

Report of: Chief Officer Housing Management

Report to: Outer North West Community Committee

Report author: Faridah Butt, Area Housing Manager

Date: 19th November 2018 To note

Outer West Housing Update

Purpose of report

1. To update and advise the Community Committee of activities undertaken by the Housing Service, especially those which impact on local communities and where there are opportunities to work collaboratively to improve conditions for local people

Main issues

1 Estate Walkabouts

The purpose of an estate walkabout is to ensure Housing Leeds provide an excellent and consistent estate management service to all our tenants and communities. The walkabout provides opportunity for all customers and interested parties to walk around their estate with members of staff from Housing Leeds, and other Leeds City Council departments to monitor our performance and recommend improvements to the environment of our estates.

There is a procedure in place to provide clear guidance to ensure that actions identified at walkabouts are completed in a timely manner; this is achieved through effective joint working arrangements between external agencies and different council departments.

Estate Walkabouts will be undertaken as a minimum of once **every 3 months** on each estate/housing officer patch area. The estate walkabout schedule will be prepared on an annual basis.

PUDSEY 2018/2019

Area / Estate	Date	Date
Patch 1 Swinnows	13/03/2018	26/06/2018
Patch 1 Acres Hall	14/03/2018	27/06/2018
Patch 2 Farsley	06/03/2018	05/06/2018
Patch 2 Littlemoors / Fartown	08/03/2018	07/06/2018
Patch3 Cliftons area walk2	07/03/2018	06/06/2018
Patch 3 Meadowhursts area	08/03/2018	07/06/2018
Patch 3 Ashfords area	06/03/2018	05/06/2018
Patch 4 - Waterloo's and Standale's area	05/03/2018	04/06/2018
Patch 4 - Rycroft's	06/03/2018	05/06/2018
Patch 5 Wellstones	15/03/2018	14/06/2018
Patch 5 Greenside	16/03/2018	15/06/2018
Patch 6 Harleys and Lowells	06/03/2018	05/06/2018
Patch 6 Claremont Grove and Longfields	13/03/2018	12/06/2018
Patch 6 Crimbles Court	20/03/2018	19/06/2018
Patch 7 Calverley	06/03/2018	05/06/2018
Patch 7 Inghams, Dawsons	08/03/2018	07/06/2018
Patch 8 Farsley	09/03/2018	08/06/2018

WORTLEY/FARNLEY 2018/2019

Area/Estate	Date	Date
Patch 1- Bawn Estate	05-Jun-18	11-Sep-18
Patch 2- Branchs, Bangors, Cobdens, Lythams	29-May-18	30-Aug-18
Patch 3- Tong estate	24-May-18	21-Aug-18
Patch 4- Stonecliffe, Stonebridge Estate	30-May-18	25-Sep-18
Patch 5- Amberley's, Colmore Road, Elmfield Road, Evelyn Place, Gamble Hills (estate), Greenthorpe's, Hardrow Terrace, Henconner Lane, Highfield Avenue, Kitson's, Oldfield's, Roseneath Place and Toft Street	07-Jun-18	18-Sep-18
Patch 6- Heights Bank / Close / Drive / Garth / Green / Lane / Walk and Way	05-Jun-18	04-Sep-18
Patch 7-Bawn Approach, Nutting Grove Terrace, Thornhills, Low Moor Sides	26-Apr-18	26-Jul-18
Patch 8- Whincovers, Fawcett estate	06-Jun-18	13-Sep-18
Patch 9- The Heights East/West, Farrows	01-Jun-18	08-Aug-18
Patch 10- Gamble Hill Grange/Croft	12-Jun-18	20-Sep-18

2 Action days

Pudsey

In addition to the estate walkabouts an action day was completed on 12th July on the Swinnow Estate. The purpose of the action day was to address concerns over anti-social behaviour. Staff from Housing, LASBT, local police and Cllr Lewis attended the action day. Advice was given to residents on how to report anti-social behaviour. It was also an opportunity for residents to report any intelligence they had regarding anti-social behaviour in the area.

The team completed an arrears action days on 24 and 25th September. The team swapped with colleagues and contacted all tenants in arrears. Quality conversations and increased activity on all patches assisted with large amounts of arrears being collected over the two days.

