

Report of: Chief Officer Housing Management

Report to: Outer West Community Committee.

Report author: Faridah Butt, Area Housing Manager

Date: 13 January 2017

To note

Outer West Housing Update

Purpose of report

1. To update and advise the Community Committee of activities undertaken by the Housing Service, especially those which impact on local communities and where there are opportunities to work collaboratively to improve conditions for local people.

Main issues

1. The relocation of Wortley and Pudsey Housing Staff

The Pudsey and Wortley Housing teams were based at Westfield House, Wortley. However, all the reception services were delivered from the Wortley Office at Heights Drive, where due to lack of space, there was only room for the reception team. There were 2 empty shops adjacent to the Wortley Offices which stood empty for a couple of years.

The empty units have now been combined with what was the existing Wortley Office and there is now sufficient room to accommodate the whole of the Pudsey and Wortley Housing Teams. Since the combination of the units the teams are able to adopt the LCC Change in The Workplace methodology hence making best use of stock, deliver services at the doorstep and provide value for money.

Westfield House is leased from a private sector landlord, whereas the shops at Heights Drive are Leeds City Council Assets.

The Wortley Team that is based at Heights Drive currently consists of a Housing Manager for Wortley, Team Leader and 10 Housing Officers covering 10 patches. The Pudsey team based at Heights Drive consists of a Housing Manager, Team Leader and 7 Housing Officers covering 8 patches. We also have the Lettings Team consisting of a Team Leader and 3 Lettings Housing Assistants. The front counter is managed by a small number of Housing Assistants.

2. Money Buddies Service

At the Wortley Office we have a Money Buddies Surgery on a Wednesday morning from 10 until 12. Leeds Money Buddies are a team of paid staff and volunteers who have been recruited by Ebor Gardens Advice Centre to deliver free, confidential, impartial and independent Money Buddy service to the public.

Money Buddies will provide further assistance for clients, once they have seen an adviser and legal money advice has been given. Money Buddies will help you follow the advice, work on your budget, input information on to a computer, print letters off for your creditors, maximise your income, fill out forms to apply for grants such as Yorkshire Water Community Trust, British Gas Trust or Discretionary Housing Payment (DHP) where there are Under Occupancy Charge issues. Money Buddies will also look online for you to seek the cheapest gas/electric supplier and will chat about the most up to date ways on how to save money.

3. There are currently 3 Ward Members for Calverley/Farsley, 3 for Pudsey and 3 for Wortley.
4. There has now been the development of the Pudsey Community HUB which has created space for Housing Leeds colleagues to work from the HUB, albeit not on a permanent basis.
5. We have had some really encouraging feedback on increased footfall at our new hubs – for August matched against the same time last year we have seen the following increases in footfall: Pudsey - 59% increase.

6. Key Priorities

Within the Housing Service the priorities are:

- Homelessness
- 30 day turnaround
- Rent Collection
- Impact of Welfare Reform
- ATVs
- Capital Programme

7. Voids and Lettings information

Please see performance information below:

Quarter 1: 2016/17Ward Area	Number of voids	Average Days with Contractor	Average days in lettings	Average Days Void Overall
Pudsey	36	16.58	13.89	30.47
Wortley	51	13.73	11.63	25.36
Calverley/Farsley	15	17.93	13.93	31.86

Quarter 2: 2016/17Ward Area	Number of voids	Average Days with Contractor	Average days in lettings	Average Days Void Overall
Pudsey	23	13.17	6.26	19.43
Wortley	56	14.70	4.82	19.52
Calverley/Farsley	12	19.83	7.50	27.33

8. Rent Collection – Pudsey

- The Pudsey Housing Team's figures for rent collection at the end of Quarter 2 (week 27) stand at 98.33% against a target of 98.59%, however their in-year rent collection is 98.57%. At week 31 the team exceeded their target and the rent collection was 98.67%.
- In 2015 at the same timeframe the rent collection was 97.70%, this dip was due to the Officers that were managing the rent process were new to the role.
- In 2014 when the ALMOs transferred and assigned to LCC the performance in the same timeframe as above was 98.21%.
- Q1:

