

Report of West North West Homes

Report to Outer North West Area Committee

Date: 4th February 2013

Subject: West North West homes Leeds involvement in Area Committees

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Horsforth, Adel & Wharfedale, Otley & Yeadon & Guisley & Rawdon	<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 provide a range of housing management services in the West and North West of Leeds. The Outer North West Area Committee area is coterminous with the 'Outer North West' housing management area comprising 3900 properties in the Adel and Wharfedale, Otley and Yeadon, Horsforth and the Guisley and Rawdon Wards. Tenancy and Estate Management services are delivered locally from our office located in Horsforth.
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 Horsforth Neighbourhood Office and at the Otley and Aireborough One Stop Centres; 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. It was agreed by Area Committee in June 2011, that WNWhL would provide an update of activities and services undertaken by them twice yearly.

Recommendations

Members of the Outer North 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 North West Area Committee in June 2011, outlining areas of mutual interest and opportunities to promote collaborative working for the benefit of communities in Outer North 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 Neighbourhood Housing Office on The Green, Horsforth. 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 office. The bulk of customer enquiries are processed through the Council Contact Centre, with whom WNWhL has a Service Delivery Agreement.
- 2.3 Leeds City Council in conjunction with the three ALMOs in Leeds is currently undertaking a review of the ALMOs and future Housing Management Arrangements. Leeds City Council's Executive Board last week considered a report detailing the review of housing management services in Leeds. The report included two options for how housing management could be run in future.

The two options are:

1. Move to a single company model (e.g. a single ALMO) with a retained locality delivery structure and strengthened governance arrangements; or
2. Move to all services being integrated within direct council management with a retained locality delivery structure and strengthened governance arrangements to include tenants and independent members.

Leeds City Council, Leeds Tenants Federation and the ABCL and are working together to produce consultation material which clearly explains the options, why the Council believes there needs to be a change, and how they can have their say. The chairs and chief executives of the ALMOs will also have an input into the consultation materials before they are published.

Tenants will receive a booklet containing details of the options, and will be invited to seven public events across the city, two of which will be in the WNWhL area. They will also be asked to fill out a survey – either in hard copy or online - to capture tenants' opinions on the two options and other valuable information to help shape housing services in the future. Leeds City Council, Leeds Tenants Federation and the ABCL and are working together to produce the consultation materials.

The consultation team will also visit Area Panels and seek the views of other key stakeholders, ALMO board members, councillors and relevant council staff.

2.4 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 North 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 North West area, to provide a joined up approach when dealing with issues in relation to crime, anti social behaviour.

3.1.4 The Outer North West, Crime and Grime Tasking Group has delivered 6 local action days in 2012 in the following areas; Weston Estate Otley , in the St James area of Horsforth the Holtdale Estate in Holt Park, the Westfield Estate in Yeadon, the Queensway area in Guisley and most recently the King Edwards area of Horsforth.

3.1.5 In addition in January 2013 we have carried a successful post Christmas and New Year Spring-clean Day on the Holtdales in conjunction with the local tenants & residents association. Traditionally the period following the Christmas and New Year holidays has seen a marked increase in fly-tipping and litter on this estate.

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 Common problems identified during action days are increasing number of incidents of fly tipping and graffiti.

3.1.8 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.

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

3.1.10 The Tong Estate in the Outer West area was identified earlier this year to be the testing ground for a locality working 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.

After the successful pilot of Locality working on the Tong Estate it was decided one estate in Outer West, Inner West Inner North West and Outer North West areas would be identified to develop further this method of working. The Holtdale area of Holt Park was the area identified in the Outer North West area with a view to building upon the joint working already being developed around the creation of the new Holt Park Community forum. An initial meeting has taken place in December 2012 with the ONW Locality Team the Area Support Team Parks & Countryside, Forestry and Continental where it was discussed the possible areas of future co-operation and joint working.

