

Report of: Service Manager, Tenant Engagement

Report to: Chief Officer Housing

Date: 04 March 2020

Subject: West Yorkshire Community Rehabilitation Company (known as 'Community Payback')

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Has consultation been carried out?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Will the decision be open 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

1. Main issues

- Housing Leeds wishes to renew an existing partnership with West Yorkshire Community Rehabilitation Company (known as Community Payback). The partnership provides three teams of supervised labour to carry out a range of environmental works in areas with Council housing.
- The partnership is a useful estate management tool to tackle problem areas by cleaning up, cutting back, tidying up, painting etc. jobs in response to tenant feedback, helping improve the quality of the environment and of the neighbourhood as places to live and providing extra resources for Council teams to use.
- The partnership adds value in that the costs relate to the supervision, not labour, of three teams of up to eight operatives, their transportation and basic equipment, to respond to work requests from local housing and Cleaner Neighbourhoods Teams.
- The partnership is to be funded from a direct contribution from Housing Leeds, to the value of £92,250.90
- The service will continue to monitor and engage with WYCRC and other stakeholders such as the Cleaner Neighbourhood Teams to ensure the effective delivery of the partnership in response to tenants' and local area housing teams priorities.

- The responsibilities, monitoring requirements and other operational, health and safety and contract management issues are outlined in a full partnership agreement.

2. Best Council Plan Implications (click [here](#) for the latest version of the Best Council Plan)

- The partnership helps deliver the Best Council Plan outcome for residents to 'live in good quality, affordable homes in clean and well cared for places

3. Resource Implications

- The partnership cost of £92.5k is less than the return on investment gained, which for 2019/20 is estimated to be in the region of £145k, representing good value for money for tenants and the service as a whole.

Recommendations

- a) That the Chief Officer Housing agree to a 2020/21 partnership with West Yorkshire Community Rehabilitation Company to the value of £92,250.90.
- b) That permission is agreed in line with Contract Procedure Rules 8.3 reflecting West Yorkshire Community Rehabilitation Company as the only organisation or provider that can meet the Council's specific requirements.

1. Purpose of this report

- 1.1 To seek Chief Officer approval for a 2020/21 partnership agreement with West Yorkshire Community Rehabilitation Company for the provision of supervised labour to undertake a range of environmental related activities for the benefit of Council tenants.

2. Background information

- 2.1 Housing Leeds wishes to extend a partnership with West Yorkshire Community Rehabilitation Company (known as Community Payback). The partnership provides three teams of supervised labour to carry out a range of environmental works in areas with Council housing.
- 2.2 This additional resource gives the service a responsive estate management tool to tackle problem areas by cleaning up, cutting back, tidying up, painting etc. jobs in response to tenant feedback and local estate walkabouts, helping improve the quality of the environment for Council tenants.
- 2.3 During the last 11 months of the 19/20 partnership, 181 local referrals have been completed, helping improve the overall quality of the environment. The original 19/20 partnership cost of £92.5k represents good value for money as is projected to achieve an overall return on investment of £145k by the end of March 2020.
- 2.4 The inherent value for money in the partnership is that the costs relate to the supervision, not the labour, of three teams of eight operatives, their transportation and basic equipment, to respond to work requests from local housing and locality teams

3. Main issues

- 3.1 No appropriate Internal Service Provider, Exclusive Supplier, existing provider, LCC Approved Framework Agreement or Approved Framework Agreement exists. West Yorkshire Community Rehabilitation Services is the only provider that can undertake this work.
- 3.2 The service provided by West Yorkshire Community Rehabilitation Company is unique in that it delivers the sentencing judgements of the court. Magistrates and Judges have a choice between a prison sentence, a Community Order, a Suspended Sentence Order, a fine or conditional discharge. The Community Order allows magistrates and judges to tailor-make a different sentence for each offender; one option is Community Payback, meaning unpaid community work, giving something back to the community and giving meaningful work and skill development opportunities to the individuals themselves.
- 3.4 The service has a direct benefit to tenants. Local housing teams are able to use the partnership as a tool to respond to tenant or Councillor feedback or from work identified during estate walkabouts.
- 3.5 Housing Management Teams and Cleaner Neighborhoods' Team staff are engaged in partnership activity, and local service standards have been previously formalised in the 19/20 partnership agreement to ensure regular and effective communication about the status of referrals and around the issues of waste collection.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 Consultation and feedback has been ongoing with HAPs, who support the partnership and wish to see the partnership continue. TARAs are able to influence the activity undertaken through the partnership and estate walkabouts with tenants are a key opportunity to identify work in response to local tenant feedback.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 The proposed partnership helps build relationships between tenants, the wider community and Council services as they see work taking place that they themselves have identified. The offenders undertaking the work are given meaningful work, and an opportunity to develop confidence and skills to progress onto other training, development or employment opportunities.

4.3 Council policies and the Best Council Plan

- 4.3.1 The continuation of this partnership supports a range of Council and Housing Priorities, in particular, the importance of all residents living in 'good quality, affordable homes within clean and well cared for places'. The partnership also helps delivery on the council priority of 'enhancing the quality of our public realm and green spaces', and 'providing skills programmes and employment support'.

Climate Emergency

4.3.2 Partnership activity helps support local community environmental activity, for example, by helping local groups clear or tidy up areas for the community to enjoy and maintain in the future. The partnership has access to a mulching machine to help recycle compostable material on site, improving moisture retention and soil quality.

4.4 Resources, procurement and value for money

4.4.1 The partnership provides additional resources in the form of supervised labour to Cleaner Neighbourhoods and Housing Management Teams, to be able to respond to a range of work that is out of the day to day scope of Council activity. There is a further opportunity to save money in future years and to improve overall tenant satisfaction with the neighbourhood as a place to live as areas that are cleared or improved can then be regularly maintained thereafter – reducing the need and cost for large scale intervention or the problems associated with environmental neglect such as fly-tipping or anti-social behaviour.

4.4.2 The partnership cost of £92.5k is less than the return on investment gained, which for 2019/20 is estimated to be in the region of £145k.

4.4.3 The service has identified a further £8.5k for the purchase of consumables such as paint, to allow the teams to undertake painting work to fences, communal areas, hand-rails etc.

4.5 Legal implications, access to information, and call-in

4.5.1 There are no legal implications, access to information or call in implications for this report.

4.6 Risk management

4.6.1 There are limited risks in entering a partnership with this unique provider – one that has been engaged with Housing Leeds for a number of years. The risks of not entering into a partnership are significant in terms of the impact on the appearance of neighbourhoods and the removal of this additional resource. Recent customer satisfaction feedback also tells us that there are differing and sometimes low levels of satisfaction amongst tenants with their neighbourhood as a place to live which this partnership can help address.

4.6.2 The partnership payment terms are quarterly, and in arrears – thus reducing the risk to the service of paying for a service that is not received. Quarterly review meetings also monitor progress and partnership outcomes.

5. Conclusions

5.1 The renewal of the partnership with West Yorkshire Community Rehabilitation Company gives the service an additional cost-effective resource to be able to improve the appearance of estates and neighborhood's managed by the Housing Service

6. Recommendations

- a) That the Chief Officer Housing agree to a 2020/21 partnership with West Yorkshire Community Rehabilitation Company to the value of £92,250.90.

- b) That permission is agreed in line with Contract Procedure Rules 8.3 reflecting West Yorkshire Community Rehabilitation Company as the only organisation or provider that can meet the Council's specific requirements.

7. Background documents¹

7.1 None

¹ The background documents listed in this section are available to download from the council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.