



### Half Year Performance Update (September – November 2011)

#### Part One: Progress against the agreed service principles and priorities

Under the terms of the agreement the Locality Manager will ensure the following principles will be applied and priorities addressed in how the Locality Team plans and delivers its services across the Outer North East area:	Progress since September 2011
<p><b>a) Outcome focused:</b>                      The ENE Locality Team will focus on delivering the best outcome for residents across the Inner East area - so that the streets and neighbourhoods in which they live are of an acceptably clean standard. It is this equality of standard that every resident will be entitled to, not necessarily the same quantity of service. For example, not everyone will get their street swept every x weeks, but everyone will be entitled to get their street swept as and when needed if it is the best solution to making sure it doesn't fall to an unacceptable standard of cleanliness.</p>	<ul style="list-style-type: none"> <li>• The Locality and Service Managers have spent the last 2/3 months meeting individually with all 60 members of staff in the locality team. The purpose of this has been to make clear from the beginning that the relationship between managers and front line staff is key to the improvement and successful delivery of the service. In terms of refocusing the service on outcomes, the meetings with staff have been to listen to their ideas, worries and issues, and to discuss how they can be better supported in delivering a first class service to residents - which has the outcome of clean streets and neighbourhoods at the heart of what they do.</li> <li>• As a result of greater staff involvement, improvements have already been made in equipping staff with better tools to do the job. For example the flytipping crews asked that they be provided with digital cameras to help gather evidence and also potentially save enforcement officers time in unnecessary trips and get the flytip removed quicker.</li> <li>• Frontline staff are now consulted on where new bins should be placed before they are ordered.</li> <li>• Although this reporting period has seen a prioritisation of deleafing for capacity days, where possible the service has responded to requests for ad-hoc cleans of streets</li> </ul>

	<p>where a regular sweep is not necessary.</p> <ul style="list-style-type: none"> <li>• The Locality Manager or senior representative attends every ward member meeting to ensure that actions are being taken where Members feel the greatest difference can be made.</li> </ul>
<p><b>b) Responsive to local needs:</b> The service will be more responsive to local needs. There will be greater capacity built in to react to current grotspots, plan for known local events that may effect the cleanliness of neighbourhoods and go where the problem is at that time.</p>	<ul style="list-style-type: none"> <li>• The new blocks/schedules for the mechanical sweeping came into force from September. By moving to an “8 day week”, a spare “capacity day” was created.</li> <li>• Across the locality that equated to 32 capacity days for the Sept-Nov period. Details of how capacity days have been used in Outer NE are provided elsewhere in this update – for de-leafing, catch up cleans and ad-hoc requests.</li> </ul>
<p><b>c) Common sense approach:</b> The service will have a common sense approach which supports getting the job done. No cleaning of clean streets, more flexible routes/coverage, no driving/walking past problems.</p>	<ul style="list-style-type: none"> <li>• Work has been done with enforcement staff to shift the emphasis of what they do away from “as many jobs as possible” to the most effective use of their time to make a difference to the environment in which people live. Support and encouragement is being given for them to take more risks (e.g. do more work in default), to be zero-tolerant where that is the best approach and use common sense when judging what actions to prioritise when faced with several issues in neighbourhoods/workloads.</li> </ul>
<p><b>d) Working as a team in our priority neighbourhoods:</b> The service will work as part of the “team neighbourhood” approach and contribute towards tackling problems identified in the agreed priority neighbourhood of Moor Allerton (inc Lingfields and Fir Trees). We will provide a lead at tasking meetings on environmental crime/asb issues and make sure coordinated action is being taken against the local priority.</p>	<ul style="list-style-type: none"> <li>• We have briefed NPT Inspectors on the new locality team service. Agreed to use tasking mechanism to identify top local priority for joint working on environmental crime/offence issue – to involve PCSOs more closely in helping tackle such offences as the main patrol resource available in our neighbourhoods.</li> <li>• The agreed environmental priority for the Roundhay, Alwoodly and Moortown NPT was agreed as regular Stop and Search operations targeting illegal waste carrying and scrap metal theft.</li> <li>• The agreed environmental priority for Wetherby and Villages NPT is tackling of fly-tipping/littering by parked up vehicles (mainly HGVs) on Sandringham Road, Sandbeck Way and Prevas Road.</li> </ul>
<p><b>e) Supporting community action:</b> We will work better with Parish and Town Councils and other community based organisations that: add value to what we do, provide eyes and ears in villages/ communities, contribute towards making our streets and neighbourhood cleaner and have a role to play in making our service more accountable.</p>	<ul style="list-style-type: none"> <li>• The Locality Manager attended the Town And Parish Council Forum meeting of 20<sup>th</sup> October to update the representatives on progress, including the news that the SLA has been approved, and to take questions etc.</li> <li>• Some examples of actions arising from intelligence/referrals passed to us by Parish Councils and/or village residents include: <ul style="list-style-type: none"> <li>✓ Thorp Arch – gully clearing at Thorp Arch bridge to coincide with bridge closure</li> </ul> </li> </ul>

