

**Report of Locality Manager (South and Outer East Leeds)**

**Report to South Leeds (Outer) Area Committee**

**Date: Monday 2<sup>nd</sup> December 2013**

**Subject: South and Outer East Locality Team Service Level Agreement  
Performance Update**

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Ardsley and Robin Hood Morley North Morley South Rothwell		
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. This report provides an update on performance against the Service Level Agreement (SLA) between South Leeds (Outer) Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1<sup>st</sup> July 2013 to 25<sup>th</sup> October 2013.

**Recommendations**

2. That South Leeds (Outer) Area Committee note and comment on the contents of this report.

## **1 Purpose of this report**

1.1 This report provides an update on performance against the SLA between Outer South Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1<sup>st</sup> July 2013 to 25<sup>th</sup> October 2013.

### **1.2 Background information**

1.3 Executive Board approved revisions to the Area Committee Function Schedules to include a new delegated responsibility for Street Cleansing & Environmental Enforcement Services in March 2011. The delegation makes clear the responsibility of Area Committees to negotiate, develop and approve an SLA with the service that achieves, as a minimum, the service standards set by Executive Board. The SLA should determine the principles of deployment of the available resources by:

- the identification of priorities for service delivery annually (both geographical and in terms of types of services delivered)
- the agreement of the most appropriate approaches to be taken to achieve local environmental cleanliness and quality.

1.4 The delegation of environmental services to Area Committee means that service resources, mainly staffing, are now devolved. Resources are organised into three wedge based teams for East North-East, South South-East and West North-West, aligned to new Locality Teams. The SLA sets out the detail of the resources which will be allocated to the Area Committees.

1.5 The annual SLA for the Outer South Area Committee was agreed on 15<sup>th</sup> July 2013.

## **2 Main issues**

2.1 Section 6.0 of the SLA sets out the principles and priorities against which the Locality Team's success will be measured. The following describes performance against these principles and priorities in the first six months of this year's SLA.

### **2.2 Delivery of SLA Priorities**

#### ***a) Priority Neighbourhoods***

2.2.1 Progress is being made in identified priority areas for each ward in Outer South area. Mini-action plans are in place for each area focussing on changing behaviours. Actions include environmental audits, enhanced patrol work and proactive support and action on cleansing or other environmental issues.

2.2.2 The team is working closely with Waste Management colleagues on the work to deliver improved recycling collections and fortnightly black bin collections across the Outer South area, for example in Little Lane Morley to support communal collections, and on the Harrops in Morley to help to deal with ASB issues.

2.2.3 Communications with communities and others has improved a huge amount. Every successful prosecution is publicised through the media and the South and Outer East Locality Team Facebook page ([www.facebook.com/sselocalityteam](http://www.facebook.com/sselocalityteam)) engages directly with residents and with other media outlets.

- 2.2.4 Environmental Action Officers continue to attend neighbourhood forums across the committee area. All Locality Team staff are able to represent the full range of services that contribute to improving the environment, which should significantly improve engagement with the council's environmental services. The service continues to support both individuals and groups wishing to clean their localities by providing equipment and collecting their bagged waste.
- 2.2.5 A number of known fly tip sites are being proactively visited regularly by enforcement officers and collection crews. Areas include Eshald Lane, New Lane, Cave Lane and A61 Wakefield Road. CCTV cameras are in operation at a number of sites.

**b) *Education and Enforcement***

- 2.2.6 The duty of care on businesses to protect the quality of the environment is a key focus within the SLA. A project is underway across the Outer South area to raise awareness among local shop keepers on their legal duty to ensure their shop frontages are kept clean. Non-compliance can lead to enforcement action being taken requiring shop keepers to sweep outside their stores and to provide and empty litter bins. We are also working with colleagues in Asset Management to improve shop areas including new replacement litter bins outside Fairleigh shops in Tingley.
- 2.2.7 A project is underway to ensure the shops on Fountain Street have adequate waste storage and disposal contracts in place. 15 notices have been issued to shop owners. The next stage is to ensure the flats above have adequate bins. The service is also working with owners of the properties to suggest they come together to tarmac the unmade road at the rear and improve the surrounding environment.
- 2.2.8 The enforcement team has targeted unauthorised advertising on council street furniture. Companies advertising in Morley, Gildersome and Rothwell have been required to remove their banners. Negotiations are underway with Rothwell traders to limit the use of A boards on Commercial Street following complaints from local residents and Elected Members.
- 2.2.9 Ward based patrol work is now in place, targeting littering, commercial waste issues, dog fouling and other dog control issues.
- 2.2.10 Dog control remains a priority and in addition to enforcement patrols we are undertaking other activities to improve the situation. The children's play area at Smithy Lane, Tingley and the Multi-Use Games Area (MUGA) and skate-park on Moorland Road, Drighlington have been designated as dog exclusion areas. The Orders come into effect on 13th November. Signs will be placed at the site to make people aware of this restriction. The use of metal signs advising dog owners that enforcement patrols and CCTV may be in operation have been erected in a number of hot spot ginnels in Gildersome at the request of the Parish Council and Local Members.

