

# Public Document Pack



Supplementary Information  
Item 10 refers

## NORTH EAST (OUTER) AREA COMMITTEE

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Meeting to be held in the Civic Hall, Leeds on  
Monday, 3rd December, 2012 at 5.30 pm

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### MEMBERSHIP

#### Councillors

G Wilkinson (Chair) - Wetherby;  
A Lamb - Wetherby;  
J Procter - Wetherby;

N Buckley - Alwoodley;  
P Harrand - Alwoodley;  
D Cohen - Alwoodley;

A Castle - Harewood;  
R Procter - Harewood;  
M Robinson - Harewood;

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Agenda compiled by:  
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East North East Area Leader:  
Rory Barke  
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# AGENDA

| Item No | Ward | Item Not Open |   | Page No |
|---------|------|---------------|---|---------|
| 10      |      |               | <b>ENVIRONMENTAL SERVICES - SIX MONTH PERFORMANCE UPDATE ON THE SERVICES LEVEL AGREEMENT</b><br><br>(Appendix C attached) | 1 - 2   |

# Leeds Citizens Panel - Environmental Services satisfaction results

## APPENDIX C

### Analysis of Number of Respondents from the Panel

| Locality:                    | ENE LOCALITY |     | WNW LOCALITY |    |    | SSE LOCALITY |    |    |    |  |
|------------------------------|--------------|-----|--------------|----|----|--------------|----|----|----|--|
|                              | IE           | INE | INW          | IW | OW | ONW          | OE | IS | OS |  |
| Area Committee:              |              |     |              |    |    |              |    |    |    |  |
| Number represented on Panel: | 62           | 129 | 78           | 68 | 97 | 107          | 85 | 79 | 84 |  |

### Overall, how satisfied are you with the level of cleanliness of your local neighbourhood?

| Satisfaction Rating                | ENE LOCALITY |     |     | WNW LOCALITY |    |    | SSE LOCALITY |    |    |    |
|------------------------------------|--------------|-----|-----|--------------|----|----|--------------|----|----|----|
|                                    | IE           | INE | ONE | INW          | IW | OW | ONW          | OE | IS | OS |
|                                    | %            | %   | %   | %            | %  | %  | %            | %  | %  | %  |
| Satisfied/Very satisfied           | 21           | 51  | 72  | 35           | 15 | 47 | 59           | 49 | 25 | 47 |
| Neither satisfied nor dissatisfied | 24           | 20  | 15  | 19           | 22 | 25 | 19           | 22 | 32 | 19 |
| Dissatisfied/Very Dissatisfied     | 55           | 30  | 13  | 47           | 63 | 28 | 23           | 30 | 42 | 35 |

### Are you satisfied with the cleanliness of your local neighbourhood (the area within 10-15 mins of your home), in terms of:

| Issue                  | IE          |     |
|------------------------|-------------|-----|
|                        | % satisfied | ONE |
| Graffiti               | 52          | 85  |
| Fly-posting / stickers | 47          | 72  |
| Fly-tipping            | 26          | 61  |
| Overgrown trees etc    | 26          | 56  |
| Litter                 | 24          | 47  |
| Weed growth            | 20          | 41  |
| Dog fouling            | 15          | 31  |

| Issue                  | INE         |     |
|------------------------|-------------|-----|
|                        | % satisfied | ONE |
| Graffiti               | 68          | 85  |
| Fly-posting / stickers | 67          | 72  |
| Fly-tipping            | 59          | 61  |
| Dog fouling            | 40          | 56  |
| Weed growth            | 39          | 47  |
| Overgrown trees etc    | 34          | 41  |
| Litter                 | 33          | 31  |

| Issue                  | ONE         |     |
|------------------------|-------------|-----|
|                        | % satisfied | ONE |
| Graffiti               | 85          | 85  |
| Fly-posting / stickers | 72          | 72  |
| Fly-tipping            | 61          | 61  |
| Litter                 | 56          | 56  |
| Weed growth            | 47          | 47  |
| Overgrown trees etc    | 41          | 41  |
| Dog fouling            | 31          | 31  |

### How satisfied are you with provision of litter bins in your local neighbourhood (area within 10-15 mins of your home) in terms of:

| Question                       | ENE LOCALITY |             |             | WNW LOCALITY |             |             | SSE LOCALITY |             |             |             |
|--------------------------------|--------------|-------------|-------------|--------------|-------------|-------------|--------------|-------------|-------------|-------------|
|                                | IE           | INE         | ONE         | INW          | IW          | OW          | ONW          | OE          | IS          | OS          |
|                                | % satisfied  | % satisfied | % satisfied | % satisfied  | % satisfied | % satisfied | % satisfied  | % satisfied | % satisfied | % satisfied |
| Number of bins                 | 13           | 34          | 48          | 26           | 24          | 32          | 35           | 44          | 34          | 49          |
| Physical condition of the bins | 26           | 42          | 59          | 39           | 37          | 42          | 41           | 54          | 40          | 56          |
| Location                       | 18           | 39          | 43          | 32           | 24          | 33          | 42           | 46          | 38          | 48          |

**How far do you agree with the following statements?**

| Question  | ENE LOCALITY |         |         | WNW LOCALITY |         |         |         | SSE LOCALITY |         |         |
|---|--------------|---------|---------|--------------|---------|---------|---------|--------------|---------|---------|
|   | IE           | INE     | ONE     | INW          | IW      | OW      | ONW     | OE           | IS      | OS      |
|   | % agree      | % agree | % agree | % agree      | % agree | % agree | % agree | % agree      | % agree | % agree |
| Local residents take responsibility for their own litter/domestic waste       | 53           | 77      | 76      | 61           | 57      | 72      | 70      | 63           | 60      | 63      |
| Local residents take responsibility for the upkeep of their neighbourhood     | 43           | 47      | 57      | 28           | 38      | 52      | 44      | 54           | 38      | 46      |
| Local residents should do more to keep the neighbourhood clean and attractive | 77           | 61      | 61      | 72           | 66      | 69      | 67      | 76           | 72      | 79      |
| Local shops/ businesses take responsibility for their own waste               | 69           | 63      | 73      | 64           | 65      | 69      | 60      | 63           | 57      | 70      |
| I am confident that I know how to report problems with cleanliness in my area | 55           | 42      | 49      | 53           | 41      | 42      | 47      | 55           | 41      | 63      |