

The Health and Environmental Action Service (HEAS) is part of Environmental Services and is responsible for a diverse range of functions including enforcement of over 100 Acts of Parliament, extensive private sector housing regeneration with programmes, adaptations to private sector homes, food safety and health & safety in commercial premises, pollution control of air, land and water, Houses' in Multiple Occupation (HMO) licensing, and regulation of the private rented sector to name but a few. The aim of this report is to give a flavour of the services we offer and the demand for those services as well as the outcomes we achieve which contribute to the local strategic partnerships vision for Leeds.

The service is divided into 3 sections with the broad responsibilities listed below.

Pollution Control & Housing

- Housing regeneration – group repair, empty homes and home assistance loans
- Housing regulation – HMO and selective licensing, landlord accreditation and the condition of private rented homes
- Pollution control – noise and air pollution, permitted commercial processes, landfill site monitoring.
- Aids & adaptations to the homes of people with disabilities

Commercial & Business Support

- Food Safety - food premises inspections, scores on the doors and healthy eating interventions
- Infectious disease control
- Health & safety in the workplace
- Affordable warmth - home energy efficiency improvements, health through warmth and fuel poverty initiatives
- Pest control

Parking & Environmental Action

- Parking
- Highways & Environmental Enforcement (HEE) – fly tipping, highways issues, waste carrying
- Environmental Action Team's (EAT) * 3 – littering, drainage, dog fouling, waste storage, graffiti

Scope of the report

To facilitate service delivery each of the above sections are organised into teams. It is the activity of these teams which forms the basis for the presentation of information in this report. However to make the information more user friendly, headings and groupings in the report contain a blend of outputs from different teams and where possible have been aligned to strategic themes rather than the HEAS organisational structure.

Its also worth noting that whilst a significant proportion of service requests are in effect 'complaints' the definition is much wider than that and includes requests for: advice, registrations, licences, training, planning consultations, scientific surveys, sampling as well as pro-active inspections and stop and search interventions and others.

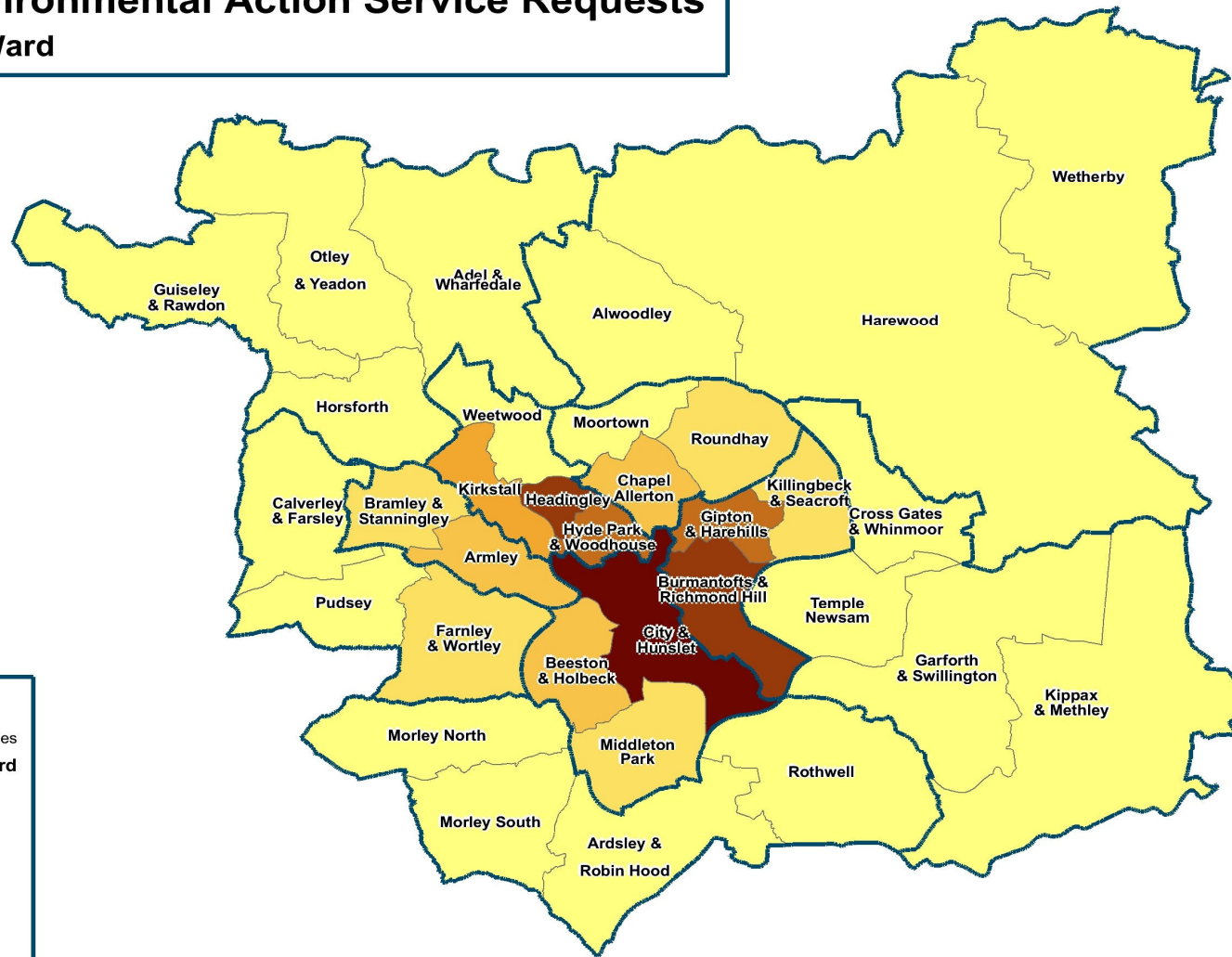
This first table shows the requests for service made to all teams and reflects the level of demand for our services by the public, other departments and external agencies.

