



NORTH EAST (OUTER) AREA COMMITTEE

**Meeting to be held in Leeds Civic Hall, Leeds , LS1 1UR on
Monday, 3rd October, 2011 at 4.00 pm**

MEMBERSHIP

Councillors

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

R D Feldman - Alwoodley;
P Harrand - Alwoodley;
D Cohen - Alwoodley;

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

**Agenda compiled by:
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**East North East Area Leader:
Rory Barke
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A BRIEF EXPLANATION OF COUNCIL FUNCTIONS AND EXECUTIVE FUNCTIONS

There are certain functions that are defined by regulations which can only be carried out at a meeting of the Full Council or under a Scheme of Delegation approved by the Full Council. Everything else is an Executive Function and, therefore, is carried out by the Council's Executive Board or under a Scheme of Delegation agreed by the Executive Board.

The Area Committee has some functions which are delegated from full Council and some Functions which are delegated from the Executive Board. Both functions are kept separately in order to make it clear where the authority has come from so that if there are decisions that the Area Committee decides not to make they know which body the decision should be referred back to.

A G E N D A

| Item No | Ward | Item Not Open | | Page No |
|---------|------|---------------|---|---------|
| 1 | | | <p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 25 of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(*In accordance with Procedure Rule 25, written notice of an appeal must be received by the Head of Governance Services at least 24 hours before the meeting.)</p> | |
| 2 | | | <p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p>No exempt items or information have been identified on the agenda</p> | |

| Item No | Ward | Item Not Open | | Page No |
|---------|------|---------------|---|---------|
| 3 | | | <p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p> | |
| 4 | | | <p>APOLOGIES FOR ABSENCE</p> <p>To receive any apologies for absence.</p> | |
| 5 | | | <p>DECLARATION OF INTERESTS</p> <p>To declare any personal / prejudicial interests for the purpose of Section 81(3) of the Local Government Act 2000 and paragraphs 8 to 12 of the Members Code of Conduct.</p> | |
| 6 | | | <p>DELEGATION OF ENVIRONMENTAL SERVICES - SERVICE LEVEL AGREEMENT (EXECUTIVE FUNCTION)</p> <p>To consider a report of the Director of Environment and Neighbourhoods presenting to the Area Committee, for approval, a revised version of the Service Level Agreement (SLA) through which the work of the Environmental Locality team will be steered over the next eight months to the end of the current municipal year.</p> | 1 - 18 |
| 7 | | | <p>DATE AND TIME OF NEXT MEETING</p> <p>Monday 24th October 2011 at 5.30pm in the Civic Hall, Leeds.</p> | |

Report of the Director of Environment & Neighbourhoods

Report to the Outer North East Area Committee

Date: Monday 3rd October 2011

Subject: Delegation of Environmental Services – Service Level Agreement

| | |
|--|--|
| Are specific electoral Wards affected? If relevant, name(s) of Ward(s): | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No ALL |
| Are there implications for equality and diversity and cohesion and integration? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the decision eligible for Call-In? | <input checked="" type="checkbox"/> Yes <input 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

- a) Following recommendations made at the Area Committee meeting of 19th September 2011, revisions have been made to a draft Service Level Agreement (SLA) for the delivery of environmental services in Outer North East.
- b) These revisions make clear in the SLA the delegated responsibility for decisions and management of the ENE locality budget sits with the Locality Manager, who is accountable to the Area Committees in how that budget is used to achieve the outcomes and priorities agree in their respective SLAs.
- c) The report confirms approval of the SLAs for both Inner East and Inner North East Area Committees was clearly made on the basis that the locality budget is not delegated to Area Committee level and decisions on how it is used are made as set out in (b) above.
- d) This report provides a revised SLA and seeks approval of the document which will steer the work of the East North East Environmental Locality Team for the remainder of the 2011/12 municipal year.

Recommendations

The Area Committee is asked to approve the attached SLA for the delivery, influence and accountability of delegated environmental services during the 2011/12 municipal year.

Purpose of this report

- 1 The purpose of this report is to present to the Area Committee, for approval, a revised version of the Service Level Agreement (SLA) through which the work of the Environmental Locality team will be steered over the next eight months to the end of the current municipal year.