	<p>and leaf clearance programmed in</p> <ul style="list-style-type: none"> <li>✓ Clifford - responded to request that a litter bin purchased and installed by the PC be added to the collection route</li> <li>✓ Harewood - flytipping removed from Wike Lane and Forge Lane laybys (Cllr R Proctor request).</li> <li>✓ Bardsey – clearance of leaves on Church Lane and dealt with overgrown hedges onto pathways</li> <li>✓ Boston Spa – Provided two new litter bin liners at request of Parish Clerk. Service Manager and local street attendant met with reps from the PC, agreed to update map of litter bins in village and make sure collection crew have it (done), suggestions for new litter bins to be considered and problem of ex-recycling litter bins to be addressed to reduce being filled with glass bottles.</li> <li>✓ Thorner – response to complaint that litter bins seemed to be being missed with clarity re the collection days and direct number of team manager provided to Parish Councillor. Removal of flytipped tyres on Milner Lane following report from Parish Clerk.</li> <li>✓ Shadwell – removal of leaves from ginnel (note moss problem still to be resolved through help from P&amp;C). Progress is also being made to get corporate approval to allow the In-bloom group free access to council waste sites to dispose of green waste (ie cuttings, vegetation).</li> <li>✓ Collingham - urgent gully cleaning at Wattle Syke following flooding</li> <li>✓ Scarcroft – responded to long standing complaint of blocked gullies at Slaid Hill/Wike Ridge Lane and problem cleared</li> <li>✓ Wetherby Town Council – reported missing litter bin near Wetherby swimming baths, new replacement bin installed</li> <li>✓ Scholes – quick response to reports of full litter bins at Rakehill Road and urgent one off path/road sweep of Arthursdale Grange due to mess left by utilities services work.</li> <li>✓ East Keswick – response to request from Parish Clerk to book a village leaf clearance visit, with particular focus on Moor Lane (scheduled for 2/12/11)</li> </ul>
<p><b>f) Education and Enforcement:</b>  We will develop and implement local strategies which effectively combine education and enforcement approaches to tackling long standing problems. For example; we will develop a better relationship with schools to work together to prevent litter on school routes, and, have a clearer policy around the cleaning of shop frontages that works in</p>	<ul style="list-style-type: none"> <li>• Awaiting clarification on what resource is to be provided by Area Management to support the development of this and similar service development issues. The original commitment was for staff secondment to bring in this expertise. In the meantime looking to reshape enforcement section of the team to build in more prevention work. Opportunities for joint work with the localism officer on this are also to be looked at.</li> </ul>