**c) *Partnership Working and Development***

- 2.2.11 Work is on-going (at 25<sup>th</sup> October) with former Aire Valley Homes colleagues to develop models of integrated environmental working. As part of the move of council housing services back into the council the decision has been made to transfer many

of the environmental activities currently undertaken by housing over to Locality Teams. In addition to this, since April, the council's bulky waste collection service has also been under the responsibility of Locality Teams.

- 2.2.12 The Locality Teams are therefore developing new structures for 'one environmental service' in Locality areas which take on these new responsibilities, but also seek to improve the current service and make it even more locally accountable. This will involve a move to more zonally based resources and a more flexible workforce.
- 2.2.13 In addition the service is liaising closely with Police on their review in order to take advantage of opportunities for co-location and greater partnership working across the crime and grime agendas.

### **2.3 Service Delivery Performance**

- 2.3.1 Appendix A contains the tables which support the descriptions of performance below. Overall 4,329 jobs were logged on our system between 1st July and 25<sup>th</sup> October 2013 of which 1,190 were for the Outer South wedge area (27%). This is a 46% increase in the number of jobs completed compared to the same period last year. This large increase in jobs can be explained by the additional fly-tipping/hot-spot team that we have had in service since June and who are undertaking a significant amount more proactive clearance work than previously. We have seen a significant rise in the number of Domestic Waste enforcement jobs being carried out, from 19 in July to October 2012 to 91 in the same period this year. This reflects the work done to support the move to fortnightly black bin collections across the area.
- 2.3.2 The most prevalent issues dealt with in Outer South in the period were, in descending order: fly-tipping (clearance and enforcement), overgrown vegetation, domestic waste issues and dog related issues. These accounted for 54% of requests received for the area.
- 2.3.3 Revised mechanical cleansing blocks are now in place with the frequency of cleansing increasing across many areas and the maximum frequency increasing from 16 weekly to every 8 weeks. The service is now fixed on particular days in order to aid coordination with Waste Management and Housing Leeds, e.g. John O'Gaunts, Morley.
- 2.3.4 Capacity days continue to allow the impact of seasonal tasks, such as leafing, to be minimised. As outlined in previous reports the service has supported the In Bloom groups across many areas of the wedge and Outer South Leeds (including Rothwell, Woodlesford, Morley and Lowry Road in bloom groups). This included intensive cleaning prior to judging and supporting in bloom groups with litter and waste collections in an on-going fashion.
- 2.3.5 A programme for the maintenance of the 28 priority ginnels in Outer South area is in place. Many have been added to existing cleansing routes and where this was not possible, monthly inspections are taking place to proactively deal with any issues. The former Aire Valley Homes (Housing Leeds) teams continue to support this work in former ALMO estates.
- 2.3.6 95% of manual cleansing rotas in Outer South wedge were undertaken as scheduled in the period, a slight fall when compared with 96% in the same period

last year. Of the 9 days where the manual cleaning service did not run 4 were due to holidays and 5 due to sickness. There is a limited budget to cover manual cleaning, budget equivalent to covering 1 in 6 absences, so not all holidays or sickness can be covered.

