

Report of Deputy Chief Executive

Report to Inner West Area Committee

Date: 12th December 2012

Subject: Area Update Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s): Armley Bramley & 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. The Area Update Report provides Members with information on key services and other activities delivered in the inner West area since the last meeting, including the new West North West Homes high rise management team and recruitment to the Leeds Citizens' Panel.

Recommendations

2. Inner West Area Committee Members are invited to:
 - Note the contents of the report, comment on any matters raised and suggest items for inclusion in future Area Update reports
 - Comment on how the Council should target its efforts to fill the gaps in Leeds Citizens' Panel membership.

1 Purpose of this report

- 1.1 The purpose of this report is to inform Members on progress against the Area Support Team's work programme and local priorities.
- 1.2 The report also updates Members on the development of the Citizens Panel and recent consultations.

2 Background information

- 2.1. An Area Committee Update report is submitted at every cycle of Area Committee meetings. Partners contribute collectively on projects and provide service updates.

3 Main issues

3.1 Armley Festive Light Switch On

- 3.2 The Armley festive light switch on event went ahead despite bad weather. The young musicians from Interplay theatre trust and 'Breeze' talent competition finalists braved the rain to perform entertaining sets.

- 3.3 The lights were switched on by the Lord Mayor and Jamie Jones Buchanan of Leeds Rhinos rugby league club. The St Geroge's Crypt charity shop opened their doors to provide free refreshments and shelter from the rain.

3.4 West North West Homes

3.5 i) High Rise Management Team

To respond to falling levels of customer satisfaction reported by residents living in some tower blocks, West North West Homes have introduced a High Rise Management Team. A team of three neighbourhood management officers will work across 17 priority blocks, of which the following are in the inner West area.

Clyde Court	Clyde Grange
Poplar Court 1 & 2	Poplar Mount 1 & 2
Raynville Court	Raynville Grange
Wortley Heights	Wortley Towers

- 3.6 The team will report directly to Akbar Khan, WNWHL Area Performance Manager, and their first task will be to draw up a list of priority actions to deal with common issues raised by customers living in the blocks.
- 3.7 High rise blocks not part of this scheme will continue to be overseen by the existing team of Neighbourhood Management Officers.
- 3.8 ii) Employment Event
On 23rd November, WNWHL hosted an event at Fairfield Community Centre to help tenants who are looking for work find out more about services available to support them. A range of advice and guidance services attended along with special guest Hayley Taylor from Channel 4's 'Fairly Jobmother' programme who gave an inspirational speech on the life changing benefits of finding a job.

- 3.9 This event complements several Welfare Reform Roadshows that WNWH are running in partnership the council's Revenue and Benefits Service. These will raise awareness of how changes to welfare benefits might affect their customers. The first was held at Armley One Stop Centre on 16th November with more to follow across the two wards.
- 3.10 iii) Neighbourhood Action Plan
Following consultation with customers, Ward Members and other agencies, the Inner West Housing Office has produced a Neighbourhood Action Plan for the whole inner west area, a copy of which is attached at Appendix 1. It highlights key priorities for the year ahead and a host of actions across the two wards that will be delivered by WNWH and its partners.
- 3.11 Healthy Living Network
- 3.12 A six week family learning course called 'Fit Together' has just completed a successful pilot. The course works with the whole family to help them make small changes to lead a healthier lifestyle and maintain a healthy weight. Participants were invited to attend the course, and were mainly in transition periods in their lives such as pregnancy or starting reception or secondary school. Six further courses are planned in schools in Armley ward.
- 3.13 Barca Leeds Community Development

Barca have introduced a range of new activities for families at the YIP centre on Broadlea Hill. There is a parent and toddler / baby drop in, a youth group focusing on advice around employment, drugs and sexual health, an after school teatime club and a dedicated girl's group for ages 8 to 16.
- 3.14 Leeds Citizens Panel Update

As part of the process of developing the Leeds Citizens Panel, a report was presented to the Area Chairs forum in November 2011 and the ten Area Committees in the December 2011 setting out the proposed changes to the service. As part of this consultation process Members requested that periodic updates be provided to Area Committees on the progress of the development of the Leeds Citizens Panel. This section of the report highlights the progress that has been made in relation to recruitment of new citizens' panel members and which consultations have been undertaken to date.
- 3.15 Citizens Panel Membership
- 3.16 An increase in panel membership from 1,500 to 6,000 is a key element of the improvements to the Leeds Citizens Panel. The smaller membership only allowed us to consult on issues affecting the whole of Leeds. The new larger body of panel members will allow us to provide analysis of consultations at the Area Committee level while retaining a representative sample based on age, gender and ethnicity. This will enable us to understand resident perceptions of services at the locality level.
- 3.17 Efforts to undertake citizens panel recruitment have been more challenging than first anticipated and it is taking longer to achieve the target of 6,000 panel members.