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 Continental contract.
- 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 North West area. The successful implementation of the new contract will have a significant positive impact on the environment within the Outer North West area.
- 3.2.5 WNWhL has in addition recently recruited a team of four Apprentice Caretakers. This new team in addition to learning skills which will help them to secure permanent employment will also form the basis of a resource to provide a Vulnerable Customers Gardening Scheme for vulnerable customers. This Apprentice Caretaker Team is headed by a Work Experience Mentor and will be based at Horsforth Housing Office but will work across all of WNWhL.
- 3.2.6 To date the Apprentice Caretakers have cleared over 80 gardens for vulnerable customers, attended 2 Environmental Action days with WNWhL staff and partners, and contributed to environmental improvements across the four areas, including work in various Outer North West locations, including Lea Croft, Myers Croft, Union Court , Hawthorn Road, Holtdale Grove and Meagill Rise.

3.3 Estate Grading 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 a four times a year Estate Grading for each area.

The Estate Grading which now takes place quarterly has taken the place of the twice yearly Estate Walkabout. WNWhL reports on the grading of its estates four times a year and it was important to give customers and other stake holders the opportunity to have an input into this process.

Estate Gradings are promoted on our website and WNWhL welcomes the opportunity for customers, partners and other representatives to attend the inspections and estate grading with us. Often the issues identified may be the responsibility of other Council Departments e.g. Highways, Parks & Countryside and the Walkabouts provide an opportunity for other agencies to contribute to improving environmental conditions and quality of life for local people.

The Estate Grading for the first Quarter of 2012/2013 in the Outer North West area showed that there were nine areas graded excellent, twelve graded good and three graded acceptable. There have been some minor changes to the management areas, reducing them from 25 to 24.

The positive work undertaken by the Neighbourhood Management Officers and the Neighbourhood Caretakers has seen a marked improvement in the Estate Grading with the Tenant Inspectors/Residents grading eighteen areas as scoring Excellent and six areas as Good with no areas in either the acceptable or poor categories in the third quarter grading.

Of the three areas graded as Acceptable in the first quarter 2012/2013 Otley Area 7 Coppicewoods, Otley Area 9 Henshaws & Horsforth Area 10 Regents etc have now all been graded as Excellent in the third quarter estate grading.

The table below gives the Estate/Area, the current grading in December 2012 and the date of the next estate grading for your information.

Otley & Yeadon Guisley & Rawdon

Estate	Area	December 2012 Grading	NMO	Next Grading Date	Meeting Point
Otley Area 1	Weston Estate	Good	Lynne Hellas	Thursday 21 st March 2013 1	entrance Bennett Court 11.00am
Otley Area 2	Lea Croft, Myers Croft, Wellcroft	Excellent	Lynne Hellas	Tuesday 26 th March 2013	entrance Lea Croft 2pm

Otley Area 3	Pool in Wharfedale	Excellent	Lynne Hellas	Tuesday 26 th March 2013	entrance Churchill Flats 11.00am
Otley Area 4	The Green, The Oval, Croft Avenue, Newall Ave, Newall Carr Road, Turner Crescent, Chippendale Rise, Athelstan Lane	Excellent	Lynne Hellas	Thursday 28 th March 2013	The Green 11.00am
Otley Area 5	Nunroyd Ave, Nunroyd Cottages, Shakespeare Road/Close, Ruskin Crescent, Elliot Grove, Spenser Road, Shaw Close, Masefield Street, Bacon Street, Tennyson Street, Black Crescent	Excellent	Richard Fleetwood	Wednesday 20 th February 2012	Start car parking area near 2 Shakespeare Close at 10.00am
Otley Area 6	Westbourne Drive, Park Road, Hawkhill Ave, Netherfield Court, Kelcliffe Ave, Moorland Crescent, Stanley Grove, Moor Lane, Moorland Ave, Moorland Drive and Road	Excellent	Richard Fleetwood	Thursday 14 th February 2012	Start Moorland Crescent bungalows 10.00am
Otley Area 7	Howson Close, Coppice wood Ave, Coppice Wood Close, Coppice Wood Grove	Excellent	Richard Fleetwood	Friday 22 nd February 2012	Start 2 Howson Close at 10.00am
Otley Area 8	Shaw Leys, Shaw Royd, Raywood Close, Swincar Avenue, Newlands Ave, Netherfield Close, Manor Close	Excellent	Richard Fleetwood	Wednesday 27 th February 2012	Start 2 Shaw Leys at 10.00am