Service requests received by the Health and Environmental Action Service (April 2009-March 2010)

Table 1	Inner West		Outer West			Inner North West				Outer North West			
TEAM	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head-ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Hors-forth	Otley Yeadon
Landlord Accreditation	6	1	4	0	0	20	8	3	3	2	0	3	0
Food Safety	30	10	18	20	14	23	25	29	6	16	18	15	27
Highways and Environmental Enforcement	49	107	76	46	18	60	86	144	81	46	38	23	97
Houses in Multiple Occupation	32	0	0	1	1	737	515	294	98	0	0	3	0
Health and Safety	15	25	7	5	12	5	16	10	6	7	2	9	7
Air Pollution	2	2	3	21	3	1		1	3	27	1	21	6
Commercial noise and Environmental Protection	43	74	73	60	67	41	86	44	30	30	71	77	91
Pest Control	25	15	14	13	12	11	28	25	10	6	13	16	14
Private Rented Sector Housing	71	20	13	23	12	103	105	48	27	11	17	20	14
Rentokil	217	175	157	269	187	107	164	204	161	159	146	172	121
WEST EAT*	965	528	377	612	415	1259	954	864	453	304	271	264	309
Totals	1455	957	742	1070	741	2367	1987	1666	878	608	577	623	686

*EAT – Environmental Action Team

Health & Environmental Action Service Requests 2009 - 2010 by Ward



Legend

- Area Committee Boundaries

Service Requests By Ward

- 545 - 900
- 900 - 1250
- 1250 - 1600
- 1600 - 1950
- 1950 - 2300
- 2300 - 2650
- 2650 - 3000



PRODUCED BY NEIGHBOURHOOD SERVICES. LEEDS CITY COUNCIL

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REF : 2009 : 073 : 002a



The work areas in this section contribute to the strategic objective:

- *Cleaner, greener and more attractive neighbourhoods through effective environmental management and changed behaviours*

Service requests dealt with by the West Environmental Action Team (April 2009-March 2010)

Table 2	Inner West		Outer West			Inner North West				Outer North West			
Job type	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head-ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Hors-forth	Otley Yeadon
Bonfires	9	10	15	7	9	4	11	11	19	11	8	12	7
Chimney smoke	0	2	2	1	2	0	0	0	2	0	5	0	2
Commercial waste	22	58	35	44	30	22	57	38	10	19	10	9	21
Domestic waste	154	56	18	39	31	284	110	98	47	9	19	25	21
Drainage	87	23	32	45	43	41	41	16	27	48	28	32	30
Dust	0	0	0	0	0	0	1	1		0	0	0	0
Emissions	0	1	0	1	0	0	0	0		1	0	0	0
Flyers	2	1	0	0	0	14	12	3	1	1	1	0	0
Flyposting	2	0	6	6	1	12	50	3	1	0	0	0	1
Flytipping	86	34	34	73	28	64	76	54	24	22	12	19	21
Highways	39	48	53	38	57	63	56	64	62	38	33	38	51
Housing	21	8	4	8	10	8	17	16	7	3	6	4	5
Litter	34	17	29	19	30	38	37	29	8	13	9	14	10
Noise	359	220	110	278	122	433	417	399	223	119	101	85	108
Nuisance	25	22	10	18	14	11	5	7	10	6	4	11	9
Odour	1	5	3	2	5	0	0	1	5	6	3	2	1
Overgrown vegetation	43	18	29	36	17	28	16	80	29	26	24	16	22
Rodents	22	9	4	10	12	15	15	15	8	2	1		7
Vehicle	7	59	44	4	1	15	26	76	21	1	19	11	62
Waste in gardens	94	36	17	27	14	238	93	78	29	16	17	7	15
Totals	1007	627	445	656	426	1290	1040	989	533	341	300	285	393

