

APPENDIX A - SLA UPDATE - INW LEEDS

Service Principles and Priorities:

1. The service has been working to improve delivery outcomes across INW Leeds - in the last six months we have worked with numerous residents groups across each of the 4 wards to trial different approaches to cleansing and enforcement.
2. We have now met with all elected members in the area and identified priorities for each of the 4 ward plans which underpin the SLA - key areas of focus include more enforcement work on overgrown vegetation across the area, litter patrols and enforcement activity in the key student areas, bins on streets enforcement and developing an approach to managing bin-yards.
3. The service is currently delivering it's annual leaf-clearance service but it is being done differently this year - through a variation to the existing grounds maintenance contract with Continental Landscapes they have provided the labour-force to accompany our hired drivers on the adapted refuse vehicles that undertake the de-leafing work. The agreement will run for 17 weeks to the end of January 2013. There are mutual benefits/outcomes not least that we will keep 8 people in a full time job that would otherwise have been laid off and consequently their skills and experience are retained by the company which helps come the new cutting season in 2013. A full evaluation report of leaf-clearance will be submitted to sub-groups in the new year
4. The service will be using area committee well-being commissioning funds to provide enhanced and targeted services across INW.

Student Change-over and Fresher's 2012:

5. The service led the operational effort for this year's student changeover and fresher's programmes. Designed to minimise the environmental impacts of thousands of students leaving the area at the end of the academic year and arriving into the area in October. General feed-back has been very positive. For change-over extra services from the locality team and waste management helped ensure a seven day a week operation, throughout the four week change over period. The extra services included four additional cleansing crews with vehicles, an additional bin-wagon and crews and additional enforcement patrols. The extra services were flexible, proactive and worked as one team providing a seamless fast service. The councils work was supported by key contributions from the University of Leeds via their Green Streets and Leave Leeds Tidy projects. Daily newsfeeds on face-book and twitter provided residents with up to date details such as locations of extra services and photo's of before and after. A total of 367 tonnes was collected, of which approximately 121 tonnes were recycled.
6. During fresher's, a programme of enforcement patrols took place over a four week period in September/ October. This included weekend and late night patrols. Focussing on general awareness messages around environmental issues and personal safety. A number of Fixed Penalty Notices were issued mainly in Headingley and Hyde Park for illegal flyering. The service successfully used social media to communicate key messages on handling waste via twitter and facebook under the councils bin it/ win it campaign.
7. The service is now leading a year-long approach to managing the environmental impact of such high numbers of students in the area. Rather than a bi-annual focus on change-over and fresher's, as has been the case in previous years. This year-round work is being supported by a number of partners, council's communication team and area management teams.

Working With Key Partners:

8. The service is developing a strong working relationship with the University of Leeds and seeks to work with the university collaboratively to solve problems and innovate. The Locality Team are working with the University of Leeds to develop and pilot a 'street-champion programme' which will enable key individuals to be identified at street level who will be able to champion local environmental priorities and issues and promote good practice in relation to environmental issues such as bins on streets, litter and waste in gardens - work is currently underway to identify a pilot area and finalise fund-raising.

Education and Enforcement:

9. Enforcement work and dog-control work continues to be provided Monday to Friday from 7am to 7pm – evening/ early morning and weekend work is provided by prior arrangement. The majority of enforcement work in INW involves responding to requests to service via the contact centre or increasingly from residents and ward members directly.
10. Key local enforcement priorities have now been identified by ward members. Resources are now being allocated to supporting enhanced enforcement work on these priorities which include:
 - Bins on streets across Hyde Park, Headingley and parts of Kirkstall
 - Waste in gardens,
 - Dog-fouling and control,
 - Graffiti removal from commercial premises, and,
 - Commercial waste patrols,
 - Bin-yard cleansing and control,
 - New signage for bin dates on lamp-posts.
 - Pro-active monitoring of graffiti Shaw Lane
 - Improved bins on streets communications on Otley Road and possible follow up
 - Bins on streets on Bentley Lane, Shaw Lane and Glen Road and undertake enforcement action where necessary.
 - Desire to create Dog Control Area in Tinshill Garth Play area
 - Marlboroughs and Blandfords communal bin project (in partnership with LFHA)
 - Commercial waste inspections in conjunction with Community Safety on Burley Road.
 - Regular patrols in the Hartleys/Burchetts relating to domestic waste issues.
 - A specific bins on streets project for the Carberry's.
 - Delivery of a mini street improvement project on Station Parade, Kirkstall
 - A specific bins on streets project near the Vespers
 - A large-scale bins on streets project on the Beechwoods initially engagement with enforcement follow up.

