



Report of the Chief Executive East North East Homes Leeds

Inner East Area Committee

Date: 24 March 2011

Subject: ENEHL Work Programme 2011/12

Electoral Wards Affected:

Burmantofts & Richmond Hill
Gipton & Harehills
Killingbeck & Seacroft

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Council
Function

Delegated Executive
Function available
for Call In

Delegated Executive
Function not available for
Call In Details set out in the
report

Executive Summary

With the creation of Locality Management there is scope for closer working between East North East Homes Leeds (ENEHL) and Area Committees. This report sets out some elements of the work programme for ENEHL for 2011/12 and indicates some areas where there is scope for an immediate impact on joint working.

1.0 Purpose Of This Report

- 1.1 To update Inner East Area Committee on the ENEHL work programme for 2011/12 with particular focus on areas where there is potential for improved working arrangements to be developed between ENEHL and the Area Committee and local staff teams.

2.0 Background Information

- 2.1 ENEHL have a Management Agreement with Leeds City Council to deliver housing services to properties across the east and north east areas of the city. Each year millions of pounds are spent on delivering those services and the estimated value of spend scheduled for 2011/12 is around £37 million. Historically that spend has not been well coordinated with Council spend and with the implementation of Locality Working and expansion of services managed from a locality base there is a potential opportunity to link better with Area Committees in order to coordinate more effective service delivery.

3.0 Main Issues

3.1 Capital Programme

- 3.1.1 At the end of 2010/11 ENEHL expect to have exceeded the city wide target of 95% of homes managed meeting the Decent Homes Standard by the Government's initial target date. Out turn is expected to be at 98% of homes at the Standard with the remaining 2% of around 400 homes comprising elemental component failure resulting from no access or refusals of the proposed work. These elements will be completed in future years once properties become vacant and are offered for re-let. In 2011/12 around 298 homes will fall out of the Standard as components reach the end of their expected serviceable life and these will be inspected and replaced as necessary in order to maintain the Council's pledge of maintaining decency in the housing stock.

- 3.1.2 ENEHL has a draft capital programme of £15m which is broadly equivalent to the Major Repairs Allowance set by Government annually. The programme is subject to approval by the Council and the ENEHL Board. Part of this, £3m, has been allocated to address the Decent Homes failures mentioned above and to maintain performance at above the 95% target set by the Council. The remainder of the capital allocation is to be used mainly to meet essential expenditure requirements such as adaptations, fire safety work, lift replacements, capital voids and structural works to non traditional homes that were not picked up in the Decent Homes programme. A small proportion has been allocated for desirable works such as environmental improvements and this is picked up in section 3.3 below as this is seen as an area where there is potential for closer cooperation with Area Committee.

3.2 Responsive and Cyclical Repairs and Maintenance.

- 3.2.1 In 2010 ENEHL started an EU procurement exercise in conjunction with the Council for a responsive repair and maintenance service provider for half of the properties that it manages. None of these properties are located within the Inner East Area Committee area. Following the collapse of Connaught and ROK the ENEHL Board took a revised policy decision to abandon the procurement exercise and award all of the work to ENEHL Construction Services, the internal directly employed repairs team. Construction Services will commence operations across the full ENEHL: area from 1 April 2011.

3.2.2 Cyclical maintenance work, principally annual gas service and repair work to homes, is currently undertaken by external contractors who hold contracts that expire at the end of next year 2011/12. A procurement exercise has been approved by ENEHL Board for a single contractor to deliver this work package, with an estimated annual value of £2.5m, from 2012/13 onwards.

3.3 Environmental Improvements and Estate Services

3.3.1 For 2011/12 ENEHL Board has agreed an increase in funding for their four Area Panels to undertake environmental works within the area. Two Area Panels, the Inner East Area Panel and Outer East Area Panel operate within the Inner East Area Committee area and next year both will have a £50k capital budget and a £70k revenue budget to be used on customer prioritized environmental schemes. Of this ENEHL Board has resolved that £50k of the revenue allocation must be spent on schemes agreed with Area Committee potentially through Community Leadership Teams. It is anticipated that this will allow funding streams to be combined providing for larger schemes to be delivered within the area.

3.3.2 During 2010/11 rationalisation of the ENEHL Caretaking and Cleaning Service has seen a move away from static Caretakers located at multi-storey blocks to a more mobile patch based Estate Caretaker service. Duties undertaken by Caretakers at blocks have now been taken on by the Council's Cleaning Services team and the service expanded to provide cyclical cleaning at all blocks with shared access rather than just the multi-storey blocks previously serviced. There has been some initial dialogue with the Locality Manger on how ENEHL Estate Services can better link with environmental services that are to be delegated to Area Committees next year. At present area demarcation means that there are often disputes between services as to who's responsibility a specific piece of land is which can result in two teams visiting an area to undertake work. It is believed that this can be streamlined in future to provide a more common sense approach to environmental work.

3.4 Shared Services Centre

3.4.1 In November 2010 the Council's Executive Board agreed a recommendation to retain three ALMOs within Leeds on the proviso that a Shared Services Centre was created to deliver common back office ALMO functions such as finance, human resources and contract administration. Direct customer facing services remain the responsibility of individual ALMOs who will continue to report to individual Boards retaining existing decision making powers, but with a Strategic Governance Board put in place at which discussions will take place on consistent approaches.

3.4.2 In addition to ALMO functions transferring into the Shared Services Centre a number of Council functions will transfer from Environment and Neighbourhoods Directorate. These are functions that could not easily be delivered within ALMOs and which were retained on original transfer in 2003. Functions such as Leeds Homes, Choice Based Lettings administration, Property Maintenance Services and ICT support will all transfer into the Centre during 2011/12. It is anticipated that creation of the Centre will deliver £1.6m of savings and that there will be a reduction of 49 posts achieved through an ALMO Early Leavers Initiative mirroring the Councils, and natural wastage.

3.5 Anti-social Behaviour Review

3.5.1 With effect from April 2011 a new Team comprising staff from ENEHL, West Yorkshire Police and the Council's Anti-social Behaviour Unit will be created to deal with all cases of ASB that arise in the ENEHL area. The Team will be based within ENEHL premises and will provide a consistent and coordinated approach to dealing with ASB that will improve the service to all customers. The main change will be to ENEHL estate based staff who previously had dealing with ASB as part of their generic housing management role. With introduction of the new service a group of specialist housing staff will deal exclusively with ASB within the combined team leading to a more streamlined approach.

4.0 Implications For Council Policy and Governance

4.1 Both the Area Committees and ENEHL Board have delegated powers derived from the Council either through direct delegation or via the Management Agreement. Decisions on closer working and allocation of financial resources for match funding would remain with the sovereign organisation.

5.0 Legal and Resource Implications

5.1 The changes outlined above will be funded within existing resources available to ENEHL. There are no known legal implications.

6.0 Conclusions

6.1 The issues identified in section 3 above indicate some of the initial areas where there is scope for more collaborative working between ENEHL and Area Committee through Area Panels, Community Leadership Teams and Locality Management. It is proposed that further dialogue takes place to identify other functions where joint working may deliver service efficiencies across organisations.

7.0 Recommendations

7.1 Inner East Area Committee are asked to note this report and support continued work on areas for joint working with a further report to be brought back to Committee in six months time.