

Leeds Housing Strategy 2015-2018
Theme 5: Creating Sustainable Communities

Priority 5.1: Tackling Anti-Social Behaviour

Leeds City Council is committed to reducing anti-social behaviour. Our 'City Priorities Plan' sets out our aims to achieve sustainable reductions in crime & disorder, tackle anti-social behaviour and to build stronger cohesive communities. Anti-social behaviour can mean different things to different people, and reports received by the council can range from low level disputes to more serious threats, abuse and violence. Reports of anti-social behaviour are therefore directed to the most appropriate agency for response. Some reports are best dealt with by Housing Leeds as some behaviours will be a breach of the tenancy agreement and could be resolved by mediation or giving an appropriate warning. More persistent problems, hate related incidents or reports where someone may be at risk of harm will be passed to the Leeds Anti-Social Behaviour Team (LASBT). LASBT is a partnership service of ASB officers, former Housing Officers, Environmental Health Officers, Police Officers and Victim Support workers. LASBT will attempt to resolve issues at the earliest opportunity, identifying vulnerabilities or support needs through the provision of interventions and supportive referrals, which in turn help to address problem behaviours. Where problems persist LASBT will conduct a detailed investigation to obtain evidence to support legal action. This could include applying for an injunction, closing premises down or applying to evict an anti-social tenant. Customer satisfaction with the service provided by LASBT is currently at 97.1%.

**Creating Sustainable Communities
 Actions**

- Respond to reports of anti-social behaviour in a timely way
- Use the range of enforcement options to best respond to instances of anti-social behaviour
- Use the range of support options to best address anti-social behaviour
- Achieve a high standard of customer satisfaction in the delivery of services to tackle anti-social behaviour

Targets

Respond to hate incidents within 1 working day, ASB reports within 2 working days and meet with victims within 10 working days

LASBT seeks to resolve ASB at the earliest opportunity in a manner that is appropriate and proportionate, in keeping with the governments harm based approach to ASB.

LASBT service standards include a requirement to conduct a vulnerability matrix with both victims and accused to identify and respond to any unmet support needs or safeguarding concerns.

Robust and meaningful performance information is collated on a monthly basis and is used to inform service delivery.

Baseline Position

Service standards are monitored by local managers through day-to-day case management, case reviews and monthly performance matrices.

During 2014/15 LASBT closed 2015 cases of which **80% were closed without the need to resort to the use of legal tools and powers** - cautions, warnings and orders etc.

LASBT makes referrals to a range of support services and intervention providers including Victim Support, Yorkshire Mediation Service, YOS, Housing Options etc.

Customer satisfaction for 2014/15 showed that 92.8% of service users were satisfied with the case outcome whilst 95.4% were satisfied with the overall service received from LASBT.

ASB, Crime & Policing Act 2014: The revised powers for dealing with ASB introduced in 2014 aim to put victims at the heart of responses to give professionals more flexibility to deal with any given situation. The legislation creates new powers to deal with ASB including Anti-Social Behaviour Injunctions, Criminal Behaviour Orders, Community Protection Notices, Public Space Protection Orders, Property Closure Orders and dispersal powers. Importantly for tenants the legislation creates a new 'Absolute ground for Possession' of secure and assured tenancies where anti-social behaviour or criminality has already been proven by another court.

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Priority 5.2: Sustainable Planning

Local Development Framework: One of Leeds’ biggest challenges is to provide enough housing to meet the needs of a growing population, whilst protecting the quality of the environment and local community identity. In recent years Leeds has been highly successful in regenerating older urban areas, including the transformation of the City Centre through new housing, office, retail and leisure developments. The Adopted Core Strategy (2014) guides future development and, in order to preserve and enhance what makes Leeds unique, sets out a pattern of growth focussed on existing settlements which have the capacity to grow. The main urban area provides the major focus for development taking advantage of existing social infrastructure mainly focussed on local and town centres. The Adopted Core Strategy is based on a Strategic Housing Market Assessment which identifies a need for 74,000 new homes (gross). The greatest needs are in the inner areas. The Core Strategy ensures an appropriate mix of dwelling types and sizes to address needs, especially for two-bedroom flats and homes and including the provision of homes for independent living, reflecting the ageing population. All new housing development above a certain threshold will be expected to provide affordable homes on site.