Service requests dealt with by the dog wardens (April 2009-March 2010)

Table 3	Inner West		Outer West			Inner North West				Outer North West			
TEAM	Armley	Bram & Stanley	Calverley Farsley	Farnley Wortley	Pudsey	Head-ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/Wharf	Guiseley Rawdon	Hors-forth	Otley Yeadon
Dog wardens	234	189	135	186	144	53	76	111	110	100	113	129	105

Abandoned cars removed by the Highways & Environmental Enforcement team (April 2009-March 2010)

Table 4	Inner West		Outer West			Inner North West				Outer North West			
TEAM	Armley	Bram & Stanley	Calverley Farsley	Farnley Wortley	Pudsey	Head-ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/Wharf	Guiseley Rawdon	Hors-forth	Otley Yeadon
Abandoned vehicles removed	18	7	8	14	13	12	15	21	22	5	16	10	14

Enforcement notices served by the Environmental Action Team (April 2009-March 2010)

Table 5	Inner West		Outer West			Inner North West				Outer North West			
TEAM	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head-ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Hors-forth	Otley Yeadon
Boarding Up's	2	0	0	0	0	1	2	0	0	0	0	0	0
Commercial waste	18	86	56	15	8	23	38	88	27	6	26	15	57
Detrimental properties	0	0	0	1	0	0	0	0	0	0	1	0	0
Domestic waste	30	36	2	20	24	102	67	56	26	3	2	2	2
Drainage	38	7	13	40	5	6	23	1	11	16	8	14	9
Highways	4	6	9	6	1	8	8	20	9	3	9	4	4
Intruder alarms	2	0	1	1	1	1	0	1	1	0	2	1	1
Littering	1	0	0	0	0	15	5	3	0	0	0	0	0
Rodents	5	1	0	1	0	6	21	1	0	0	0	0	2
Statutory nuisance	40	17	3	15	4	25	12	19	11	6	5	4	1
Totals	140	153	84	99	43	187	176	189	85	34	53	40	76

Fixed penalty notices served by the Environmental Action Team (April 2009-March 2010)

Table 6	Inner West		Outer West			Inner North West				Outer North West			
TEAM	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head-ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Hors-forth	Otley Yeadon
Dog fouling	5	8	2	0	2	2	2	3	5	4	0	1	6
Domestic waste	1	0	0	1	0	49	2	0	0	0	0	0	0
Littering	21	15	16	11	17	48	40	30	11	6	5	7	4
Commercial waste	2	7	2	2	1	10	5	13	4	1	1	2	11
Totals	29	30	20	14	20	109	49	46	20	11	6	10	21

The work areas in this section contribute to these strategic objectives:

- *Reducing health inequalities through the promotion of healthy life choices and improved access to services*
- *Improving the quality of life through maximising the potential of vulnerable people by promoting independence, dignity and respect*
- *Enhancing safety and support for vulnerable people through preventative and protective action to minimise risks and maximise wellbeing*

Adaptations to homes to support independent living

The agency consults with disabled people to identify the housing options, including re-housing and/or adaptations, which are most appropriate for their circumstances. Many of the works provided, such as grab rails, handrails, ramps, showers and lifts make a major contribution to a reduction in falls, especially by older people.

Table 7	Inner West		Outer West			Inner North West				Outer North West			
Function	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Horsforth	Otley Yeadon
Adaptations	40	40	25	27	30	17	27	24	21	11	9	14	22

Health & Safety

We protect people's health and safety by ensuring risks in the workplace are properly controlled. This is achieved through a program of risk based inspections, education and investigation of accidents. The aim of the latter is to call to account negligent employers and send out a clear message that they must meet their legislative obligations and make their workplaces safe.