Background information

- 2 The Area Committee received a paper at its meeting of 19th September 2011 which set out the background and proposal for the approval of the first Service Level Agreement for environmental services in Outer North East.
- 3 This followed extensive consultation and workshops with Members.
- 4 The proposed SLA was supported by a number of appendices detailing the new locality team structure with names of the senior officers, initial locality budget (revenue and capital), new cleaning blocks/schedules and location of litter bins.
- 5 The Locality Manager also responded at the meeting to a number of question that had been raised by Members, particularly around the allocation of budgets to localities and the rationale involved. This included the reporting of a small error in the original locality budget provided to Members and an acknowledgment that until the cost of the services use of shared facilities across all the localities was calculated, the premises cost shown in the ENE locality budget should be removed.
- 6 Many positive comments were made at the meeting; including expressions of trust in the new team to make improvements in how the service is delivered and reports of good experiences already in responding promptly to issues raised by Members and Parish Councils. The SLA itself was welcomed as a positive step and recognised as a potentially useful means to help Members have a greater say over how the environmental services are delivered in Outer NE and to make officers more accountable.
- 7 However, some concerns were also raised about making the schedules attached to the SLA more accessible for members and residents alike, together with greater clarity required around the responsibility for Dog Control Orders, in particular dangerous dogs. For this reason, the SLA makes clear that it does not include an agreement in relation to dangerous dogs. This issue will be brought back to the Area Committee through it environmental sub group for further consideration.
- 8 The main concerns that the Area Committee had were that the SLA did not make clear who the responsibility for decisions on how the locality budget is spent is with, and, to what (geographical) level the budget is delegated down to. Reassurances were also asked for around the flexibility of resource/staffing and willingness to consider alternative approaches, which the Locality Manager provided.
- 9 The Area Committee therefore decided to defer approval of the SLA and asked for a special meeting to be urgently arranged to reconsider the SLA, providing the concerns set out in (8) above are addressed.

Main issues

- 10 The revised SLA is appended to this report. This includes two changes from the draft presented to the previous meeting.
- (a) The section previously headed “Accountability” is renamed “Resource and Accountability”, and the following two paragraphs are inserted:
- 10.1 The Locality Team budget is not delegated to area committee level, it is a locality wide resource that is the responsibility of the Locality Manager to use as efficiently and as effectively as possible to meet the commitments made in the SLAs and achieve the best possible outcome of clean streets and neighbourhoods across ENE.
- 10.2 The SLA provides an accountable, negotiable mechanism for Area Committees to influence how that resource is best deployed and to judge how effective it is.
- (b) A new paragraph is inserted in the “Reporting and Performance Monitoring” section to reflect the commitment through the SLA to attend Ward Member meetings, to provide relevant information/updates and engage with ward members on service development.
- 11 The Area Committee requested assurances that the other two SLAs in the ENE locality (with the Inner East and Inner North East Area Committees) had been approved in the clear understanding that the locality budget is not delegated to Area Committee level and is the responsibility of the Locality Manager to manage and make decisions on in order to best meet the agreed SLA outcomes/priorities.
- 12 The published minutes of the Inner East Area Committee meeting of 8th September include the following paragraph within minute 25:
- In response to a question about available resources, the Locality Manager drew attention to the locality budget as summarised in appendix B. It was explained that this is a budget delegated to the Locality Manager to spend and be accountable for across the ENE locality through the Area Committees and their SLAs. The budget is to be spent on delivering services that best meet the agreed outcomes and priorities set out in the approved SLAs across the locality. It was clarified that the budget is not split down to Area Committee level nor delegated to the Area Committee to manage. The Locality Manager reported that he would provide financial updates to the Environmental Sub Groups.*
- 13 With regards to Inner North East , although not similarly recorded in the minutes, the discussions at member workshops, ward members meetings and Area Committee all made clear that the budget is not delegated to Area Committees and will be managed at a locality level by the Locality Manager. The budget was clearly appended to the approved SLA as locality budget.
- 14 Both the Inner East and Inner North East Chairs confirm their understanding is the same as the position being set out in section 10 above.

