

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	10	10	5	2	0	1	0	0
Food Safety	8	9	11	5	7	8	4	11	3	1	8	11	12
Highways and Environmental Enforcement	20	13	44	14	3	9	23	102	12	7	35	17	32
Houses in Multiple Occupation	31	8	2	2		277	230	136	37	0	1	1	0
Health and Safety	7	7	5	2	7	5	3	7	3	5	5	7	10
Air Pollution	0	1	1	11	1	0	1	0	1	16	1	7	4
Commercial noise and Environmental Protection	44	27	42	45	38	44	51	29	33	13	33	50	57
Pest Control	32	32	41	60	37	19	19	48	38	36	29	39	32
Private Rented Sector Housing	56	8	6	8	6	41	53	27	14	0	11	1	4
Rentokil	78	47	64	73	57	27	62	62	60	51	46	71	32
WEST EAT*	705	252	122	550	177	593	584	335	272	142	129	136	146
<b>Totals</b>	<b>983</b>	<b>404</b>	<b>339</b>	<b>770</b>	<b>334</b>	<b>1033</b>	<b>1040</b>	<b>762</b>	<b>475</b>	<b>271</b>	<b>299</b>	<b>340</b>	<b>329</b>

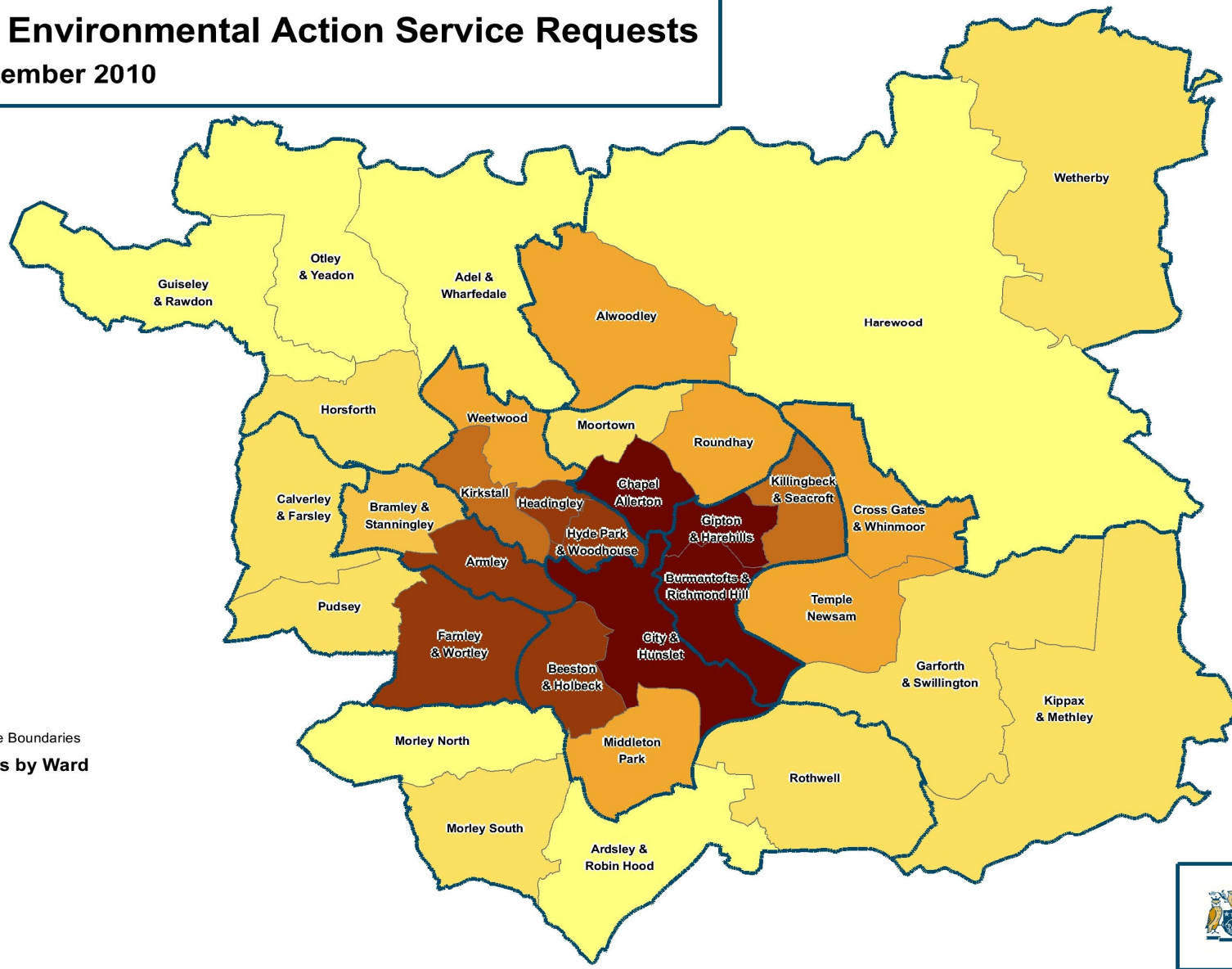
\*EAT = Environmental Action Team

**Service requests received by the Health and Environmental Action Service for Outer North West 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>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Landlord Accreditation	2	0	1	0	0	1	0	0
Food Safety	6	10	6	8	1	8	11	12
Highways and Environmental Enforcement	23	13	12	30	7	35	17	32
Houses in Multiple Occupation	0	0	1	0	0	1	1	0
Health and Safety	4	1		3	5	5	7	10
Air Pollution	16	1	12	5	16	1	7	4
Commercial noise and Environmental Protection	13	30	26	34	13	33	50	57
Pest Control	6	11	8	9	36	29	39	32
Private Rented Sector Housing	6	12	8	9	0	11	1	4
Rentokil	58	62	53	50	51	46	71	32
WEST EAT*	127	119	104	125	142	129	136	146
<b>Totals</b>	<b>261</b>	<b>259</b>	<b>231</b>	<b>273</b>	<b>271</b>	<b>299</b>	<b>340</b>	<b>329</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 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>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	6	9	9	9	4	5	8	3	5	3	5	2	4
Chimney smoke	0	0	0	0	0	0	0	0	1	1	3	0	0
Commercial waste	17	8	5	10	9	9	29	8	2	1	6	6	2
Domestic waste	153	34	8	185	17	63	54	33	15	4	7	15	6
Drainage	17	12	12	12	8	14	20	12	10	20	7	12	24
F&V	0	3	0	0	1	2	0	0	1	1	1	0	0
Flyers	0	0	0	0	0	7	3	1	0	0	0	0	0
