

**West North West Homes Leeds
Inner West
Neighbourhood Action Plan
September 2012 – April 2014**

This is a plan for the Bramley, Armley & Stanningley area, in Inner West Leeds.

This Neighbourhood Action Plan has been developed working with customers and local partners. It gives some information and examples of our activity over the last year or so, provides information about the area, and then sets out a plan showing how we play our part in tackling the issues that our customers and partners have raised. Plans can cover a range of issues, from housing to the environment, community safety, health, leisure and access to services.

The plan and progress on it will be regularly reviewed and updated.

West North West homes Leeds (WNWhL) manages over 21,500 homes on behalf of Leeds City Council. Our vision is to excel in delivering homes and services which are relevant to our customers, meet their aspirations and enhance communities. Our mission is putting customers first.

Your local Housing Office, with its team of Neighbourhood Management Officers (NMOs), leads on local tenancy issues

and the management of our estates, working closely with our partners.

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What's been happening in your area?



Broadlea Fun Day

Broadlea Fun day was held on 10th August 2012 and was attended by West North West Homes, West Yorkshire Police, West Yorkshire Fire Rescue Service, Tenants, BARCA, Morrison FS, Leeds West North West Area Management, Connexions and Leeds Youth Service.

It was a fun packed day which consisted of, face painting for the children, a hand massage, food, games and Morrison FS were there to discuss any repair issues and there was a stall to promote healthy eating.



WNWhL v Moorside TRA – Rounders



WNWhl V Armley Mosque – Cricket



Moorside Community Action Day

Community Involvement Week

Community involvement week took place in July and was a brilliant success. Thank you to all tenants and residents, staff and partners who took part and supported this fantastic week.

The aims of the week were to showcase examples of how involved customers are making a real difference to the services we provide and to their communities; and to provide an opportunity for our staff and partner organisations to get involved with customers through various community activities including sports and fun days.

The Community Involvement Week included cricket and a rounders match, an IT workshop, community clean up and action day, a Get Into Work session for job seekers, a craft and hanging basket session, a bus tour for Area Panel members and an Ideas Exchange.

Here are some of the quotes from residents who took part.

“The event showed that there’s great community spirit within the area. The residents have asked if this can be an annual event – we want to win the cup back next year!” Resident from Moorside Tenants and Residents Association talking about the rounders match with WNWhL.

“After the game we shared food and chit-chat. This match brought us together and it means that our members are more comfortable about approaching WNWhL for help.” Chairman Armley Mosque Committee talking about the cricket match with WNWhL.

Out of Hours

A new Out of Hours Team has been developed to help address issues of security and to increase visibility of our housing services, it is proposed to introduce an out of hours response team for MS flats. The roles are to support current tenancy and estate management tasks, with the key functions of the service being to provide:

- an immediate response to complaints giving the ability to undertake professional witness statements and identify residents / visitors responsible for fouling, damaging communal areas and/or committing other environmental damage.
- visual impact of staff, giving reassurance to customers and fostering a climate for them to report crime, vandalism and asb.
- an extended customer service to carry out Annual Home Visits, New Tenancy Visits, Pre Tenancy Termination Visits to suit customers needs. Additionally, routine ‘abandoned’ visits, tenancy fraud checks, identifying unauthorised occupation or use of Council properties, and gas access and rent arrears visits would be undertaken out of normal working hours.

Tenancy Sweep

As part of our commitment to all our tenants we aim to carry out tenancy sweeps in all areas.

Local officers conducted a tenancy audits on Poplar Mount and Poplar Court recently working alongside partner agencies Leeds Anti-Social Behaviour team (LASBT) and West Yorkshire Police (WYP). This was due to a number of issues raised including; dogs in multi storey flats, condition of the block, noise nuisance and other tenancy management issues.

We will be working together to address issues raised by residents in relation to anti-social behaviour. The Neighbourhood Management Officer will be dealing with the tenancy management issues.

A surgery will soon be set up within Poplar Mount by the local Neighbourhood Management Officer and a Case officer from LASBT. We are also looking at the possibility of a Local Lettings Policy for the Multi storey Flats in the Poplars.