Otley Area 9	Albert Square & Henshaws Estate and properties off High Street	Excellent	Bob Meskouri	Thursday 21 st March 2013	Albert square Yeadon Ls19 7SS Car Park at 11.00am
Otley Area 10	Rawdon Estate: Aire View, Windmill Lane, Canadas, Markhams, Larkfields	Excellent	Bob Meskouri	Tuesday 26 th March 2013	60 Harrogate Road Rawdon LS19 6LP at 11.00am
Otley Area 11	Hawthorn Estate Yeadon	Excellent	Bob Meskouri	Wednesday 27 th March 2013	Woodlea Mt Yeadon LS19 7PW car park at 11.00am
Otley Area 12	Westfield Estate, Chippendale Rise, The Crescent & The Crossway, Well Hill Garages	Good	Bob Meskouri	Tuesday 19 th h March 2013	34 Hawthorn Road. Yeadon LS19 7UT at 11.00am
Otley Area 16	Fairfax Flats, Adams Croft, Prestwick Close, West Busk Lane, Whiteley Croft, Union Court, Linfoot Court, Westgate, West View, St Clair Terrace, Bridge Ave, Bridge Street	Excellent	Richard Fleetwood	Tuesday 12 th February 2013	Start at Whiteley Croft 10.00am

Horsforth / Adel & Wharfedale

Estate	Area	December 2012 Grading	NMO	Next Grading Date	Meeting Point
Horsforth Area 1	King Edward Avenue, King Edward Crescent Drury Avenue , Bank Gardens & Hall Lane	Excellent	Gill Little	Tuesday 5 th March 2013	Roundabout end of Drury Avenue at 10.30am
Horsforth Area 2	Alexandra Road,, Broadgate Crescent,	Excellent	Gill Little	Tuesday 12 th March 2013	Outside Broadfields

	Broadgate Walk, Broadway (even no's), Salmon Crescent, Stanhope Drive & Wood Lane (even no's)				at 10.30am
Horsforth Area 3	Albert Mount, Broadgate Avenue, Broadgate Drive, Broadgate Lane, Broadfields, Melrose Grove, Melrose Walk	Excellent	Gill Little	Tuesday 19 th March 2013	outside Broadfields 10.30am
Horsforth Area 4	King George Avenue and Road	Excellent	Angela Jackson	Tuesday 12 th February 2013	Broadfield at 10.00am
Horsforth Area 5	St James	Good	Angela Jackson	Tuesday 22 nd January 2013	Outside 23 St James Drive at 10.00am
Horsforth Area 6	Lickless and Springfield	Excellent	Angela Jackson	Tuesday 19 th March 2013	Top of Springfield Mount at 10.00am
Horsforth Area 7	Holtdale Close, Drive, Fold, Green, way, Garth, Avenue, Croft, Grove	Excellent	Chris Tollick	Friday 15 th March /2013	Holtdale Drive/Close Entrance Across from the Eyrie Pub at 10.00am
Horsforth Area 8	Holtdale Place, Gardens, Road, View, Lawn Farrar Lane	Excellent	Chris Tollick	Friday 22 nd March /2013	At the entrance of Holtdale Place at 10.00am
Horsforth Area 9	Adel wood and Waylands, Rosemont flats, Breary Lane, Moorland Road	Excellent	Chris Tollick	Friday 29 th March 2013	Meet At the Shops on Wayland Croft at 10.00am
Horsforth Area 10	Block 70 New Side Road, Regent Close, Regent Court, Regent Crescent, Broadway Flats, Broadway (odd no's) Cragg Ave,	Excellent	Karen Emmerson	14 th March 2013	outside Block 70 new Road Side, starting @ 9.30

	Cragg Road, Featherbank Lane, Fink Hill, Stanhope Drive (180 up), Wood Lane				
Horsforth Area 11	Billing View, Billingwood Drive, Larkfield Crescent, Larkfield Mount & Queensway	Excellent	Karen Emmerson	Thursday 7 th March 2013	meeting @ Billing View community Centre, starting @ 9.30,

Members of Area Committee, and colleagues within Area Management, will receive invitations from the relevant Neighbourhood Management Officers to attend Estate Gradings in their wards which are spread across the 3 months of each quarter i.e. January February March & April May June 2013 etc.

