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Presentation to Inner West Area Committee

28 June 2007

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www.westnorthwesthomesleeds.org.uk

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Presentation to cover:

- Leeds West homes annual performance as at 31 March 2007. WNWHL Performance at 31st May.
- Transitional arrangements and formation of the new West North West ALMO
- Current and future challenges
- Future working arrangements between the Area Committee and WNWHL

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Background

- Historically Leeds West homes has been relatively successful and has a 2 star service rating
- Based on CPA and LCC indicators it achieved a mixed picture of performance – as did all Leeds ALMOs
- LWH has excelled in reducing voids and relet times, neighbourhood mapping and has used this data to facilitate city regeneration priorities.
- It can demonstrate strong links with area management and local community groups through the area's Improvement Groups

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PERFORMANCE REVIEW AND UPDATE

Closing Performance Leeds West homes

May Performance WNW Homes Leeds

- 3rd best at collecting rent – 96.68%
96.20%
- 41.29% of homes managed still to be made decent (Feb 07) **38.89% and under review**
- Best in the city at re-letting properties quickly (24.1 days) **18.86 days**
- 2nd best performer in collection of arrears **3.21%** against a target of 3.8% **3.20%**

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- 1.44% of LWH stock is empty against a target of 1.8% - ranked 4th **1.23%**
- 1 of national best performers in time to achieve non urgent repairs – 10.63 days **7.49days**
- 1 of national top performers in urgent repairs completed on time – 97% **98.4%**
- Ability to achieve repair appointment times. Ranked 7th at 86.1% **95.23%**

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Transitional Arrangements and formation of the new ALMO

- West and North West ALMOs amalgamate
- New Company formed and became operational on 1st April
- Boards recruited to and have been meeting since late January
- Senior Management Team - recruitment delayed but now in place

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- Iain Kyles – Head of Property Investment and Deputy CX
- Edward Charters – Head of Finance and Corporate Services
- Sarah Thorn – Head of Business Improvement
- Head of Customer Services - interviews taken place (there are interim cover arrangements)

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- 2 sub committees from March – internal/external focus.
- Area Panels under development – close links with Customer Involvement and Area Committees/Area Management

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Area Panels

- 4 area panels – co terminus with area committee boundaries
- Membership and recruitment
- Terms of Reference
- Budget and responsibilities
- Timescales
- Support

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Current and Future Challenges

- Realise the efficiency objectives of the ALMO Review
- Achieve harmonious working policy and practices across the organisation
- Ensure consistent service standards are delivered
- Speed up achievement of decent homes and ensure parity in approach

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- Improve customer satisfaction through better customer care, more formal and informal customer involvement and more flexible services
- Develop a 3 star repairs service
- Contribute to the city's regeneration agenda – LB Corridor/ Gateway/ Enterprise/Employment and supporting the area's young people to achieve.
- Re-inspection – Sept 2008!

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Future working arrangements between Area Committees and WNWHL

- Board and Area Panels will be a key link
- Maximise funding and achievements for benefit of local communities
- Continue to build on local partnerships

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- Develop more comprehensive information for ward members and a more responsive enquiry service
- Work together to manage the impacts of the recent Council Review and subsequent impacts e.g. environmental enforcement.

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Conclusion

- Good foundation to build upon but still much to do to achieve excellence
- Effective Area Panels will be key to effective local working
- Improve responsiveness of services to key customer groups tested through service reviews

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- Make decisions on staffing structure and service delivery
- Track decency progress
- Prepare for inspection
- Work in Partnership

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Any questions ?

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