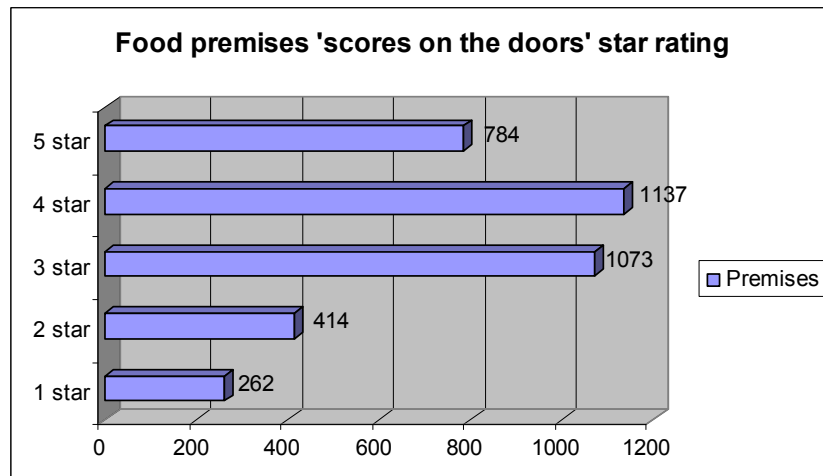
Table 8	Inner West		Outer West			Inner North West				Outer North West			
Function	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Horsforth	Otley Yeadon
Inspections	33	19	31	21	33	29	21	18	15	9	31	34	29
Investigations	3	3	6	5	3	5	3	4	6	9	1	3	9

Food safety & disease control

Our aim is to ensure that all food produced, prepared or sold in Leeds is safe to eat and will not cause ill health. This is facilitated by programmed inspections and supplemented by a portfolio of activity to encourage businesses to raise food hygiene standards “scores on the doors” has been particularly effective in this respect.

The monitoring and reporting of infectious disease notifications in the city provides essential information to aid disease control, equally important is the work done in investigating particular cases of gastrointestinal illness which may indicate problems with the food or water supply to the City. Detection of other sources of gastrointestinal illness is afforded by the food and water sampling programmes. The Animal Health function concerns itself with enforcement of disease control and welfare provisions of the food animals at farms, livestock markets and during transit.

Table 9	Inner West		Outer West			Inner North West				Outer North West			
Function	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Head ingley	Hyde Park Woodhouse	Kirkstall	Weet wood	Adel/ Wharf	Guiseley Rawdon	Horsforth	Otley Yeadon
Inspections	89	68	90	43	83	55	116	68	41	49	72	92	110
Animal health visits	0	5	3	7	11	0	0	2	11	16	9	4	22



The scheme displays a star rating for food businesses based on a food hygiene inspection. Ratings awarded range from 5 stars for excellent to 0 stars for very poor. Businesses selling or producing low risk food are not included in the scheme. Although it is voluntary for food businesses to display the award all ratings can be viewed on the internet at:

<http://www.scoresonthedoors.org.uk>

So far 3,670 premises have been rated

Housing regulation

Includes management and promotion of the Leeds Landlords' Accreditation Scheme, enforcement of Housing Act powers and controls over Houses in Multiple Occupation (HMOs) which can present higher risks to the occupants for example in terms of fire safety. Major changes introduced in the Housing Act include the introduction of licensing of all HMOs, selective licensing in areas of low demand or with severe ASB issues and generally addressing poor housing conditions which are known to have an adverse impact on health.

Most of our housing regulation work is to identify and remove category 1 hazards from properties and where possible encourage owners to bring their properties up to the decent homes standard. As such we are more active in areas with high numbers of pre 1919 properties and Houses in Multiple Occupation. The latter being particularly abundant in the inner north west area, which is reflected in table 8 below.

Table 10	Inner West		Outer West			Inner North West				Outer North West			
Function	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Headingley	Hyde Park Woodhouse	Kirkstall	Weetwood	Adel/Wharf	Guiseley Rawdon	Horsforth	Otley Yeadon
Single homes inspected	22	2	4	3	4	38	25	7	5	1	3	5	2
HMO 's* inspected	18	1	0	1	1	270	245	182	54	0	0	2	2
Accreditation inspections	10	2	3	3	0	18	10	11	1	2	0	3	1

* HMO's – Houses in multiple occupation

Empty Properties

At the end of March 2010 there were 9318 properties of all tenures that have been stood empty for longer than 6 months. By way of comparison Inner South area has the highest concentration of empty properties with 2,340. This is largely due to the relatively high number of recently built city centre living apartments that remain either unsold or unlet.

Table 11	Inner West		Outer West			Inner North West				Outer North West			
Function	Armley	Bram & Stan'ley	Calverley Farsley	Farnley Wortley	Pudsey	Headingley	Hyde Park Woodhouse	Kirkstall	Weetwood	Adel/Wharf	Guiseley Rawdon	Horsforth	Otley Yeadon
Properties empty for more than 6 months	385	158	186	172	202	183	467	216	216	166	236	187	247