

Service Agreement between Outer North East Community Committee and Environmental Action (East North East Locality Team)

To work with residents, other services and community based groups/organisations across the Outer North East area to achieve clean and tidy neighbourhoods.

In relation to the council function of Street Cleansing & Environmental Enforcement Services¹, the Council's Community Committee Executive Delegation Scheme requires Committees on behalf of the Executive Board:

1. to develop and approve a Service Agreement which determines 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. to be responsible for monitoring and reviewing the delegated activities in relation to the service outcomes specified in the SLA;
3. to be responsible for negotiating amendments to the SLA with service providers to accommodate unforeseen events or patterns of service failure, during the course of the SLA.

This Agreement sets out how the above delegated responsibilities will be met.

The Agreement also sets out how the Locality Team will deliver enhanced, environmental services in areas of council owned housing in order to meet additional needs of its tenants. This is to be delivered in a way that makes best use of this additional resource and complements work of other services in these neighbourhoods.

Agreement effective from: June 2015 (subject to approval at Committee meeting of 15th June)

Mid-year review due: October 2015 (by Outer North East Environmental Sub-Group)

Next annual refresh due: June 2016 (first Committee meeting of the 2016/17 municipal year)

¹ The description "Street Cleansing and Enforcement Services" covers a variety of functions as set out on the next page

1. Scope of the Agreement – Responsibility, Influence and Support

It is the aim of this Service Agreement to help the Community Committee play a lead role in the environmental cleanliness and appearance of its neighbourhoods; whilst also making clear how functions it has a direct responsibility for are to be delivered.

The following table summarises key contributors to the appearance of our neighbourhoods (the first column lists those functions that are within the direct scope of this agreement):

Functions delivered directly by the Service delegated to the Community Committee to oversee:	Functions mainly delivered by services that are not delegated, but have a significant impact on the appearance of the local environment:	Functions delivered by local groups and organisations led by residents:
Litter bin emptying	Grounds maintenance contract – including litter picking of grass/shrub bed prior to each cut (contract delivered by Continental Landscapes and overseen by P&C)	In-bloom groups
Litter picking and associated works	Maintenance of community parks and playgrounds – including litter picking and emptying of litter bins (P&C)	Friends of groups
Street sweeping and associated works	Cutting back of LCC trees and enforcement of non-LCC tree related obstructions (P&C)	Local action groups
Leaf clearing	Garden waste collection - brown bins (Waste Services)	Tenant and Resident Associations
Ancillary street cleansing functions including Graffiti removal, Gully and Ginnel cleansing.	Household refuse collection – black and green bins (Refuse Services)	Wetherby Town Council
Dog Controls (fouling, straying, dogs on leads, dog exclusions)	Household Waste Sort Sites (Waste Management Services)	Outer NE Parish Councils
Fly tipping enforcement	Recycling Bring Facilities (Waste Management Services)	
Enforcement of domestic & commercial waste issues	Schools	
Litter-related enforcement work		
Enforcement on abandoned & nuisance vehicles		
Overgrown vegetation		
Highways enforcement (placards on streets, A boards, cleanliness/mud on road)		
Graffiti enforcement work		
Proactive local environmental promotions.		

2. Roles & responsibilities in relation to the Service Agreement

2.1 Elected Members:

- (a) Outer NE Community Committee: responsibility delegated from Executive Board to develop and agree the SLA each year and to monitor the delivery of the service against the agreed specifications and outcomes. To negotiate changes to the SLA to address unforeseen issues/events and address service failure/inefficiencies.
- (b) Outer NE Community Committee Chair: to liaise with the Locality Manager to ensure that decisions on service delivery are being made in accordance with the SLA and that timely and accurate reports/information are provided for the Community Committee and relevant sub/ward meetings in order for the Community Committee to meet its responsibilities. To work in partnership with other Chairs across the relevant 'wedge' and the city as a whole as required (for example at the Area Chairs' meeting).
- (c) Outer NE Environment Champion: to work collegiately with the other Environmental Champions and the Executive Member for Environmental Protection and Community Safety to help change attitudes and behaviours across the city that will improve the environment at a local level. To increase the understanding of the barriers and issues faced at locality level to improving local environmental quality and promote the delivery of solutions through partnership working.
- (d) Outer NE Environmental Sub-group: to receive quarterly reports on the delegated services and closely monitor the performance and outcomes of the SLA. To consider in-year variations to the SLA, where necessary making recommendations to the Community Committee for the Locality Manager to implement. To undertake an annual review of the SLA and the development of a refreshed SLA for 2016/17. To consider equality, diversity, community cohesion and community safety matters in relation to the delegation of environmental services.

