

Report of Director of Environment and Housing

Report to East Leeds (Outer) Area Committee

Date: Tuesday 10th 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): Crossgates and Whinmoor Garforth and Swillington Kippax and Methley Temple Newsam		
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 East Leeds (Outer) Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2013 to 25th October 2013.

Recommendations

2. That East 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 East Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2013 to 25th October 2013.

2 Background information

- 2.1 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.
- 2.2 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.
- 2.3 The annual SLA for the Outer East Area Committee was agreed on 2nd July 2013.

3 Main issues

- 3.1 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.

3.2 Delivery of SLA Priorities

a) Priority Neighbourhoods

- 3.2.1 Progress is being made in identified priority areas for each ward in Outer East 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.
- 3.2.2 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 East area.
- 3.2.3 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) engages directly with residents and with other media outlets.

- 3.2.4 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.
- 3.2.5 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 East Leeds (including Allerton Bywater, Garforth, Great and Little Preston, Kippax, Ledston, Micklefield and Swillington 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. In addition we have helped other community groups with clean ups, for example a group of 'geo-cachers' who helped to clean the site of the old Boot and Shoe pub in Micklefield.
- 3.2.6 A number of known fly tip sites are being proactively visited regularly by enforcement officers and collection crews. 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.

b) *Education and Enforcement*

- 3.2.7 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 East 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.
- 3.2.8 A project has been undertaken to improve the Well Lane area of Kippax. The Locality Team has worked with residents and the Highways Department to cut back vegetation, clear and repair all drains and litter pick the area. Similar projects are underway around Swillington Lane and Skeltons Lane.
- 3.2.9 Empty and derelict properties are also a focus of the enforcement team. Action has been taken against the owners of a number of sites including the Halton Moor pub, Squinting Cat (now demolished) and the Wild Wild West on Selby Road.
- 3.2.10 The enforcement team have targeted excessive build-up of mud on roads caused by building sites and farms. A number of notices have been served requiring operators to keep the highway free of debris. Action has been taken to prevent residents of Osmondthorpe repairing cars on the public footpaths.
- 3.2.11 Companies placing unauthorised advertising on lampposts and road barriers in Temple Newsam, Garforth and Crossgates & Whinmoor have been required to remove their banners.
- 3.2.12 Enforcement patrols are on-going across the Outer East targeting littering, commercial waste issues, dog fouling and other dog control issues. Patrols have recently taken place in all wards.

c) *Partnership Working and Development*

- 3.2.13 Work is on-going (at 25th October) with former Aire Valley Homes and East North East Homes Leeds 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.
- 3.2.14 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.
- 3.2.15 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.

3.3 Service Delivery Performance

- 3.3.1 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 25th October 2013 of which 867 were for the Outer East wedge area (20%). This is a 25% 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.
- 3.3.2 The most prevalent issues dealt with in Outer East in the period were, in descending order: fly-tipping (clearance and enforcement), dog related issues, overgrown vegetation, and gullies. These accounted for 44% of requests received for the area.
- 3.3.3 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. Halton Moor, Whinmoor and Swarcliffe.
- 3.3.4 A programme for the maintenance of the 28 priority ginnels in Outer East 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.
- 3.3.5 93% of manual cleansing rotas in Outer East wedge were undertaken as scheduled in the period, a slight increase when compared with 92% in the same period last year. Of the 20 days where the manual cleaning service did not run 12 were due to holidays and 8 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.

- 3.3.6 83% of the mechanical cleansing rotas in Outer East wedge were undertaken as scheduled in the period, compared to 84% in the same period last year. Of the 23 routes that did not run in the period 12 were due to holidays, 1 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.
- 3.3.7 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.
- 3.3.8 14 Fixed Penalty Notices were served on residents in the period, three times the number that were served during the same period last year, but still low numbers. No prosecutions were progressed during the period.
- 3.3.9 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 East Leeds:
- Ginnel at Park Lane, Kippax
 - Appletree Lane, Kippax cut back
 - Mill Green Garth, Whinmoor – footpath behind number 7 cut back and tidied
 - Green Lane/Fairburn Drive, Garforth – cut back

4 Corporate Considerations

4.1 Consultation and Engagement

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

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 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.

4.3 Council Policies and City Priorities

- 4.3.1 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.

4.4 Resources and Value for Money

- 4.4.1 There are no resource implications.

4.5 Legal Implications, Access to Information and Call In

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

4.6 Risk Management

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

5 Conclusions

- 5.1 Positive progress has been made in the first six months of the Service Level Agreement for 2013/14.

6 Recommendations

- 6.1 That East Leeds (Outer) Area Committee note and comment on this report.

