

Report of Locality Manager (South and Outer East Leeds)

Report to South Leeds (Outer) Area Committee

Date: Monday 3rd December 2012

**Subject: South and Outer East Locality Team Service Level Agreement
Performance Update**

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Ardsley and Robin Hood Morley North Morley South Rothwell		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" 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?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

Summary of main issues

1. This report provides an update on performance against the Service Level Agreement (SLA) between South Leeds (Outer) Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2012 to 31st October 2012.

Recommendations

2. That South Outer Area Committee note and comment on the contents of this report.

1 Purpose of this report

- 1.1 This report provides an update on performance against the SLA between Outer South Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2012 to 31st October 2012.

2 Background information

- 2.1 Executive Board approved revisions to the Area Committee Function Schedules to include a new delegated responsibility for Street Cleansing & Environmental Enforcement Services in March 2011. The delegation makes clear the responsibility of Area Committees to negotiate, develop and approve a 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.
- 2.2 The delegation of environmental services to Area Committee means that service resources, mainly staffing, are now devolved. Resources are organised into three wedge based teams for East North-East, South South-East and West North-West, aligned to new Locality Teams. The SLA sets out the detail of the resources which will be allocated to the Area Committees.
- 2.3 The annual SLA for the Outer South Area Committee was agreed on 2nd July 2012.

3 Main issues

- 3.1 Section 6.0 of the SLA sets out the principles and priorities against which the Locality Team's success will be measured. The following describes performance against these principles and priorities in the first six months of this year's SLA.

3.2 Delivery of Ward Priorities

- 3.2.1 **Appendix A** describes the identified priority areas for each ward in Outer South area. Throughout the autumn the priority areas have been surveyed in order to decide on specific actions to take. The survey incorporated a baseline cleanliness and environmental assessment. Actions to be taken focus on changing behaviours include enhanced patrol work and proactive action around environmental issues.
- 3.2.2 Each priority piece of land has been allocated to an enforcement officer for investigation of issues and proposed resolution. A summary of the actions proposed and taken is at **Appendix B**. Over the next period we will continue to report back on proposals and progress.
- 3.2.3 A programme of inspection and cleaning is in development working closely with the ALMOs and Parks and Countryside Services. A ginnel standard has been developed by Aire Valley Homes which we intend to adopt to give a baseline against which to assess the condition of a ginnel on a regular basis.

- 3.2.4 Several ginnels have now been added on to existing cleansing schedules and we are in the process of assessing the rest in order to determine whether they can be added to schedules, need extra resource to be provided, or can be inspected and dealt with on a reactive basis.
- 3.2.5 A covert CCTV camera has now been purchased by the service and is being deployed across the wedge on a rolling basis. Anti-fly tipping signs are also available and have been deployed on many sites across the wedge to deter fly tipping.
- 3.2.6 Ward based patrol work is not yet in place due to the need for a review of our risk assessments and development of staff. However we expect this to be underway by January 2013.

3.3 Delivery of SLA Priorities

a) Outcome Focused

- 3.3.1 Following consultation with Elected Members about the measure of street cleanliness (National Indicator (NI) 195) and it's usefulness at a local level, this is now carried out on a citywide basis only. The latest figure for citywide cleanliness indicates that 91% of sites surveyed were at a satisfactory level of cleanliness.
- 3.3.2 The duty of care of businesses is a key focus within the SLA. Several businesses in priority areas have been approached to discuss their duty of care in terms of littering in proximity to their premises. For example a convenience store in East Ardsley has received an inspection and has been reminded of their duties. A takeaway on Queen Street Morley is currently being prosecuted for failing to appropriately store their waste. Further work to extend this into others areas will continue.

b) Responsive to Local Needs

- 3.3.3 A review of mechanical cleansing blocks is currently taking place to increase the frequency and quality of cleaning in some priority areas without reducing frequency in others. In some areas we will also seek to fix scheduled cleaning on particular days in order to aid coordination with Waste Management, housing ALMOs and community groups, e.g. John O'Gaunts estate. Proposals will be brought to Elected Members through the Environmental Sub-Groups in early 2013.
- 3.3.4 Capacity days continue to allow the impact of seasonal tasks, such as leafing, to be minimised. As in previous years we have supported the In Bloom judging process across many areas of the wedge and Outer South Leeds (including Morley and Woodlesford). This included intensive cleaning prior to judging and supporting in bloom groups with litter and waste collections.

c) Common Sense Approach

- 3.3.5 Work will continue with frontline staff to engender the principle of not walking past a problem. There are several examples where the new service is working as one. However, this continues to be an area of focus within all staff appraisals. Fly-tip removal crews continue to examine tips for evidence before removing them, and reporting them for investigation to their enforcement colleagues.

