

Report of West North West homes Leeds WNWhL

Report to Inner North West Area Committee

Date: 20th March, 2013

Subject: West North West Homes Leeds Involvement in Area Committees

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Hyde Park & Woodhouse Headingley Kirkstall Weetwood		
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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

Summary of main issues

1. WNWhL provide a range of housing management services in the West and North West of Leeds. The Inner North West Area Committee area is coterminous with the 'Inner North West' housing management area comprising 6527 properties in the Kirkstall, Weetwood, Hyde Park and Woodhouse Wards. Tenancy and Estate Management services are delivered locally from our offices located in Kirkstall which manages 4061 properties, and the Little London office manages 2466 properties. We also operate a number of Outreach Surgeries in the area.
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 Kirkstall Neighbourhood Office and at the Little London Neighbourhood Office 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 more Corporate activities and achievements which affect the wider community.
4. This is the first of two bi-annual reports, agreed by Area Committee in 2011, 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 North West Area Committee in September 2011 outlining areas of mutual interest and opportunities to promote collaborative working for the benefit of communities in Inner North West Leeds. The report recommended that WNWhL should provide further, more detailed, reports on a twice yearly basis; it was agreed that these reports would fall into the Autumn & Springtime cycle of meetings.
- 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 Offices at Kirkstall and Little London. Support services such as Lettings, Income Management and Repairs are delivered through a centralised structure, however enquiries for the range of services we provide can be handled at the local offices. The bulk of customer enquiries are processed through the Council Contact Centre, with whom WNWhL has a Service Delivery Agreement.
- 2.3 Plans for the Little London Neighbourhood Office to be temporarily relocated near to it's current site in April, as part of the PFI Project, have now been deferred and this temporary re-location is now anticipated to progress in the late summer months.
- 2.4 This report focuses on examples of joint working and activities which promote community involvement and well being within the Inner North West area.

3 Local Update

3.1 Environmental Management

3.1.1 Partnership working

The Neighbourhood Housing Team is a key partner in the monthly Multi Tasking meetings which take place with partners including; West Yorkshire Police, Community Safety Unit, Environmental Action Team, the Leeds West Anti Social Behaviour Team Area Management and Youth Services. The meeting is designed to share local information and intelligence and agree local priorities and joint actions for delivering service improvements. Local priorities primarily focus on crime and grime (environmental) issues.

Since the last Committee update partner action days have been held at Hyde Park, Burley and Woodhouse.

Typically : at Burley 3 days of action were arranged to improve environmental conditions and community safety issues such as:

- Fly tipping
- Vandalism and disrepair
- Bin areas and waste disposal
- Litter and street cleansing
- Graffiti

Neighbourhood Housing staff worked closely with the Police and through the help of the following partner agencies, the action days were a great success:

- Environmental Action Team
- West Yorkshire Probation Service
- WNWHL Caretakers
- WNWHL Caretaking Apprentice Team

Outcomes

- Action days at Hyde Park in October have gained a noticeable improvement to litter in the area, though the gradings have remained as “good”.

- There have not been any gradings in Burley and Woodhouse since action days were conducted in January 2013. Monthly inspections indicate fly tipping has reduced in the first months of 2013.

Crime Prevention Partnership Working West Yorkshire Police have identified specific streets as being especially vulnerable to high levels of burglary.

Little London Neighbourhood staff are working with residents to encourage them to take advice and the offer of free security installations from CASAC funding. Initially the police reported they had had a lack of take up of this funding . Since our intervention in March 2013 many residents have requested crime prevention surveys and installations will commence in April 2013.

This includes replacing door locks with higher quality products, fitting spy holes and window locks, and also discuss with residents other improvements to make their homes more secure from intruders.

- Recent canvassing of residents at high rise blocks yielded information about resident concerns including planned maintenance. One outcome has been the investment plan to renew external doors at Beevers Court which was highlighted by residents.
- Locality Working has been piloted in the Outer West area and has been featured in reports to Area Committee by the Locality Manager. Building on the successes we planned to develop similar approach in the Inner North West area, focussing on the Holborn Estate where litter and fly tipping were identified as a key concern. This has now been superseded by the decision by the Locality Team, to plan enhance Locality Working type activity in several areas.

We have agreed that they will deliver Locality Work type activity in the whole of the Little London area. The Little London Neighbourhood Office will augment this work and also seek to identify areas outside the Little London area, at the Consorts scheme for example to undertake Locality type working and prolonged Action Days.