7 Background documents¹

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

¹ 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 Jobs (reactive and proactive) – 1st July to 25th October 2013

DESCRIPTION	Crossgates and Whinmoor	Garforth and Swillington	Kippax and Methley	Temple Newsam	Total
Fly Tip	53	39	49	27	168
Found Dog	23	6	5	27	61
Overgrown Vegetation	16	17	14	12	59
Gully	15	13	20	7	55
Lost Dog	9	6	9	16	40
Litter Complaint	16	5	9	10	40
Flytipping	14	3	13	8	38
Dog Fouling	10	14	7	4	35
Ginnel	14	9	4	1	28
Road Sweeping	8	9	4	7	28
Stray Dog at Large	6	1	4	8	19
Commercial Waste Issues	5	2	8	4	19
Bulky request	11	2	3	2	18
Domestic Waste Issues	6	4	4	4	18
Litter Bin Empty	5	5	5	2	17
Footpath Sweeping	9	2	3	2	16
Obstruction	1	6	5	4	16
Bin not Returned	2	7	5	1	15
Drainage	3	1	2	8	14
Dead Animal Removal	1	3	5	4	13
Graffiti	4	3	3	3	13
Damage to Highway	2	4	3	3	12
Nuisance - Other	2	4	2	2	10
Waste in Gardens	7	2		1	10
Dog Attacking Animal	1	4	2	2	9
Dog Fouling Enforcement Signage Request	5		3	1	9
Litter Problems	4	1	2	2	9
Dog Warden Assistance Requested	2		2	4	8
Smoke from Bonfire		5	1	1	7
Nuisance - Accumulation/Deposit	2	1	3		6
Illegal Advertising		3	2		5
Nuisance - Premises	2	1	1	1	5
Rodents	2		2	1	5
Dog Attacking Human		1	2	1	4
Litter Bin Request	2	1		1	4
Mud etc on Road	2	2			4
Vehicles for Sale	3			1	4
Keeping Dogs On Leads At All Times	1		1	1	3
Nuisance Vehicle	1	1		1	3
Stray Dog Not Out	2				2
Abandoned Vehicle	1	1			2
Housing - Other	1			1	2
Illegal Vehicle Crossing				2	2
Leafing	1	1			2
Odour - Other	1	1			2
Dangerous Dog at Large				1	1
Housing - Defect	1				1
Housing - Vacant				1	1
Keeping Dogs On Leads At All Times	1				1
Litter Bin Repair	1				1
Odour - Industrial			1		1
Smoke from Chimney			1		1
Street Cleansing Quality		1			1
TOTAL	278	191	209	189	867

Table 2: Manual Cleaning – 1st July to 25th October 2013

Ward	No. Blocks	Ran	Not Ran	% Ran
Crossgates and Whinmoor	184	167	17	91%
Garforth and Swillington	51	49	2	96%
Kippax and Methley	-	-	-	-
Temple Newsam	82	80	2	98%
Outer East	301	281	20	93%
Whole SSE	952	870	82	91%

Table 3: Mechanical Cleaning – 1st July to 25th October 2013

Ward	No. Blocks	Ran	Not Ran	% Ran
Crossgates and Whinmoor	38	33	5	87%
Garforth and Swillington	28	22	6	79%
Kippax and Methley	32	28	4	88%
Temple Newsam	50	44	6	88%
Outer East	136	113	23	83%
Whole SSE	790	646	144	82%

Table 4: Wedge-wide Services – 1st July to 25th October 2013

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 25th October 2013

LEGAL NOTICES	Crossgates and Whinmoor	Garforth and Swillington	Kippax and Methley	Temple Newsam	Total
EP46 - Bin not Returned	2	4		1	7
EP47 - Commercial Waste Issues		2	2	2	6
EP34_5 - Commercial Waste Issues			3	1	4
HW154 - Overgrown Vegetation	2	1		1	4
EP34_5 - Flytipping	2				2
EP46 - Domestic Waste Issues	1			1	2
TCP215 - Housing - Vacant			1	1	2
BA59 - Drainage			1		1
EP34_5 - Commercial Premises Duty of Care Inspect	1				1
EP34_5 - Smoke from Bonfire		1			1
EP46 - Commercial Waste Issues			1		1
EP46 - Flytipping			1		1
EP46 - Waste in Gardens	1				1
EP47 - Domestic Waste Issues		1			1
EP47 - Flytipping	1				1
EPA92A - Domestic Waste Issues		1			1
EPA92A - Housing - Other				1	1
HW132 - Illegal Advertising		1			1
HW151 - Mud etc on Road			1		1
HW151 - Obstruction			1		1
HW154 - Waste in Gardens	1				1
LG29 - Nuisance - Premises				1	1
PD4 - Nuisance - Premises		1			1
PD4 - Rodents	1				1
TCP215 - Flytipping			1		1
TOTAL	12	12	12	9	45

Table 6: FPNs Issued – 1st July to 25th October 2013

FPN NOTICES	Crossgates and Whinmoor	Garforth and Swillington	Kippax and Methley	Temple Newsam	Total
FPN200 - Bin not Returned		2			2
FPN900 - Dog Fouling	2				2
FPN100 - Commercial Waste Issues	1				1
FPN410 - Commercial Waste Issues			1		1
FPN410 - Smoke from Bonfire		1			1
FPN510 - Flytipping	1				1
FPN700 - Domestic Waste Issues		1			1
FPN700 - Flytipping	1				1
FPN900 - Keeping Dogs On Leads At All Times	1		1		2
FPN900 - Litter Problems		1			1
FPN900 - Waste in Gardens	1				1
TOTAL	7	5	2	0	14