However steady progress is still being made and the current membership of the Leeds Citizens Panel is now at 3,919. Appendix 2 sets out the details of panel membership at the city and area committee level as of 1 November 2012. Please note that total membership for age, gender, or ethnicity will not exactly add up to the total number of panel members as some personal information was missing when panel members submitted their applications. Work is being undertaken to receive this information from all panel members which should fix this problem in the future.

- 3.18 The citizens panel has been widely promoted in a number of ways in the past year, and some obvious gaps in membership have been identified particularly in relation in inner-city areas and young people across the city. This is a common pattern with citizens panels across the UK and further work will be undertaken to target recruitment efforts to fill the remaining gaps. Arrangements are being put in place to merge the analysis of Children's Services consultation through Breeze card-holders and the Leeds Youth Council and that of the Leeds Citizens Panel to help minimise the temporary gap in young person representation on the Citizens Panel. Members are asked to comment on how the Council should target its efforts to fill the gaps in Leeds Citizens Panel membership.
- 3.19 Programme of Consultation
The following consultations have taken place through the Leeds Citizens Panel in the last 12 months:
- 3.20
- i) Olympic Events for Leeds.
This survey asked panel members what cultural activities they wanted to in Leeds during the year of the Olympics. Feedback was provided in the form of a newsletter to panel members. A response rate more than 70% was gained from this survey.
 - ii) Future of Kirkgate Market: This was the second phase of consultation regarding Kirkgate Market and received a response rate of 65%. The third phase of consultation to be sent shortly will include design options and will be combined with a car parking survey for the area.
 - iii) Healthy Communities: This analysis of this survey will be merged with a similar one undertaken by the NHS and will help identify barriers to access health services in localities. The Leeds Citizens Panel component of the survey received a response rate of 60 %.
 - iv) Parks and Countryside and Environmental Cleanliness: The response rate for this survey was lower than other surveys at just under 50% and me by accounted for by the timing of the survey falling during the holiday period. And while this still represents a significant increase in response compared to previous surveys undertake without the citizens panel this time period will be avoided for future surveys.
 - v) Council Tax Support: This survey asked members views on the government's reduction in terms of council tax benefits. Details of response rates were not available at the time this report was produced.
 - vi) Budget consultation 2013-14– In addition to the You Choose budget consultation undertaken through the Leeds City Council website, this survey

was sent to all citizen panel members and gives respondents the opportunity to highlight their priorities for the 2013-14 budget. The survey was still open for responses at the time of writing this report but the team has received more than 600 responses just the first week, so a good response rate is anticipated for this important survey.

3.21 Next Steps

Management of Panel membership will be an ongoing feature of work to support the functioning of the Leeds Citizens Panel and will need to be refreshed on a regular basis with approximately one third of members being replaced with new members each year. New demographic targets for the city and individual area committee areas will need to be set this year to reflect recent census data.

3.22 The first year of operating the improved citizens panel has demonstrated the opportunities for cost savings for services while still achieving high response rates. An increase in the confidence in the Citizens Panel as a viable mode of public consultation has increased the request for surveys.

3.23 A process for managing the forward plan of Citizens Panel surveys will be put in place to ensure that panel members do not receive too many surveys in a short period of time and that busy holiday periods can be avoided. This process will also ensure that we are able to combine surveys to avoid duplication and save costs.

3.24 As well as being a valuable tool for reducing costs associated with public consultation, the Leeds Citizens Panel has begun to prove its value in helping to shape opinions about important changes to Council services. For example, the findings from the Kirkgate Market survey has highlighted the need to broaden the options being considered for its future development, and analysis from the budget consultation through the Leeds Citizens Panel will be presented to Full Council in February to help set the budget for 2013-14

3.25 Broadlea Improvement Group

3.26 The Broadlea Improvement Group met on 17th September. An action from the meeting was to look into how new tenants under the age of 21 are supported, as there have been some issues with anti-social behaviour with this category.

3.27 A public meeting was arranged for 10th December to consult with residents on how improvements they would like to see on the estate.

3.28 A large area of wasteland at the top end of Broadlea Grove will be cleared over the coming weeks.

3.29 Fairfield Neighbourhood Partnership

The partnership met on 11th October. A campaign to encourage more reporting of nuisance motorbikes was agreed, and Accent Housing reported on a scheme to help tenants access Credit Union accounts by paying the start up fee.

3.30 The lack of resident involvement in the area was discussed, and in response, the West North West Area Support Team and Barca hosted a Halloween party for local families to promote the centre and carry out a short consultation. A number of

people indicated they would like to get more involved in the local community, and they have been contacted about ways they can participate.

3.31 New Wortley Neighbourhood Partnership

3.32 The last meeting was held on 16th October. The partnership learned about the success of the Community Centre's Positive Communication Group. It is mainly attended by men, and encourages an open group discussion with a trained counsellor. One participant said that the group, along with the centre's job shop gave him the confidence to find employment after more than ten years out of work.

