

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.

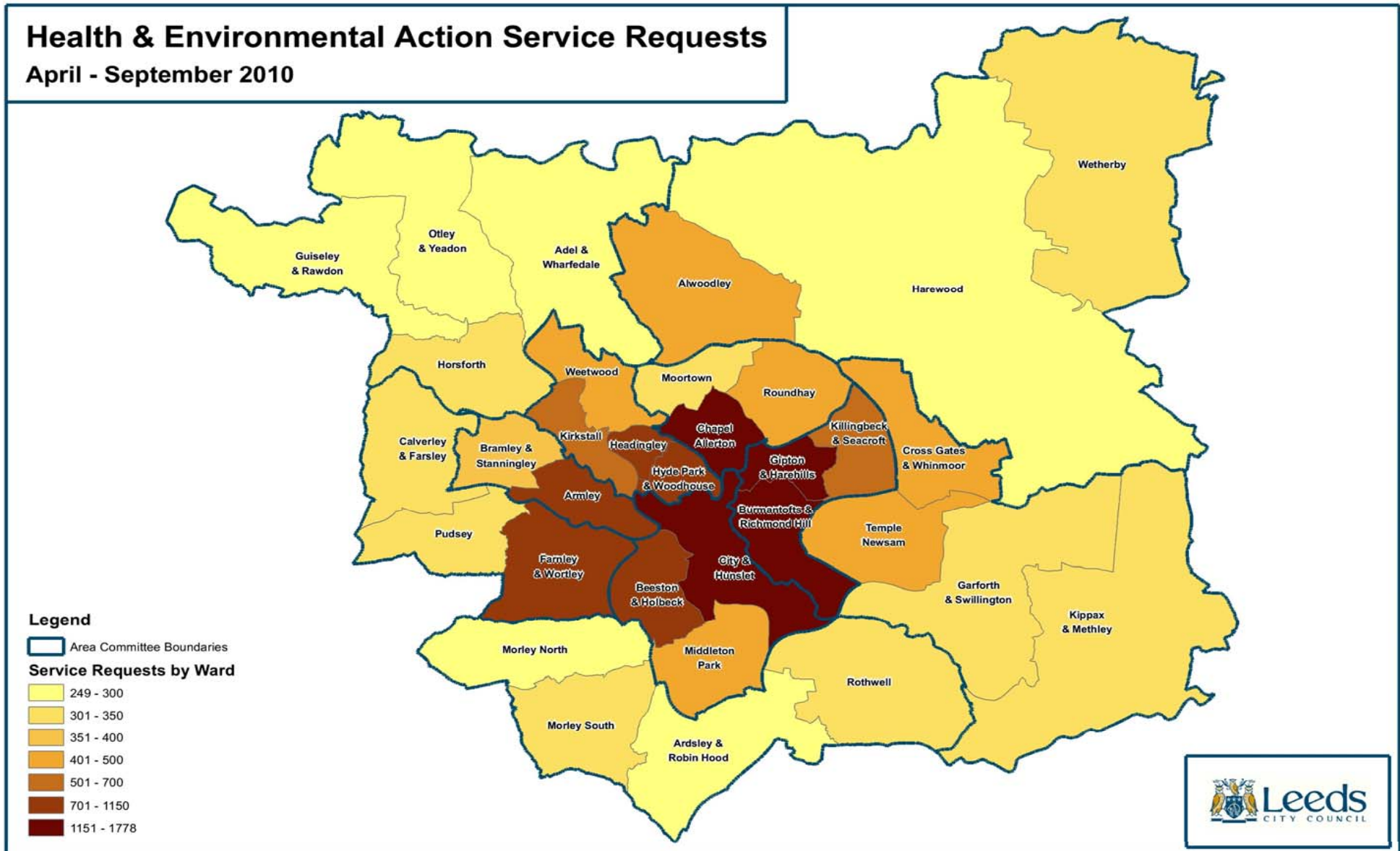
Its also worth noting that whilst a significant proportion of service requests are in effect 'complaints' the definition is much wider than that and includes requests for: advice, registrations, licences, training, planning consultations, scientific surveys, sampling as well as pro-active inspections 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 2010-September 2010)