CORPORATE CONSIDERATIONS

Council policies and city priorities

- 15 The proposed delegation of environmental services to Area Committees, via an approved Service Level Agreement, will significantly contribute towards the Stronger Leeds section of the new Safer & Stronger Communities Plan 2011-15. By delivering services at an Area Committee level, the priority to '*ensure that local neighbourhoods are clean*' will be much more achievable.
- 16 In order to formalise delegation of the listed environmental services, the Area Committee Function Schedule within the Council's Constitution has been amended, approved at Executive Board in March 2011 and ratified at the Annual Council meeting held on 26th May 2011.
- 17 Amendments have also been made to the Area Committee Procedure Rules to make allowance for the decision making powers being devolved to Committees, which will run concurrent to the same authority given to the Director of Environment & Neighbourhoods.

Resources and value for money

- 18 There has been no changes to the proportion of resources to be spent in each locality. The only difference is for the first time budgets and therefore spending are split into localities and separated out from refuse/waste management costs. The resource allocated to the ENE Locality Team for 2011/12 is therefore the same as would have been spent in the area for those services under the previous Streetscene structure.
- 19 A budget is managed across the ENE locality by the Locality Manager. This is not delegated to Area Committee level. This is the initial budget that has been allocated to resource the ENE Locality Team in order for it to deliver the three SLAs in its area. This includes the correction of the error reported at the September meeting and the removal of £75k of premises costs as explained earlier in this report.
- 20 It is hoped that further amounts will be devolved to a locality level once further financial work is completed on spend that has been historically only accounted for as one central "pot"/amount.
- 21 The Service Level Agreements include a revised mechanical street cleansing service, which will deliver increased efficiencies in terms of achieving a greater quality of street cleansing and therefore providing better value for money.

Legal implications, access to information and call in

- 22 Following revision to the Council's Constitution the Area Committee has the legal powers to approve the attached Service Level Agreement and therefore formally undertake the delegation of services set out within it.
- 23 There are no further legal implications. The report contains no information that is deemed exempt or confidential.

- 24 The Area Committee's decision to approve, or not, the attached Service Level Agreement is eligible for call-in, within the standard five working day period from the date the decision is published.

Risk management

- 25 The Area Committee is being asked to approve the attached Service Level Agreement, which will formalise the partnership arrangements between the East North East Environmental Locality Team and the Committee. Should the Service Level Agreement not be approved then the Locality Team will still be required to deliver environmental services within the area, however this will be without the significant input of the Area Committee.

Conclusions

- 26 A significant amount of collaborative work has been undertaken and real progress made in making ready for the services to operate under the terms of the SLA with effect from September 2011. This first SLA will apply to the end of the 2011/12 municipal year, during which time performance monitoring will be reported to the Area Committee and Cleaner Neighbourhoods Sub group.
- 27 The SLA will be reviewed annually to inform the production and approval of subsequent agreements for future years, in line with corporate budget cycle and review process, with the first review beginning in October 2011.
- 28 Assurances are provided with this report to the Area Committee that the budget for the ENE Locality Team to deliver its services to best meet the commitments made in the 3 SLAs is not delegated to Area Committee level and is the responsibility of the Locality Manager.

Recommendations

- 29 The Area Committee is asked to:
- a) Note the contents of the report; and
 - b) Approve the attached Service Level Agreement.

Background documents

- Leeds City Council Constitution
- Area Committee roles and functions 2011/12
- Area Committee report and appendices: Delegation of Environmental Services – Service Level Agreement, 19th September 2011
- Area Committee report: Environmental Services Delegation – Update and Progress Report, 20th June 2011
- Area Chairs' Meeting report: Devolvement of Environmental Services to Area Committees – progress report, 15th April 2011
- Area Committee report: Delegation of Environmental Services, 14th March 2011
- Executive Board report: Delegation of Executive Functions in Relation to Streetscene Management to Area Committees, 30th March 2011
- Area Committee report: Delegation of Environmental Services, 31st January 2011

- Area Chairs' Meeting report: Devolvement of Environmental Services to Area Committees – Development of Service Level Agreements, 14th January 2011
- Area Chairs' Meeting report: Devolvement of Environmental Services to Area Committees, 3rd December 2011
- Area Committee report: Briefing note on proposed delegation of elements of Streetscene services, Oct/Nov 2010

Services Level Agreement Delegation of Environmental Services

1 Parties

- 1.1 This Service Level Agreement is made between the **Outer North East Area Committee** and the **East North East Environmental Locality Team**.