<p>partnership with local businesses to make local shopping centres/main streets clean and pleasant places to visit; for example Wetherby and Collingham main streets.</p>	
<p><b>g) Working with ALMOs to deliver more effectively:</b> We will work in partnership with ENE and Aire Valley Homes to make more effective and efficient use of our combined resource; focusing initially on joint approaches to cleaning open land/spaces and developing a maintenance programme for ginnels.</p>	<ul style="list-style-type: none"> <li>• Agreement with ENE Homes to have mapped all the ginnels across ENE by end of 2011 and have a proposal to bring to Area Committee in early 2012 for a joint annual maintenance programme to be included in next year's SLA.</li> <li>• In the meantime, agreed with ENE Homes to take pragmatic approach to clearing/cleaning existing ginnel problems as they are referred through. P&amp;C agreed to help during winter months, particularly in rights of way ginnel/paths and where overgrowth needs cutting back etc.</li> </ul>
<p><b>h) Planning for seasonal and annual events:</b> We will ensure that there is sufficient capacity and flexibility in the service to programme in work to deal with leaf fall in autumn and help clean up after significant community events planned during the year.</p>	<ul style="list-style-type: none"> <li>• Capacity days created by new mechanical sweeping blocks have been prioritised toward de-leafing operations/programme across ENE.</li> <li>• Using a dedicated budget, a temporary de-leafing team has been created to cover the ENE locality, bringing in agency staff and adapting an old refuse vehicle. This team works 9am-5pm, Monday to Saturday during the deleafing season.</li> <li>• The following is a summary of the de-leafing so far in each ward (over and above the already planned normal sweeping schedule): <ul style="list-style-type: none"> <li>✓ Alwoodley Ward - 69 streets have been additionally cleaned as part of the de-leafing programme to date. This includes a visit from either a footpath, road sweeper or manual team. Areas cleansed include: Shadwell Lane, Harrogate Road between the Ring Road and the Grammar School at Leeds, Alwoodley Lane, The Darkwoods and a slippy footpath in Shadwell Village</li> <li>✓ Harewood Ward - 8 streets have been additionally cleaned as part of the de-leafing programme to date. This includes a visit from either a footpath, road sweeper or manual team. Areas cleansed include: Bardsey village, Highcroft and Langwith Mews at Collingham, Aberford, Barwick, Scholes and East Keswick are programmed in to be visited toward the end of November as part of the ongoing de-leafing programme.</li> <li>✓ Wetherby - 2 streets have been additionally cleansed as part of the de-leafing programme to date. a visit from either a footpath, road sweeper or manual team. Areas cleansed include: Spofforth Hill area. Thorp Arch, Deighton Road and Boston Spa are programmed in to be visited in the next month as part of the ongoing de-leafing programme.</li> </ul> </li> </ul>

## Part Two: Progress delivering the agreed service activities

The following are examples of activity delivered during the reporting period which illustrate the work being undertaken and impact they are having. The Enforcement section should be read in conjunction with Appendix B which provides the total number of casework/referrals for the period broken down by type.

<p>The Environmental Locality Team, via this SLA, undertakes to provide the following service provision to the Outer North East wards determined by the Committee and statutory obligations placed upon the Council. Activity type is split between programmed and reactive service provision, with activity detailed separately below for each service.</p>	<p>Alwoodley Ward</p>	<p>Harewood Ward</p>	<p>Wetherby Ward</p>
<p><b>a) Mechanical Path &amp; Road Sweeping</b> Sweeping is largely undertaken by pre-determined routes (blocks) which are scheduled on a cycle set on a 8-day, 3 weekly, 6 weekly or 12 weekly basis. As part of the capacity review for mechanical sweeping, the new work cycles are based on an 8-day "week". This has enabled an extra day of "spare" capacity to be programmed in, which will allow the service to recover days lost for planned and unplanned leave. Any remaining capacity will be used to respond to local problems, support community clean ups, tackle seasonal issues (e.g. leaf clearance) and take part in joint-operations agreed through tasking meetings.</p>	<ul style="list-style-type: none"> <li>• Out of the 13 sweeping blocks programmed to be swept during the period between w/c 5<sup>th</sup> September and w/c 7<sup>th</sup> November:</li> <li>• 10 work blocks (77%) have been completed</li> <li>• 3 work blocks were not completed during the period due to holidays/sickness.</li> <li>• We have carried out 4 additional mechanical sweeps in the ward (requests from members, public etc outside of the schedule) by using capacity days/capacity time when operatives have finished</li> </ul>	<ul style="list-style-type: none"> <li>• Out of the 17 sweeping blocks programmed to be swept during the period between w/c 5<sup>th</sup> September and w/c 7<sup>th</sup> November:</li> <li>• All 17 work blocks (100%) have been completed</li> <li>• 0 work blocks were not completed during the period due to holidays/sickness</li> <li>• We have carried out 8 additional mechanical sweeps in the ward (requests from members, public etc outside of the schedule) by using capacity days/capacity time when operatives have finished their scheduled days work</li> </ul>	<ul style="list-style-type: none"> <li>• Out of the 16 sweeping blocks programmed to be swept during the period between w/c 5<sup>th</sup> September and w/c 7<sup>th</sup> November:</li> <li>• 15 work blocks (94%) have been completed</li> <li>• 1 work block was not completed during the period due to holidays/sickness.</li> <li>• We have carried out 2 additional mechanical sweeps in the ward (requests from members, public etc outside of the schedule) by using capacity days/capacity time when operatives have finished their scheduled days work</li> </ul>

