

APPENDIX A - SLA UPDATE – OUTER WEST LEEDS

Service Principles and Priorities:

1. The service has been working to improve delivery outcomes across OW Leeds - in the last six months we have worked with numerous residents groups across each of the 3 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 3 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 around the high schools in the area, developing an approach and technique to remove build-up of moss from pathways, the closing-off and cleansing of key high-speed/ country roads such as Troydale Lane, cutting back weeds/ verge encroachment on pathways, better joint working and service delivery with the ALMO and Parks & Countryside and supporting residents forums such as the Pudsey and Tyersal forums to better influence the service and the deployment of team resources.
3. We have also worked with in-bloom groups over the summer across outer west to ensure that streets are cleansed to enhanced levels to support in-bloom judging and that community clean-ups and public events such as Olympic receptions etc are supported by the service agreeing to provide additional clean-ups and remove bags of litter filled by local residents who are supporting cleansing in neighbourhoods.
4. 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
5. The service has used area committee well-being commissioning funds to provide enhanced services such as additional litter bins.

Education and Enforcement:

6. 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 OW involves responding to requests to service via the contact centre or increasingly from residents and ward members directly.

7. 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:
- Work with the High Schools on littering education,
 - Dog fouling awareness and control audits,
 - Grass verge enforcement policy development,
 - Bin-yard cleanliness and control,
 - Overgrown vegetation, and,
 - Bins on streets,
 - Cote Lane Ginnel clean-up and enforcement plan,
 - Bin-yards in the Cobdens and Pinders
 - Environmental audits and litter/ dog-fouling patrols in Pudsey and Farsley Town Centres, and,
 - Addressing known problem sites through joint-up enforcement work with planning such as the antiques shop on Chapel Town and the Railway Pub on Littlemoor Road.
8. The service has delivered a major dog-fouling initiative in Calverley Park and the surrounding areas to raise awareness of problems associated with dog-fouling. The service also secured a major prosecution against a persistent offender in Farnley for unsupervised dogs - a fine of £1000 was paid by the dog- owner.
9. The service has also been working with Lawns Park Primary school in Wortley on littering education. Enforcement officers have been doing project work with pupils at the school on the effect of littering and how it should be controlled in communities. The service has sponsored a prize ceremony at the school to reward pupils work.

Cleansing:

10. **Mechanical Path and Road Sweeping-** we continue to provide weekly, 6 weekly and 12 weekly mechanical sweeping across the three wards in outer west - 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. One particular positive change over the last 6 months has been the introduction 4x weekly mechanical sweeping of key town centres across outer west. This means that Pudsey Town Centre and Farsley High Steet and shops around Pudsey Civic Centre are now swept first thing every Tuesday, Thursday Saturday and Sunday. Additional sweeping also takes place on the Leeds/ Bradford Road section to Thornbury.
11. **Manual Litter Picking** - continues to be undertaken on pre-set routes - there are currently 2 manual litter pickers covering neighbourhoods in outer west. each day of the week including Pudsey, Farsley and Wortley- a number of litter picking routes have been altered and diverted across the area due to member and resident feedback.

12. **Litter Bins** - are currently emptied and the immediate vicinity checked for cleanliness by one of the teams three 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. Over the last six months 20 additional litter bins have been installed across the outer west 15 of which have been paid for by service – a further 12 bins have been ordered for the area and will be installed over the next few weeks.
13. **Fly-tipping and bulky item teams** - the service continues to deploy its 2 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 regular hot-spot areas proactively across outer west such as Gibraltar Road, Whitehall road near Lawns lane, Back lane, Farnley and Tyersal. These crews have been successfully used in a flexible way over the last 6 months to meet SLA commitments across OW ,for example, one of the crews is now dedicated to support to the leaf-clearance programme across OW 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.
14. **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 outer west and have identified priorities for capital spend to repair key gullies.
15. **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 Tyersal and Wortley.
16. **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 OW and work with Parks & Countryside, West North-West Homes and the Bush and Ginnel Team to cut-back overgrown vegetation across ginnels in outer west – this is an area which requires further improvements and better joint working by the service with WNW Homes and Parks & Countryside.
17. **Needle Team** - we continue to make referrals for needle removals across Outer West to the city-wide needle team.