2.2 Environmental Locality Manager

- To deliver services under the delegation in line with the preferences and guidance set out by Members within this SLA;
- To maintain records of service activity as necessary to monitor performance against the SLA outcomes.
- To report on service activity against the requirements of this SLA, in line with the review and performance monitoring framework;
- To establish and maintain productive relationship with Members to achieve the best outcomes from the available resources;
- To lead the SLA's annual review process, including the development of a refreshed agreement for the following municipal year.
- To work in partnership with other services/organisations/agencies delivering environmental services and improvements to the appearance of neighbourhoods, e.g. Housing Services, Parks & Countryside, Refuse and Re-use/Recycling Services, Civic Enterprise Leeds, West Yorkshire Police, to ensure a holistic approach regardless of land ownership;

3. Outer North East Priorities:

"The identification of priorities for service delivery annually (both geographical and in terms of types of services delivered)"

Insert page here for each of the following geographical (ward) areas:

1. Alwoodley

2. Harewood

3. Wetherby

Following discussion at the Sub Group these plans will be worked up, including consultation with each set of ward members, and tabled at the meeting. They will not be set in stone and priorities can be changed as the year progresses through agreement with ward members and oversight by the sub-group.

Each page will summarise how the zonal team covering that ward will focus its time on:

- ✓ The number one priority for that area for the team to focus on and for the Team Leader to report progress to Ward Members and feed into the Environmental Sub Group.
- ✓ Mechanical sweeping (including which streets will receive regular, programmed sweeps and which will be reactive)
- ✓ Litter picking (including which streets will get a regular, programmed litter pick)
- ✓ Which communal/public areas will be prioritised for clean-ups
- ✓ Where the focus of enforcement action will be – both geographically and in terms of types of offence/issue
- ✓ What local groups will be supported to assist with community clean-ups etc. and how we will help them.
- ✓ What resources are expected to be needed to ensure the gardens of void Council owned properties are made ready for new tenants
- ✓ What resources are expected to be needed to ensure the gardens of vulnerable Council tenants are maintained where those tenants meet agreed criteria.
- ✓ What resources are expected to be needed to investigate and remove flytipping and other similar issues
- ✓ What resources are expected to be needed to deliver the bulky household collection service through the Locality Team in that ward.
- ✓ What preventative/educational work will be done (e.g. work with schools).
- ✓ Any other localised issue/problem to be a focus in the year ahead.

Outer North East Community Committee: Environmental Services Agreement

Plan on a Page for Alwoodley Ward

This plan is in addition to the day to day work of the service to empty litter bins and respond to issues referred by customers/residents to the Council for action. The purpose of this page is to set out clearly the areas of work the service will prioritise its remaining resource/efforts at.

Area this plan covers:

Description and key physical and demographic features relevant to environmental condition/challenges – and Parish Councils in this area	<i>Map here</i>
---	-----------------

Top priority for Alwoodley Ward

Priority Streets for Programmed Sweeping and Litter Picking	Priority places for team clean-up days

Prevention - priority issues and places for enforcement and education work

Expected Council housing workload	
Garden prep for new tenants	xx hrs/week
Vulnerable tenants gardens	xx hrs/week
Council owned bin-yards	Xx hrs/week

Expected household bulky item workload	
Expected flytipping workload	

Working with the community

Other local issues that require particular attention this year

Outer North East Community Committee: Environmental Services Agreement

Plan on a Page for Harewood Ward

This plan is in addition to the day to day work of the service to empty litter bins and respond to issues referred by customers/residents to the Council for action. The purpose of this page is to set out clearly the areas of work the service will prioritise its remaining resource/efforts at.

Area this plan covers:

Description and key physical and demographic features relevant to environmental condition/challenges – and Parish Councils in this area	<i>Map here</i>
---	-----------------

Top priority for Harewood Ward

Priority Streets for Programmed Sweeping and Litter Picking	Priority places for team clean-up days

Prevention - priority issues and places for enforcement and education work

Expected Council housing workload	
Garden prep for new tenants	xx hrs/week
Vulnerable tenants gardens	xx hrs/week
Council owned bin-yards	Xx hrs/week

Expected household bulky item workload	
Expected flytipping workload	

Working with the community

Other local issues that require particular attention this year

Outer North East Community Committee: Environmental Services Agreement

Plan on a Page for Wetherby Ward

This plan is in addition to the day to day work of the service to empty litter bins and respond to issues referred by customers/residents to the Council for action. The purpose of this page is to set out clearly the areas of work the service will prioritise its remaining resource/efforts at.

Area this plan covers:

Description and key physical and demographic features relevant to environmental condition/challenges – and Parish Councils in this area	<i>Map here</i>
---	-----------------

Top priority for Wetherby Ward

Priority Streets for Programmed Sweeping and Litter Picking	Priority places for team clean-up days

Prevention - priority issues and places for enforcement and education work

Expected Council housing workload	
Garden prep for new tenants	xx hrs/week
Vulnerable tenants gardens	xx hrs/week
Council owned bin-yards	Xx hrs/week

Expected household bulky item workload	
Expected flytipping workload	

Working with the community

Other local issues that require particular attention this year