	<p>their scheduled days work including around the Harrogate Road and Alwoodley Lane areas.</p> <ul style="list-style-type: none"> <li>• NB The majority of capacity days have been used for leaf clearance/complaint referrals during this period including some intensive work in the Alwoodley ward (eg Darkwoods). Once the seasonal work has been completed the capacity days will be used for recovering any missed blocks and for complaints/referrals.</li> </ul>	<p>including an extensive clean up in the Bardsey area, the A58 Wetherby Road at Scarcroft. We also have capacity days planned in to visit Aberford, Barwick, Thorer, Scholes and East Keswick.</p> <ul style="list-style-type: none"> <li>• During summer, we committed resources outside of the schedule to cleansing Shadwell village as part of the Shadwell in Bloom preparations.</li> <li>• NB The majority of capacity days have been used for leaf clearance/complaint referrals during this period including some extensive work as above in the Harewood ward. Once the seasonal work has been completed the capacity days will be used for recovering any missed blocks and for complaints/referrals.</li> </ul>	<p>including around the Wetherby Town Centre area.</p> <ul style="list-style-type: none"> <li>• NB The majority of capacity days have been used for leaf clearance/complaint referrals during this period. We have additional visits to the Wetherby, Boston Spa and Thorp Arch areas over late Nov/early Dec on capacity days. Once the seasonal work has been completed the capacity days will be used for recovering any missed blocks and for complaints/referrals.</li> </ul>
<p><b>b) Manual Litter Picking</b> Manual litter picking is undertaken on pre-set routes which are scheduled to be completed over a 7 day period, with each route completed by a team of two streetscene attendants who alternate duty through</p>	<ul style="list-style-type: none"> <li>• No data available at this time to record the streets completed or streets missed.</li> </ul>	<ul style="list-style-type: none"> <li>• No data available at this time to record the streets completed or streets missed.</li> <li>• We have carried out 4</li> </ul>	<ul style="list-style-type: none"> <li>• No data available at this time to record the streets completed or streets missed.</li> <li>• We have carried out 2</li> </ul>

