

Report of West North West Homes

Report to Outer West Area Committee

Date: 22nd March 2013

Subject: West North West homes Leeds involvement in Area Committees

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| 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 fourth 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 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 reports on a twice yearly basis.
- 2.2. 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 Arrangements

Joint working has continued during 2012/13 between West North West homes Leeds (WNWhL) and Leeds City Councils, Outer North West, Locality Team. The main focus of delivering joint work is to improve environmental conditions in the Outer West area. We have recently undertaken joint work at Upper Wortley Road, Wortley and Dawson's Corner, Farsley.

3.3. 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. Our next gradings are listed below:

| Date | Estate | Meeting Point | Time |
|---------|--------------------------------|---------------------------------------|---------|
| 3.6.13 | Whincover | Shops on Whincover Drive | 10.00am |
| 10.6.13 | Fawcett | Entr. to estate on Lower Wortley Road | 10.00am |
| 17.6.13 | Low Moorside | Community Centre next to Co-op | 10.00am |
| 24.6.13 | Cobdens | Cobden School | 10.00am |
| 28.6.13 | Nutting Groves & Bawn Approach | Entr. To Nutting Grove estate | 10.00am |
| 2.4.13 | Bawns estate | Hill Top Community Centre | 10.00am |
| 9.4.13 | Butterbowl estate | Library – Whincover Drive | 10.00am |
| 16.4.13 | Tong estate | Shop on Tong Approach | 10.00am |
| 23.4.13 | Stonecliffe estate | Church on Stonebridge Lane | 10.00am |
| 10.4.13 | Heights estate | 36 Heights Drive | 10.00am |
| 17.4.13 | Greenthorpes | Jct. Greenthorpe Road & Heights Drive | 10.00am |
| 24.4.13 | Gambles | Foyer Gamble Hill Croft | 10.00am |

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|---------|---|-------------------------------|---------|
| 4.6.13 | Roker estate | Jct. Kent Road & Roker Lane | 10.00am |
| 13.6.13 | Acres Hall & Chaucers | 1 Scott Street | 10.00am |
| 26.6.13 | Harleys & Highburys | 6 Harley Drive | 10.00am |
| 4.7.13 | Claremonts & Crimbles | Claremont Community Centre | 10.00am |
| 9.7.13 | Fartown & Littlemoores | 1 Littlemoor Crescent | 10.00am |
| 17.4.13 | St Lawrence & Toft House Close | 1 Heath Grove | 9.30am |
| 1.5.13 | Highfields, Westdales & Mt Tabor Street | Entr. Mt Tabor Street | 9.30am |
| 13.5.13 | Marsden Court | Marsden Court, community room | 11.00am |
| 16.5.13 | Brookleigh | Brookleigh community room | 2.30pm |
| 21.5.13 | Farsley estate | Farfield Avenue shops | 9.20am |
| 24.5.13 | Dawson Corner | Dawson Corner community room | 11.00am |

3.4. The table below provides details of grading scores.

| | Target | December 2011 | December 2012 |
|------------|--------|---------------|---------------|
| Excellent | 40% | 22% | 34% |
| Good | 50% | 34% | 46% |
| Acceptable | 10% | 44% | 20% |
| Poor | 0% | 0% | 0% |

The positive work undertaken by the Neighbourhood Management Officers and the Neighbourhood Caretakers has seen a marked improvement in estate grading scores from December 2011 to December 2012.

We are focusing and targeting resources toward estates that require improvement, which currently have a grading score of less than excellent or good. A number of action days are planned during 2013 to drive these improvements.

3.5. Multi Storey Flats

There is an ongoing city wide review of multi storey flats. We undertake annual consultation with residents living in multi storey flats in order to gauge satisfaction levels. Recent consultation undertaken with residents has highlighted concerns in relation to; cleaning, blocked chutes, outstanding repairs and anti social behaviour. The cleaning service is provided by LCC Property Maintenance and Cleaning Services. We work closely with the cleaning provider to maintain good cleaning standards in our multi storey and low rise flats. There are 10 multi storey blocks in Outer West. Our Neighbourhood Caretaking Team visit all 10 blocks daily and in some cases twice daily, where there are high numbers of anti social behaviour and significant issues with blocked chutes. The Caretaker role is pivotal in delivering a quality service in our multi storey flats, they undertake a daily health and safety patrol, including fire safety checks, collection of bulky waste items, spot cleaning,

gather intelligence in respect of anti social behaviour and clearing of blocked chutes. The current number of Caretakers in Outer West is 9, the resource required to undertake daily checks in the multi storey flats in order to maintain high standards is 5, leaving 4 Caretakers to undertake estate based work.

4. Multi Agency Work

4.1. We have delivered 3 local action days since the last report, in the following areas; The Heights East & The Heights West, Wortley, Upper Wortley Road, Wortley, Claremonts & Crimbles, Pudsey, which focused on the Claremont and Crimbles embankment. A further day is planned for the Farfield estate in Farsley, which will take place the first week in March 2013. As previously mentioned areas that currently have a grading status of less than excellent or good will be targeted for improvement.

4.2. The noticeable outcome of these action days has been improved environmental conditions, local residents have provided positive feedback about improved conditions. We have seen an increase in estate gradings, 2 of the above areas have seen an improvement increasing from an acceptable to a good score.

4.3. Area Panels

Bids approved during 2012/13 are:

- 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

4.4. Community Engagement

4.5. Social Housing Equality Framework (SHEF)

4.6. WNWhL has a successful track record in community engagement. We have recently undertaken an external peer challenge assessment with the aim to achieve the "Excellence" level of SHEF. The assessment was led by the Local Government Association who are responsible for making the award. The basis for the peer challenge was a framework where WNWhL equality and diversity performance was benchmarked against the following five areas:

- Knowing your customers
- Leadership, partnership and organisational commitment
- Customer Engagement
- Responsive services, access and customer care
- A skilled and committed workforce

4.7. We are delighted to report that an Excellent standard has been awarded following the assessment.

4.8. 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.

5. Corporate Considerations

5.1. Consultation and Engagement

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.

5.2. Equality and Diversity / Cohesion and Integration

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.

5.3. Council Policies and City Priorities

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.

5.4. Resources and Value for Money

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

5.5. Legal Implications, Access to Information and Call In

There are no legal implications arising from this report.

5.6. Risk Management

There are no risk implications arising from this report.

6. Conclusions

6.1. 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.

7. Recommendations

7.1. 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

8. Background documents

8.1. None.