

Report of West North West homes Leeds WNWhL

Report to Inner West Area committee

Date: 19th October 2011

Subject: West North West Homes Leeds involvement in Area Committees

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Armley, Bramley and Stanningley	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible 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 of main issues

1. WNWhL provide a range of housing management services in the West and North West of Leeds. The Inner West Area Committee area is coterminous with the 'Inner West' housing management area comprising 6100 properties in the Armley and Bramley / Stanningley Wards. Tenancy and Estate Management services are delivered locally from our offices located in Bramley and Armley.
2. Support services such as rent accounting, lettings and property repairs are delivered through a centralised structure, however all customer enquiries can be made locally at the Bramley Neighbourhood Office and at the Armley One Stop Centre; or via the Council Contact Centre.
3. This report seeks to advise the Area Committee of activities undertaken by WNWhL which impact on local communities, and areas where opportunities exist to work collaboratively to improve conditions for local people.
4. This is the first of two bi-annual reports, agreed by Area Committee in June, to provide an update of activities and services undertaken by WNWhL.

Recommendations

Area Committee Members are asked to note the content of this report.

1 Purpose of this report

- 1.1 To outline the purpose of West North West homes Leeds (WNWhL) involvement in Area Committees, and to explore ways of making that involvement as meaningful and productive as possible.

2 Background information

- 2.1 An introductory report was submitted to the Inner West Area Committee in June, outlining areas of mutual interest and opportunities to promote collaborative working for the benefit of communities in Inner West Leeds. The report recommended that WNWhL should provide further, more detailed, reports on a twice yearly basis; it was agreed that the first of these reports would be presented in September.
- 2.2 WNWhL delivers services to customers through a combination of centralised and decentralised structures. Generally speaking, estate and tenancy management functions are delivered locally by the Neighbourhood Housing Team based at both the Neighbourhood Housing Office on Bramley Town Street and the Armley One Stop Centre. Support services such as Lettings, Rent and Repairs are delivered through a decentralised structure, however enquiries for the range of services we provide can be handled at the aforementioned offices. The bulk of customer enquiries are processed through the Council Contact Centre, with whom WNWhL has a Service Delivery Agreement.
- 2.3 This report focuses on examples of joint working, and activities which promote community involvement and well being. However, the Community Safety update report, submitted to the September Area Committee meeting, featured examples of collaboration and joint working between WNWhL, West Yorkshire Police, Area Management and other agencies.

3 Main issues

3.1 Environmental Management

3.1.1 Partnership working

The Neighbourhood Housing Team is a key partner in the Monthly Crime and Grime, Multi Tasking meetings which take place with partners including; West Yorkshire Police, Community Safety Unit, Environmental Action Team, Youth Service, the Leeds Anti Social Behaviour Team and Area Management. The meeting is designed to share local information and intelligence and agree local priorities and joint actions for delivering service improvements. Local priorities are agreed by the Tasking Group, which primarily focus on crime and grime (environmental issues). So far in 2011, this group have delivered 2 local action days in the following areas: Rossefield/Westovers and the Little Scotland /Aviaries /Cedars area of Armley. WNWhL has an active role in delivery of local action days, including provision and delivery of promotional information, providing staffing resources, through our Neighbourhood Management Officers and Neighbourhood Caretakers. WNWhL also contributes financially with the provision of skips, where environmental improvements are required. The noticeable outcome of these action days

have been improved environmental conditions, where local residents have provided positive feedback about improved conditions.

As a result of attending the Area Committee in June, WNWhL have been invited to provide a representative to attend the Inner West Environmental Sub Group which is due to meet on 12 September. This represents a positive outcome from WNWhL's involvement with the Area Committee and an opportunity to cement the relationship for the benefit of the West Leeds Community.

3.1.2 Estate caretaking.

These services are undertaken by the WNWhL Neighbourhood Caretaking Teams, who provide a front line environmental service, patrolling estates and communal areas of multi storey accommodation daily, ensuring a high visible presence to deter illegal dumping, illegal entry, vandalism and other acts of anti social behaviour. The team act as the eyes and ears on the estate reporting and recording any illegal activity and breaches of tenancy. They provide a patrol service of estates on a planned basis, assessing and dealing with environmental issues in communal areas, such as ginnels , walkways and communal land where hotspots exist.