BV66a	2015/16			Year End 15/16	2016/17						
Area	Apr-15	May-15	Jun-15	Mar-16	Apr-16	May-16	Jun-16	Mar 16 & Apr 16	Apr 15 & Apr 16	May 15 & May 16	Jun 15 & Jun 16
PUDSEY	96.96	97.32	97.59	98.49	96.7	98.25	99.09	0.60%	-0.26%	0.93%	1.50%

- Q2:

BV66a	2015/16			Year End 15/16	2016/17							
Area	Jul-15	Aug-15	Sep-15	Mar-16	Jul-16	Aug-16	Sep-16	Mar 16 & Apr 16	Apr 16 & Sept 16	July 15 & July 16	Aug 15 & Aug 16	Sept 15 & Sept 16
PUDSEY	97.54	97.68	98.08	98.49	98.37	98.46	98.33	0.60%	-0.16%	0.85%	0.78%	0.25%

9. Rent Arrears – Pudsey

- In 2016 the figure at week 27 was above 2.00%, which is a total of £194,630.02. In 2015 the arrears were 2.28%, which is a total of £225,621.07, so there was an improvement in 2016 of 0.28%. In 2014, the arrears were at a lower level of 1.89%, which was a total of £184,000.78; the team have an action plan in place to work towards the 2014 figures. The reason this is higher in 2016 is due to the arrears that were accrued in 2015 due to lack of experience at this time.

10. Rent Collection – Wortley

- The Wortley Housing Teams figures for rent collection at the end of Quarter 2 stand at 96.54% against a target of 97.30%, however in-year collection is 97.67%.
- In 2015 at the same timeframe the rent collection was 96.01%, as above this dip was due to the Officers that were managing the rent process were new to the role.
- In 2014 when the ALMOs transferred and assigned to LCC the performance in the same timeframe as above was 96.31%.
- Q1

BV66a	2015/16			Year End 15/16	2016/17						
Rent Collection								% Change			
Area	Apr-15	May-15	Jun-15	Mar-16	Apr-16	May-16	Jun-16	Mar 16 & Apr 16	Apr 15 & Apr 16	May 15 & May 16	Jun 15 & Jun 16
WORTLEY	95.73	95.24	95.65	97.07	95.41	96.63	97.07	0.00%	-0.32%	1.39%	1.42%

- Q2

BV66a	2015/16			Year End 15/16	2016/17						
Rent Collection								% Change			
Area	Jul-15	Aug-15	Sep-15	Mar-16	Jul-16	Aug-16	Sep-16	Mar 16 & Sept 16	July 15 & July 16	Aug 15 & Aug 16	Sept 15 & Sept 16
WORTLEY	95.68	95.94	96.22	97.07	96.63	96.71	96.54	-0.53%	0.95%	0.77%	0.32%

11. Rent Arrears – Wortley

- In 2016 the figure at week 27 as above 3.16%, which is a total of £307,086.74. In 2015 the arrears were 3.25%, which is a total of £323,400.91, so there was an improvement in 2016 of 0.09%. In 2014 the arrears were at a lower level of 2.92%, with a total of £284,769.48, the team are currently working towards decreasing their arrears to this level. The reason figures are higher in 2016 is due to the arrears that were accumulated in 2015 due to lack of staff experience at this time.

12. Welfare Reform

An Officer from the Enhanced Income Team works within the Wortley Housing Office on a regular basis to assist the team with Under Occupation cases and tenants impacted by the welfare reform. Please see below:

Performance Headlines from the Enhanced Income Team: February 2016 up to the end of October 2016

- Additional income generated : £233,715 (£160,913 DHP, £72,802 Utility Bills, Grants)
- No of tenants newly affected by UO since 1st March 2016: 1673
- No of tenants claiming UC : 650
- No of tenants engaging with the scheme : 1294
- Engagement rate : 49% (44% UO, 57% UC & 62%BC)
- Average no of activities per officer during October : 191
- 12 tenants have moved into work since January 2016
- 2 tenants have moved into volunteering since January 2016
- 11 tenants have moved into more suitable accommodation since January 2016