Fire Safety

We have been working closely with partners including Leeds City Council and West Yorkshire Fire and Rescue Service to prevent and reduce the risk of fire occurring, and to ensure the safety and welfare of our tenants in the event of fire in the communal areas of Multi storey Flats. Our Neighbourhood Caretaking Team undertake vigorous daily health and safety checks Monday to Friday to remove bulky waste which may cause fire. We also carry out a detailed surveys of all communal areas to ensure that repairs to fire doors and fire screens are dealt with expeditiously to reduce the risk of fire.

Tenants and Residents Associations and Area Reps

West North West homes currently recognise 32 Tenants and Residents Associations (TARAs) and 16 Area Representatives. Together they represent 30% of tenants, plus other residents, spread across housing areas managed by WNWhL.

Recognised TARAs receive a range of benefits. This includes funding towards their running costs and an entitlement to be consulted and involved in influencing housing and environmental priorities within their area.

To make your voice heard why don't you go along to the next meeting of your local TARA?

Setting up a Tenants and Residents Association

If there isn't a TARA in your area why not set one up

Your local Neighbourhood Housing Office, together with the Community Engagement and Inclusion team or Leeds Tenants Federation, can give you help and advice to get a new group up and running. This could include;

- To clarify what you want to achieve and the options for doing that
- How to produce a set of rules called the Constitution to run your group
- Setting up a Committee and understanding what they do
- Organising public meetings and who to invite
- Recruiting members
- Apply for grants
- How to get formal recognition from us and annual funding (between £100 – 500 per year)
- We will also provide your group with a start up grant of £100 on top of the annual funding

Tenant & Residents Associations (TRA) In Inner West

Bramley: Coal Hill Tenants and Residents Association, Atlanta Street Residents Association, Ashlea Court Tenants Association, Moorside Tenants and Residents Association, Snowden Tenants and Residents Association

Armley: New Wortley Residents Association, Theaker Lane Tenants Group, Burnsall Croft TRA, Burnsall Court TRA

There is one Area Representative for the Bramley area on the Landseers

Housing Surgeries

Bramley: The Neighbourhood Management Officer aims to have local surgeries on the **Fairfields** Estate.

Armley: Clyde Grange Office as follows ; Mon 9-1, Tues 9-11, Thurs 2-4, Fri 2- 4. (This is currently under review), New Wortley Community Centre (Multi Agency)

Housing Forums

Bramley; Wellington Gardens

Armley; Armley One Stop Centre

Local Lettings Policy (age)

Bramley

Flats in Bellmounts, Landseers, Newlay Lane, Rossefield, Wellington Grove, Ashlea, Coal Hills, Intake Lane, Snowdens, Westovers, St Catherines, Upper Town Street, Flats in Baths, Fairfield Close, Flats in Fernbanks, Ganners, Langleys, Summerfields.

Armley

Town St various flats, Fearnley Close various flats, Second Ave various flats, Tong Road various flats, First Avenue various flats, Parliament Place various flats, Cheltenham St various flats, Westerly Croft various flats, Westerly Rise various flats, Burnsall Gardens various flats, Burnsall Grange, Burnsall Croft, Wortley Heights, Poplar Court, Poplar Mount

Good Neighbour Local Lettings Policy

A report has been submitted to request an extension of the Good Neighbour Local Lettings Policies (GNLLP) approved by our Board on the 22nd February 2012 relating to the Holtdale estate in the Outer North West Area and the Hawksworth Wood estate in the Inner North West area.

Leeds City Council gave approval on the 25th March 2012 to proceed with the GNLLP, and a report was submitted to the Service Performance Committee in September to provide an update of the success to date of the LLPs in the original locations.

Following discussion at Service Performance Committee it was suggested that the pilot be extended to include additional areas, and New Wortley, in Inner West area has been recommended as a suitable area for the introduction of a Good Neighbour Local Lettings Policy.

The proposed LLP will cover 4 multi storey blocks at Clyde Grange & Court; Wortley Towers & Heights, comprising approximately 400 properties. These blocks have been problematic for a number of years and have attracted a negative reputation. An action plan was formulated in 2011 to address various issues, one of the key actions being to introduce a GNLLP, which is seen as a significant factor in reversing the stigma attached to this area.