Wortley

In addition to the estate walkabouts the Wortley Housing Office along with the Neighbourhood Officer arranged a community day on the Bawns Estate. The day was a great success with a Talent contest and many fun activities including donkey rides. Staff from Housing, waste management, Neighbourhood Services, Police and LASBT and Staff from pure Gym attended.

We completed a Great get together event at Whingate Court on the 17th July 2018. The residents and local children from the school who attended the get together feed back to us that they enjoyed the event.

The team completed an arrears action day on the 1st and 2nd of October 2018. For the whole area. Colleagues swapped patches and increased arrears actions on all patches over the two days.

We have completed a fencing and gate project on Bawn Avenue with the help and assistance from the local ward members who kindly contributed towards this project from the Ward Based Initiative Fund along with the area offices local initiative budget.

We are also in the process of completing another environmental project on Bawn Avenue. The main issue is that cars are deliberately driving up the field opposite the houses on Bawn Avenue. The area is well used by the local residents of Bawn Avenue and there is a Multi-Use Games Area installed on the field. We have proposed to install knee high fencing is to stop vehicles from getting onto the grass, causing damage and to prevent any accidents.

The fencing and gate would hopefully deter and prevent people driving on the grassed area, deter fly tipping and throwing rubbish and litter over on to the grassed banking. This proposal will also include improving the damaged grass area.

This project has been approved and we have utilised the local initiative budget, Community Committee fund in coordinated this project between Housing Leeds, Community Committees. We have successfully gained £9,000 from the Community Committee funding a further £9,000 from Housing Advisory panel and £3,000 from the area offices local initiative budget.

The benefits to the local residents are vast as it will give them safe secure fencing to the grassed area in front of their properties and this saved LCC on constant removal of illegal fly tipping and constant re-seeding of the grassed area due to vehicles parked and driving on the grassed areas.

3 Sheltered Housing

There are 8 Sheltered Schemes in the Outer West areas in Wortley Farnley, Pudsey and Farsley, which are a mixture of dispersed bungalows, schemes and multi storey flats:-

Claremont Grove - Scheme of 51 properties with a separate community centre

Crimbles Court - Dispersed flats of 50 with a separate community centre

Greenside - Scheme of 50 flats with a separate community centre

Rycroft green - Multi Storey 51 flats

Marsden Court - Multi Story 30 Flats

Dawsons Corner - Dispersed Bungalows 34 with a community centre

Whingate Court - Scheme of 31 flats (all tenants live under 1 roof)

Thornhill Court - Scheme of 27 flats (all tenants live under 1 roof)

All schemes have a range of activities for residents, these include fish and chip lunches, afternoon tea, bingo, line dancing and Easter lunch amongst many other. The activities are well attended by residents. The schemes also look to include activities which will help residents gain new skills, an example of this is at Crimbles Court where digital inclusion classes are being planned which will allow residents to gain skills around using computers and getting online.

4 Anti- Social Behaviour

There have been ongoing incidents of anti-social behaviour in the Heights area of Wortley. Staff from Housing worked closely with LASBT, Police and the newly formed response team which are an arm of the Anti-Social Behaviour team assisted in securing a closure order of a property in the locality which had been causing issues. This closure sent a strong message that we will take a zero tolerance approach to Anti-Social Behaviour and those who are responsible will be held responsible.

We are working alongside LASBT, Youth Offending Team and have successfully obtained a full injunction order against three individuals who are causing the Anti-Social Behaviour in the Heights area. We have also alongside LASBT issued housing caution to the tenancy holders and are seeking further legal advice on possession proceedings if the Anti-Social Behaviour continues and we received sufficient evidence to enable Housing Leeds to process the cases.