Cleansing:

11. **Mechanical Path and Road Sweeping-** in INW we continue to provide daily, weekly, 3 weekly and 12 weekly mechanical sweeping across the four wards - work cycles are based on an 8-day week - this enables an extra day of 'spare' capacity to be programmed in which allows the service to recover days lost due to leave, sickness or vehicle breakdown. All of the 'student' areas are swept weekly across the four wards.
12. **Manual Litter Picking** - continues to be undertaken on pre-set routes - there are currently 4 manual litter pickers covering neighbourhoods in INW. each day of the

week including Headingley, Hyde Park, Kirkstall and West Park - a number of litter picking routes have been altered and diverted across the area due to member and resident feedback.

13. **Litter Bins** - are currently emptied and the immediate vicinity checked for cleanliness by one of the teams litter-bin crews. We continue to meet the SLA commitment that all bins will be emptied without any over-flowing and that frequencies of visits will be adjusted to ensure this commitment is met.
14. Over the last six months 42 additional litter bins have been installed across the INW (22 of which have been paid for by Metro and fitted along the new bus corridor on the A65) a further 40 bins have been ordered by the service and will be installed in locations in the key student area over the next few weeks.
15. **Fly-tipping, Hotspot and Bulky Item Teams** - the service continues to deploy its dedicated INW fly-tipping crews across 7 days. The crews work largely on reactive basis following requests for service from the contact centre or increasingly from residents and member directly -they also monitor and clean regular hot-spot areas proactively across INW such as: Cardigan Triangle, The Beamsleys, Ash Road area, Hyde Park Corner, The Granby's, Brudnells and Mayvilles, Back Regenets Parks Avenue, bottom end of Woodsley Road/ Burley Road junction, Westfied Road and Duncomber Street .
16. These crews have been successfully used in a flexible way over the last 6 months to meet SLA commitments across INW ,for example, the crews are now able to support to the leaf-clearance programme across INW as well as being equipped to cut back and remove over-grown vegetation which is an SLA priority. These crews are also used across the area to support additional clean-ups and ginnel clearance activity.
17. **Gulleys** - we continue the service the circa 52,000 gullies across WNW Leeds using 2 dedicated crews over 7 days. The crews work on a ward programme basis in the following order: Pudsey, Armley, Bramley Farnley & Wortley, Bramley & Stanningley, Calverley & Farsely, Guiseley and Rawdon, Otley & Yeadon, Kirkstall, Horsforth, Adel & Wharfedale, Weetwood - they are currently working in Bramley and it is anticipated that each ward can take up to six weeks to complete - one of the 7 days is used for member/ referral reactive activity across WNW. The programmed work is supported by a city-wide wet-spot team which covers known flood/ wet-spot areas and all beanie-blocks. Over the last 6 months we have worked with highways to develop protocols around reporting and mapping collapsed gullies across INW and have identified priorities for capital spend to repair key gullies. The above rota was disrupted to clean a number of Hyde Park and Headingley and Kirkstall gullies over July and August (given there were fewer student cars at this time).
18. **Graffiti Removal** - the team currently manages the city-wide graffiti team – we have 2 crews working 7 days a week across the city - we aim to remove all offensive graffiti within 24 hours of receiving reports. The team are also deployed to proactively remove graffiti in known hot-spot locations which includes parts of Victoria Road, Cardigan Road, Hyde Park Road and Brudnell Road.
19. **Bush & Ginnel Team** - a number of referrals for each of the wards have been made for to the bush and ginnel team - these form part of the on-going ginnel cleansing work via ward member and sub-group meeting - the locality team now visits key ginnels for cleansing purposes across INW and work with Parks & Countryside, West North-West Homes and the Bush and Ginnel Team to cut-back overgrown vegetation in ginnels.
20. **Needle Team** - we continue to make referrals for needle removals across INW to the city-wide needle team.