d) Working as a team in our priority neighbourhoods

- 3.3.6 Proposals for the identified priority areas are being developed as per 3.4.1 above. Work with colleagues in Aire Valley Homes, Parks and Countryside and the Police to develop proposals to take action to improve the environment in these areas will continue.
- 3.3.7 Partnership working has improved greatly over the last 12 months. The section from 3.2.13 below describes some examples of partnership working having an impact over the last six months.

e) Supporting community action

- 3.3.8 The Environmental Action Teams, largely the CESO staff, have consistently attended most neighbourhood forums over the last few years. Staff have been informed that they now represent the full range of services within the Locality Team, which should significantly improve engagement with street cleansing services.
- 3.3.9 Over the last month most forums have also been attended by either the Locality Manager or Service Manager.
- 3.3.10 South Locality team has recently undertaken a pilot work placement scheme with HMP Leeds. Trainees, released on a temporary licence from HMP Leeds are with us for a five week period undertaking work across the wedge area and creating additional capacity. This has been a great success with the following work being carried:
- Litter picked , cut back the bushes and cleansed the Pass Over the M62 in Thorpe.
 - Cut back and litter picked the ginnel off Wood Lane to Churchfield Lane, Rothwell.
 - Litter picked and cut back ginnel from Wood lane to Manor Crescent, Rothwell
 - Cut back over hanging bushes and tidy Fall Lane East Ardsley.
 - Litter pick path off Cherry Tree Walk. East Ardsley.
 - Cut back and litter pick ginnel off Oak Road Morley.
 - Litter pick and remove fly tipping in and side of Lay-bys at M62, Rothwell
 - Cut back and litter pick Ginnel into Levisham Park off Middleton Road, Morley.
 - Ginnel next to Country Baskets, Ardsley
 - Clearance of ginnel at Castlefields, Robin Hood

f) Education and Enforcement

- 3.3.11 Changes to the tasking arrangements in South area, including joint chairing between Environmental Services and the Police and the involvement of Area Committees' Environment and Community Safety Champions, has resulted in more integrated working between services including the use of enforcement action.
- 3.3.12 Training has now taken place with PCSOs across most of the South and East NPT areas in order to provide them with the knowledge to effectively witness and take statements for dog fouling and other environmental offences. Morley NPT PCSOs have reported 3 offences of dog fouling in October following the training which we are now pursuing.

g) Partnership Working and Development

- 3.3.13 Work is ongoing with Aire Valley Homes to develop models of integrated working on housing estates. AVHL, Parks and Countryside and Highways Services are working with us in partnership to put in place a programme of monitoring and cleaning for priority ginnels (see 3.2.3 above).
- 3.3.14 Working closely with Parks and Countryside areas where we can be more flexible with our combined resources to create benefits will be identified. For example, developing arrangements where Parks and Countryside empty some litter bins on the highway during week days in return for the Locality Team emptying bins in some parks on weekends (when Parks & Countryside has no staff in work). Reciprocal arrangements have been agreed with Parks and Countryside around Scatcherd Park, Morley which, once implemented, will result in improvements in cleanliness in and around the park.
- 3.3.15 Work with partners in the ALMOs and Parks and Countryside to expand the range of people who might take direct enforcement action in future will continue.
- 3.3.16 The Locality Manager jointly chairs (with the Chief Inspector for Neighbourhoods) a partnership Crime and Grime group. This group looks to deal with blockages to resolution of issues and has developed a priority plan for the delivery of this work. An early example of the success of this work is a case of Anti-social behaviour in Morley. Multi-agency evidence lead directly to an injunction being granted from preventing the person from "...engaging in any behaviour that is likely to cause nuisance to any other person in the Leeds area; using threatening or offensive words or gestures to other people; setting fires on any open land and storing or leaving any material or property on the lane at the rear..." of his property.

h) Seasonal and annual events

- 3.3.17 A forward plan of events is in production initially focused on leaf-fall clearance and Christmas light events.
- 3.3.18 A programme of cleansing priority leafing areas is now being delivered. No additional resources are provided to SSE Locality Team to provide this function. The use of capacity days assists progress in the Outer South area and where complaints are received we are generally dealing with them quickly.

3.4 Service Delivery Performance

- 3.4.1 **Appendix C** contains the tables which support the descriptions of performance below. Overall 3,028 requests for service were received between 1st July and 31st October 2012 of which 813 were for the Outer South wedge area (27%). The most prevalent issues in Outer South in the period were, in descending order: fly-tipping (clearance and enforcement), overgrown vegetation, littering and gully cleaning. These accounted for 53% of requests received for the area.
- 3.4.2 It should be noted that robust systems to record frontline operational service delivery have only been in place since 20th August 2012.