2 Period of the agreement

- 2.1 This Service Level Agreement will take effect from 19th September 2011, until five working days after the first Area Committee meeting in the municipal year 2012, or an earlier date as agreed by both parties.

3 Purpose of the agreement

- 3.1 To set out the outcomes expected of the environmental Locality Team within the Area Committee's area and how success will be measured.
- 3.2 To set out the standards of delivery expected for those services that fall within the scope of the environmental delegation to Area Committees.
- 3.3 To promote greater accountability in the provision of environmental services. To enable elected Members to be more involved in decisions concerning the prioritisation and level of service delivered within the scope of the delegation.
- 3.4 To provide more flexibility in how the services are delivered so as to include specific service requirements to tackle local issues and plan/respond to local events and seasonal issues.

4 Scope of services covered by the agreement

- 4.1 In delegating a range of environmental services to the Area Committee, Leeds City Council's Executive Board has taken account of the ability of services to be effectively delivered, and directed at a local level. The following are those services that are covered by 'the delegation':

- **Street cleansing -**
 - Manual litter picking
 - Litter bin emptying
 - Mechanical path & road sweeping

- Leaf clearing
 - Flytipping removal
 - **Regulatory environmental services -**
 - Flytipping enforcement
 - Graffiti enforcement
 - Dog controls (e.g. strays, fouling) – note: dangerous dogs is not to be included in this SLA until agreement is reached with the Area Committee on how that responsibility is to be carried out
 - Highways enforcement (e.g. illegal advertising/trading from the highway)
 - Domestic & commercial waste storage & transportation control
 - Overhanging vegetation control
 - Litter control (FPNs, flier controls etc)
- 4.2 The core services will continue to be delivered on an agreed citywide operational basis of:
- (a) Street Cleansing - deliver a 7 days a week service across the city. Staff work 10 hours shifts per day based on a 4 by 3 shift pattern over a fortnight. Operations commence between 6am and 8am.
 - (b) Regulatory Environmental Services - operate on a Monday to Friday, normal working hours basis. Weekend and evening working is possible by prior arrangement, but usually at additional expense.
 - (c) Meeting legal/statutory obligations and corporate policies; for example health and safety policies
- 4.3 The staffing structure of the East North East Locality Team is provided in appendix A. The budget currently available to the Locality Manager to deliver service commitments made in the SLAs for the three Area Committees in ENE area is provided in appendix B.
- 4.4 Local variations to the above basis for the delivery of the service can be negotiated as part of the SLA as an agreed additional, bespoke service, paid for from Wellbeing budget for example.

5 Roles & responsibilities

- 5.1 The specific responsibilities of parties involved in the delivery, management and oversight of the SLA are set out below:

Elected Members

- (a) Area Committee: responsibility delegated from Executive Board to develop and agree the SLA each year and to monitor the delivery of the service against the agreed specifications and outcomes. To negotiate changes to the SLA to address unforeseen issues/events and address service failure/inefficiencies.

(b) Area Committee Chair: To liaise with the Locality Manager to ensure that decisions on service delivery are being made in accordance with the SLA and that timely and accurate reports/information are provided for Area Committee and relevant sub/ward meetings in order for the Area Committee to meet its responsibilities. To work in partnership with other Chairs across the relevant 'wedge' and the city as a whole as required (for example at the Area Chairs' meeting).

(c) Environment Champion: To work collectively with the other Environmental Champions and the Executive Board Member to help change attitudes and behaviours across the city that will improve the environment at a local level. To increase the understanding of the barriers and issues faced at locality level to improving local environmental quality and promote the delivery of solutions through partnership working.

