

**Report of Locality Manager (South and Outer East Leeds)**

**Report to South Leeds (Outer) Area Committee**

**Date: 15<sup>th</sup> July 2013**

**Subject: South and Outer East Locality Team Service Level Agreement and 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 June 2012 to May 2013.

**Recommendations**

2. That South Outer Area Committee:
  - note and comment on the performance of the South and Outer East Locality Team over the past year; and
  - approve the attached Service Level Agreement for the delivery of delegated environmental services in 2013/14.

## **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 June 2012 to May 2013.

## **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 2<sup>nd</sup> 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 section describes performance against these principles and priorities over the last year; whilst the section following describes the SLA for 2013/14 and changes and additions from last year's agreement.

### **3.2 Performance against the 2012/13 SLA**

- 4 The following section describes progress and achievements against the principles and priorities described in section 6.0 of the Service Level Agreement.

### ***Service Principles and Priorities – SLA Section 6***

- 4.1.1 The Locality Team has reviewed and revised mechanical cleaning schedules in consultation with Elected Members and frontline cleansing staff. These changes include a move back to fixed days (rather than the previous eight day rolling schedule), scheduling to be on the day following bin collections where possible and, the movement of schedules to be coterminous with community events. Changes have also been made to manual cleaning routes in some areas following Elected Member feedback including moving resources from Morley to Ardsley and John O'Gaunts estate. Several priority ginnels have also been included on scheduled manual litter picking routes (see appendix A, section 7.2 (e)).

- 4.1.2 The Locality Team continues to improve the responsiveness of staff and their ability to record and report issues which they cannot deal with directly. All frontline cleansing staff have been provided with camera phones and are reporting issues that they cannot deal with and evidence to enable prosecutions.
- 4.1.3 All identified ward priority areas and land have been surveyed and area based actions have been identified and are being delivered. Examples of this include enhanced and intensive enforcement patrols and action, increased cleansing frequencies and partnership work with ALMOs and others.
- 4.1.4 The Team continue to work with Waste Management to develop solutions in areas where refuse collection can be challenging. We have worked closely on the roll-out of Alternate Week Collections (AWC) across the Outer South area and supported the identification and implementation of solutions to problems, e.g. Bruntcliffe Court in Morley.
- 4.1.5 The Locality Manager has chaired the South Leeds Crime and Grime meetings jointly with the Chief Inspector which has resulted in partner priorities and a forward work programme for the partnership. The Locality Team is engaged with Neighbourhood Improvement Projects and Boards and has supported these across the year.
- 4.1.6 Reciprocal working arrangements are in place with Parks and Countryside Service in or near to several parks across South and Outer East Leeds including Scatcherd Park in Morley.
- 4.1.7 Work with businesses has developed across the year with several being held to account for their impact on the local environment. This includes several business in Morley and Rothwell town centres and a convenience store in Ardsley.
- 4.1.8 The Team has supported In Bloom at judging times and community clean-ups across the year. Leaf-fall clearance was successfully delivered with no extra resources. A winter programme to clean arterial routes across the area took place in December and January in partnership with Continental Landscapes Ltd, which ensured areas were litter free across the winter period.

#### ***Service Activity – SLA Section 7***

- 4.1.9 Between 1<sup>st</sup> June 2012 and 5<sup>th</sup> May 2013 there were 2,133 requests for service emanating from the Outer South Area Committee area. Of these 498 were for Ardsley and Robin Hood ward, 460 for Morley South ward, 666 for Morley North ward and 509 for Rothwell ward. 19% of the jobs across all three wards were for fly-tipping (either removal or enforcement), followed by 10% for overgrown vegetation, 10% for litter, 6% for gully cleaning and 5% dog fouling and other dog control issues.
- 4.1.10 In the same period the Locality Team served 84 legal notices. 16 notices were served in Ardsley and Robin Hood ward predominately for bins on the street, mud on the road, flytipping and overgrown vegetation. 37 notices were served in Morley North ward predominately for illegal advertising, commercial waste issues, flytipping and overgrown vegetation. 15 notices were served in Morley South ward predominately for domestic waste issues, waste in gardens and overgrown

vegetation. 16 notices were served in Rothwell ward predominately for overgrown vegetation, commercial waste issues and bonfires.

