

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.

## **Deployment of Community Environment Support Officers (CESO's) and Community Support Officers (CSO's**

The half CESO post allocated to Outer North East was not filled at recruitment of these posts across the city as no match could be found to these hours amongst the successful candidates. The post remains vacant

However the CEO and 2 CESO's working Inner North East do cover this post to some degree and deal with reactive complaints particularly but not exclusively relating to waste issues, undertake patrols and carry out tasking work in the Queenshill's and Cranmer Bank area.

### Service requests received by the Health and Environmental Action Service (April 2010-September 2010)

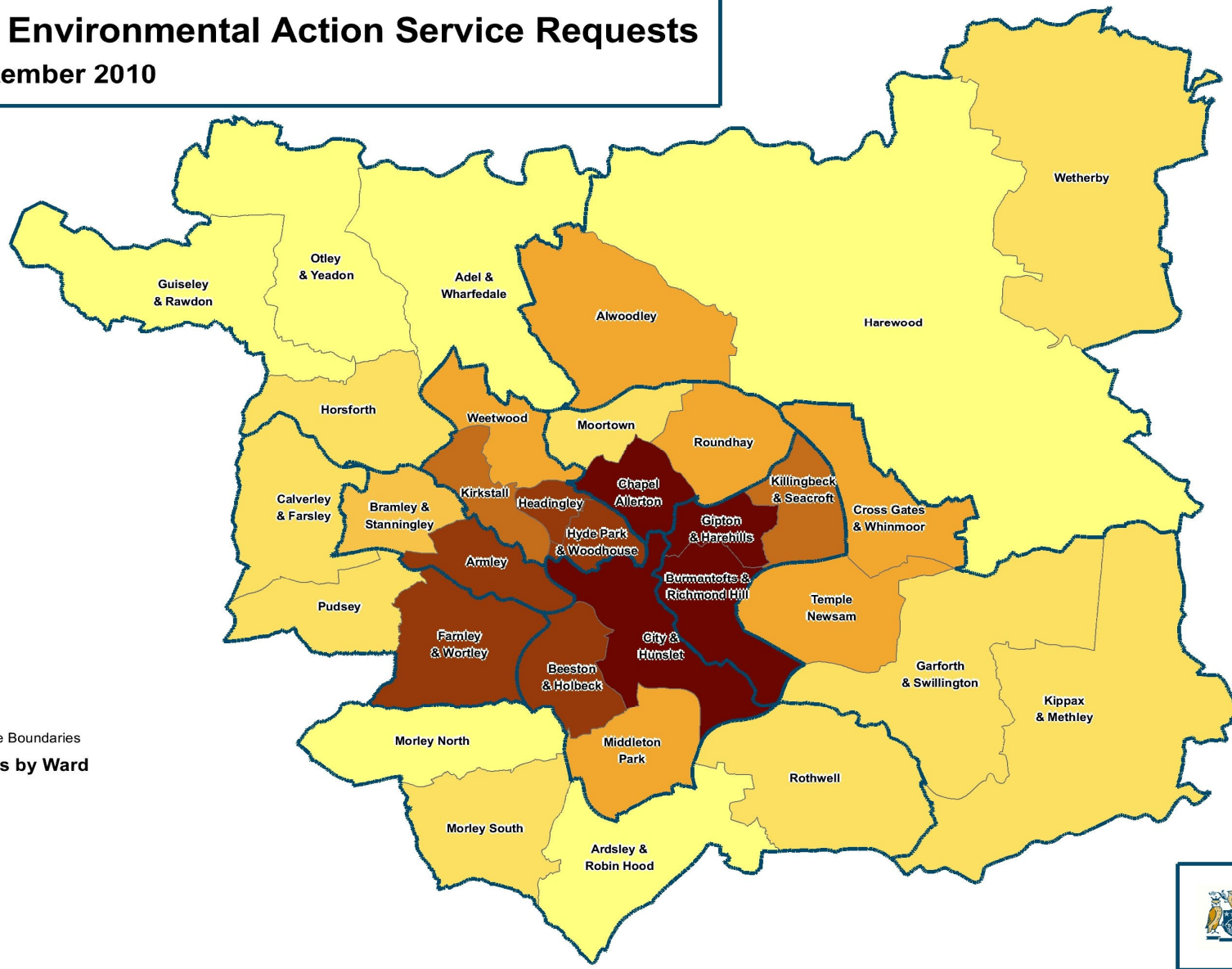
<b>Table 1</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>TEAM</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Landlord Accreditation & Selective licensing*	318	11	0	2	0	0	0	0	0
East Environmental Action Team	1155	1010	441	921	200	302	254	129	139
Food Safety	11	16	12	10	4	2	13	2	7
Highways and Environmental Enforcement	43	66	15	22	8	7	45	17	42
Houses in Multiple Occupation	16	7	0	43	1	23	2	0	0
Health and Safety	4	3	3	4	3	5	2	4	4
Air Pollution	13	1	0	0	0	0	0	1	2
Commercial noise and Environmental Protection	50	34	25	46	35	28	18	27	45
Pest Control	124	94	87	62	44	45	25	33	31
Private Rented Sector Housing	64	65	24	32	4	24	8	5	3
Rentokil	82	78	126	83	68	78	79	75	72
<b>Totals</b>	<b>1880</b>	<b>1385</b>	<b>733</b>	<b>1225</b>	<b>367</b>	<b>514</b>	<b>446</b>	<b>293</b>	<b>345</b>