(d) Environment Sub-group: To receive quarterly reports on the delegated services and closely monitor the performance and outcomes of the SLA. To consider in-year variations to the SLA, where necessary making recommendations to the Area Committee for the Locality Manager to implement. To undertake an annual review of the SLA and the development of a new SLA for 2012/13. To monitor and make recommendations on equality, diversity, community cohesion and community safety matters in relation to the delegation of environmental services.

Environmental Locality Manager

- To deliver services under the delegation in line with the preferences and guidance set out by Members within this SLA;
- To maintain records of service activity as necessary to monitor performance against the SLA outcomes;
- To report on progress embedding the service principles set out in the Agreement in how the service is being delivered;
- To report on service activity against the requirements of this SLA, in line with the review and performance monitoring framework;
- To establish and maintain productive relationship with Members to achieve the best outcomes from the available resources;
- To lead the SLA's annual review process, including the development of a new agreement for the following municipal year;
- To work in partnership with other organisations/agencies delivering environmental services, e.g. ALMOs, Parks & Countryside, Town and Parish Councils, to ensure a holistic approach to environmental cleansing and regulation regardless of land ownership; and
- To work with the Area Leader to ensure the SLA is contributing towards wider priorities set out in the Area Committee's Delivery/Business Plan and adding value to other activities/priorities where possible.

6 Service principles and priorities

6.1 Under the terms of the agreement the Locality Manager will ensure that the following principles be applied and priorities addressed in how the Locality Team plans and delivers its services across the Outer North East area:

(a) Outcome focused:

The ENE Locality Team will focus on delivering the best outcome for residents across the Outer North NE area - so that the streets and neighbourhoods in which they live are of an acceptably clean standard. It is this equality of standard that every resident will be entitled to, not necessarily the same quantity of service. For example, not everyone will get their street swept every x weeks, but everyone will be entitled to get their street swept as and when needed if it is the best solution to making sure it doesn't fall to an unacceptable standard of cleanliness.

(b) Responsive to local needs:

The service will be more responsive to local needs. There will be greater capacity built in to react to current hotspots, plan for known local events that may affect the cleanliness of neighbourhoods and go where the problem is at that time. We will respond to all requests for new litter bins or relocating existing ones to more effective locations, if the requests can not be met we will explain why.

(c) Common sense approach:

The service will have a common sense approach which supports getting the job done. No cleaning of clean streets, more flexible routes/coverage, no driving/walking past problems.

(d) Working as a team in our priority neighbourhoods:

The service will work as part of the "team neighbourhood" approach and contribute towards tackling problems identified in the agreed priority neighbourhood of Moor Allerton (inc Lingfields and Fir Trees). We will provide a lead at tasking meetings on environmental crime/ASB issues and make sure coordinated action is being taken against the local priority.

(e) Supporting community action:

We will work better with Parish and Town Councils and other community based organisations that: add value to what we do, provide eyes and ears in villages/ communities, contribute towards making our streets and neighbourhood cleaner and have a role to play in making our service more accountable.

(f) Education and Enforcement:

We will develop and implement local strategies which effectively combine education and enforcement approaches to tackling long standing problems. For example; we will develop a better relationship with schools to work together to prevent litter on school routes, and, have a clearer policy around the cleaning of shop frontages that works in partnership with local businesses to make local shopping centres/main streets clean and pleasant places to visit; for example Wetherby and Collingham main streets.

(g) Working with ENE and Aire Valley Homes to deliver more effectively:

We will work in partnership with ENE and Aire Valley Homes to make more effective and efficient use of our combined resource; focusing initially on joint

approaches to cleaning open land/spaces and developing a maintenance programme for ginnels.

(h) Planning for seasonal and annual events:

We will ensure that there is sufficient capacity and flexibility in the service to programme in work to deal with leaf fall in autumn and help clean up after significant community events planned during the year.

7 Service activity

7.1 The Environmental Locality Team, through this SLA, undertakes to provide the following service provision to the Outer North East wards of Alwoodley, Harewood and Wetherby as determined by the Committee and statutory obligations placed upon the Council. Activity type is split between programmed and reactive service provision, with activity detailed separately below for each service.