3.33 Anti-social behaviour was highlighted as an important issue, and that under reporting was a major problem. A suggestion to invite a benefits advisor to the weekly multi-agency drop in could encourage more people to attend.

3.34 Wythers Neighbourhood Partnership

3.35 As with New Wortley, the partnership feels that under-reporting of anti-social behaviour is an issue, and this will be something the Neighbourhood Improvement Programme could investigate.

3.36 The overgrown land at the centre of the estate continues to create a large number of complaints from local residents. Further investigation on the current ownership and status of the land will be carried out by the Area Support Team and Partners.

3.37 Youth Service Update

3.38 i) Armley Ward Youth Team

3.39 The Armley Youth Team took a group of young people for a day trip to Pugneys water park to take part in a raft building challenge.

3.40 Young people attending the New Wortley sessions have been trying out urban arts completing a range of projects including painting and jigsaw making.

3.41 The youth bus visited Armley Fun Day and entertained 35 young people who had a go at hair braiding, urban arts and a quiz.

3.42 Since April, the Armley Team has worked with 415 separate young people since April, with 327 from priority neighbourhoods and 30 from local authority care homes. 14 young people also achieved Leeds Awards for their engagement with youth work.

3.43 ii) Bramley Ward Team

Young people have re-named the Bramley School of Rock to 'Bramley Skool of Rock Café' to focus on young people's health and obesity. The young people have been busy with band practice, completing a 12 week programme and earning a Leeds Youth Award for their efforts.

3.44 The Tuesday night open session is well attended with 20-30 young people each week. A new gardening project on land behind Bramley Community Centre will aim to grow vegetables next year.

- 3.45 The Friday night session on the Ganners is tackling anti-social behaviour and engaging with a group of young people who are not attending mainstream school. Other activities held throughout the week include a session at Fairfield Community Centre and a health drop in.
- 3.46 Young people are working hard to improve services at Bramley Community Centre and are helping to paint the Chill Out Room and organise an awards ceremony.
- 3.47 The Bramley Team have worked with 252 separate young people since June of which 200 came from priority neighbourhoods. Youth workers spoke to over 100 young people at Bramley Carnival and the Broadleas Fun day.
- 3.48 iii) Lazer Centre Team
A number of local schools have visited the centre including Castleton Primary, Christ the King and Armley Primary.
- 3.49 The team are supporting local young people through one to one sessions, formal CAF meetings and an open sessions on Thursdays for the older age group and Fridays for 8-12 year olds.

4. Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1. Community forums are held on a monthly basis in Armley and bi-monthly in Bramley within Inner West Leeds to inform communities.
- 4.1.2. Ward Members are consulted on projects and initiatives within their ward on matters relating to the Support Team's work programme and locality priorities.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1. This section is not applicable to this report

4.3 Council policies and City Priorities

- 4.3.1. The Area Committee Functions and Priority Advisory Functions were approved by the Executive Board in June 2009, this approval was rolled forward to 2010/11, and rolled forward again to 2011/12 with amendments only to environmental delegations.
- 4.3.2. The Area Functions are included in the Council's Constitution (Part 3, section 3C).
- 4.3.3. Area Support Team's work programme contributes at a local level to the themes contained in the:
- Vision for Leeds
 - Leeds Strategic Plan
 - Health and Wellbeing City Priorities Plan
 - Children and Young People's Plan

- Safer and Stronger Communities Plan
- Regeneration City Priority Plan

4.4 Resources and value for money

- 4.4.1. Programmes of work outlined in this report are resourced in the main by Area Support Team staff and where relevant their partners which in turn provides value for money.
- 4.4.2. In order to meet the Area Committee's functions (see Council's Constitution Part 3, section 3C), funding is available via Well Being budgets and the Community Centres Budget.
- 4.4.3. In order to meet the Area Committee's roles, funding is in the main supplied by other Leeds City Council Departments main stream budgets, and external partner agencies for example the Police and Primary Care Trust, which is in turn reflected in the fact that the Area Committee's role here is to influence, develop and consult. However, on occasion, wellbeing funding has resourced some projects related to its roles, for example community engagement, area based regeneration schemes and conservation area reviews.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 This report is the report of the Area Leader for West North West Leeds who has delegated responsibility to action decisions in accordance with the Area Support Team's work programme in accordance with part 3 of the Council's Constitution in relation to Area Committee Functions.
- 4.5.2 This report is not confidential, neither is it, or part of it exempt.
- 4.5.1 This report is not subject to Call-In.

4.6 Risk Management

- 4.6.1 There are no significant risks identified in this report.

5. Conclusions

- 5.1 The Area Update report provides Members with information on a range of services and activities in the inner West area.

6 Recommendations

- 6.1 The Area Committee is asked to:
- Note the contents of the report, comment on any matters raised and suggest items for inclusion in future Area Update reports.
 - Comment on how the Council should target its efforts to fill the gaps in Leeds Citizens' Panel membership.

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.