13. Annual Home Visits (at week 34)

- We introduced Annual Home Visits because many of our tenants said that they felt out of touch with us, their landlord.
- The visit gives our tenants the chance to talk about any issues they have with their home, or with Housing in general. We hope to help you identify and get help with any problems before they start to feel unmanageable. We will also check that our homes aren't being used for anything that breaches the tenancy conditions and are being kept in good condition. During the Annual Home Visit we will ask to see identification for each named tenant. We also need to see access to all rooms within the property.
- The table below shows all tenancies that either have or have not yet been visited this financial year. (Any tenancies that have commenced in the last 28 days have been excluded)

- **Sheltered Annual Home Visits**

PATCH/OFFICE	Not Visited	PASS	Grand Total	Complete
Pudsey	16	353	369	95.7%
Brookleigh	12	23	35	65.7%
Claremont Grove	2	70	72	97.2%
Crimbles Court		51	51	100.0%
Dawsons Corner	1	50	51	98.0%
Greenside	1	57	58	98.3%
Marsden Court		60	60	100.0%
Rycroft Green		42	42	100.0%
Wortley	3	50	53	94.3%
Thornhill Road	2	22	24	91.7%
Whingate Court	1	28	29	96.6%

- **Sheltered Annual Home Visits by Ward**

WARD	Not Visited	PASS	Grand Total	Complete
FARNLEY & WORTLEY	3	50	53	94%
PUDSEY	3	220	223	99%
Grand Total	6	270	276	98%

- **Annual Home Visits – other properties by Ward**

WARD	Not Visited	PASS	Grand Total	Complete
CALVERLEY & FARSLEY	16	746	762	98%
FARNLEY & WORTLEY	102	2385	2487	96%
PUDSEY	28	1673	1701	98%
Grand Total	146	4804	4950	97%

14. Capital Programme

- Housing Leeds has a budget of £82 million to spend on improvements between April 2016 and March 2017. Major repair and replacement works are planned by looking at information from past surveys and about what work has already been carried out. This helps us identify where future works are most needed.
- As we manage over 56,000 council houses, bungalows, flats and blocks this is a long process, so we split the properties into smaller geographical areas so that we have a better understanding of where work is needed most.
- We use computerised systems to hold and sort the information, checked by our staff to make sure that it is accurate. This ensures that investment goes where it is needed most, that we get value for money and most importantly

that the process is fair for our tenants.

15. Kitchen & Bathroom Improvements:

Please Note: Work will only be carried out to properties that have been identified as needing it and our proposed plans may be subject to change due to changes in funding

- Pudsey Area 2016-17
- Farnley 2016-17
- Calverley 2017-18

16. Windows & Doors Improvements

Please Note: Work will only be carried out to properties that have been identified as needing it and our proposed plans may be subject to change due to changes in funding

- Farsley 2016-17
- Pudsey 2016-17
- Calverley 2017-18
- Wortley 2017-18

17. Multi Storey Flats

There are currently 5 Multi Storey blocks in the Wortley Area and 4 in the Pudsey area and 1 in the Calverley/Farsley areas. The programme of works (2016/17) for the area is:

- Rycroft Court - Communal Electrical Package (Communal Lighting, Door Entry handsets, CCTV)
- Rycroft Place - Communal Electrical Package (Communal Lighting, Door Entry handsets, CCTV)
- Rycroft Green - Communal Electrical Package (Communal Lighting, Door Entry handsets, CCTV) Installation of Sprinkler System
- Marsden Court – No Work 16/17
- Gamble Hill Drive – No Work 16/17
- Gamble Hill Grange – No Work 16/17
- Heights East - CCTV
- Heights West – CCTV
- Whincover Grange – No Work 16/17

18. Concrete & Structural Repairs to Multi-Storey Flats

Please Note: Work will only be carried out to properties that have been identified as needing it and our proposed plans may be subject to change due to changes in funding.