**Service requests received by the Health and Environmental Action Service for Outer North East wards comparison with the previous 6 months data**

<b>Table 2</b>	<b>Oct 2009 to March 2010</b>			<b>April 2010 to Sept 2010</b>		
<b>TEAM</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Landlord Accreditation & Selective licensing*	0	0	0	0	0	0
East Environmental Action Team	157	73	70	254	129	139
Food Safety	5	4	7	13	2	7
Highways and Environmental Enforcement	66	21	122	45	17	42
Houses in Multiple Occupation	0	0	0	2	0	0
Health and Safety	1	1	6	2	4	4
Air Pollution	0	1	2	0	1	2
Commercial noise and Environmental Protection	5	17	20	18	27	45
Pest Control	8	8	13	25	33	31
Private Rented Sector Housing	10	2	3	8	5	3
Rentokil	76	104	67	79	75	72
<b>Totals</b>	<b>328</b>	<b>231</b>	<b>310</b>	<b>446</b>	<b>293</b>	<b>345</b>

# Health & Environmental Action Service Requests

April - September 2010



**Legend**

Area Committee Boundaries

**Service Requests by Ward**

- 249 - 300
- 301 - 350
- 351 - 400
- 401 - 500
- 501 - 700
- 701 - 1150
- 1151 - 1778



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

<b>Table 3</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Job type</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Bonfires	2	8	4	6	2	6	5	3	4
Commercial waste	16	76	35	15		3	7	1	3
Domestic waste	132	148	19	61	16	28	9	5	6
Drainage	36	47	7	17	10	19	12	9	8
Flytipping	220	204	51	337	26	18	26	16	9
Highways	64	55	22	29	29	34	25	32	43
Housing	29	18	11	16	4	7	6	3	2
Litter	43	14	12	25	13	19	3	4	9
Noise	268	191	187	117	54	69	118	31	30
Nuisance	20	9	4	3	3	3	5	6	1
Odour	4	8	0	7	2	2	0	1	3
Overgrown vegetation	54	30	9	68	32	50	18	23	22
Rodents	16	33	6	16	7	7	4	1	2
Vehicle	13	31	11	10	0	1	41	2	25
Waste in gardens	321	186	70	205	8	43	17	5	7
<b>Totals</b>	<b>1238</b>	<b>1058</b>	<b>448</b>	<b>932</b>	<b>206</b>	<b>309</b>	<b>296</b>	<b>142</b>	<b>174</b>

**Service requests received by the East Environmental Action and Highways & Environmental Enforcement teams for outer North East wards comparison with the previous 6 months**

<b>Table 4</b>	<b>Oct 2009 to March 2010</b>			<b>April 2010 to Sept 2010</b>		
<b>Job type</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Bonfires	1	3	4	5	3	4
Commercial waste	7	1	5	7	1	3
Domestic waste	15	4	4	9	5	6
Drainage	3	12	5	12	9	8
Flytipping	16	10	10	26	16	9
Highways	33	12	19	25	32	43
Housing	4	1	3	6	3	2
Litter	4	4	3	3	4	9
Noise	57	19	15	118	31	30
Nuisance	1	4	2	5	6	1
Odour	2	0	0	0	1	3
Overgrown vegetation	29	13	3	18	23	22
Rodents	1	2	3	4	1	2
Vehicle	46	5	108	41	2	25
Waste in gardens	3	1	2	17	5	7
<b>Totals</b>	<b>222</b>	<b>91</b>	<b>186</b>	<b>296</b>	<b>142</b>	<b>174</b>

**Service requests dealt with by the dog wardens (April 2010-September 2010)**

<b>Table 5</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>TEAM</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Dog wardens SR's	95	112	118	75	32	44	35	51	30
Dog fouling FPN's	6	5	1	1	0	0	0	0	0

**Abandoned cars removed by the Highways & Environmental Enforcement team (April 2010-September 2010)**

<b>Table 6</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Job</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Abandoned vehicles removed	4	4	5	7	2	7	2	3	2



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

<b>Table 7</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Job Group</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Boarding up's	5	0	0	0	0	3	0	0	0
Commercial waste	29	73	17	22	0	2	55	3	24
Detrimental properties	0	1	1	2	0	1	0	1	0
Domestic waste	35	58	7	3	1	7	2	3	0
Drainage	21	15	0	1	1	7	0	0	1
Highways	27	9	11	10	8	14	3	8	20
Littering	51	38	6	42	3	6	1	0	1
Rodents	0	2	0	0	0	0	0	0	0
Statutory nuisance	8	14	14	1	1	2	0	4	0
<b>Totals</b>	<b>176</b>	<b>210</b>	<b>56</b>	<b>81</b>	<b>14</b>	<b>42</b>	<b>61</b>	<b>19</b>	<b>46</b>