<b>Table 1</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>TEAM</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head-ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Landlord Accreditation	2	0	1	0	1	9	8	5	2	0	1	0	0
Food Safety	6	9	9	4	6	7	4	9	3	1	8	8	10
Highways and Environmental Enforcement	19	13	34	12	3	8	8	81	12	7	34	11	22
Houses in Multiple Occupation	27	8	2	2	0	208	159	64	33	0	1	1	0
Health and Safety	7	5	4	2	6	4	2	6	3	4	5	7	10
Air Pollution	0	1	1	10	1	0	1	0	1	14	1	5	4
Commercial noise and Environmental Protection	38	26	38	43	35	39	44	27	29	11	33	43	53
Pest Control	31	29	39	56	36	17	17	43	36	34	21	37	24
Private Rented Sector Housing	46	6	4	7	6	30	47	20	12	0	10	1	3
Rentokil	66	42	60	58	50	19	53	53	52	42	41	68	30
WEST EAT*	660	222	111	496	167	532	535	316	238	130	118	124	118
<b>Totals</b>	<b>902</b>	<b>361</b>	<b>303</b>	<b>690</b>	<b>311</b>	<b>873</b>	<b>878</b>	<b>624</b>	<b>421</b>	<b>243</b>	<b>273</b>	<b>305</b>	<b>274</b>

\*EAT – Environmental Action Team



PRODUCED BY NEIGHBOURHOOD SERVICES, LEEDS CITY COUNCIL

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**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 and Highways & Environmental Enforcement teams  
(April 2010-September 2010)**

<b>Table 2</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>Job type</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head-ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Bonfires	5	8	9	9	3	4	6	3	5	3	5	1	3
Chimney smoke	0	0	0	0	0	0	0	0	1	1	3	0	0
Commercial waste	11	7	5	10	8	9	23	8	2	1	5	6	1
Domestic waste	140	33	6	181	15	59	43	31	15	3	7	15	4
Drainage	16	11	10	10	8	12	18	10	9	19	6	12	6
Emissions	0	1	0	1	0	0	0	0	0	0	0	0	0
Flyers	0	0	0	0	0	4	1	1	0	0	0	0	0
Flyposting	0	0	1	0	2	9	41	2	0	0	0	1	1
Flytipping	104	13	11	40	7	36	35	25	5	7	7	9	8
Highways	33	13	7	16	10	16	7	16	16	10	20	9	15
Housing	6	7	1	1	4	5	5	6	7	4	6	2	1
Litter	37	13	8	11	6	7	14	15	3	1	5	10	1
Noise	178	100	41	114	74	204	217	166	108	44	53	40	62
Nuisance	25	3	7	9	6	12	14	6	4	8	2	4	4
Odour	0	0	0	3	1	0	1	3	2	0	0	0	3
Overgrown vegetation	69	13	8	11	11	14	36	16	38	29	9	11	7
Rodents	4	2	5	4	4	11	2	3	1	1	2	0	1
Vehicle	4	0	18	0	0	2	5	54	4	2	18	9	16
Waste in gardens	49	11	2	90	8	138	79	31	29	3	3	8	4
<b>Totals</b>	<b>681</b>	<b>235</b>	<b>139</b>	<b>510</b>	<b>167</b>	<b>542</b>	<b>547</b>	<b>396</b>	<b>249</b>	<b>136</b>	<b>151</b>	<b>137</b>	<b>137</b>

**Notices served by the West Environmental Action and Highways & Environmental Enforcement teams  
(April 2010-September 2010)**

<b>Table 3</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>TEAM</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head-ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Boarding Up's	0	0	0	0	0	0	0	0	0	0	0	0	0
Commercial waste	7	1	18	3	4	4	8	65	1	4	21	4	23
Detrimental properties	0	0	0	0	0	0	0	0	0	0	0	0	0
Domestic waste	84	28	0	160	3	35	11	7	0	0	0	1	1
Drainage	4	4	2	1	1	5	0	2	0	10	0	0	0
Highways	7	1	0	1	2	4	5	0	1	0	1	0	2
Intruder alarms	2	0	0	0	1	0	0	0	0	1	1	0	0
Littering	0	0	0	0	0	2	0	0	0	0	0	0	0
Rodents	3	0	0	0	0	0	1	1	0	0	0	0	1
Statutory nuisance	11	6	0	1	2	10	8	5	3	0	0	1	2
<b>Totals</b>	<b>118</b>	<b>40</b>	<b>20</b>	<b>166</b>	<b>13</b>	<b>60</b>	<b>33</b>	<b>80</b>	<b>5</b>	<b>15</b>	<b>23</b>	<b>6</b>	<b>29</b>