19. Sheltered Housing

There are 6 Sheltered Schemes in the Outer West areas in Pudsey and Farsley, which a mixture of dispersed bungalows, schemes and multi storey flats:-

- Claremont Grove** - Scheme of 51 properties (all tenants live under 1 roof)
- Crimbles Court** - Dispersed flats of 50 with a community Centre
- Greenside** - Scheme of 50 flats (all live under 1 roof)
- Rycroft green** - Multi Storey 51 flats
- Marsden Court** - Multi Story 30 Flats
- Dawsons Corner** - Dispersed Bungalows 34 with a community center

The schemes all have activities on a daily basis ranging from Coffee mornings, Bingo Sessions, Exercise Classes, and Games afternoons such as Darts and Dominoes which are well attended by the Tenants who live in the schemes as well as older people from the wider community, there are also visiting groups such as Pusdey Live at Home who help support activities in the schemes. Please see additional information under the Schemes:

Crimbles Court

- Breakfast bar every Monday
- Bingo every Monday and Wednesday
- Coffee morning every Wednesday
- Lace class every Wednesday afternoon
- Lunch and natter once a month on Fridays
- Easter dinner
- Big Lunch (June)
- Evening meal with entertainer in July
- Big birthday party for a resident who was 90
- Trip to Southport (September)
- Day trip to Bury Market (October)
- Pie and peas Bonfire night (November)
- Armistice Day (November)
- Trip to Whitby
- Trip to Liverpool
- Trip to Scarborough
- Christmas bingo and tea (December)
- Christmas dinner for residents on 01/12/2016 with funding from HAP bid
- Railway embankment cut back, now on contract
- Overgrowth tided up on pathways
- Low level branches cut back
- Refurbished laundry

- Cluster office also has internal auto door closures fitted
- New entrance doors

Claremont Grove

- Every Wednesday coffee morning
- Blind Club every Tuesday afternoon
- Bowling Friday morning
- Live at home Thursday afternoon
- Bingo Tuesday and Friday night
- Domino's Monday afternoon
- Afternoon tea (July)
- Summer fair (July)
- Trip to Scarborough (May)
- Trip to Liverpool (June)
- Trip to Bridlington
- Trip to Castleford Market
- Trip to Southport
- Trip to Bury Marker (October)
- Halloween Party (October)
- Meal out with Committee (November)
- Christmas Party (December)
- Claremont Calendar published, funding to go to further trips/entertainment
- Environmental work completed two benches due to be fitted by the end of January (Money received from Cllr Coulson for work to be completed)
- New door closures
- Kitchen has been redesigned to accommodate a full cooker so that the luncheon clubs can expand.

Greenside

- Monday afternoon Bingo
- Tuesday Morning Coffee Morning, Tuesday Afternoon Bingo
- Coffee afternoon last Weds of the month
- Wednesday Evening Bingo
- Thursday afternoon Craft Club
- Friday afternoon Bingo
- Improvement work carried out to soffits and porches (October for 3 months)
- Big Lunch event - June
- Christmas dinner - December
- New fire doors fitted
- New entrance door

Marsden Court

- IPad/tablet training and E-mail training in Community centre done by the Library services -- May
- BBQ for the Queen's 90th birthday -- June
- Trip to Rogerthorpe Hall & Knaresborough -- July
- Pamper Afternoon for all resident in the community centre – July
- Trip to Bakewell – August
- Lunch club incorporating clothes sale – September
- Pamper afternoon for resident in the community centre - September
- Pamper Afternoon 25/11/16
- 40 tenants and family members went for a 1 week holiday down south - November
- Grey hounds racing Sunday - November
- Christmas party – December
- New sprinkler systems
- New scooter pod

Dawsons Corner

- Bank Holiday party in community centre – May
- Pamper afternoon for all resident in the community centre – July & September
- New automatic doors fitted to community centre to allow access to wheelchair users.
- Garden Party for Queen's 90th Birthday – August
- Air ambulance event
- Christmas party - December
- School carol singers - December

Brookleigh

- Painted and varnished to decking and rails and front of community centre.
- Big Lunch – July
- Safer project presentation in community centre – June
- Green Dr giving advice to all resident – July
- PSCO meeting in community centre for all residents – July.