- 2.3.7 76% of the mechanical cleansing rotas in Outer South wedge were undertaken as scheduled in the period, compared to 86% in the same period last year. Of the 38 routes that did not run in the period 22 were due to holidays, 3 due to sickness, 3 due to working to cover refuse collection and 10 'other' operational reasons, e.g. training or covering other priority work. Whilst the service has budget available to cover mechanical cleaning staff it is often difficult to source drivers and therefore cover routes.
- 2.3.8 Wedge-wide services generally ran as scheduled, with the exception of 1 occasion where a litter bin team did not run due to holidays which were not able to be covered and gulley cleaning service which did not run on 9 occasions in the period due to 2 sickness, 4 holidays, and 3 'other' operational reasons. It is often very difficult to source appropriately skilled cover for gulley crews, however the Locality Team is in the process of training further frontline cleansing staff across the service so that cover will be easier in future.
- 2.3.9 6 Fixed Penalty Notices were served on residents in the period, twice the number that were served during the same period last year, but still very low numbers. No prosecutions were progressed during the period.
- 2.3.10 South Locality team has continued with a work placement scheme with HMP Leeds. Trainees, released on a temporary licence from HMP Leeds, work with the team three days per week undertaking work across the wedge area and creating additional capacity. This has been a great success with the following cutting back and litter clearance work being carried out in Outer South Leeds:
- Steps at Station Road, Morley
  - Several ginnels in Morley
  - Ginnel and footpath from John O'Gaunts to the petrol station.
  - Pickpocket Lane in Rothwell
  - Asquith Ave/Gelder Road ginnel.
  - Dawson Hill, Morley
  - Rein Road to Tingley ginnel
  - Off Street Lane at side of Co-op - Drighlington

### **3 Corporate Considerations**

#### **3.1 Consultation and Engagement**

- 3.1.1 Consultation was undertaken with Environmental Sub-groups of the Area Committees, including the sub group representing Inner South Area Committee on all aspects of the SLA delivery over the last six months.
- 3.1.2 Various consultation and engagement exercises have been undertaken with Members on an individual basis, as well as at ward and Area Committee level.
- 3.1.3 Performance against the SLA is now routinely discussed at all Environmental Sub-Groups.

## **3.2 Equality and Diversity / Cohesion and Integration**

- 3.2.1 A key principle of locality working and the Service Level Agreement is a focus on delivering the best outcome for residents across the area, so that the streets and neighbourhoods in which they live are of an acceptably clean standard. This principle underpins equality and community cohesion, seeking to bring neighbourhoods with poor environmental quality, up to an acceptable standard, whilst improving all areas of Leeds.

## **3.3 Council Policies and City Priorities**

- 3.3.1 The 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.

## **3.4 Resources and Value for Money**

- 3.4.1 There are no resource implications.

## **3.5 Legal Implications, Access to Information and Call In**

- 3.5.1 There are no legal implications.
- 3.5.2 The report contains no information that is deemed exempt or confidential.

## **3.6 Risk Management**

- 3.6.1 There are no risk management implications within this report.

## **4 Conclusions**

- 4.1 Positive progress has been made in the first six months of the Service Level Agreement for 2012/13.

## **5 Recommendations**

- 5.1 That South Leeds (Outer) Area Committee note and comment on this report.

## **6 Background documents<sup>1</sup>**

- 7.1 There are no background documents associated with this report.

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<sup>1</sup> The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.

## Appendix A – Summary Performance Information

**Table 1: Service Requests – 1<sup>st</sup> July to 25<sup>th</sup> October 2013**

DESCRIPTION	Ardsley and Robin Hood	Morley North	Morley South	Rothwell	TOTAL
Fly Tip	47	50	65	62	224
Overgrown Vegetation	29	12	51	31	123
Domestic Waste Issues	10	13	61	7	91
Found Dog	12	13	21	14	60
Litter Complaint	16	14	11	17	58
Flytipping	11	14	15	15	55
Gully	21	10	14	9	54
Dog Fouling	8	18	11	10	47
Road Sweeping	7	14	16	5	42
Commercial Waste Issues	1	5	30	4	40
Lost Dog	9	15	8	6	38
Bin not Returned	1	20	10	4	35
Litter Bin Empty	8	3	6	8	25
Dead Animal Removal	6	6	6	6	24
Footpath Sweeping	7	4	12	1	24
Ginnel	4	2	7	10	23
Bulky request	4	2	7	4	17
Smoke from Bonfire	7	4	3	3	17
Litter Problems	1	2	7	6	16
Stray Dog at Large	4	5	4	2	15
Waste in Gardens	1	4	7	2	14
Litter Bin Request	1	3	4	2	10
Nuisance - Other	3	2	4	1	10
Dog Attacking Animal	2		2	5	9
Dog Warden Assistance Requested	2	1	4	2	9
Dog Fouling Enforcement Signage Request		2	1	6	9
Illegal Advertising			5	4	9
Dog Attacking Human		3	4	1	8
Graffiti	2	2	2	2	8
Obstruction	2	5		1	8
Odour - Other	2	1	2	3	8
Nuisance - Accumulation/Deposit	4	1	2		7
Rodents	1	2		3	6
Mud etc on Road	2		2	1	5
Damage to Highway	1	1	2		4
Drainage		3		1	4
Stray Dog Not Out		1	2		3
Housing - Dirty	1	1	1		3
Housing - Vacant			2	1	3
Street Cleansing Missed			2	1	3
Dog Fouling			2		2
A Board		1		1	2
Litter Bin Repair				2	2
Nuisance - Premises		1	1		2
Vehicles for Sale	1	1			2
Keeping Dogs On Leads At All Times			1		1
Abandoned Caravan/Trailer			1		1
Dust or Grit			1		1
Illegal Vehicle Crossing	1				1
Leafing				1	1
Odour - Agricultural				1	1
Public Toilets Maintenance and Cleaning				1	1
Request for Environmental Information			1		1
Stray Dog Not Out				1	1
Trading on Highway		1			1
Vehicle DOC Inspection NON COMPLIANT			1		1
Vehicle DOC Inspection, COMPLIANT			1		1
<b>TOTAL</b>	<b>239</b>	<b>262</b>	<b>422</b>	<b>267</b>	<b>1190</b>