We have Good Neighbourhood Agreements (GNAs) in the following areas; Broadlea & Moorside Estates

GNAs are to promote safe and sustainable communities.

Our Area

The Inner West area of Leeds includes four distinct neighbourhoods which suffer from high levels of disadvantage. New Wortley and the Wythers in particular represent a significant challenge with both neighbourhoods falling below the city average in all six of the Neighbourhood Index domains, making them some of the most deprived communities in Leeds. The Fairfields, and Broadleas, while having slightly improved conditions related to housing and the environment, remain significantly challenged by health, crime, education and employment deprivation.

For the past few years, partners have worked in partnership through 'LAMP' (Local Area Management Plan) meetings co-ordinated by the Area Support Team and West North West Homes. These have proved useful forums for front line services to discuss neighbourhood issues and work on small scale partnership projects, but they have lacked a strategic lead or the authority to significantly change the way services are delivered to meet local needs.

The Area Leadership Team and the Inner West Area Committee have agreed to introduce a Neighbourhood Improvement Programme (NIP) which seeks to address deprivation in Inner West neighbourhoods. Customers are involved in the development and implementation of these NIPs.

Action Plan

WNWhL Strategic Aim	Objective	Neighbourhood Issue	Sub Area	Action	Timescale & how often reviewed
Quality Homes	Homes are safe and well maintained	Better quality fire safety doors for some properties that would improve security	Burnsall MSF	Doors replaced by kingfisher.	Ongoing
Quality Homes	Homes are safe and well maintained	Better quality fire safety doors for some properties that would improve security	Clyde Grange	Doors replaced by kingfisher.	Completed
Quality Services	Homes are safe and well maintained	Gas and Electric Supply for new tenancies	Area Wide	When a property is void British Gas will transfer the supply to them, and will re-set the meters	Ongoing
Quality Services	We improve and deliver our services to meet customers needs and aspirations	Reception facilities make customer conversations difficult to keep confidential	Bramley Neighbourhood Housing Office	Private Interview facilities available	Completed
Quality Homes	We improve and deliver our services to meet customers needs and aspirations	Door Canopies in need of replacement, identified	Broadleas	Planned works	Aug 2013
Quality Neighbourhoods	Our estates are safe places to live	Burglary and theft	Inner West	Operation Optimal Police Officers are keeping up the pressure on burglars through targeted patrols and crime prevention work under	Multi Agency Tasking approach on-going

				the ground-breaking predictive policing initiative Operation Optimal. Allied to this is the work of specialist officers who will be targeting known prolific offenders around the clock.	
Quality Neighbourhoods	Our estates are safe places to live	Area to be improved	Clyde Walk	Area Panel Bid Clyde Walk Project Match funding with Grounds Work	April 2013
Quality Neighbourhoods	Our estates are safe places to live	Car theft	Inner West	Operation Optimal Police Officers are keeping up the pressure on burglars through targeted patrols and crime prevention work under the ground-breaking predictive policing initiative Operation Optimal. Allied to this is the work of specialist officers who will be targeting known prolific offenders around the clock.	Multi Agency Tasking approach on-going
Quality Neighbourhoods	Our estates are safe places to live	Localised Anti-Social Behaviour problems	Rossefields (bedsits)	LLP agreed, all new tenants will need to be +25	Completed
Quality Neighbourhoods	Our estates are safe places to live	Localised noise nuisance concerns	Burnsall and Westerlys	NMO working with EAT to ensure tenant are aware about noise travel in blocks.	Dec 2012
Quality Neighbourhoods	Our estates are safe places to live	Uneven Tarmac around the garages	Rossefields	Wnwhl Planned Maintenance	To review Dec 2013
Quality Neighbourhoods	Our estates are safe places to live	Anti Social Behaviour Noise Nuisance Drug Misuse Blocked Chutes	Clydes Wortleys Poplars Burnsalls Westerleys	Local Area Action Plans in place to address issues. Working with a wide range of partners e.g. police, LASBT, PMC & Morrison	Ongoing