- 3.4.3 96% of manual cleansing rotas in Outer South wedge were undertaken as scheduled in the period. The four non-running routes were all due to holidays. There is a limited budget to cover manual cleaning, budget equivalent to covering 1 in 6 absences, so not all holidays can be covered.
- 3.4.4 86% of the mechanical cleansing rotas in Outer South wedge were undertaken as scheduled in the period. Of the 23 routes that did not run in the period 1 was due to a breakdown, 8 were due to holidays, 8 due to sickness, 5 due to working to cover refuse collection and 1 'other' operational reason, e.g. leaving work in a different area. Whilst we have budget available to cover mechanical cleaning staff it is often difficult to source drivers.
- 3.4.5 Wedge-wide services generally ran as scheduled, with the exception of 1 occasion where the litter bin team did not run due to holidays which were not able to be covered and gulley cleaning service which did not run on 10 occasions in the period due to 3 sickness, 4 holidays, 1 occasion of working to cover refuse collection and 2 'other' operational reasons. It is often very difficult to source appropriately skilled cover for gulley crews, however we are in the process of training staff across the service so that cover will be easier in future.
- 3.4.6 Only 3 Fixed Penalty Notices were served on residents in Morley North (2) and Morley South (1), all for dogs not being on the lead. No Fixed Penalty Notices for dog fouling or littering were served in the Outer South area in the period. The low level of action in the area is of concern and we will focus on increasing the level of legal action across the area over the next period. An increased focus on the priority areas should also increase the level of action taken across the piece.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 Ward level workshops were held with Ardsley and Robin Hood, Morley North, Morley South and Rothwell Elected Members in May and June 2012 to involve Members in the development of the Service Level Agreement (SLA) for 2012/13. 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 was also undertaken with Area Committees and Environmental Sub-groups of the Area Committees, including the sub group representing Outer South Area Committee on all aspects of the SLA delivery over the last six months.
- 4.1.3 Various consultation and engagement exercises have been undertaken with Members on an individual basis, as well as at ward and Area Committee level.
- 4.1.4 Performance against the SLA is now routinely discussed at all Environmental Sub-Groups.

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, will significantly contribute 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 There are no resource implications.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 There are no legal implications.
- 4.5.2 The report contains no information that is deemed exempt or confidential.

4.6 Risk Management

- 4.6.1 There are no risk management implications within this report.

5 Conclusions

- 5.1 Positive progress has been made in the first six months of the Service Level Agreement for 2012/13.

6 Recommendations

- 6.1 That South Leeds (Outer) Area Committee note and comment on this report.

7 Background documents¹

- 7.1 There are no background documents associated with this report.

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.

Appendix A – Outer South Ward Priorities

Ardsley and Robin Hood Ward

1. Priority Areas:
 - Oakley Street area
 - Martingale Drive and The Canter
 - Fairleigh Road shops
 - Leigh Avenue and Road area
 - The Crescent, West Ardsley
 - Northfield Avenue and Place, Robin Hood
2. Priority Land/Open Spaces:
 - Allotment gardens – derelict land on A61
 - Top end of Northfield Place and Northfield Avenue
 - Former Library site at West Ardsley
 - Lower Thorpe Lane - fly tipping
 - Batley Road – Haigh Hall - fly tipping
3. Priority Ginnels
 - Castlefield end of Matty Lane
 - Back of Woollin Avenue – Hill Top Primary School
 - Old Hall Road to Westerton Road, West Ardsley
 - Bradford Road to The Grove, West Ardsley
 - Cherry Tree Walk to Forsyth Avenue, East Ardsley
 - New Lane, West to East Ardsley
4. Other Priority Actions
 - Investigate use of CCTV for fly-tipping
 - Horses on Thorpe Lane
 - Support new in Bloom groups, e.g. Lowry Road group
 - Reduce dog fouling.