- The partnership arrangement involves the Local Neighbourhood staff identifying local issues and concerns which we have identified with residents including, ginnel cleansing, cutting-back work, road and pavement cleansing, and requesting the Locality Team respond to them. Locality Team will be managed by the Locality Team.

3.1.2 Neighbourhood Caretaking – Work Completed by the Apprentices

The WNWhL Neighbourhood Caretaking Teams 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 assess and deal with environmental issues in communal areas, such as ginnels walkways and communal land where hotspots exist.

In recent months the Caretaking Apprentice Team have contributed very significantly to deliver operations including snow clearance. The Apprentices have been receiving good quality training and have made a great impact in cutting back verges on the Woodbridges.

3.1.3 Estate Inspections & Gradings.

In line with our published service standards WNWhL arranges regular Estate Inspections which take place on a monthly basis for each area; and quarterly Estate Gradings for each area. Estate Gradings are promoted on our website and WNWhL welcomes the opportunity for customers, partners and other representatives to attend the inspections and grade the areas for us.

Estate Gradings are promoted on our website and WNWhL welcomes the opportunity for customers, partners and other representatives to attend the inspections and estate grading 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.

Currently all estates are graded “good” or “excellent” . In recent months a number of estates were downgraded. There is no general trend and contributory factors include late refuse collections at some sites., at the Marlboroughs for example. This issue is being addressed with the Refuse Service.

3.2 Area Panels

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. 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

This year funding included funding provision for the following projects which have been delivered :

- Marlboroughs (match funded) extensive perimeter fencing and environmental works
- St Matthias Court Fencing
- Lovell Park Court Bollard provision
- Tinshil Avenue fencing
- Hawkswood Cooking With Confidence

3.3 Community Engagement Neighbourhood Action Plans

Aspects identified in the Neighbourhood Action Plans have been addressed. Renewals and upgrading of Flat roofs at Woodbridges have been completed. A disabled ramp has been installed at Queenswood Heights. A new automatic door has been installed at the Kirkstall Neighbourhood Housing Office which enables residents with normal sized scooters to access the building.

Update on SHEF – Excellence Award

WNWhL undertook an external peer challenge assessment with the aim to achieve the "Excellence" level of the SHEF between 2 and 4 October 2012.

The Assessment was led by the Local Government Association who recognised SHEF as Excellent.

The basis for the peer challenge was a Framework where WNWhL equality and diversity performance was benchmarked against the following five areas:

- Knowing your customers
- Leadership, partnership and organisational commitment
- Customer engagement
- Responsive services, access and customer care
- A skilled and committed workforce

Considerable evidence was provided prior to the Assessment including a Self-Assessment, Narrative and Case Studies of examples of work with positive outcomes for tenants.

A few highlights from the feedback are below.

Strengths:

- Profile data is used effectively to target resources
- Staff and members have embraced profiling and use it day to day. There are tangible outcomes for tenants as a result.
- Residents have a powerful voice in WNWhL and this is well supported by the board, management and a range of others structures.
- WNWhL is committed to listening, learning and acting upon customer feedback.
- WNWhL empowers customers to engage in improving services by providing tailored training and development opportunities to enable them to have their voice heard.
- WNWhL uses innovative means to resolve disputes and respond to hate crime and anti-social behaviour. This helps create more peaceful and pleasant neighbourhoods.
- WNWhL has a passionate and committed workforce who are very customer focussed. A proactive approach from staff shows care and consideration.
- WNWhL is a listening and learning organisation looking to continuously improve.

4.0 Corporate Considerations

4.1 Consultation and Engagement

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

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

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

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

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

4.6 Risk Management

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.

5.0 Conclusions

It is concluded that there are clear benefits and opportunities for WNWhL working closely with the Area Committee as outlined in this report. This approach provides the opportunity to develop services and deliver joined up solutions to support local communities.

6.0 Recommendations

Members are invited to note this report, and it is recommended that WNWhL provide a further six monthly update to Area Committee in the Autumn.

7.0 Background documents

APPENDIX 1

The table below gives the Estate/Area, the current grading in March 2013 and the date of the next estate grading for your information.