**Enforcement notices served by the East Environmental Action and Highways & Environmental Enforcement teams for Outer North East wards - comparison with the previous 6 months**

<b>Table 8</b>	<b>Oct 2009 to March 2010</b>			<b>April 2010 to Sept 2010</b>		
<b>Job Group</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Commercial waste	70	4	130	55	3	24
Detrimental properties	1	0	0	0	1	0
Domestic waste	0	0	1	2	3	0
Drainage	4	1	0	0	0	1
Highways	8	8	4	3	8	20
Littering	0	0	0	1	0	1
Rodents	0	0	0	0	0	0
Statutory nuisance	2	0	1	0	4	0
<b>Totals</b>	<b>85</b>	<b>13</b>	<b>136</b>	<b>61</b>	<b>19</b>	<b>46</b>

**Fixed penalty notices issued by the East Environmental Action and Highways & Environmental Enforcement teams  
(April 2010-September 2010)**

<b>Table 9</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Job Group</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Commercial waste	1	17	1	2	0	3	1	0	5
Dog Fouling	6	5	1	1	0	0	0	0	0
Domestic Waste	2	1	0	1	0	0	0	0	0
Littering	22	6	3	30	0	8	0	0	4
<b>Totals</b>	<b>31</b>	<b>29</b>	<b>5</b>	<b>34</b>	<b>0</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>9</b>

**Fixed penalty notices served by the East Environmental Action and Highways & Environmental Enforcement teams for Outer North East wards - comparison with the previous 6 months**

<b>Table 10</b>	<b>Oct 2009 to March 2010</b>			<b>April 2010 to Sept 2010</b>		
<b>Job Group</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Commercial waste	4	0	9	1	0	5
Dog Fouling	0	0	1	0	0	0
Domestic Waste	0	0	0	0	0	0
Littering	2	1	2	0	0	4
<b>Totals</b>	<b>6</b>	<b>1</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>9</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 11</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>			
<b>Function</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>	<b>Total</b>
Adaptations completed	18	8	21	22	12	7	17	6	8	119

### **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.

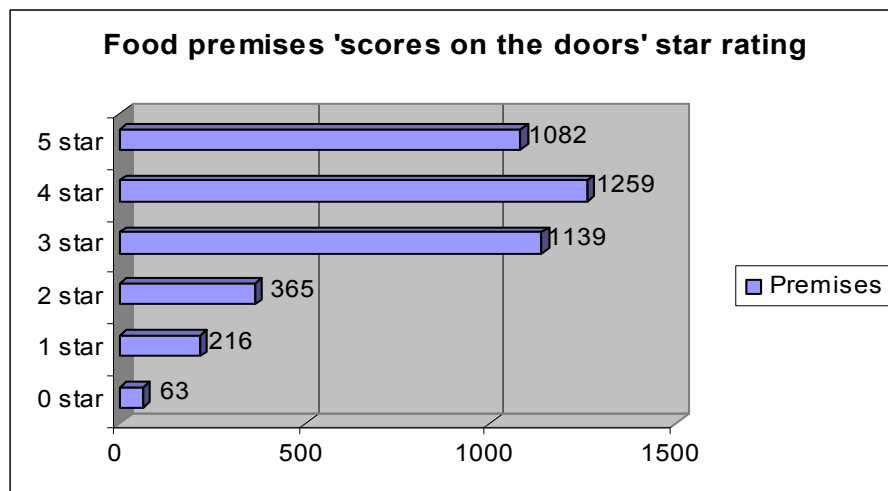
<b>Table 12</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Function</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Inspections	17	15	11	18	13	15	3	23	110
Accident investigations	3	3	3	3	1	3	0	6	6

## 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 13	Inner East			Inner North East			Outer North East		
Function	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Food inspections	39	42	15	24	15	16	8	13	16
Animal Health visits	1	0	2	0	2	1	2	17	14



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>

4,124 premises are currently 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.

<b>Table 14</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Function</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Single homes inspected	7	9	12	3	0	2	0	1	1
HMO's inspected*	7	5	1	26	3	6	1	0	0
Accreditation inspections	5	11	0	2	0	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 15</b>	<b>Inner East</b>			<b>Inner North East</b>			<b>Outer North East</b>		
<b>Function</b>	<b>Burmantofts &amp; Richmond Hill</b>	<b>Gipton &amp; Harehills</b>	<b>Killingbeck &amp; Seacroft</b>	<b>Chapel Allerton</b>	<b>Moortown</b>	<b>Roundhay</b>	<b>Alwoodley</b>	<b>Harewood</b>	<b>Wetherby</b>
Properties empty for more than 6 months	476	378	121	364	182	258	208	193	206