7.2 Street Cleansing Functions

(a) Mechanical Path & Road Sweeping

Sweeping is largely undertaken by pre-determined routes (blocks) which are scheduled on a cycle set on a 8-day, 3 weekly, 6 weekly or 12 weekly basis.

Following a capacity review undertaken as a result of feedback from Area Committee workshops, each route/block has been revised to take into account local issues/grotspots, ward member comments, new streets etc.

Each block represents approximately 20km of road/paths (i.e. 10km x 2 sides of the road) and is now split into 2 halves – and sweeping alternates between the two halves each time the block is scheduled to be cleaned. Those streets/roads that have been identified as requiring a sweep/clean at every visit are indicated on the route maps. The service will work with ward Members to review the new routes/blocks and agree where changes to which streets are done on which cycle/or on both can be made.

Maps for each block showing the exact routes for mechanical sweeping within the Outer North East are provided in appendix C. Also provided as appendix D is a table showing the schedules for each block to be swept over a 14 week period.

As part of the capacity review for mechanical sweeping, the new work cycles are based on an 8-day “week”. This has enabled an extra day of “spare” capacity to be programmed in, which will allow the service to recover days lost for planned and unplanned leave. Any remaining capacity will be used to respond to local problems, support community clean ups, tackle seasonal issues (e.g. leaf clearance) and take part in joint-operations agreed through tasking meetings.

(b) Manual Litter Picking

Manual litter picking is undertaken on pre-set routes which are scheduled to be completed over a 7 day period, with each route completed by a team of

two streetscene attendants who alternate duty through the 4 by 3 shift pattern. Daily coverage per attendant is expected to be approximately 11km.

The routes and frequencies covered by the Outer North East SLA are provided in appendix E.

Where possible, variations to the routes will be negotiated at ward member meetings. This will be limited to instances where the total daily distance covered is not increased beyond existing capacity.

(c) Litter Bins

Ward maps of all the litter bins in the Outer North East area are provided as appendix F. During the first period of the new SLA work will be done through ward member meetings and progress reported to the Environmental sub group to verify the locations of the bins, agree where locations can be changed to better meet local needs, replace bins unfit for purpose and where possible new bins provided where they will be most effective.

Litter bins will be emptied and the immediate vicinity checked for cleanliness by one of the two crews on duty in the ENE Locality Team. The SLA is for all bins to be emptied without any overflowing and the frequencies of visits to bins will be adjusted to ensure this commitment is met.

However, where a litter bin is full, for example because of a local event/exceptional busy period, the service will empty the bin within 24hours of it being reported.

(d) Flytipping

The service will operate with one sideloader vehicle and four operatives (2 crews) on a 4 x 3 shift pattern.

Flytipping removal is largely undertaken as a reactive service, responsive to customer complaints and 'in-house' requests (e.g. from Members, enforcement staff and partners), although the crews do have regular 'hot spots' to check on a pro-active basis.

We aim to remove all reported fly tips within 36 hours of receiving the request, unless it requires specialist equipment or treatment (e.g. asbestos/chemicals). The service will work with the Regulatory team to investigate, deter and prevent future instances of fly tipping, and to resolve long standing fly tipping 'hot spots'.

7.3 Environmental Regulation

The enforcement services to be delegated all operate on a Monday – Friday basis, although weekends and evening working is possible by prior arrangement, but usually at additional expense.

The majority of work undertaken by the Regulatory team involves responding to requests for service made by members of the public, via the Council's contact centre, or Ward Members. Responding to these issues takes up

approximately 85% of the time available within the team. On this basis the Area Committee is currently able to direct approximately 15% to be used best to fit with local priorities.

The requests for service made in 2010 in Outer North East are detailed at Appendix G together with a summary of the services provided by this part of the team.

The work of this element of the service forms part of the next phase of the review of Environmental Services. The Area Committee's Environmental sub group will need to consider the following, in order to help inform the review and how the existing capacity to respond to local priorities can be best used;

- The Area Committee's top enforcement issues
- The preferred balance of approaches locally, i.e. between enforcement, clean-up and educational/promotional activity; and
- Geographical hotspots

At a ward level, local tasking arrangements will be used by the service to lead discussion and ensure the securing of partner resources in problem solving and addressing the priority "grime" issues through joint enforcement.