Rycroft Green

- New furniture purchased for the conservatory
- Trips to Bolton Christmas Market
- valentine tea (February)
- Easter tea and raffle (March)
- 25 year of Rycroft Green as a sheltered complex anniversary tea (April)
- Skipton market and fish restaurant visit (June)
- Cream tea (July)
- Trip to Scarborough (August)
- Trip to Fleetwood and Cleethorpes (September)

- Halloween tea (October)
- Tombola and coffee morning (November)
- Bury market, Christmas Fair, Christmas Dinner at Manor Golf Course, and Christmas Tea (December)

20. Lettings Policy Review Consultation Update

- In February 2016, Executive Board agreed to commence consultation on the proposed changes to the current lettings framework with a view to approving a revised policy in February 2017. The consultation commenced with two Elected Member sessions in March 2016. This has been followed by further consultation with Community Committees, local tenant and resident groups, statutory and voluntary sector partners and individual tenants and residents. Housing Advisory Board received an update on the proposals in June 2016.

The consultation asked for feedback on the following proposals:

- **Introduction of a tenant transfer policy** to give greater preference to and reward existing council tenants who have successfully held a secure tenancy as part of our social contract commitment, enabling the council to make better use of its housing stock.
- **Review of the main lettings policy** to mainstream some elements previously covered by local lettings policies – specifically:
 - Use of local connection preference in outer lying areas of the city with low turnover and high demand;
 - Giving preference to tenants with a good tenancy record;
 - Conducting home visits to prospective applicants prior to making an offer;
 - Introducing pre tenancy training for 16 and 17 year olds, and applicants who are unable to demonstrate a good tenancy record; and
 - Using our good neighbour criteria in areas with significant issues of antisocial and criminal behaviour.
- **A New approach to community lettings policies**, to replace local lettings policies, with improved links to wider tenancy management issues.

Progress to date

The consultation has now closed. Housing Leeds has held two member sessions and met with a number of groups, including VITAL, Cross City Chairs Group, Leeds Tenants Federation, VOLT, High Rise Group, Equal Access Group, Community Committees, Housing Advisory Panels and a number of staff groups. The proposals were also presented to Housing Advisory Board, Environment and Housing Scrutiny

21. Estate Walkabouts

The purpose of an estate walkabout is to ensure Housing Leeds provide an excellent and consistent estate management service to all our tenants and communities. The walkabout provides opportunity for all customers and interested parties to walk around their estate with members of staff from Housing Leeds, and other Leeds City Council departments to monitor our performance and recommend improvements to the environment of our estates.

There is a procedure in place to provide clear guidance to ensure that actions identified at walkabouts are completed in a timely manner; this is achieved through effective joint working arrangements between external agencies and different council departments.

Estate Walkabouts will be undertaken as a minimum of once **every 3 months** on each estate/housing officer patch area. The estate walkabout schedule will be prepared on an annual basis.

Where an estate has a number of issues or environmental problems there is scope for the Housing Manager to instigate an additional monthly walkabout to more closely monitor improvements, and address where action has not been taken. These additional estate walkabouts would not require all interested parties to be invited; however where there is an expression of interest this would not be unreasonably refused.

A minimum of 3 estate inspections has been carried out on all patches in the Outer West area.

Completed estate walkabouts for Wortley and Pudsey:.

<p>Wortley and Farnley estate walkabouts 2016-17</p> <p>Stonecliffes/Stone bridges Gamble hill Nuttings Grove Bawn Estate The Heights Estate Fawcetts and Whincover Estate Tonge Heights East and West and Farrowes</p>	<p>17.06.19 – 16.09.16 25.08.16 – 30.11.16 11.08.16 - 10.11.16 12.07.16 – 18.10.16 12.07.16 -04.10.16- 06.12.16 29.07.16 -30.09.16-16.12.16 20.07.16 -19.10.16 06.09.16 – 08.12.16</p>
<p>Pudsey Estate Walkabouts 2016-17</p> <p>Waterloos Rycrofts Claremonts Crimbles/Lotown Harleys Wellstones</p>	<p>06.06.16 -05.09.16 -05.12.16 07.06.16-06.09.16 – 06.12.16 09.06.16 -08.09.16 – 08.12.16 16.06.16 – 15.09.16 02.06.16-01.09.16 – 01.12.16 09.06.16 -15.09.16 -08.12.16</p>