Quality Neighbourhoods	Our estates are safe places to live	Reports of localised drug misuse	Broadleas	NMO carrying out joint working with Local Police and LASBT	Ongoing
Quality Neighbourhoods	Our estates are safe places to live	Youth nuisance.	Broadleas	NMO is looking at arranging an LLP on a block of Low Rise Flats. NMO working closely with LASBT (Leeds Anti Social Behaviour Team) and the police	March 2013
Quality Neighbourhoods	Our estates are safe places to live	Youth nuisance	Raynvilles	BARCA is targeting the area for drugs, outreach workers have applied for funding to have dedicated workers visiting the area.	Jan 2013 To be reviewed quarterly
Quality Neighbourhoods	Our estates are safe places to live	Youth nuisance	Poplars	BARCA is targeting the area for drugs, outreach workers have applied for funding to have dedicated workers visiting the area.	Jan 2013 To be reviewed quarterly
Quality Neighbourhoods	Our estates are safe places to live	Drug misuse Needles being put down the chutes	Clydes	Letter drop is planned advising of the needle exchange services in the area.	Dec 2013
Quality Neighbourhoods	Our estates are safe places to live	Spare land; Play area / football posts recycling area landscaping / seating area	Poplar MSF	Area Panel Bids	April 2013
Quality Neighbourhoods	Our estates are safe places to live	CCTV – MSF Ongoing issues concerning the lack of a fully operational CCTV system.	Raynville Grange and Raynville Court	This has now been resolved at Raynville Court and Raynville Grange. NMO working with Mayfair Security	Completed
Quality Neighbourhoods	Our estates are safe places to live	CCTV – MSF Ongoing issues concerning the lack of a fully operational CCTV	Clyde Grange / Court	WNW NMOs regularly check the CCTV to identify perpetrators of crime and vandalism.	Dec 2012

		system.		NMO working with Mayfair Security	
Quality Neighbourhoods	Our estates are safe places to live	CCTV – MSF Ongoing issues concerning the lack of a fully operational CCTV system.	Wortley Towers/ Heights	WNW NMOs regularly check the CCTV to identify perpetrators of crime and vandalism. NMO working with Mayfair Security	Dec 2012
Quality Neighbourhoods	Our estates are safe places to live	Criminal damage & theft	Raynville Grange	Steel sheeting has been installed in communal areas	Completed
Quality Neighbourhoods	Our estates are safe places to live	Theft of copper piping and electric cabling	Poplars	Security sheet doors to be installed for communal dry riser room doors or alternatively install sliding metal shutter doors to them.	Ongoing
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Ex garage plots	Summerfields	Proposal submitted for external funding to regenerate ex - garage plots on the Summerfield estate and convert into community gardens.	Aug 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Regular fly tipping	Half Mile Garages	Now sheeted. Estate caretakers attended and cleared garage debris. Planning have confirmed that the Half Mile garages are due to be demolished and the land sold to investors.	Update re the demolition will be given March 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Regular fly tipping Untidy and overgrown green space	Calverley Lane	Estate caretakers cleared overgrown patch of land. Added to grass cutting contract.	Completed Reviewed monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well	Regular fly tipping	Aviaries And Theaker	Areas of land in private ownership that need tidying	Nov 2012 To be reviewed

	maintained		lane	up.	monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Regular fly tipping	Summerfields Half Mile Green	Estate Caretakers requested to clear area	Completed To be reviewed monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Regular fly tipping	Burnsalls and Theaker Lane	Formulate long term area panel bids to tidy up the drying areas.	Dec 12 – March 13
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Waste in Garden process (EAT)	Area wide	Environmental Action Team are currently developing a process.	March 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Flying-tipping of large bulky waste items in Summerfield Drive bin yard. Perpetrators identified.	Summerfield Drive	Bulky Waste disposal information provided to perpetrators and Estate Caretakers have removed large items.	To be reviewed Monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Bin yards	Cedars	NMO to formulate a plan with EAT ongoing problem, private and council	Dec 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Bin yards	Aviaries	NMO to formulate a plan with EAT ongoing problem, private and council	Dec 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Bin yards	Little Scotland	NMO to formulate a plan with EAT ongoing problem, private and council	Dec 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Bin yards	Bardens	NMO to formulate a plan with EAT ongoing problem, private and council	Dec 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Lack of Grit Bins	Coal Hill Estate x 3 locations	Area panel bid approved August 2012. Grit bins to be installed by October 2012.	Oct 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Lack of Grit Bins	Broadlea	Area Panel bid to be submitted	Oct 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well	Wyther Park House – not able to be used, attracting	Wyther Park House	A request has been submitted to board to return	Further update will be provided Dec