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. They have a delegated budget and are able to approve bid submissions for issues such as:

- Environmental schemes
- Community safety schemes
- Tenant involvement schemes

3.4.3 Eleven submissions have been made to the Outer North West Area Panel for consideration since April 2012 all of which have been approved.

3.4.4 These bids have included joint funding initiatives including CASAC target hardening. The outcome of this project has been improved security measures for vulnerable tenants living in the Outer North West area which has also served to reduce the fear of crime.

3.4.5 Other joint funding initiatives have been joint funding of a youth diversion scheme in the Yeadon and Guiseley areas building upon the Revizit model successfully used elsewhere in the city. It involves young people who have been identified by police, workers and other local agencies as at risk. These young people have a local reputation for antisocial behaviour and are aged 11-16. The idea is to provide an interesting and educational programme where attendance is encouraged by refreshments and social activities, providing young people take part in the group work. Full programme attendance is rewarded with a trip at the end.

3.4.6 The provision of benches and tables has been approved at The Willows Sheltered Housing Horsforth, Crowtrees Bungalows Rawdon, Farrar Lane Sheltered Housing Holt

Park and Wharfedale Court Poole in Wharfedale to encourage the use of the external garden areas by residents in good weather.

- 3.4.7 Raised Flower Beds and other types of landscaping have been approved for The Willows Sheltered Housing Horsforth, Farrar Lane Sheltered Housing Holt Park and the Holtdale estate (various locations) Holt Park.
- 3.4.8 Bollards and fencing have been approved for Wells Court/Saxton House Yeadon, Farrar Lane Sheltered Housing Holt Park, Holt Lane historic hedge Holt Park Billing View Sheltered Housing Rawdon and Wood Lane Sheltered Housing Horsforth.
- 3.4.9 Providing funding to support the work undertaken by Wharfe Valley Branch Cat Protection with vulnerable customers of WNWhL in dealing with the re-homing of cats in emergency situations. .

3.5 Community Engagement

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

We have an established Tenant Scrutiny Executive, a method of involving customers which offers us independent challenge and suggests proposals for change to the way we deliver our services. This has been done in consultation with customers. They are currently looking into Property Security and are reporting to the WNWhL Board with recommendations in January 2013.

A recruitment exercise to fill vacancies on the Tenant Scrutiny Executive was held in December 2012 and 3 tenants from the Outer North West area were successful.

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 7 in the Outer North West area, to innovative forums such as the Sheltered Housing Forum and the Lesbian, Gay, Bisexual and Trans Group. Some other examples of community engagement have included:

- Working with partner agencies to establish a Holt Park Community forum looking at a range of services provided by WNWhL Leeds City Council and other partners in the area such as the Police and Sanctuary Housing Association.
- Local surgeries across the area, including at Broadfield, Haworth Court, Wayland Croft, Bennett Court, Wharfedale Court, Union Court and The Willows Sheltered Schemes;
- Attendance by Neighbourhood Housing Office staff at tenant and resident meetings.
- We have maintained active resident groups across the area and encourage Area Representatives, where there is insufficient interest for the resident group.

In the future we expect to see increased customer involvement across the area. We aim to achieve this by continued good relationships with our partner agencies and our Neighbourhood Housing Team focusing on excellence in tenancy management.

This report suggests 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

In October 2012 WNWhL were successful in achieving the 'Excellent' (highest) level in a peer assessment for the Social Housing Equality Framework. The framework aims to help organisations integrate their commitments to promote equality and diversity into their day-to-day work.

We are now working with tenants and stakeholders to develop an Action plan to consider 'Areas for consideration' outlined in the report written by the Local Government Association.

4 Corporate Considerations

The joint work and development of shared services between WNWhL and the Outer North West Area Committee, provides an efficient and cost effective way of working, to drive improvement and efficiency, within the Outer North West area.

4.1 Consultation and Engagement

4.1.1 Detailed consultation is undertaken for each Area Panel bid submission. Post evaluation of schemes is also undertaken.

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.

4.2.2 As outlined in 3.5, WNWhL have been successful in attaining the Excellent level of the Social Housing Equality Framework.

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.

4.4.2 During 2012/13 each Area Panel has £50,000 Capital and £25,000 Revenue for bids which meet set criteria.

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

5.1.1 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 September 2013 cycle of meetings.

7 Background documents

7.1 None