**Table 2: Manual Cleaning – 1<sup>st</sup> July to 25<sup>th</sup> October 2013**

Ward	No. Blocks	Ran	Not Ran	% Ran
Ardsley and Robin Hood	17	16	1	94%
Morley North	50	47	3	94%
Morley South	117	111	6	95%
Rothwell	50	47	3	94%
<b>Outer South</b>	<b>167</b>	<b>158</b>	<b>9</b>	<b>95%</b>
<b>Whole SSE</b>	<b>952</b>	<b>870</b>	<b>82</b>	<b>91%</b>

**Table 3: Mechanical Cleaning – 20<sup>th</sup> August to 31<sup>st</sup> October 2012**

Ward	No. Blocks	Ran	Not Ran	% Ran
Ardsley and Robin Hood	36	28	8	78%
Morley North	32	24	8	75%
Morley South	52	41	11	79%
Rothwell	48	36	12	75%
<b>Outer South</b>	<b>158</b>	<b>120</b>	<b>38</b>	<b>76%</b>
<b>Whole SSE</b>	<b>790</b>	<b>646</b>	<b>144</b>	<b>82%</b>

**Table 4: Wedge-wide Services – 20<sup>th</sup> August to 31<sup>st</sup> October 2012**

Team	Scheduled	Ran	Not Ran	% Ran
Outer Litter Bins	117	117	0	100%
Inner Litter Bins	117	116	1	99%
Hot-Spot Teams	115	113	2	98%
Gully Team	117	108	9	92%



**Table 5: Legal Notices Served – 1st July to 25<sup>th</sup> October 2013**

LEGAL NOTICES	Ardsley and Robin Hood	Morley North	Morley South	Rothwell	TOTAL
EP46 - Domestic Waste Issues		3	38	1	42
EP46 - Bin not Returned		14			14
EP34_5 - Commercial Waste Issues			11		11
HW154 - Overgrown Vegetation	1		8	2	11
EP47 - Commercial Waste Issues		1	7		8
HW132 - Illegal Advertising			2	5	7
EPA92A - Domestic Waste Issues			5		5
EPA92A - Waste in Gardens		2	2		4
EP80 - Dog Fouling		1	2		3
EP46 - Flytipping			2		2
BA59 - Nuisance - Other			1		1
EP34_5 - Flytipping				1	1
EP46 - Litter Problems		1			1
EP46 - Overgrown Vegetation	1				1
EP46 - Waste in Gardens			1		1
EP47 - Flytipping				1	1
EP47 - Trading on Highway		1			1
EP59 - Flytipping	1				1
EP80 - Domestic Waste Issues			1		1
EPA92A - Commercial Waste Issues		1			1
HW132 - A Board		1			1
HW151 - Nuisance - Other	1				1
TCP215 - Nuisance - Other			1		1
<b>TOTAL</b>	<b>4</b>	<b>25</b>	<b>81</b>	<b>10</b>	<b>120</b>

**Table 6: FPNs Issued – 1st July to 25<sup>th</sup> October 2013**

FPN NOTICES	Ardsley and Robin Hood	Morley North	Morley South	Rothwell	TOTAL
FPN100 - Commercial Waste Issues			1		1
FPN410 - Commercial Waste Issues			1		1
FPN900 - Flytipping				1	1
FPN900 - Housing - Vacant				1	1
FPN900 - Dog Fouling			1		1
FPN900 - Keeping Dogs On Leads At All Times			1		1
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>6</b>