

**Report of West North West Homes**

**Report to Outer North West Area Committee**

**Date: 6<sup>th</sup> February 2012**

**Subject: West North West homes Leeds involvement in Area Committees**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Horsforth, Adel & Wharfedale, Otley & Yeadon & Guisley & Rawdon	<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 Outer North West Area Committee area is coterminous with the 'Outer North West' housing management area comprising 3900 properties in the Adel and Wharfedale, Otley and Yeadon, Horsforth and the Guiseley and Rawdon Wards. Tenancy and Estate Management services are delivered locally from our office located in Horsforth.
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 Horsforth Neighbourhood Office and at the Otley and Aireborough One Stop Centres; 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 second of two bi-annual reports, agreed by Area Committee in June, to provide an update of activities and services undertaken by WNWhL.

### **Recommendations**

Members of the Outer North West Area Committee are invited to note the content of this report; WNWhL will provide a six monthly update 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 Outer North West Area Committee in June 2011, outlining areas of mutual interest and opportunities to promote collaborative working for the benefit of communities in Outer North 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. This is the second report.
- 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 the Neighbourhood Housing Office on The Green, Horsforth. 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.

## **3. Main issues**

### **3.1 Environmental Management**

#### **3.1.1 Partnership Working**

- 3.1.2 Crime and Grime Multi Tasking Groups were set up in 2004. Their aim is to provide a clear framework for the positive management of the Outer North West area, whilst delivering a multi agency approach, when dealing with issues relating to crime and grime. To share local information and intelligence, to agree local priorities and deliver joint actions for delivering service improvements.

- 3.1.3 Agreed priorities of the Crime and Grime Group are to improve environmental conditions within the Outer North West area, to provide a joined up approach when dealing with issues in relation to crime, anti social behaviour.

- 3.1.4 The Outer North West, Crime and Grime Tasking Group has delivered 6 local action days between 2010/2012 in the following areas; Weston Estate Otley , in the Horsforth area and the Holtdale Estate in Holt Park. The Outer North West area team have also supported the delivery of two Meet the People events in Horsforth and Otley in conjunction with Leeds City Councils Community Safety.

- 3.1.5 A successful interagency day of action was undertaken in October 2011 on the Holtdale estate in conjunction with the Police, Community Safety, Sanctuary Housing Association,

and the Fire Service etc and included a team of Neighbourhood Management Officers as well several Neighbourhood Caretaker vans. WNWhL also supported the day of action by providing skips at a number of locations throughout the estate in conjunction with the Holt Park Tenants and Residents Association

- 3.1.6 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.
- 3.1.7 Common problems identified during action days are increasing number of incidents of fly tipping and graffiti.
- 3.1.8 Health & Environmental Action Services have issued fixed penalty notices to residents who have been identified as having fly tipped. In an attempt to be pro active WNWhL provide skips for tenants to remove surplus rubbish. WNWhL Neighbourhood Caretaking Team also deal with problems of graffiti on our estates.
- 3.1.9 The noticeable outcome of these action days have been improved environmental conditions, where local residents have provided positive feedback about improved conditions.

### 3.2 Caretaking and Cleaning

- 3.2.1 Our Neighbourhood Caretaking Team provide a front line environmental service, patrolling estates and communal buildings including daily visits to multi storey flats, ensuring a high visible presence to deter illegal dumping, illegal entry, vandalism and other acts of anti social behaviour.
- 3.2.2 The Caretakers 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 'grot spots' exist.
- 3.2.3 The Caretaking team also undertake regular work in a number of areas which are identified as hotspot areas for litter and fly-tipping. They also undertake larger environmental projects tidying up areas of land not included in the new Continental contract. A plan is currently being developed to improve and an area of land behind houses on Henshaw Oval which will be delivered by the Neighbourhood Caretaking Team in the spring.
- 3.2.4 The monitoring of the new grounds works contract with Continental forms an important part of the work undertaken by the Neighbourhood Caretaking Team and other staff in the Outer North West area. The successful implementation of the new contract will have a significant positive impact on the environment within the Outer North West area.

### 3.3 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, November and December:

- 08/05/12 Otley Area 5 Meeting point 50 Spenser Road 10.00am
- 07/06/12 Otley Area 16 Meeting point entrance Union Court 10.00am
- 05/06/12 Otley Area 1 Meeting point entrance Bennett Court 11.00am
- 22/03/12 Otley Area 10 Meeting point Rawdon estate (outside 60 Harrogate Road) 11.00am
- 07/06/12 Otley Area 2 Meeting point entrance Lea Croft 11.00am
- 22/05/12 Otley Area 7 Meeting point Howson Close 11.00am
- 29/06/12 Otley Area 15 Meeting point Junction West Busk Lane and Bradford Road 11.00am
- 14/06/12 Otley Area 12 Meeting point Westfield Estate(Woodlea Mount Car park) 11.00am
- 12/06/12 Otley Area 3 Meeting point entrance Churchill Flats 11.00am
- 07/06/12 Otley Area 8 Meeting point outside 3 Shaw Royd 10.00am
- 14/06/12 Otley Area 4 Meeting point The Green 11.00am
- 12/06/12 Otley Area 14 Meeting Point entrance Fairfax Flats 10.00am
- 15/03/12 Otley Area 11 Meeting point outside 33 Hawthorn Road 10.00am
- 19/06/12 Otley Area 13 Meeting point entrance Rosemont Flats 10.00am
- 20/03/12 Otley Area 9 Meeting point entrance Albert Square 11.00am
- 15/05/12 Otley Area 6 Meeting point outside 9 Moorland Crescent 10.00am