	maintained	anti social behaviour		the property to council housing stock	2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Summerfield Place bins are housed directly outside communal doors	Summerfield Place	Area Panel Bid Submitted	Oct 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	An ongoing damage / repair issue to the existing paved verge areas on Poplar Way has been addressed Verges	Poplar Way	An Area Panel Bid is due to be submitted Dec 2012 Approved Funding at Oct 12 area panel	Dec 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Excessive shrub(brambles) growth in drying area	Coal Hills	Estate Caretakers attended the area and cleared the overgrowth.	Completed To be reviewed monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Coal Hill drying area gates require re-hanging.	Coal Hill	Repair reported to Morrison.	Nov 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	High levels of litter	Langley Crescent	Cllr Gruen to contact refuse collection regarding the amount of litter that is left after the collection of rubbish	Nov 2012
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Untidy and overgrown gardens	Fernbanks	Enforcement of Tenancy Agreement. New re-charge process in place.	Reported Monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Untidy and overgrown gardens	Langleys	Enforcement of Tenancy Agreement. New re-charge process in place.	On monthly Grading/Inspection
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Untidy and overgrown gardens	Summerfields	Enforcement of Tenancy Agreement. New re-charge process in place.	On monthly Grading/Inspection
Quality Neighbourhoods	Our estates are clean, tidy, and well	Untidy and overgrown gardens	Broadleas	Enforcement of Tenancy Agreement.	On monthly Grading/Inspection

	maintained			New re-charge process in place.	
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Untidy and overgrown gardens	Fairfields	Enforcement of Tenancy Agreement. New re-charge process in place.	On monthly Grading/Inspection
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Untidy and overgrown gardens	Intake Lane	Enforcement of Tenancy Agreement. New re-charge process in place.	On monthly Grading/Inspection
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	A large communal area that has been tidied up to be fenced.	Broadleas	Area Panel Bid	April 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Dog fouling	Rossefields	Liaise with EAT Identification of dog fouling perpetrators is being investigated	Reviewed Monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Dog fouling	Half Mile Green	Liaise with EAT Identification of dog fouling perpetrators is being investigated	Reviewed Monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Dog fouling	Coal Hills	Liaise with EAT Identification of dog fouling perpetrators is being investigated	Reviewed Monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Japanese Knotweed on communal land	Broadlea Gardens/ Hill Leeds & Bradford Road	Communal areas and some Gardens on Broadleas identified and referred to the relevant team to put on contract for treatment	Dec 2012 Reviewed Monthly
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Japanese Knotweed on communal land	Half Miles	Significant weed growth in the guinnel behind Half Mile Green and Close.	Reviewed Monthly

				This is now on contract to be completed twice a year. The NMO is looking into this being completed more often	
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Waste chutes frequently being blocked	MSF across Inner West	Local Area Plan developed and in place. Morrison have a team working alongside Lanes for Drains.	Ongoing
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Litter – no litter bins	Coal Hills	Working with Environmental Action Team (EAT) to allocate bins	March 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Litter – no litter bins	Broadleas	Working with Environmental Action Team (EAT) to allocate bins	March 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	High turnover of tenants and low community spirit	All Multi blocks	Tenants in all the MSF have been consulted to identify their top 3 issues within the MSF. Wave 2 has commenced in order to address issues and concerns. Block profiling being completed	Wave 2 is now completed Wave 3 to be completed at the end of October 2012.
Quality Neighbourhoods	Neighbourhoods are sustainable and vibrant	High turnover of tenants and low community spirit	Various Areas	Action Days for all areas are scheduled.	Part completed Remainder to be completed by April 2013
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Dogs in MSFs.	All MSFs	Local Area Action plan in place. Cases of non compliance are being referred through to our legal dept.	ongoing
Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Fencing	Broadlea Hill – boundary fence at back of flats	Area Panel Bid submitted 2012.	Work now completed