5 Welfare Reform

Details of the Number of Claims and Weekly Benefit Lost Due To Under Occupancy by Ward

		Sep-18							
	HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £		HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £
Adel and Wharfedale	25	£ 387.49	11	£ 130.57	Horsforth	67	£ 840.01	10	£ 169.33
Alwoodley	96	£ 1,084.12	33	£ 555.70	Hyde Park and Woodhouse	157	£ 1,859.57	97	£ 1,696.01
Ardsley and Robin Hood	51	£ 648.86	24	£ 364.52	Killingbeck and Seacroft	408	£ 5,039.59	60	£ 835.27
Armley	218	£ 2,462.02	55	£ 910.44	Kippax and Methley	60	£ 817.78	8	£ 123.56
Beeston and Holbeck	191	£ 2,222.13	27	£ 390.39	Kirkstall	208	£ 2,632.57	20	£ 312.92
Bramley and Stanningley	201	£ 2,468.59	32	£ 451.22	Middleton Park	305	£ 3,599.72	66	£ 998.81
Burmantofts and Richmond Hill	368	£ 4,236.72	85	£ 1,248.20	Moortown	31	£ 388.22	54	£ 929.18
Calverley and Farsley	36	£ 470.40	6	£ 105.67	Morley North	53	£ 642.34	12	£ 180.42
Chapel Allerton	170	£ 2,057.78	111	£ 1,804.30	Morley South	93	£ 1,031.58	21	£ 324.82
City and Hunslet	128	£ 1,559.61	68	£ 1,133.12	Otley and Yeadon	68	£ 794.91	20	£ 303.26
Cross Gates and Whinmoor	112	£ 1,488.77	33	£ 530.49	Pudsey	101	£ 1,230.34	19	£ 313.62
Farnley and Wortley	207	£ 2,446.11	15	£ 235.22	Rothwell	113	£ 1,373.78	30	£ 444.01
Garforth and Swillington	51	£ 618.24	2	£ 47.28	Roundhay	51	£ 614.33	38	£ 670.99
Gipton and Harehills	228	£ 2,870.88	93	£ 1,361.94	Temple Newsam	155	£ 1,988.93	26	£ 371.73
Guiseley and Rawdon	39	£ 497.63	4	£ 46.78	Weetwood	101	£ 1,182.53	12	£ 205.80
Harewood	15	£ 209.70	1	£ 13.49	Wetherby	39	£ 525.05	11	£ 194.62
Headingley	6	£ 96.16	16	£ 227.91					

Pudsey= 101 cases

Farnley and Wortley= 207 cases

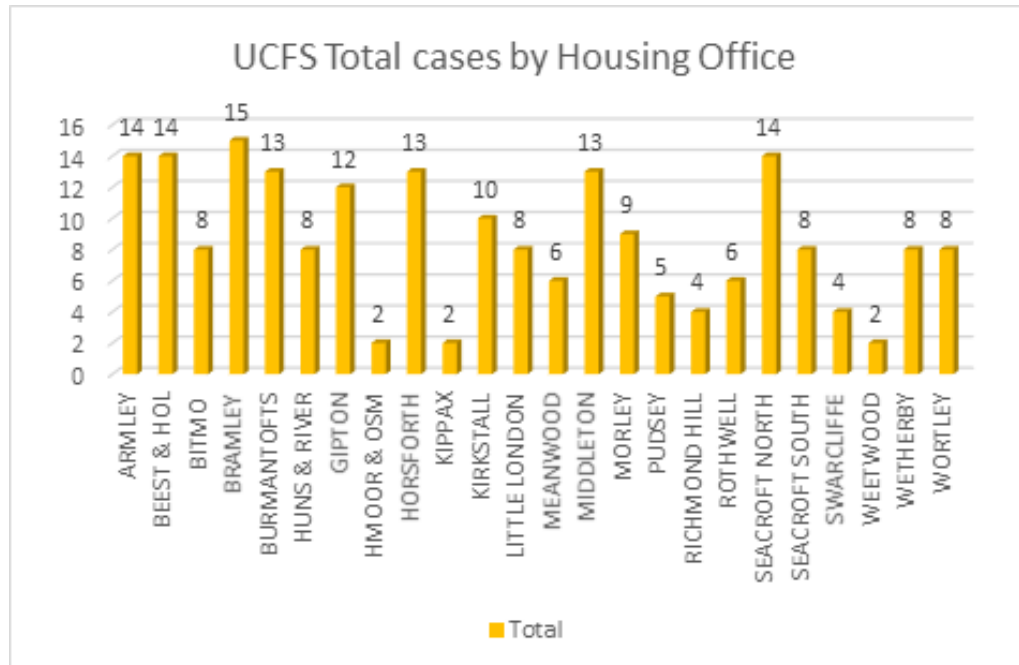
Number Of Claims Affected By Benefit Cap : By Ward												
2018/19	April	May	June	July	August	September	October	November	December	January	February	March
Adel and Wharfedale	6	5	5	6	6	7						
Alwoodley	10	9	11	10	9	9						
Ardsley and Robin Hood	15	17	16	15	14	13						
Armley	64	61	61	61	60	59						
Beeston and Holbeck	52	51	54	55	53	49						
Bramley and Stanningley	34	35	32	33	33	32						
Burmantofts and Richmond Hill	109	114	113	110	105	101						
Calverley and Farsley	8	7	7	6	6	6						
Chapel Allerton	36	34	36	36	37	34						
City and Hunslet	51	53	52	52	50	48						
Cross Gates and Whinmoor	24	26	25	24	22	21						
Farnley and Wortley	39	38	37	34	33	36						
Garforth and Swillington	6	7	7	7	7	8						
Gipton and Harehills	96	99	92	89	89	90						
Guiselley and Rawdon	2	2	2	3	1	1						
Harewood	1	1	1	1	1	1						
Headingley	6	5	5	6	5	4						
Horsforth	2	2	2	2	2	1						
Hyde Park and Woodhouse	40	39	38	35	37	33						
Killingbeck and Seacroft	54	55	50	47	45	48						
Kippax and Methley	18	18	17	14	13	13						
Kirkstall	27	26	23	24	24	24						
Middleton Park	75	77	75	75	67	66						
Moortown	14	12	14	12	12	13						
Morley North	9	8	6	6	6	8						
Morley South	12	14	14	14	12	12						
Otley and Yeadon	6	7	7	7	7	6						
Pudsey	29	28	25	27	24	24						
Rothwell	17	17	17	17	16	13						
Roundhay	8	9	8	7	9	9						
Temple Newsam	30	28	26	28	27	26						
Weetwood	12	12	12	12	13	11						
Wetherby	1	1	1	1	0	0						