Greenside	03.06.16 – 08.09.16
Marsden Court/Minster Flats	17.06.16 – 16.09.16
Caverley	14.06.16 – 13.09.16
Pudsey/Bradford	16.06.16 – 15.09.16
Acres Hall Estate	10.06.16 -09.09.16 – 09.12.16
Clifton Court	14.06.16 -13.09.16 -13.12.16
Ashford Drive	07.06.16 – 06.09.16-06.12.16
Meadowhurst	21.06.16-20.09.16 –
South Drive/Willow Road	14.06.16 -06.09.16-13.12.16
Fartown/Littlemoor Crest	15.06.16-07.09.16 -14.12.16

22. Neighbourhood improvement Plan Bawns and Heights:

Housing Leeds are actively involved in the Heights and Bawns Neighborhood Improvement Partnership, and is a key partner with a focus on the four priority areas –

- **Crime and Grime**
- **Health and Wellbeing**
- **Education**
- **Training and Skills/Employment and Income.**

As part of this partnership, estate based action days have been held on the Bawns estate and the Heights estate, which involved a range of partners targeting the environmental quality of the neighborhoods, provision of advice / information about healthy living, crime prevention advice, and a drive to reduce untaxed vehicles in the area. These multi agency actions days are a regular feature on the Housing Leeds calendar, with dates for the New Year to be confirmed.

In addition, a new initiative is being developed in the area through Groundwork. Housing Leeds, Mears and other agencies are working in partnership with Groundwork to develop the 'Urban Oasis Project' in the Wortley and Farnley area. This project aims to improve areas of green space through practical activities including clean ups and planting and food growing for example. In addition, this project focuses on consultation with the local community in order to see what residents would like to happen in their area, and improvements they would like to make. This project will directly contribute to the Neighborhood Improvement Partnership's priorities.

23. Environmental Action days- Pudsey

The aims of the Action Days are to work in partnership with our residents/tenants to improve their quality of life by improving the estates. Our aim is to address majority of the issues as part of our quarterly structured Estate walkabouts however some of the issues can only be picked up during the Action Days.

Action days also provide an opportunity for the residents to dispose of their unwanted goods in skips provided by Leeds City Council. Following days were organised in Pudsey:

- **Swinnow Action day** - 16th June 2016 - The action day covered Harleys, Swinnow Lane Flats, and Wellstone area.
- **Thornfield Avenue**- 14th June 2016

Both action days were supported by the Councillors, residents and tenants. All residents and tenants took the opportunity to dispose their unwanted goods in the eight skips which were funded by Leeds City Council. Staff members also took the opportunity to address other minor environmental issues such as graffiti, dog fouling, grass cutting issues, litter and overgrown gardens. These issues were recorded and addressed in line with Leeds City Council's policies and procedures.

24. Update from the Outer West Housing Advisory Panel (HAP) Nov 2016

The Outer West HAP meets bi monthly, and has a full membership of 10 tenants to review the delivery of local housing services and monitor local performance. The HAP are well represented by three ward members, Councillors Richard Lewis, Councillor Rob Wood and Councillor Ann Blackburn.

The panel budget for the year is £82,238 which is used to consider and support a range of environmental and community related projects, within the area. The current priorities of the panel are outlined in their plan on a page, these are:

- To support tenants affected by Universal Credit and other welfare reforms. Projects may include those addressing digital inclusion, work preparation, budgeting, health and support;
- To enhance the environmental appearance of neighbourhoods including those that address community safety, parking, littering, dog fouling and overgrown shrubs and trees;
- To support applications which will give tenants an overall better quality of life in terms of their health and general health and wellbeing, and
- To support community and tenant engagement activities. Which bring people together and empower tenants and communities

14 projects have been supported to date with a total budget commitment of £29,773. £52,464 is still available, however there are 10 projects in development that if supported by the panel will see 100% commitment of the budget.