Morley North Ward

1. Priority Areas
 - Fairfax Ave, Oakwell Road, Margetson Road – Drighlington
 - Hodgson Lane, near playing fields, Drighlington.
 - Vicarage Ave, Gildersome
 - Moorland Ave and Springbanks, Gildersome
 - Asquith Ave – Gildersome to Morley
 - Ingles, Morley
 - Hepworth Avenue, William Street, Park Street, Churwell
 - Manor Road, Churwell
2. Priority Land/Open Spaces
 - Drighlington bypass

3. Priority Ginnels

- Moorside View/Fairfax Avenue
- Penfield Road/Moorside Walk
- Co-op on Finkle Lane to Parkway
- Street Lane to Finkle Lane, Gildersome
- Bank Avenue
- Ginnels off Forest Bank Gildersome
- Mill Bank: Identified as Springbank Avenue to Mill Lane
- Whitehall Road to Dean Park Road
- William Street/Daffil Ave, Churwell
- Old Road/Elland Road, Churwell

4. Other Priority Actions

- Support to Parish Council's and 'action groups'
- Trial barrows and other equipment in Morley town centre

Morley South Ward

1. Priority Areas

- Albert Drive and Rydall Drive
- Gillroyd Parade shops
- Eyrie Approach and junction with Magpie Lane
- Harrops
- Dawson Hill
- Morley Town Centre in Queen Street and alleys off.
- Rein Road/Syke Road/Baghill Road

2. Priority Land/Open Spaces

- Site at Britannia Road
- Rein Road adjacent to south of M62

3. Priority Ginnels

- Jubilee Place, Morley
- Bruntcliffe Lane to Foster Crescent
- Dawson Hill to Brighton Avenue
- Syke Road/Wharfedale Rise
- Westfield Road to B6123
- Wide Lane

4. Other Priority Actions

- Trial barrows and other equipment in Morley town centre
- Dog fouling
- Enforcement action around thrown litter from cars

Rothwell Ward

5. Priority Areas

- John O'Gaunts estate – focus on First and Third Avenues
- Cornwall Crescent, Cotswold Drive, Manor Road, Albany Road, Castle Road, Manor Crescent, Pasture View Road
- Estate in triangle of Holmsley Field Lane, North Lane, Green Lea

6. Priority Land/Open Spaces

- Water Lane Woodland Park
- Land around Haigh Side Farm to estate

7. Priority Ginnels

- Pathway 149, (Langdale Road to Oulton Primary School), Rothwell
- Gipsy Lane to Parkway
- Oulton Drive to Public House
- Cornwall Crescent (up side of Victoria Junior School)
- 28-39 Temple Avenue, John O'Gaunts
- Between 144 and 142 Aberford Road
- Eastfield Crescent
- Mill Pit Lane
- Holmsley Lane to Eighth Avenue

8. Other Priority Actions

- Reduce dog fouling
- Support to community groups including: Rothwell, Woodlesford and Oulton, Carlton, John O'Gaunts Residents Associations.

Appendix B – Priority Land Actions

Allotment gardens – derelict land on A61 - Ardsley and Robin Hood

No details of ownership at land registry. A portion of the land is owned by a local resident. Land will be monitored and action taken is possible.

Lower Thorpe Lane – fly tipping - Ardsley and Robin Hood

Fly tipping signage installed. Monthly site visit in place. Consider use of CCTV

Batley Road/Haigh Hall – fly tipping - Ardsley and Robin Hood

Fly tipping signage installed. Monthly site visit in place. Consider use of CCTV

Drighlington Bypass - Morley North

Monthly site visit and cleanse if necessary. Work with grounds maintenance contractor to coordinate work and traffic manage if necessary.

Rein Road adjacent to south of M62 - Morley South

Area prone to tipping. Routinely visited, no tipping at present. Signage and CCTV to be used.

Water Haigh Woodland Park – Rothwell

Regular patrols by Dog Wardens and Enforcement staff in place.

Land around Haigh Side Farm to estate - Rothwell

All Nearby properties written to re reporting of fly tipping and consequences of being caught fly tipping. Signage and CCTV to be considered.