- 4.1.11 12 Fixed Penalty Notices (FPNs) were issued across the wards with 4 being issued in Ardsley and Robin Hood ward (dog control, littering and waste in gardens), 3 in Morley North ward (flytipping and littering) and 5 in Morley South ward (dog control, littering and vehicles for sale on the highway). No FPNs were issued in Rothwell ward in the period.
- 4.1.12 Whilst enforcement activity has increased in the last year there is still the need for further improvement in some areas, e.g. Rothwell ward. Ward Member directed patrol work is now in place with regular (minimum 11 weekly) patrols taking place in each ward. Patrol work has also been undertaken on Saturdays utilising additional Area Committee funding. Covert CCTV funded by Area Committees is also in place and being used across the wedge area.
- 4.1.13 A restructure of the regulatory part of the Team has taken place and been delivered with minimal impact on the service. This restructure has also allowed the rebalancing of the Team's budget to increase frontline cleansing resources. As a result of this a further bulky/hot-spot team will be in place in June. The gully cleansing service has successfully been integrated into Locality Teams resulting in a more responsive service to local needs. However, further work is required to deliver the necessary improvements to this service area.
- 4.1.14 The reliability of mechanical cleaning services has improved across the last three reported periods (since August 2012) Whilst snow and ice impacted on the last period's performance, when this is removed we have improved from 88% to 91% of routes delivered as scheduled. The delivery of manual cleansing as per the schedule has not improved however and further work is required to improve our cover and holiday arrangements to better maintain services when staff are absent.
- 4.1.15 A programme for maintaining and cleaning the priority ginnels identified by Elected Members is now in place. This includes partnership commitments from Aire Valley Homes and Parks and Countryside.
- 4.1.16 South Locality Team has replaced 40 damaged or missing litter bins across the wedge area.
- 4.1.17 The Locality Team has explored innovative approaches to creating capacity to undertake environmental improvement work across the area. The Team piloted a work placement scheme with HMP Leeds with trainees, released on a temporary licence from HMP Leeds worked for a five week period undertaking work across the wedge area and creating additional capacity. We are now working with HMP Leeds to develop proposals for more permanent arrangements.

### ***Service Outcomes – SLA Section 8***

- 4.1.18 The overall measure of cleanliness across the city has improved from 85.9% of sites which were acceptably clean in 2011/12 to 92.0% of sites in 2012/13.
- 4.1.19 South and Outer East Locality Team had a budget of £2.3million in 2012/13. At year end the service was £53,000 overspent (2%). This overspend included a £50,000 identified saving from integration with Parks and Countryside which did not have

any identified actions to deliver. When this is removed the budget was broadly balanced (£3,000 overspent).

4.1.20 Sickness levels within the service are a continued focus. During 2012/13 South South-East Locality Team staff were on average absent for 15 days per FTE. Whilst we do not have a comparative figure for the team during 2011/12 overall sickness across the whole of citywide cleansing and enforcement has improved from 12.73 days per FTE in 2011/12 to 11.76 days per FTE in 2012/13.

## **4.2 SLA for 2013/14**

4.2.1 The SLA for 2013/14 can be found at appendix A. Changes and additions for the year ahead include:

- Work with waste management to look at solutions to refuse collection arrangements in areas that won't move to fortnightly collections;
- Fixed days for mechanical cleaning to coincide (where possible) with refuse collection arrangements;
- Additional flytipping/hotspot resources;
- Priority ginnel programme;
- Ward based enforcement patrols;
- Schedule of additional chargeable services.

## **4.3 Equality and Diversity / Cohesion and Integration**

4.3.1 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.

## **4.4 Council Policies and City Priorities**

4.4.1 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.

## **4.5 Resources and Value for Money**

4.5.1 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 broadly as per the levels during 2012/13 municipal year. Further discussions will take place about resource allocation and deployment at Area Committee, Locality Team and citywide levels.

## **4.6 Legal Implications, Access to Information and Call In**

- 4.6.1 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.
- 4.6.2 There are no further legal implications.
- 4.6.3 The report contains no information that is deemed exempt or confidential.
- 4.6.4 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.

#### **4.7 Risk Management**

- 4.7.1 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).

#### **7 Background documents**

- 7.1 Leeds City Council Constitution.
- 7.2 Report: Delegation of Environmental Services. To Area Committees, Jan/Feb cycle 2011.
- 7.3 Report: Delegation Of Executive Functions In Relation To Street Scene Management To Area Committees. To Executive Board. 30th March 2011.
- 7.4 Report: Delegation of Environmental Services. To Area Committees, March cycle 2011.

- 7.5 Report: Environmental Services Delegation – Update and Progress, to Area Committee 20th June 2011.
- 7.6 Report: Delegation of Environmental Services – Service Level Agreement, to Area Committee 5<sup>th</sup> September 2011.
- 7.7 Report: South and Outer East Locality Team Service Level Agreement Performance Update, to Area Committee 5<sup>th</sup> December 2011.
- 7.8 Report: Towards More Integrated Locality Working 2: An early review of the Environmental Services delegation. To Executive Board, 10th February 2012.
- 7.9 Report: Environmental Services – Consultation on the 2012/13 Service Level Agreement. To Area Committee 26<sup>th</sup> March 2012.
- 7.10 Report: Delegation of Environmental Services – Service Level Agreement, to Area Committee 2<sup>nd</sup> July 2012
- 7.11 Report: South and Outer East Locality Team Service Level Agreement Performance Update, to Area Committee: 3<sup>rd</sup> December 2012