Flyposting	0	0	1	0	2	9	41	2	0	0	0	1	1
Flytipping	106	14	11	50	11	39	36	27	8	7	7	10	8
Highways	33	14	8	20	10	18	8	16	20	11	21	12	16
Housing	6	4	1	1	3	3	7	7	6	3	5	2	1
Litter	38	16	10	12	6	7	21	15	4	1	6	11	1
Noise	191	116	44	126	75	244	246	178	119	49	57	45	67
Nuisance	26	4	7	9	6	13	14	6	8	8	2	4	4
Odour	0	1	0	3	1	0	1	3	2	0	0	0	3
Overgrown vegetation	69	14	10	15	12	15	36	16	48	35	12	11	8
Rodents	4	2	5	5	4	11	2	3	2	1	2	0	1
Vehicle	4	0	23	0	0	2	5	71	4	2	19	11	21
Waste in gardens	59	15	3	111	9	145	79	34	31	3	3	8	4
<b>Totals</b>	<b>729</b>	<b>266</b>	<b>157</b>	<b>568</b>	<b>178</b>	<b>606</b>	<b>610</b>	<b>435</b>	<b>286</b>	<b>150</b>	<b>163</b>	<b>150</b>	<b>171</b>

**Service requests received by the West Environmental Action and Highways & Environmental Enforcement teams for Outer North West 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>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Bonfires	8	2	2	3	3	5	2	4
Chimney Smoke	0	2	0	1	1	3	0	0
Commercial waste	0	5	2	12	1	6	6	2
Domestic waste	8	7	9	6	4	7	15	6
Drainage	21	17	15	10	20	7	12	24
F&V	1	0	0	0	1	1	0	0
Flyers	0	1	0	0	0	0	0	0
Flyposting	0	0	0	1	0	0	1	1
Flytipping	10	4	7	7	7	7	10	8
Highways	25	20	13	25	11	21	12	16
Housing	2	2	0	4	3	5	2	1
Litter	3	2	10	0	1	6	11	1
Noise	54	36	33	42	49	57	45	67
Nuisance	3	3	9	5	8	2	4	4
Odour	3	1	0	0	0	0	0	3
Overgrown vegetation	2	9	7	6	35	12	11	8
Rodents	1	1	0	3	1	2	0	1
Vehicle offences	1	5	7	23	2	19	11	21
Waste in gardens	8	10	4	5	3	3	8	4
<b>Totals</b>	<b>150</b>	<b>127</b>	<b>118</b>	<b>153</b>	<b>150</b>	<b>163</b>	<b>150</b>	<b>171</b>

### Service requests dealt with by the dog wardens (April 2010-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>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>Guisseley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Dog wardens SR's	95	77	46	81	55	23	33	54	60	30	37	50	45
Dog fouling FPN's	1	2	4	0	1	0	0	0	0	0	0	0	3

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

<b>Table 6</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>Guisseley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Abandoned vehicles removed	9	1	2	3	2	4	2	1	9	2	4	2	5