**Fixed Penalty Notices issued by the West Environmental Action and Highways & Environmental Enforcement teams  
(April 2010-September 2010)**

<b>Table 4</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>TEAM</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head-ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Dog fouling	1	0	4	0	1	0	0	0	0	0	0	0	0
Domestic waste	1	0	0	1	0	1	1	1	0	0	0	0	0
Littering	24	9	5	4	5	7	12	17	7	0	2	7	2
Commercial waste	1	2	2	0	0	0	0	0	0	0	0	0	2
<b>Totals</b>	<b>27</b>	<b>11</b>	<b>11</b>	<b>5</b>	<b>6</b>	<b>8</b>	<b>13</b>	<b>18</b>	<b>7</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>4</b>

**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. A total of 480 adaptations were completed across the City between April and September 2010.

<b>Table 5</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>Function</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Adaptations	17	17	8	15	17	5	6	15	8	7	10	10	16

**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.

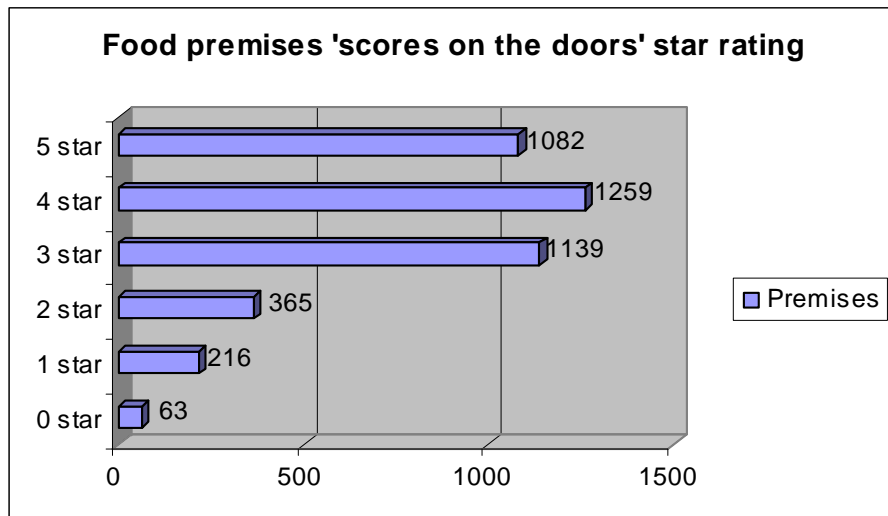
<b>Table 6</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>Function</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Inspections	12	14	28	12	20	16	13	8	12	7	19	24	68
Investigations	1	0	6	2	1	1	4	4	2	2	4	3	5

## 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 7	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
Premise inspections	51	38	37	34	45	22	24	23	16	16	29	43	57
Animal health visits	1	1	1	3	3	0	0	1	0	5	4	1	6



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>

Currently 4,124 premises are 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.

<b>Table 8</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>Function</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	Farnley Wortley	Pudsey	<b>Headingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weetwood</b>	<b>Adel/Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Single homes inspected	3	1	2	1	2	4	5	0	2	0	1	0	1
HMO's* inspected	21	2	0	0	0	303	156	44	31	0	1	1	0
Accreditation inspections	1	1	0	0	1	3	4	8	1	0	0	0	0

\* HMO's – Houses in multiple occupation

### Empty Properties

The ward figures below are to the end of July 2010 and show the number of empty properties of all types and tenures that have been empty for longer than 6 months. By way of comparison City & Hunslet has the highest concentration of empty properties with 1,320. The total for the City as a whole is 8,725. If we exclude ALMO, registered social landlord, student accommodation and second homes the figure for the City falls to 5,891 – unfortunately ward by ward figures aren't available for this narrower definition.

<b>Table 9</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>Function</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	Farnley Wortley	Pudsey	<b>Headingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weetwood</b>	<b>Adel/Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Properties empty for more than 6 months	330	138	171	174	165	270	388	200	225	158	262	183	209