The team have also utilised the services of the Probation service to help clear void gardens and more recently as part of a large project with the extensive clean up of the Wyther Estate in Armley. Currently the team are carrying out extensive environmental clean ups in the Inner West area as part of our 'would you live here campaign' designed to increase the environmental appearance of our estates.

3.1.3 Estate Walkabouts and Inspections.

In line with our published service standards WNWhL arranges regular Estate Inspections which take place on a monthly basis for each area; and twice yearly Estate Walkabouts for each area. Estate Walkabouts are promoted on our website and WNWhL welcomes the opportunity for customers, partners and other representatives to attend the inspections and walkabouts with us. Often the issues identified may be the responsibility of other Council Departments e.g. Highways, Parks & Countryside and the Walkabouts provide an opportunity for other agencies to contribute to improving environmental conditions and quality of life for local people. This report would like to bring to the attention of the Area Committee our planned walkabouts for October :

- 4/10/11 Ganners 10.00am.
- 5/10/11 Half Miles 10.00am
- 10/10/11 Broadlea Ave & Crescent 10.00am
- 11/10/11 Theaker Lane & Burnsalls 10.00am
- 12/10/11 Fernbanks 10.00am
- 18/10/11 Ashlea/ Bellmounts 10.00am
- 18/10/11 Little Scotland 10.00am
- 19/10/11 Coal Hill 10.00am
- 19/10/11 Top Wythers 10.00am
- 18/10/11 New Wortley 2.00pm
- 25/10/11 Poplar Mount & Court 10.00am.
- 29/10/11 Poplars – low rise. 10.00am.

And for November :

- 9/11/11 Cedars 10.00am.
- 16/11/11 Aviaries 10.00am.
- 16/11/11 Bottom Wythers 10.00am.
- 22/11/11 Summerfields 10.00am.
- 29/11/11 Langleys 10.00am.

Members of Area Committee, and colleagues within Area Management, are invited to contact the author of this report should there be any interest in attending one of the walkabouts, or estate inspections.

3.2 Area Panels

3.2.1 WNWhL has four Area Panels, which have the same boundaries as Leeds City Council's Inner and Outer West and Inner and Outer North West Area Committees.

3.2.2 The Area Panels have an active role in setting and agreeing local priorities using local Community Partnership Agreements. They have a delegated budget and are able to approve bid submissions for issues such as:

- Environmental schemes
- Community safety schemes
- Tenant involvement schemes

3.2.3 To date 8 submissions have been made to the Inner West Area Panel for consideration during the current financial year following on from the 27 projects that were delivered in the last financial year.

3.2.4 These bids have included joint funding with Area Management and the police whereby we have recently installed a CCTV camera on the roundabout on the Broadlea's estate to reduce crime and anti-social behaviour in the area. This has provided improved security measures for our customers and also served to reduce the fear of crime in the area.

3.2.5 Other initiatives have been undertaken at the Burnsalls MSF whereby the local football team helped residents to plant bulbs in the newly built planters. The scheme encourages young people to become involved in looking after a communal garden providing divisionary activities for young people in the area and portraying a positive image of young people, the youngest child was 6yrs old and the oldest participant was a resident who was 90yrs old. Feedback from residents has been very positive, they indicate that young people involved have taken an interest and pride in their contribution and the area in which they live.

3.2.6 Following an earlier discussion at Area Committee, WNWhL are involved in discussions with Area Management over the 'Gas Field' in New Wortley, specifically regarding the intrusion onto the site by Travellers, and the potential for a jointly funded solution to prevent further disturbance to the local community.