Number of Benefit cap cases as of September 2018

Pudsey= 24

Farnley and Wortley = 36

Over the year cases for both areas have decreased this could be due to a number of factors such as tenants starting work and claiming working tax credits, household breakdown or a change in benefit resulting in exemption.



Universal Credit

Universal credit full service was rolled on 10th October as of week commencing 22nd October the breakdown for both wards of those on full service is;

Pudsey = 5

Farnley and Wortley = 8

6 Annual Home Visits

Our target for AHVs this year is 100%. City wide Target for Week 27 is 68%. To date Citywide performance is 68.03%

Current Office Performance on Week 27, both areas are above city wide target.

Pudsey, Calverley & Farsley	78.3%
Wortley & Farnley	76.8%

Please see below patch breakdown report from week 27

7 Rent Collection:

The Income Collection Targets have not been set up by the Income improvement team

Please see table below our current position on week 27 as this is the rent reporting week where we measure our performance based on our biggest income week.

Wk 27 2018-19	Rent Collection 66a %	In Year Collection	66B (7+ weeks arrears)	HMA1 %	HMA1 Arrears (£)
PUDSEY	98.09	97.88	3.37%	1.84%	£172,720.83

Wk27 2018/19	Rent Collection 66a %	In Year Collection	66B (7+ weeks arrears)	HMA1 %	HMA1 Arrears (£)
WORTLEY	96.23	97.05	5.95%	3.11%	£290,158.98

Year on year comparison

Wk 27 2018-19	Rent Collection 66a %	In Year Collection	66B (7+ weeks arrears)	HMA1 %	HMA1 Arrears (£)
PUDSEY	98.09	97.88	3.37%	1.84%	£172,720.83
2017-2018	98.37	98.20	3.25%	1.78%	£169,134.49
difference	-0.28	0.32	0.12%	0.06%	£3,586.34

Wk27 2018/19	Rent Collection 66a %	In Year Collection	66B (7+ weeks arrears)	HMA1 %	HMA1 Arrears (£)
WORTLEY	96.23	97.05	5.95%	3.11%	£290,158.98
2017-2018	96.29	97.03	6.24%	3.01%	£285,926.23
difference	-0.06	0.02	-0.29	0.1	£4,232.75