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

<b>Table 7</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	1	3	2	0	0	0	0	0
Commercial waste	10	3	17	3	5	4	10	78	1	4	18	5	19
Domestic waste	85	28	0	160	3	35	18	7	0	0	0	1	1
Drainage	4	4	2	0	1	5	0	2	0	10	0	0	17
Graffiti	0	0	0	0	0	0	0	0	0	0	0	0	0
Highways	7	2	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	7	3	0	0	1	10	13	8	3	0	0	0	1
Rodents	3	0	0	2	0	0	1	1	0	0	0	0	1
Statutory nuisance	12	7	0	1	3	13	11	6	4	0	1	1	2
<b>Totals</b>	<b>130</b>	<b>47</b>	<b>19</b>	<b>167</b>	<b>16</b>	<b>71</b>	<b>58</b>	<b>102</b>	<b>9</b>	<b>15</b>	<b>21</b>	<b>7</b>	<b>43</b>

**Enforcement notices served by the West Environmental Action and Highways & Environmental Enforcement teams for Outer North West 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>TEAM</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>	<b>Adel/ Wharf</b>	<b>Guiseley Rawdon</b>	<b>Horsforth</b>	<b>Otley Yeadon</b>
Boarding Up's	0	0	0	0	0	0	0	0
Commercial waste	3	6	5	20	4	18	5	19
Domestic waste	2	2	1	0	0	0	1	1
Drainage	6	7	6	2	10	0	0	17
Graffiti	7	1	0	0	0	0	0	0
Highways	3	5	2	2	0	1	0	2
Intruder alarms	0	0	0	0	1	1	0	0
Littering	0	1	0	0	0	0	0	1
Rodents	0	0	0	0	0	0	0	1
Statutory nuisance	1	5	2	0	0	1	1	2
<b>Totals</b>	<b>22</b>	<b>27</b>	<b>16</b>	<b>24</b>	<b>15</b>	<b>21</b>	<b>7</b>	<b>43</b>



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

<b>Table 9</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>Guiselley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Commercial waste	1	2	6	0	0	0	0	5	0	0	3	2	10
Dog fouling	1	2	4	0	1	0	0	0	0	0	0	0	3
Domestic waste	1	0	0	1	0	1	1	1	0	0	0	0	0
Littering	17	7	8	4	4	1	15	10	4	0	4	8	1
<b>Totals</b>	<b>20</b>	<b>11</b>	<b>18</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>16</b>	<b>16</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>10</b>	<b>14</b>

**Fixed penalty notices served by the West Environmental Action and Highways & Environmental Enforcement teams for Outer North West 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>TEAM</b>	<b>Adel/ Wharf</b>	<b>Guiselley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>	<b>Adel/ Wharf</b>	<b>Guiselley Rawdon</b>	<b>Hors-forth</b>	<b>Otley Yeadon</b>
Commercial waste	1	1	1	6	0	3	2	10
Dog fouling	0	0	0	0	0	0	0	3
Domestic waste	0	0	0	0	0	0	0	0
Littering	0	0	3	0	0	4	8	1
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>7</b>	<b>10</b>	<b>14</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 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.

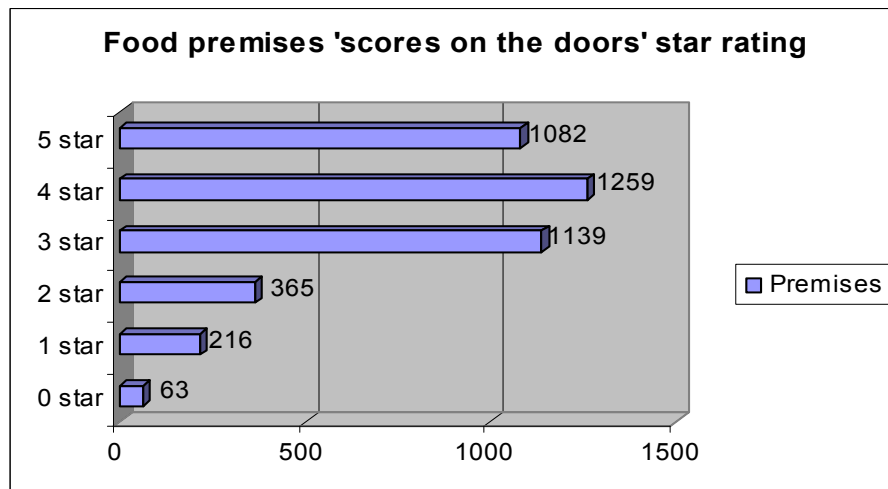
<b>Table 12</b>	<b>Inner West</b>		<b>Outer West</b>			<b>Inner North West</b>				<b>Outer North West</b>			
<b>Function</b>	<b>Armley</b>	<b>Bram &amp; Stan'ley</b>	<b>Calverley Farsley</b>	<b>Farnley Wortley</b>	<b>Pudsey</b>	<b>Head ingley</b>	<b>Hyde Park Woodhouse</b>	<b>Kirkstall</b>	<b>Weet wood</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.

<b>Table 13</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>
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>

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 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>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 15</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>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