7.4 Responding to urgent issues

Urgent, unforeseen issues within the Area Committee area, wedge or elsewhere in the City may arise which require a service response outside of the capacity of the locality team. In such an event, resources may have to be temporarily diverted from scheduled work. If this occurs the Environmental Locality Manager will inform the Committee Chair and Environment Champion as soon as possible. The scale and impact of the diversion of resources will be fully detailed within subsequent performance reports to Area Committee.

8 Service outcomes

8.1 Local Authority performance on local environmental cleanliness has in the past been measured at a city-wide level using the National Indicator 195 (NI195). Whilst this indicator is no longer in use nationally, it is proposed to continue its use locally, but to amend the methodology to measure cleanliness at an Area Committee level. The indicator measures the number of sites surveyed to be satisfactory in terms of the presence of:

- (i) litter
- (ii) detritus (e.g. leaf mould, dirt accumulations etc).
- (iii) graffiti
- (iv) flyposting.

8.2 Area Committee baseline: Baseline surveys have been carried (April/May 2011) for the Outer North East Area Committee area. The results are as follows, showing the percent of sites surveyed deemed 'acceptable' in comparison to the citywide average:

| Issue | Outer North East | Citywide |
|------------|------------------|----------|
| Litter | 96.0 | 86.7 |
| Detritus | 72.3 | 66.8 |
| Graffiti | 99.0 | 95.7 |
| Flyposting | 99.3 | 99.7 |

- 8.3 All baseline results both fall above the respective citywide average. On this basis the service improvement target will be to as a minimum achieve the same results for these indicators at the next year's survey, and to look at improvements in the detritus score.

9 Community Engagement

- 9.1 The ENE Locality Team will engage with the community via existing mechanisms set out in the Area Committee's own Community Engagement Strategy/Plans. Specifically we will commit to attend the Town and Parish Council Forum meeting as required and agreed through the Chair. We will work with the Area Leadership team to avoid duplication and make the best use of any time spent consulting.
- 9.2 The Team will work with Elected Members and the Area Committee's Localism Officer to identify other local opportunities for engagement specifically around local environmental priorities, particularly with residents involved in helping improve the condition of neighbourhoods through In Bloom, Friends of and other such groups.

10 Resource and Accountability

- 10.1 The Locality Team budget is not delegated to area committee level, it is a locality wide resource that is the responsibility of the Locality Manager to use as efficiently and as effectively as possible to meet the commitments made in the SLAs and achieve the best possible outcome of clean streets and neighbourhoods across ENE.
- 10.2 The SLA provides an accountable, negotiable mechanism for Area Committees to influence how that resource is best deployed and to judge how effective it is.
- 10.3 The Environmental Locality Manager will be accountable to the Area Committee for the delivery of services as laid out in the SLA.
- 10.4 The Area Committee will be accountable to Executive Board for the achievement of service outcomes and the local execution of Executive Board policies on environmental quality.
- 10.5 As concurrent delegated authority exists with the Director of Environment & Neighbourhoods and Chief Environmental Services Officer, these positions will remain accountable to the Executive Board for the effective and efficient delivery of environmental services and related decisions.

- 10.6 Ultimately, however as an Executive Function, the Executive Board of Leeds City Council will remain accountable for delivery of environmental services to the residents of Leeds.

11 Reporting & performance monitoring

11.1 Ward Member Meetings

The Locality Manager or Service Manager will attend all ward member meetings as required. Updates will be provided on local ward priority issues and actions of significance that the service has undertaken in that ward so that members are aware of what has been done (e.g. a significant enforcement action/result). Ward members will be made aware when the changes to service delivery schedules has been necessary, provided with the reason why and where relevant when the catch up work will be done. This will also provide opportunity for ward members to engage with the service on its future development.

11.2 Environment Sub-group

Quarterly service activity reports will be submitted by the Environmental Locality Manager to the Environment Sub-group, or equivalent, for consideration. Through the sub-group, the report will be used to identify changes in issues and priorities, and therefore help guide service delivery over the following quarter(s).