8 BV212 Average Re-let Times Statistics

Our target for year-end Re-let Times is: 30 days

Area	Target
Pudsey, Calverley & Farsley	30
Wortley & Farnley	30

Table below shows our current position from week 1 to 27 is:

Year 2018 From week 1 To 28	Number of Voids	Days Void	Void Days Discount ed	Days Void Minus Days Discounted	Average Days with Contractor	Average Days in Letting	Average Days Void Overall
Housing	2,129	91,454	14,267	77,187	21.11	14.96	36.07
CALVERLEY & FARSLEY	29	901	84	817	18.17	10	28.17
PUDSEY	62	1,863	150	1,713	19.89	7.29	27.18
FARNLEY & WORTLEY	114	3,985	714	3,271	22.32	6.38	28.7

Our current position per Area is:

Area	Overall Target	Current Position	Difference
FARNLEY & WORTLEY	30	28.70	-1.3
CALVERLEY & FARSLEY	30	28.17	-1.83
PUDSEY	30	27.18	-2.82

Area	Average Days In Letting Target	Current Position	Difference
FARNLEY & WORTLEY	10	6.38	-3.62
CALVERLEY & FARSLEY	10	10	0.00
PUDSEY	10	7.29	-2.71

Our current position: both areas in top 5 city wide and we are achieving target

10 Update from Outer West Housing Advisory Panel.

The aim of the panel is:

- To use HAP funds to support a range of community and environmental projects in line with the Council and local priorities.
- To work closely with local housing and other council teams to help review and monitor the delivery of local services and help shape services that meet the local community's needs..

The HAP is part of a wider Tenant Engagement Framework and one of the ways we involve tenants.

Within the Regulatory Framework the 'Tenant Involvement and Empowerment Standard' requires all social housing providers give tenants a 'wide range of opportunities to influence ' and be 'involved in the formulation of their landlord's housing related policies', and the making of decisions about how housing related services are delivered'

The HAP's are funded from the Housing Revenue Account there was a total of £450k for 2018/19 for all 11 panels that cover the whole of Leeds.

HAP Review

- During 2017/18, Housing Leeds undertook a review of Housing Advisory Panels (HAPs). The review included consultation with the Environment, Housing and Communities Scrutiny Board, the Chairs of Community Committees, HAP Members, Ward Members, various staff teams and wider community organisations.
- The scope of the review was broken down into four themes; seeking solutions for how we: ensure HAPs are relevant and connected to wider communities; strengthen links with Community Committees; reflect wider Council effort to tackle Priority Wards and Neighbourhoods; and ensure HAPs maximise value for money in everything they do.
- The collective feedback from consultation has been considered and interpreted, with tenant input, and the resulting actions of the review are to be delivered throughout 2018/19 supported by a HAP Review Implementation Plan led by the Tenant Engagement Team of Housing Leeds
- There are some actions from the HAP Review that are about citywide changes. Where this is the case we'll continue to work with the HAPs at either citywide events or through the HAP Chairs Group. Lots of actions though are about local HAPs developing new ways of working themselves, so there'll be various HAPs trialling, designing and sharing new ways of working in the year ahead.
- **To help involve all HAP members** – we committed to holding citywide themed get together of HAP members. Our first session was on Saturday 29th Sept, where the Tenant Engagement Team and Library Services Digital Inclusion Coordinators shared the work going on across the city to improve digital skills and access. We then explored how HAPs can help us work with residents and communities to remove some of the barriers to getting online.
- With the input of HAP members, we've created a fresh suite of **promotional material** to help raise the profile generally, attract new members and make HAPs as a funding source more widely known. Within this we've also updated the HAP logo
- **To strengthen local connections** with the HAPs and the wider community, we now share any HAP project proposals with any tenants and residents committee members, or block champions, in the area to ask for their comments so we can feed these into HAP meetings.
- Similarly, in the spirit of **engaging with residents better** and working more smartly, we've been starting to consult with residents electronically. Especially for the larger environmental schemes, we'll be emailing tenants and asking for their comments via an online survey, or in some cases

going door to door with an iPad and capturing people's views about proposed projects that way. Every project is different, but as we start to do this more, we'll highlight this in local HAP meetings.