Sustainable Planning Actions

- Publish a draft Site Allocations Plan
- Make the best use of the city’s land resources
- Make best use of the city’s existing housing resources
- Achieve the right mix of new housing
- Secure resources to fund infrastructure and services allied to new housing development

Targets

Baseline Position

60% new housing on brown field sites	2012-14 70% completions on brown field
5-35% of new housing development to be affordable	14/15 27% all new development affordable
Return 3200 empty homes to use per year	13/14 3124 long term empties brought back into use
Achieve net reduction of 400 long term empty homes per year	13/14 580 long term empties brought back into use
Secure £10m per year through Community Infrastructure Levy	CIL active from April 2015

Case Study: Netherfield Road, Guiseley : This brownfield site accommodated 27 2-bed and a block of 15 affordable flats as well as its own area of green space. As well as being close to the railway station and bus routes and with easy access to the town centre, residents benefitted from free Metro cards for a year. Master-planning: For sites over 250 units in the main urban area or over 50 units in smaller settlements the Core Strategy requires that a Housing Needs Assessment be completed. This should address all tenures so that the needs of the locality can be taken into account at the time of the development.

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Priority 5.3: Council Housing

Leeds City Council manages 57,000 properties, a mixture of flats, houses and bungalows, across the city. Approximately 4,300 of the stock base are sheltered housing units, that are predominantly let to people aged 60 years or older and approximately 7,000 properties are high rise multi-storey flats. The ambition for Housing Leeds is to create great places where people want to live, and where people take pride in their home and community. Demand for council housing far outstrips supply: there are approximately 25,000 applicants on the housing register and 5,200 lettings are made each year. This means that just over 20% of housing applicants on the waiting list are offered a home each year.

Creating Sustainable Communities Actions

- Improve tenancy sustainment by making the right lettings decisions and offering tenants the right support
- Ensure all council housing is well maintained and fit to live in
- Continue to improve council housing re-let times
- Maximise rental income to enable continued investment in council housing
- Minimise the impact of welfare change
- Deliver effective engagement with council tenants

Creating Sustainable Communities Targets

Baseline Position

Reduce re-let times to average of 30 days by March 2016	February 2015 re-let performance 31.7 days average
Deliver agreed capital programme	14/15 capital programme spend forecast £57m
Collect 97.87% of rent due by March 2016	February 2015 97.25% rent collected
100% of tenants have annual tenancy visit by March 2016	82% of tenants had annual tenancy visit in 2014/15
Visit and support all tenants affected by under-occupancy and introduction of Universal Credit	Process in place for visiting tenants affected by under occupancy and awaiting details of Universal Credit implementation timescales
Implement full Tenant Involvement Strategy and Communication Plan by September 2016	Work ongoing to develop full strategy and plan

Case Study: Welfare Rights Multi-story Pilot: The Welfare Reform Multi Story Flat pilot which commenced in May 2014 involves Welfare Reform Officers across the City working with customers residing in multi storey flats who are affected by changes to Housing Benefit due to Under Occupation. The project supports tenants to engage in a number of activities that will help them to improve their financial and overall position to respond to the impacts of the Welfare Reforms, including budgeting and employment. There are currently 800 tenants signed up to the project and to date nearly 100 tenants have been supported into employment.

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Other Case Studies Not Used:

Case Study: Rainbow Roofs

Rainbow Roofs is open to all Leeds City Council Lesbian, Gay, Bisexual, Transgender (LGBT) tenants and leaseholders. We work with officers and other tenants to directly influence and improve Housing Leeds services. The group gets involved in the development of new policies and changes to housing services to ensure that the needs of our LGBT communities are met. We work hard to stamp out discrimination and raise awareness throughout Leeds, as well as taking part in community events on subjects such as hate crime.

Case Study: The Nevilles

The Nevilles Regeneration, East Leeds will benefit from a major programme of investment in their homes and environment. The projects will include improvements to both private and council houses, designed to help people with affordable heating and improve the longer term health of residents. This targeted work will work towards improving community sustainability, making the areas more desirable places to live in.

Case Study: Leeds High Rise Project

The Council is working with tenants to look at ways to improve the management/tenant experience of living in high rise properties. A property profile and an initial tenant census have been carried out alongside the establishment of a Leeds High Rise Group. Pilot work has been carried out to look at future investment and management options for high rise properties. This will be further rolled out to look at embedding changes to the day to day management and maintenance of high rise properties, and will also include looking at options for responding to urgent problems as they occur.