And for Horsforth

- 15/05/12 Horsforth Area 6 Meeting point The Green 10.00am.
- 21/06/12 Horsforth Area 9 Meeting point entrance Wayland Croft 10.00am
- 19/06/12 Horsforth Area 5 Meeting point entrance Broadfields 10.00am
- 02/07/12 Horsforth Area 4 Meeting point outside block 1 Regent Crescent 10.00am
- 19/06/12 Horsforth Area 3 Meeting point entrance Broadfields 10.00am
- 26/06/12 Horsforth Area 8 Meeting point entrance Holtdale Place 10.00am
- 12/06/12 Horsforth Area 2 Meeting point outside 70 New Road Side 10.00am
- 05/07/12 Horsforth Area 7 Meeting point entrance Holtdale Drive 10.00am
- 06/06/12 Horsforth Area 1 Meeting point entrance Broadfields 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.

### 3.4 Area Panels

3.4.1 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.

3.4.2 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

3.4.3 Twenty eight submissions have been made to the Outer North West Area Panel for consideration during the current and last financial years.

3.4.4 These bids have included joint funding initiatives including CASAC target hardening. The outcome of this project has been improved security measures for vulnerable tenants living in the Outer North West area which has also served to reduce the fear of crime.

3.4.5 Other joint funding initiatives have been undertaken on the Holtdale estate, Holt Park. This scheme with funding also from Area Committee, Sanctuary Housing Association and refuse Collection looks to deliver a recycling service to all residents on the Holtdale Estate by providing central recycling facilities at 23 separate locations across the estate. The aim is to encourage residents to recycle and reduce the problems with litter and fly tipping in the area. Feedback from residents has been very positive, they indicate that they support this solution to the problem of delivering recycling facility in this area. Early reports on this scheme have indicated that it has been successful in its aims with the recycling bins being used and few problems with the sites being abused. The local tenants and residents association have said "The use of the recycling facilities in the Holtdales has proved to be a great success. It is fantastic to see young people taking items out to the recycling facilities on behalf of their parents,"

3.4.6 Other schemes approved by Outer North West Area Panel since September 2011 are the provision of benches to two complexes of elderly person bungalows at Crowtrees and Micklefield Court in Rawdon to provide seating areas for residents to encourage community inter action. The provision of a Community Notice board for residents of the Adel Wood area. The notice board is to help promote the work of the Adel Cragg Community Association. The provision of raised beds for the residents of The Willows Sheltered Scheme Horsforth to encourage residents in an active and health life style. The replanting and restoration of a flower bed on the Weston Estate in Otley to improve the appearance of the environment on that estate to support the work of the Weston Tenants & Residents Association. The restoration and replanting of flower beds to the central courtyard area of Farrar Lane Sheltered Scheme in Holt Park. The provisions of twelve external notice boards for dispersed Sheltered Schemes in the Outer North West area to provide a venue to disseminate information to residents regarding community events and other important information. The provision of new bin areas for the St James Drive/Walk/Avenue three storey flats to construct 12 new purpose built bin areas in convenient locations with provision for recycling. This scheme has been planned in conjunction with refuse collections to help address an issue for residents who have complained about current inadequate bin facilities.

### 3.5 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).

In 2008 we were awarded the Tenant Participation Advisory Service Quality Accreditation for Resident Involvement, the first ALMO in the country to achieve this. This is a three year award and we are currently undergoing assessment for re-accreditation.

We have recently established Tenant Scrutiny, a method of involving customers which will offer us independent challenge and suggest proposals for change to the way we deliver our services. This has been done in consultation with customers over the last year

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 the Holtdale Recycling to provide the provision of recycling facilities on the Holtdale and Holtfarm estates
- The creation of local surgeries across the area, including at Broadfield, Haworth Court, Wayland Croft, Bennett Court, Wharfedale Court, Union Court and The Willows Sheltered Schemes;
- Attendance by Neighbourhood Housing Office staff at tenant and resident meetings.
- Maintaining active resident groups across the area and encouraging Area Representatives, where there is insufficient interest for a resident group.

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 recommends 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**

The joint work and development of shared services between WNWhL and the Outer North West Area Committee, provides an efficient and cost effective way of working, to drive improvement and efficiency, within the Outer North West area.

### **4.1 Consultation and Engagement**

- 4.1.1 All residents living in the Outer North West area have been consulted using our Community Partnership Agreements, to ascertain their priorities for the area and to identify improvements they would like to see. Current priorities have been identified as;

- Litter
- Youth provision
- Animal related problems

4.1.2 Detailed consultation is undertaken for each Area Panel bid submission. Post evaluation of schemes is also undertaken.

## **4.2 Equality and Diversity / Cohesion and Integration**

4.2.1 There are no specific equality considerations arising from this report. 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 additional resources are needed to deliver the approach outlined in this report which will be delivered within existing resources.

## **4.5 Legal Implications, Access to Information and Call In**

4.5.1 There are no legal implications arising from this report.

## **4.6 Risk Management**

4.6.1 There are no risk implications arising from this report.

## **5 Conclusions**

5.1.1 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 further 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 and effective way.

## **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 of progress with areas of mutual interest in the March/April cycle of meetings

## **7 Background documents**

7.1 None