- The trial with the **Inner South HAP Facebook Page** is going well - search *Housing Advisory Panel Leeds Inner South*, with other HAP members asking about this for their area. We're working on how we now roll this out for all HAPs
- HAP Chairs Group are in the process of refreshing the 'terms of reference' for HAPs, so it captures all the new ways of working.

HAP priority this autumn is to develop a new format for the 'plans on the page'. We'll be consulting with HAP members, Council teams and key community organisations so we can start April 2019 with refreshed plans and therefore clear HAP priorities in place.

Outer West HAP Budget:

Budget for Outer West for 2018/19 is a total of £41,275.01. So far this financial year 10 projects have been funded and match funding of a total of £12,387.87 has been secured. The remaining budget is £17,677.85.

Membership

The panel has 9 tenant members with 2 tenant vacancies at present. There are 3 ward members representing each ward in the area these are Councilor Richard Lewis (Pudsey), Councilor Peter Carlill (Carverley /Farsley and Councilor Ann Blackburn (Wortley/ Farnley)

Number of projects proposals:

There have been 28 potential projects proposed so far this year of which 10 have been funded and a further 12 are in the development stage with the remainder not suitable for HAP funding.

11 Some examples of funded projects include:

Bawns and Heights Fun Day

Housing Leeds & partners organised a Community Fun day in August 2018 which was held at the Hillside Community Centre.

The aims of the day was:

1. To offer the whole community an opportunity to come together to enjoy a fun event and to feel good about their area.
2. Provide a free event (apart from food and drink) that is affordable to all local residents.
3. Enable Housing Leeds and partners and agencies to promote their services and share key messages in an informal environment.
4. To encourage residents to 'sign-up' to participate in local community activities* including events held at the community center, encourage a TARA if residents are interested, get involved in action days etc.

This was an excellent day with a vast range of partners involved and local residents attending.

There were many activities for the residents to take part in and a talent contest for which the uptake from local children showcasing their talent was exceptional.

Feedback received on the day was that people were pleased that they were able to walk to the event and that the activities were free to access. Some families had attended "Breeze" events in various parts of the city, so were pleased not to have to queue for hours for activities or have a pass that they needed to access. Families from Wortley, Armley and Bramley also accessed the event. People

were pleased to see the outside space being used in a positive way. And hoped that this became an annual event moving forward.

Brookleigh Sheltered Scheme – Bingo sessions

The panel funded a bingo machine for the residents at the sheltered scheme. The new BINGO sessions have been a hit with the Sheltered Housing Scheme

Brookleigh Sheltered Housing Scheme had a great afternoon with a new bingo session. The bingo machine and bingo books were purchased by the tenants after a successful Housing Advisory Panel Bid. They will now be holding weekly bingo sessions as the first session caused some buzz around the complex and there was a 'Full House'. These sessions have a positive impact on the social isolation experienced by some residents on the complex.

Free Little Library at Westdale Drive

The panel funded a free little library which is a cabinet full of books, placed out in the community. Anyone can take a book or leave a book as they feel; the system is free flowing. There is no need to return the books. The library has a local tenant as a host who keeps an eye on it, tidies up the books and makes sure that there is a good mix of books at any time. This project has had very positive feedback from the local community.

12 Heights & Bawns Neighborhood Improvement Partnership

The Neighborhood Improvement program for Heights & Bawns had been handed over to Housing Leeds who are now progressing the work of the partnership.

The Ward Members met with officers in August for each respective theme to arrange for them to provide insight and analysis to help shape the priorities and objectives. The officers identified are as follows;

- Health & Wellbeing – Jonathan Hindley (Public Health)
- Crime & Crime - Inspector Sarah Towers (Police)
- Employment, Education, Skill & Training – Charlotte Batty (Community Hubs)

Housing Leeds held a partnership meeting in September at the Hillside Community Centre and updated the Farnley & Wortley Ward members on a range of projects that have been developed in the area including a Great Get together at Whingate Court, Hillside Community Centre and a community day which was held on the 21st August at Hillside Community Centre. Partners provided updates on each of the themed areas and it has been agreed the meeting will be held every quarter.

The next meeting is to be held 12th December.

Recommendation: To note and comment on the report