3.3 Local Area Management Plans (LAMPs)

WNWhL work with Area Management to deliver key improvements to priority areas, determined by area profiling information such as the multiple deprivation index. In Inner West Leeds, LAMPs have previously been created for New Wortley, the Fairfields and the Wythers. Currently the Fairfields and New Wortley LAMP's are continuing however WNWhL have developed the Wyther Improvement Group (WIG) and the Broadleas Improvement Group (BIG) which operate in parallel to the LAMP framework and feature partnership working to deliver outcomes for the local communities. Area Management provide key partnership links and this is a further example of collaborative working aimed at delivering improvements for local people in west Leeds. Examples of the positive outcomes achieved through this network include:

- Two new Housing Surgeries implemented on the Broadlea's and Moorside's Estates.
- Crime survey and Hate Crime awareness days on the Broadlea's estate
- Environmental Action days on estates in the Inner West areas
- Home Fire Safety Checks on Coalhill's and Ganners estates
- Cooking classes on the Wyther Estate
- Walking group set up on the Wythers estate

As the action plans are ongoing there are a number of objectives we still want to achieve; some of these objectives are listed below as examples of continuing improvement :

- Raising awareness of Young People's Aspirations
- Health living Activities
- Maintaining Green Spaces
- Engaging local people and promoting integration
- Under reporting of Crime
- High Unemployment
- Opportunities for Business Start up

3.4 Community Engagement

WNWhL has a successful track record in community engagement, and received a very positive ranking for this service in the most recent Audit Commission Inspection (June 2010).

There are more than 15 different involvement methods that customers can access to become involved with WNWhL. These range from traditional Tenant & Residents Associations, of which there are 12 in the Inner West area, to innovative forums such as the Sheltered Housing Forum and the Lesbian, Gay, Bisexual and Trans Group.

Some other examples of community engagement have included:

- Working with partner agencies on a Broadlea improvement group and Wyther Improvement Group to improve issues such as health, employment, education and youth provision:

- The creation of local surgeries across the area, including at Moorside, Broadleas, Coal Hills, Fairfields, Armley mosque, Raynvvilles. Coffee mornings are attended at Sir Karl Cohen Square and Phil May Court Sheltered Schemes; and
- Attendance by Neighbourhood Housing Office staff at tenant and resident meetings.

Some of our successes have been in the following areas:

- At Armley Mosque which has increased customer involvement from members of a BME community;
- We have maintained active resident groups across the area; and
- Successfully developed a multi agency action plan at both Improvement groups which is delivering improved services in local areas of high deprivation.

In the future we expect to see increased customer involvement across the area. We aim to achieve this by continued good relationships with our partner agencies and our Neighbourhood Housing Team focusing on excellence in tenancy management.

This report suggests that to further cement the relationship between Area Management and WNWhL there is potential to explore existing communication channels with WNWhL customers for wider consultation on a range of community issues.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 This report confirms the commitment of WNWhL to consult and engage with residents wherever possible. We also seek to consult with stakeholders including Area Management and other Council Departments where appropriate.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 The services and functions described in this report are consistent with the Council's and WNWhL's approach to Equality Diversity and Cohesion.

4.3 Council Policies and City Priorities

- 4.3.1 The content of this report is consistent with the WNWhL strategic objectives, and the strategic aims of the Council encompassed by the Vision for Leeds; Leeds Children & Young Person Plan; Strategic Health & Wellbeing Plan.

4.4 Resources and Value for Money

- 4.4.1 No direct implications, services delivered by WNWhL are within budget allocated through the Management Fee arrangements.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 No direct implications. This report is not eligible for call in, due to being a Council Function.

4.6 Risk Management

- 4.6.1 WNWhL has a corporate approach to risk management, with risks to business prioritised according to likelihood and impact. Risks are mitigated by action planning accordingly.

5 Conclusions

- 5.1 It is concluded that there are clear benefits and opportunities for WNWhL working closely with Area Committees as outlined in this report. Developing this approach provides the opportunity to develop services and join up working to the benefit of residents. Which ensures that all agencies in the area target resources in a joined up way, preventing duplication

6 Recommendations

- 6.1 Members are invited to note this report, and it is recommended that WNWhL provide a further six monthly update to Area Committee in the March / April cycle of meetings.

7 Background documents

- 7.1 None.