11.3 Area Committee

Twice yearly performance monitoring reports will be submitted by the Environmental Locality Manager to the Area Committee for consideration. The report will detail the performance against service outcomes and the execution of Executive Board policy locally.

11.4 Executive Board

An annual report will be submitted by the Area Committee to Executive Board, detailing the performance against service outcomes and the execution of Executive Board policy locally.

12 Review process

- 12.1 The Agreement will be reviewed on an annual basis, to inform the production and approval of subsequent Agreements. The review will be undertaken in line with the corporate budget cycle and review process, to ensure that consideration is given to changes in budget allocation and corporate priorities.

- 12.2 The review process will be undertaken jointly with officers of the service and all, or nominated Members from the Area Committee.

- 12.3 The review process will commence in the October to December 2011 quarter and completed in the January to March 2012 quarter. Proposed updates to the service principles and priorities will be presented at the last Area Committee meeting of the municipal year (March/April) so that a full, revised SLA for 2012/13 can then be worked up to also incorporate any service

activity changes required. Also provided will be the second service monitoring report outlining performance against the current year's agreement.

- 12.4 The new SLA for the 2012/13 municipal year will be formally approved by the Area Committee at its first meeting of that municipal year (June/July 2012).
- 12.5 Simple "in-year" changes to how an element of the service is organised and delivered in wards can be agreed outside of any formal review process of the Agreement between ward members and the Locality Manager. Providing the change can be met from within existing capacity in that ward. For example, the additional/amendments of litter bins locations, minor revisions to mechanical and manual sweeping routes/frequencies and agreeing localised enforcement priorities.
- 12.6 Where requested ward changes would have an impact on the service capacity across the Area Committee, the Environmental sub group would consider the matter and if necessary refer to the Area Committee for a decision.
- 12.7 Where requested changes to service delivery within an Area Committee would have an impact on capacity across the Locality, initial discussions would be held between Area Committee Chairs to agree the best way forward. If agreement can not be reached the current SLA arrangement would stand.
- 12.6 Both parties can request re-negotiation of the contents of the agreement in the event of changes to local need or preferences, service demand or citywide policy in respect of environmental cleanliness/services. Any requests will need to be formalised through either an Area Committee meeting or the Environment Sub-group, whichever is deemed most appropriate. Should urgent changes to service delivery be required, then under the Council's scheme of delegated authority, the Environmental Locality Manager will have the power to approve and implement such changes.

13 Resolving Disagreements

- 13.1 The Area Committee Procedure Rules in the Council's constitution set out the ultimate procedure to follow in the event of a fundamental disagreement between the Area Committee, and the service.
- 13.2 In general, it is expected that all parties will try to resolve a dispute locally in the first instance. If necessary this would involve the Area Leader, particularly where it is felt the dispute/potential solution necessitated influence elsewhere in the Council.
- 13.3 Where a mutually acceptable resolution cannot be reached, the matter will be referred to the Director of Environment & Neighbourhoods and/or the Executive Member for Environmental Services. Both have the right to refer the matter to the Executive Board for consideration. In instances where the dispute has an impact on service delivery, the Director of Environment & Neighbourhoods shall have the right to implement a temporary solution, pending Executive Board consideration of the disputed issue.

13.4 Where disagreements arise over decisions made by the Area Committee or the Director of Environment & Neighbourhoods, then the Area Committee Procedure Rules of the Constitution will be followed.

14 Confidentiality & Legal Requirements

14.1 Where information is supplied by either party that is deemed of a confidential nature, all individuals acting on behalf of the parties will treat the information as confidential and not disclose it to any groups or individuals outside of the Agreement.

14.2 The legal requirements placed upon the Council through various pieces of legislation such as the Environmental Protection Act 1990 and the Control of Pollution (Amendment) Act 1989. It is the duty of the Environmental Locality Manager to ensure that the Area Committee fully understands any impact that their priorities or service direction may have on the ability to meet these legal requirements.

Signed:..... Date:

Signed:..... Date:

DRAFT

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