee's roles, funding is in the main supplied by other Leeds City Council Departments main stream budgets, and external partner agencies e.g. the Police and Primary Care Trust, which is in turn reflected in the fact that the Area Committee's role here is only to influence, develop and consult. However, on occasion, wellbeing funding has resourced some projects related to its roles, e.g. community engagement, area based regeneration schemes and conservation area reviews.



#### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 This report is the report of the Area Leader for West North West Leeds who has delegated responsibility to action decisions in accordance with Area Management's work programme in accordance with part 3 of the Council's Constitution in relation to Area Committee Functions.

4.5.2 This report is not confidential, neither is it, or part of it exempt.

#### **4.6 Risk Management**

4.6.1 There are no significant risks identified in this report.

## **5.0 Conclusions**

5.1 In conclusion, the Area Progress report is in line with the functions and role of the Area Committee which are:

- Improve the quality and value for money of Council service delivery
- Improve the quality of democracy and find new ways to facilitate citizen participation in local government through the development of links between Ward Members and their communities
- To co-ordinate policy and service delivery between the local service providers.

## **6.0 Recommendations**

6.1 The Outer West Area Committee members are invited to:

- i. Note that the contents of the report and to comment on any aspect of the matters raised.
- ii. Note the enclosed appendix providing an update on the West North West Homes Leeds Outer West Area Panel minutes.
- iii. Comment on how the Council should target its efforts to fill the gaps in Leeds Citizens' Panel membership.

## **Background documents<sup>1</sup>**

None

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<sup>1</sup> 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.