Appendix C – Summary Performance Information

Table 1: Service Requests – 1st July to 31st October 2012

DESCRIPTION	Ardsley & Robin Hood	Morley North	Morley South	Rothwell	Outer South Total
Overgrown Vegetation	24	28	35	38	125
Flytipping (Clearance)	19	22	21	33	101
Gully	20	19	22	11	74
Flytipping (Enforcement)	9	9	15	12	46
Litter Complaint	10	7	20	7	46
Road Sweeping	11	6	19	6	42
Ginnel	8	1	7	11	27
Bin not Returned	3	2	13	8	26
Dog Fouling	6	2	9	4	21
Dead Animal Removal	4	3	10	2	19
Domestic Waste Issues	2	5	9	3	19
Nuisance - Other	7	1	5	4	18
Commercial Waste Issues	2	5	9	1	17
Smoke from Bonfire	5	2	7	3	17
Drainage	1	3	4	8	16
Waste in Gardens	1	3	7	4	16
Dog Fouling Enforcement Signage Request	4		6	5	15
Litter Bin Empty	3	2	5	4	14
Dog Fouling General Area	1	2	4	5	12
Footpath Sweeping	2	5	2	3	12
Litter Bin Request	3	2	6		11
Litter Problems	3		4	2	11
Graffiti	1	1	1	7	10
Nuisance - Accumulation/Deposit	1	1	2	6	10
Rodents	2	2	3	2	9
Bulky request	1	3	2	1	7
Illegal Advertising		1	3	1	7
Odour - Other	3	1	1	2	7
Obstruction	1	3	1	1	6
Mud etc on Road	3			1	5
Nuisance - Premises		1	2	2	5
Smoke from Chimney	1		2	2	5
Leafing		2	1	1	4
Abandoned Vehicle	1	2			3
Commercial Premises Duty of Care Inspect	2		1		3
Complaint - Quality of our work /service					3
Damage to Highway	1	1		1	3
Housing - Other		3			3
Odour - Agricultural	2			1	3
A Board				2	2
Housing - Defect		1	1		2
Housing - Vacant		1		1	2
Odour - Industrial	1				2
Request for Environmental Information	1	1			2
Flyers			1		1
Housing - Dirty			1		1
Housing - Gas Safety			1		1
Legal Advice - LCC Properties		1			1
Noise - Domestic	1				1
TOTAL	170	154	262	205	813

Table 2: Manual Cleaning – 20th August to 31st October 2012

Area	Scheduled	Ran	% Ran
Ardsley and Robin Hood	10	10	100%
Morley North	32	32	100%
Morley South	73	70	96%
Rothwell	30	29	97%
Outer South Total	103	99	96%
SSE Wedge Total	594	547	92%

Table 3: Mechanical Cleaning – 20th August to 31st October 2012

Area	Scheduled	Ran	% Ran
Ardsley and Robin Hood	43	35	81%
Morley North	28	25	89%
Morley South	36	31	86%
Rothwell	56	49	88%
Outer South Total	159	136	86%
SSE Wedge Total	525	444	85%

Table 4: Wedge-wide Services – 20th August to 31st October 2012

Team	Scheduled	Ran	% Ran
Outer Litter Bin Team	73	72	99%
Inner Litter Bin Team	73	73	100%
Gulley Cleaning	73	63	86%
Flytip Removal	73	73	100%

Table 5a: Fly-tip removal (number of jobs) – 1st June to 31st August 2012

Area Committee Area	Days to Clear					Total
	1	2	3	4	5+	
Inner South	178	25	7	11	38	259
Outer East	21	1	6	3	17	48
Outer South	29	9	4	7	22	71
SSE Total	228	35	17	21	77	378

Table 5b: Fly-tip removal (%) – 1st June to 31st August 2012

Area Committee Area	Days to Clear					Total
	1	2	3	4	5+	
Inner South	69%	10%	3%	4%	15%	100%
Outer East	44%	2%	13%	6%	35%	100%
Outer South	41%	13%	6%	10%	31%	100%
SSE Total	60%	9%	4%	6%	20%	100%

Table 6a: Full litter bin emptying (number of jobs) – 1st June to 31st August 2012

Area Committee Area	Days to Empty					Total
	1	2	3	4	5+	
Inner South	5	3	2		1	11
Outer East	3	3	1	2	6	15
Outer South	4	1		1	2	8
Grand Total	12	7	3	3	9	34

Table 6b: Full litter bin emptying (%) – 1st June to 31st August 2012

Area Committee Area	Days to Empty					Total
	1	2	3	4	5+	
Inner South	45%	27%	18%	0%	9%	100%
Outer East	20%	20%	7%	13%	40%	100%
Outer South	50%	13%	0%	13%	25%	100%
SSE Total	35%	21%	9%	9%	26%	100%

Table 7: Legal Notices Served – 1st July to 30th September 2012

LEGAL NOTICES	Ardsley & Robin Hood	Morley North	Morley South	Rothwell
EP47 - Commercial Waste Issues		1		
EP80 - Nuisance - Accumulation/Deposit			1	1
EP80 - Smoke from Bonfire			1	
EPA92A - Domestic Waste Issues			1	
HW132 - Flyers			1	
HW132 - Illegal Advertising			2	
HW154 - Overgrown Vegetation	2	3	4	2
LG29 - Housing - Vacant	1			
TCP215 - Housing - Vacant				1
Total	3	4	10	4

Table 8: Prosecution Action Taken – 1st July to 30th September 2012

PROSECUTION TYPE	Ardsley & Robin Hood	Morley North	Morley South	Rothwell
Domestic Waste Issues		2		
Flyposting		1		
Waste in Gardens		1		
Total	0	4	0	0