

Report of the Director of Environment & Neighbourhoods

Report to South Leeds (Inner) Area Committee

Date: Wednesday 20th June 2012

Subject: Delegation of Environmental Services – Service Level Agreement

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
	Beeston and Holbeck, City and Hunslet, Middleton Park	
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. A Service Level Agreement has been drawn up for the delivery of environmental services in Inner South over the 2012/13 municipal year.
2. This report provides final details of the agreement and seeks approval of the document which will steer the work of the South and Outer East Environmental Locality Team over the next year.

Recommendations

The Area Committee is asked to approve the attached Service Level Agreement for the delivery of delegated environmental services.

1 Purpose of this report

- 1.1 The purpose of this report is to present to the Area Committee, for approval, a final version of the Service Level Agreement (SLA) through which the work of the Environmental Locality team will be steered over the year.

2 Background information

- 2.1 At its meeting of 30th March 2011, the Executive Board approved revisions to the Area Committee Function Schedules to include a new delegated responsibility for Street Cleansing & Environmental Enforcement Services.
- 2.2 The delegation makes clear the responsibility of Area Committees to negotiate, develop and approve a Service Level Agreement (SLA) with the service that achieves as a minimum, the service standards set by Executive Board. The SLA should determine the principles of deployment of the available resources by:
 - the identification of priorities for service delivery annually (both geographical and in terms of types of services delivered)
 - the agreement of the most appropriate approaches to be taken to achieve local environmental cleanliness and quality.
- 2.3 Services included in the delegation are:
 - Street cleansing (mechanical and manual);
 - Leaf clearing;
 - Litter bin emptying;
 - Gully cleaning
 - Graffiti removal
 - Needle removal
 - Ginnel clearance
 - Dog warden services;
 - Littering & flytipping regulation;
 - Domestic & commercial waste (storage & transportation issues);
 - Highways enforcement (abandoned & nuisance vehicles, A-boards on pavements, mud on roads and placards on street furniture);
 - Graffiti enforcement; and
 - Overgrown vegetation controls.
- 2.4 The delegation of the specified environmental services to Area Committee mean that service resources, mainly staffing, are devolved. These resources are organised into three wedge based teams for East North-East, South South-East and West North-West, aligned to Locality Teams. The Service Level Agreement sets out the detail of the resources which will be allocated to the Area Committees.

3 Main issues

- 3.1 A report to March Area Committees outlined progress over the period of the first SLA. The report also outlined successes and lessons learnt which were used as the basis for revised principles. These revised initial principles were outlined in the report.
- 3.1 The Locality Team has developed its capacity and learnt lessons from its first half year of delivering services through a SLA with the Area Committee. The SLA for 2012/13 also includes more specific commitments around such issues as:
- Priority ginnels for programmed cleansing/maintenance
 - Cleaning of arterial routes
 - De-leafing
 - Litter bin replacements/new sites
 - Targeting of zero tolerance enforcement (geographical and issue based)
 - Dedicated enforcement/education patrols resources to be prioritised and directed at a ward level.
 - Cleaning around recycling (e.g. bottle banks) facilities
- 3.2 Members have also raised the issue of performance management and reporting in the service. Section 11 outlines the commitment to performance reporting and management which will be significantly strengthened over this SLA cycle.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 Ward level workshops were held with Beeston and Holbeck and Middleton Park Elected Members in May and June to involve Members in the development of the Service Level Agreement (SLA). The workshops also provided an opportunity for Members to consider current service schedules and activity, in terms of meeting the need of local areas. The workshops lead directly to changes within the SLA and ward based priority plans.
- 4.1.2 In addition to Ward Member workshops consultation has also been undertaken with Area Committees and Environmental Sub-groups of the Area Committees, including the sub group representing Inner South Area Committee on all aspects of the SLA delivery over the last six months.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 A key principle of locality working and the Service Level Agreement is a focus on delivering the best outcome for residents across the area, so that the streets and neighbourhoods in which they live are of an acceptably clean standard. This principle underpins equality and community cohesion, seeking to bring neighbourhoods with poor environmental quality up to an acceptable standard, whilst improving all areas of Leeds.

4.3 Council Policies and City Priorities

- 4.3.1 The delegation of environmental services to Area Committees, via an approved Service Level Agreement, contributes significantly towards the Stronger Leeds section of the new Safer & Stronger Communities Plan 2011-15. By delivering services at an Area Committee level, the priority to *'ensure that local neighbourhoods are clean'* will be much more achievable.

4.4 Resources and Value for Money

- 4.4.1 The SLA is transparent about the level of resources available to deliver services within the SSE Locality area over the period. The level of resources within SSE Locality remain as per the levels during 2011/12 municipal year. Further discussions will take place across the year about resource allocation and deployment at Area Committee, Locality Team and citywide levels.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 Following revision to the Council's Constitution, the Area Committee has the legal powers to approve the attached Service Level Agreement and therefore formally undertake the delegation of services set out within it.
- 4.5.2 There are no further legal implications.
- 4.5.3 The report contains no information that is deemed exempt or confidential.
- 4.5.4 The Area Committee's decision to approve, or not, the attached Service Level Agreement is eligible for call-in, within the standard five working day period from the date the decision is published.

4.6 Risk Management

- 4.6.1 The Area Committee is being asked to approve the attached Service Level Agreement, which will formalise the partnership arrangements between the South South East Environmental Locality Team and the Committee. Should the Service Level Agreement not be approved then the Locality Team will still be required to deliver environmental services within the area, however this will be without the significant input of the Area Committee.

5 Conclusions

- 5.1 A significant amount of progress has been made over the period of the first SLA. The new SLA for the year ahead has incorporated this learning and the feedback from Elected Members to give us the basis for further improvements over the year ahead.
- 5.2 The SLA will be reviewed annually to inform the production and approval of subsequent agreements for future years, in line with corporate budget cycle and review process.

6 Recommendations

6.1 The Area Committee is asked to:

- a) Note the contents of the report;
- b) Approve the attached Service Level Agreement (**Appendix 1**).

Background documents¹

Leeds City Council Constitution.

Report: Delegation of Environmental Services. To Area Committees, Jan/Feb cycle 2011.

Report: Delegation Of Executive Functions In Relation To Street Scene Management To Area Committees. To Executive Board. 30th March 2011.

Report: Delegation of Environmental Services. To Area Committees, March cycle 2011.

Report: Environmental Services Delegation – Update and Progress, to Area Committee 20th June 2011.

Report: Delegation of Environmental Services – Service Level Agreement, to Area Committee 21st September 2011.

Report: South and Outer East Locality Team Service Level Agreement Performance Update, to Area Committee 11th January 2012.

Report: Towards More Integrated Locality Working 2: An early review of the Environmental Services delegation. To Executive Board, 10th February 2012.

Report: Environmental Services – Consultation on the 2012/13 Service Level Agreement. To Area Committee 21st March 2012.

¹ The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.