<p>the 4 by 3 shift pattern. Daily coverage per attendant is expected to be approximately 11km. Where possible, variations to the routes will be negotiated at ward member meetings. This will be limited to instances where the total daily distance covered is not increased.</p>	<ul style="list-style-type: none"> <li>• We have carried out 2 additional litter picks in the area along Harrogate Road at the request of residents/enforcement.</li> <li>• Deep manual litter pick/cleanse of guided bus lane on King Lane (see photo) – to be carried out 3 times a year as an additional commitment to the SLA.</li> </ul> 	<p>additional litter picks in the area in Scholes, Aberford and around the A64 York Road at the request of residents/enforcement this is in addition to the pre-programmed litter picking carried out in the ward by the existing parish beatsweeper at Collingham.</p>	<p>additional litter picks in the area at the lay-by on Boston Road at the request of residents/enforcement this is in addition to the pre-programmed litter picking carried out in the ward.</p> <ul style="list-style-type: none"> <li>• We have also held a meeting between the Parish Council at Boston Spa, our management team and the local area litter picker in an attempt to jointly identify grot/litter hot spots and act quickly to clear them by using local information /intelligence in a more pro-active way.</li> </ul>
<p><b>c) Litter Bins</b> During the first period of the new SLA work will be done through ward member meetings and progress reported to the Environmental sub group to verify the locations of the bins, agree where locations can be changed to better meet local needs, replace bins unfit for purpose and where possible new bins provided where they will be most effective. Litter bins will be emptied and the immediate vicinity checked for cleanliness by one of the two crews on duty in the ENE Locality Team. The SLA is for all bins to be emptied without any overflowing and the frequencies of visits to bins will be adjusted to ensure this commitment is met.</p>	<ul style="list-style-type: none"> <li>• No data available at this time to record numbers of litter bins collected or missed.</li> <li>• We have installed 1 x new litter bin outside the shops on Harrogate Road in the ward at the request of members.</li> </ul>	<ul style="list-style-type: none"> <li>• No data available at this time to record numbers of litter bins collected or missed.</li> </ul>	<ul style="list-style-type: none"> <li>• No data available at this time to record numbers of litter bins collected or missed.</li> <li>• We have installed 1 x new (replacement) bin near to the Swimming Pool in Wetherby</li> </ul>

<p><b>d) Flytipping</b>  Flytipping removal is largely undertaken as a reactive service, responsive to customer complaints and 'in-house' requests (e.g. from Members, enforcement staff and partners), although the crews do have regular 'hot spots' to check on a pro-active basis. We aim to remove all reported fly tips within 36 hours of receiving the request, unless it requires specialist equipment or treatment (e.g. asbestos/chemicals). The service will work with the Regulatory team to investigate, deter and prevent future instances of fly tipping, and to resolve long standing fly tipping 'hot spots'.</p>	<ul style="list-style-type: none"> <li>• No specific data available at this time to record numbers of fly tipping reports received/closed out via the contact centre during this period.</li> <li>• We have carried out 1 additional fly tip removal of approx 50 tyres from the Shadwell Lane/Ring Road area after a report from local residents and also approximately 200 tyres were removed from Eccup Lane.</li> </ul>	<ul style="list-style-type: none"> <li>• No specific data available at this time to record numbers of fly tipping reports received/closed out via the contact centre during this period.</li> <li>• We have carried out 8 additional fly tip removals from the ward including moving over approximately 1,000 tyres from various locations across the ward in direct response to the recent spate of fly tipped tyres. We are working very closely with the enforcement side of our team in sharing intelligence and trying to identify the culprits using things such as smart water.</li> <li>• We have also removed fly tips from Rakehill Road, Scholes, Milner Lane, Thorner and Cattle Lane at Aberford and further large fly tips of tyres from the 'red bus café' layby on the A64 York Road and also a fly tip of assorted items on Wike Lane</li> </ul>	<ul style="list-style-type: none"> <li>• No specific data available at this time to record numbers of fly tipping reports received/closed out via the contact centre during this period.</li> <li>• We have carried out 3 additional fly tip removals of tyres from across the ward of approximately 200 tyres from various locations including Spen Common Lane at Bramham in direct response to the recent spate of fly tipped tyres. We are working very closely with the enforcement side of our team in sharing intelligence and trying to identify the culprits using things such as smart water.</li> </ul>
<p><b>e) Enforcement and regulatory</b>  The work of this element of the service forms part of the next phase of the review of Environmental Services. The Area Committee's will need to consider the following, in order to help inform the review and how the existing capacity to respond to</p>	<ul style="list-style-type: none"> <li>• Littering FPN issued to a male for allowing his waste to be fly tipped (no proof to prosecute offenders) however he</li> </ul>	<ul style="list-style-type: none"> <li>• East Keswick – Harewood Lane – overgrown vegetation – site line issues for exiting Crabtree Lane – Traced farmer landowner who has</li> </ul>	



local priorities can be best used; the Area Committee's top enforcement issues, the preferred balance of approaches locally, i.e. between enforcement, clean-up and educational/promotional activity; and geographical hotspots. At a ward level, local tasking arrangements will be used by the service to lead discussion and ensure the securing of partner resources in problem solving and addressing the priority "grime" issues through joint enforcement.