Quality Neighbourhoods	Our estates are clean, tidy, and well maintained	Fencing	Landseers	Area Panel Bid submitted for fencing around 8 – 28 Landseer Road	Bid Completed
Quality Neighbourhoods	Neighbourhoods are sustainable and vibrant	Parts of the neighbourhood environment look tired and neglected	Mistress Lane Wythers Cedars Coal Hills (no mans land)	Links to the Neighbourhood Plans with area management to forge better working partnerships i.e. Street Cleaning, refuse collection, Environmental Action team	Ongoing
Quality Neighbourhoods	Local communities and partners influence our services and priorities	Low levels of customer or community engagement in our services	Broadleas	NMO regularly attends the area, and provides an advice service whilst patrolling the area	Ongoing
Quality Neighbourhoods	We support and value our vulnerable customers	Heavy doors	Burnsall Court	To look at replacing doors to front and back entrance doors. This is due to the residents feeling that the doors are too heavy and they don't open automatically	April 2013
Promote Equality and Diversity	We encourage diverse communities to get on well	Lack of engagement from residents	Fairfields	Ward members, Area Performance Manager and NMOs have arranged a consultation evening to try and engage residents with a view to setting up a new TARA.	Dec 2012
Promote Equality and Diversity	We encourage diverse communities to get on well	One of the top diverse areas in Leeds	Fairfields	LAMP	Oct 2012
Promote Equality and Diversity	We encourage diverse communities to get on well	Lack of engagement from residents	Fairfields	Action Day	Completed
Promote Equality and Diversity	We encourage diverse communities to get on well	Lack of engagement from residents	Broadleas	Action Day	Completed

Promote Equality and Diversity	We encourage diverse communities to get on well	Tenancy Support	Poplars	Work Closely with the Tenancy Support Team (TST) TST to attend regular NHO meetings	Ongoing
Promote Equality and Diversity	We encourage diverse communities to get on well	Tenancy Support	Raynvilles	Work Closely with the Tenancy Support Team (TST) TST to attend regular NHO meetings	Ongoing
Promote Equality and Diversity	We support and value our vulnerable customers	Lack of awareness of mental health issues	Area wide	Housing Team Leaders to attend Mental Capacity Act training, then to relay to NMO's	Completed
Promote Equality and Diversity	All our customer are valued	Immediate communication with customers of diverse languages can be difficult when we have to wait for translation services	Area wide	Explore all staff with smart phones having access to a mobile phone app that helps with translations in some languages	To pilot in Inner North West Meeting 14/9/12
Promote Independence	Our tenants are supported to live independently	Few opportunities for older residents to exercise and improve their health	Ashlea Court	NMO to work closely with Scheme Manager to identify services i.e. Bramley Elderly Action	Ongoing
Promote Independence	Our tenants can realise their potential	High levels of worklessness	ALMO Wide	Promote apprentice scheme, & WNW Works to take 1 Sector Based academy placement.	Sept 12
Promote Independence	Our tenants can realise their potential	High levels of worklessness	ALMO Wide	Work with Partners to promote events. Job Centre Plus holds surgery in the Bramley Neighbourhood Housing Office.	Completed
Promote Independence	Our tenants can realise their potential	High levels of worklessness	Bramley Housing office New Wortley Community	Job Centre Plus Surgeries are held in the Bramley Neighbourhood Office the first Monday of	On going

			centre Fairfield Community Centre	every month Tenants can also be signposted to job shops in Armley one stop, New Wortley Community Centre and Fairfield Community Centre We can link unemployed young people with tenancies into IGEN or look to introduce a Local Lettings Policy related to worklessness.	
Strong Governance and value for money	We provide excellent value for money to our customers	High cost associated with regular unblocking of rubbish chutes in Multi storey blocks.	Multi Storey Flats	Estate Caretaking team to pilot early response scheme. Providing a more efficient service and saving on costs to contractors	Ongoing