Kirkstall

	Area	Current Grading	NMO	Next Grading Date	Meeting Point
Miscellaneous Headingley	St Matthias	Good	Sarah Boswell	8 th May, 2013	Front of St Mathias Court
Miscellaneous Headingley		Good	Sarah Boswell	15 th May, 2013	Lay-by Green Road
Argie Ave, Eden Mount, Kirkstall Hill		Excellent	Kirsty Livesey	TBA	1 st Maisonette Argie Avenue
Grayson Crest		Excellent	Kirsty Livesey	28 th March, 2013	Front Entrance
Clayton Court		Good	Kirsty Livesey		Front entrance
Queenswood Drive and Woodbridge Estate		Good	Kirsty Livesey	26 th March, 2013	Queenswood Drive shops
Queenswood Court		Not currently graded	Kirsty Livesey	26 th March, 2013	Front entrance
Queenswood Heights		Excellent	Kirsty Livesey	26 th March, 2013	Front Entrance
Queenswood Gdns, Green, Mount, Rise, Foxcrofts		Good	Kirsty Livesey	27 th March, 2013	Meet Queenswood Court
Ghll Road, Queenswood Close		Good	Kirsty Livesey	TBA	Meet post box end Woodbridge Crescent
Hawksworth	Cragside area	Excellent	Helen Horton	TBA	Hawksworth Community Centre
Hawksworth	Hawkswood area	Excellent	Helen Horton	TBA	Hawksworth Community Centre
Hawksworth	Lea Farm Area	Excellent	Helen Horton	TBA	Hawksworth

Norman, Vespers area		Excellent	Helen Horton	TBA	Community Centre Kirkstall Housing Office
Kirkstall	Silk Mill area	Excellent	Penny Davinghoff	3 rd April, 2013	St Vincent's Charity shop 10 AM
	Tinshill Area	Excellent	Penny Davinghoff	10 th April, 2013	10 AM outside 2-10 Tinshill Avenue
	Bedford, Woodnook area	Excellent	Penny Davinghoff	4 th April, 2012	St Vincent's Charity Shop 10 AM
Beevers Court, Ivesons		Good	Covered by the team generally – High Rise redeployment for Jordan Reid	TBA	
Parkstone area		Excellent	Covered by the team generally – High Rise redeployment for Jordan Reid	TBA	
Raynel Area		Excellent	Covered by the team generally – High Rise redeployment for Jordan Reid	TBA	
Gilberts area		Good	Covered by the team generally – High Rise redeployment for Jordan Reid		
Old Farm Approach Area		Good	Currently managed by the team generally	TBA	
Norman Towers , Old		Good	Currently managed by	TBA	

Oak area			the team generally – Norman Towers managed by the High Rise Team		
Latchmere area		Excellent	Currently managed by the team generally	TBA	
Fillingfir area		Good	Currently managed by the team generally	TBA	

Little London

Estate	Area	Current Grading	NMO	Next Grading Date	Meeting Point
Hyde Park	Hyde Park Close, St John's Close, Rillbank Lane, Rosebank Gardens, Woodsley Road, aaa, Greenfield Crescent	Good	Michael Villia	8 th May, 2013	10.00 AM St John's Close car park
	Willow Approach, Willow Avenue, Willow Garth	Good	Michael Villia	15 th May, 2013	10.00 AM Corner Belle vue Road
Miscellaneous	Consort Terrace, Consort Walk, Consort View, Belle Vue Road, Hanover Square, Kendall Carr, Kendal Close, Kendal Lane, Kendal Grove, St John's Road, Victoria Terrace	Good	Michael Villia	22 nd May, 2013	10.00 AM Corner Belle Vue Road
Miscellaneous	Alexandra Grove & Road, Kelsalls, Autnumns, Harolds,	Good	Michael Villia	29 th May, 2013	10.00AM
Blenheims		Good	Martyn Roberts	TBA	10.00AM One Stop Shop
Woodhouse Area		Good	Martyn Roberts	TBA	10.00AM Meeting at Chemic Inn

Holborn Estate and Towers		Good	Martyn Roberts	TBA	10.00AM Holborn Green
Lovell Park Estate		Excellent	Lynette Aaron	TBA	10.00AM Hobby Horse pub car park
Carlton Estate		Good	Lynette Aaron	TBA	10.00AM Carlton Croft Car Park
Carlton Multi Storey Flats (3 blocks)		Good	Lynette Aaron	TBA	10.00AM Carlton Croft Car Park
Marlborough Estate and Towers		Good	Martyn Roberts	TBA	10.00AM Community Centre
Little London	Oatland High Rise (3 blocks) and Lovell Park Court	Good	Carl Fletcher	15 th May, 2013	Little London Housing Office
Little London	Oatland Estate	Good	Carl Fletcher	15 th May, 2013	Little London Housing Office
Little London	Servias	Good	Carl Fletcher	22 nd May, 2013	Little London Housing Office
Little London	Eltham estate and Eltham Court	Excellent	Carl Fletcher	23 rd May, 2013	Eltham Park Court