did accept a FPN and has paid



- Trader on the highway Issued with a section 47 notice requiring that he obtains a contract for disposal of his business waste. Obstruction notice also served on this trader for parking his trailer outside a residential address locally overnight. Both notices complied with within the period required.
- Cars for sale – Moortown/Alwoodley – enforcement officer does a weekly patrol around the area and has taken enforcement action on a couple of vehicles, this seems to have done the trick, however still continuing to patrol.

fully complied with requests.

- Illegal advertising: Banners were reported to have been erected on highways grass verges in the East Keswick and Shadwell area - advertising an event at Harrogate showground – Cancelled stickers were attached to the banners and Notice served. We rang the



event organisers who were based in Surrey and explained the offence and that cancelled stickers had been attached to their banners giving the impression their event had been cancelled. They fully complied within the two day notice period. This was imperative as the banners were causing a sight line issue on a verge which was designed specifically to allow a good view of oncoming traffic to motorists exiting the junctions.

- Overgrown Vegetation – A serious problem of farm boundary hedges obstructing the highway on Sicklinghall Road – traced the farmer landowner who has fully



complied and cut back all his boundary hedges

- Wetherby - FPN issued to a man littering in Market Square from his vehicle
- Open to access – A property in Boston Spa was open to access and in a very poor state of repair – the garden was badly overgrown – bins were overflowing – The property belonged to the Diocese and after liaising with them the matter was satisfactorily resolved.
- Illegal advertising of a housing development owned by Consort Homes – Notice served and all signs removed which covered the Walton – Wetherby area

- Mud on the road in Aberford and Barwick – we have dealt with two severe cases of mud on the road by farmers



harvesting potatoes – in both cases the mud was so dangerous that we refused to leave site until they had arranged for private road sweepers to come and clear the mud within a couple of hours – we then served Sec 151 H/Act on both farmers requiring future actions to prevent further mud on the road from their farming activities. On both of these cases local residents kept approaching the officer to thank them for my intervention.

- Aberford – Dog Fouling FPN issued to a resident of Garforth walking his dog in Aberford
- Littering FPN was issued to a Harewood Estate employee for littering in Harewood
- Overgrown vegetation: we

- Worked with landowner to clear up land and public right of way following a travellers encampment.



- Two enforcement officers worked with festival organisers and WP Police to patrol and enforce issues (food traders, ticket touts, littering outside the grounds) at the Leeds Festival at Bramham. We did 29 stops over the 3 days and issued two notices trading on the highway.

		<p>were contacted by "First Bus" who were having problems with overgrown vegetation from private properties damaging their buses en route through Shadwell, Bardsey and Keswick. We arranged to travel on a bus laid on by them and follow the route in question. We stopped at problem area's where we took photo's etc. There was one particular area of overgrown vegetation which was difficult to establish the owners of the land. We spoke to various residents who were able to point in the direction of four landowners responsible for the land. We wrote to the owners, also met on site and explained the requirements to cut the veg back to standard. All complied fully within the timescale. In all dealt with approx 30 cases which were all a direct result of the First Bus complaint. All are now resolved.</p>	
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### **Flytipping of tyres (all 3 wards):**

In September we began receiving complaints re tyres being fly tipped in the area (to present approx 1,000). Initially this was mainly in the Thorner and Bardsey (see photo below) area but later spread to affect all wards in Outer NE (see bottom photo in Alwoodley) and possibly beyond.

Throughout our investigations we have worked closely with WY Police, local residents, local businesses, Environment Agency, ENE Homes and other street cleansing and enforcement colleagues (including those in neighbouring authorities).

Action has been taken by various agencies and it anticipated that a positive outcome will be reported to the Area Committee in due course. In the meantime ward members will continue to be kept in formed of progress.

As well as investing time on the case through our Enforcement staff, a considerable amount of time has been spent by the flytipping crew clearing over 1,000 tyres from a number of locations across Outer NE.