The Local Housing Priorities highlighted on the plan on a page and of particular interest of the HAP are:

- Improve rent collection and Annual Home Visits.
- The opening of the refurbished Heights Drive Housing Office, and the development of this office as a location to access a range of different services.
- Recycling –to continue to develop and deliver initiatives that focus on recycling.
- Tenant Engagement –to continually engage and listen to tenants, so services

can be changed / adapted accordingly. (a you said, we did approach).

The panel is provided with regular performance overviews by a senior housing officer. Discussion has taken place around Annual Tenancy Visits, and rent collection.

Some examples of funded projects include:

25. Community Payback

A £5,483 contribution towards a citywide partnership with West Yorkshire Community Rehabilitation Service, known as 'Community Payback'. Giving Council teams an additional resource in the form of the supervised labour of offenders who can undertake a range of environmental activities, such as basic painting/decorating, clearance work, hedge cutting, ginnel clearing, litter picking or planting. Often used in response to tenant feedback and for issues picked up on estate walkabouts. A benefit of the partnership is that it also gives meaningful activity for low level offenders. Some of their feedback includes:

"Although it is a punishment I have actually felt proud of some of our achievements."

"It has improved my confidence and self-esteem. I am considering voluntary work."

"I gained a lot of experience in the work. I am more motivated in my mind, and things are looking up."

"It's good to see the difference it makes, especially when people stop to say thank you."

26. Big Lunch to address social isolation:

The panel contributed £1,250 towards four Big Lunch events. The Big Lunch is a national scheme which aims to tackle social isolation by bringing communities together. Following last year's successful Big Lunch at New Street Grove in Pudsey it was proposed that the project was run in all areas of Outer West.

A series of events were held at the following sheltered schemes

- Crimmbles Place (Pudsey)
- Greenside (Pudsey),
- Brookleigh (Farsley Calverley)
- Whingate Court (Wortley).

The day commenced with a coming together of residents and local Councillors with tea, coffee, biscuits and a local primary school was invited to perform a melody of songs. A buffet lunch was provided and entertainment by a local cabaret performer. Library Services helped stimulate lots of conversations with their reminiscence activities and other useful service providers, like Armley Helping Hands joined the fun, as did a Ukulele Band.

The outcomes from the event included giving residents the opportunity to talk and build friendships with each other and for services to promote the local community centres with various classes, breakfast clubs etc in order to decrease social isolation and help residents be active within their community. This helps improve their general health and wellbeing and create a community spirit where they.

27. Parenting Programme Swinnow Estate

The panel contributed £2,416 towards a parenting programme at Swinnow Children's Centre. The Parenting Programme & Parent Champion project was a free 8 week course designed to support parents and families who were struggling with their parenting skills and managing their children's behaviour. Run in partnership with Swinnow Children's Centre the outcomes included:

- Two young mums went on to join the OW HAP
- The Tenant Involvement & Engagement Officer has supported these individual tenants to set up Swinnow Residents Association
- Informing parents about where to get advice and information about finding and using childcare services
- Providing information to families who are currently dis-engaged from other services about how to manage and improve chances of their tenancies being successful ones.
- Helping volunteers to gain confidence and work experience.
- Bring about positive achievements and sense of family and community pride

28. Bawn Estate Environmental Project

The panel funded £6,153 for a project on the Bawn Estate to clear an overgrown site. This helped create a safer and cleaner environment by removing all fly-tipping from the banking and cutting back all the overgrown vegetation so that it could be regularly maintained by the grass cutters in future.

29. Arces Hall Lighting

A contribution of £2,806 was made towards the installation of lighting at Arces Hall. Tenants have raised concerns that there is inadequate lighting that poses a safety risk especially during the night. This was delivered in partnership with the Council's Street Lighting Team who have agreed to take over the maintenance of this lighting

The HAP are keen to help support and raise awareness about future Community Committee activity, work with officers to explore joint funding opportunities to tackle joint priorities and help the Committee with community engagement.

30. Recommendations

Members are invited to note this report.

