

**Report of:** Helen Freeman, Chief Officer, Environmental Action Service

**Report to:** Outer North East Community Committee (Alwoodley, Harewood and Wetherby Wards)

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**Date:** 12<sup>th</sup> December 2016

**To Approve**

## **Title: Environmental Service Level Agreement 2016/17**

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### **Purpose of report**

- To confirm the continuation of the current Service Level Agreement (SLA) between the Committee and the Environmental Action Service, as overseen on its behalf and recommended by the Environmental Sub Group (Chaired by Councillor Wilkinson).
- To provide opportunity for the Committee to refer related issues to the sub group to look at on its behalf; including any potential changes in local priorities and service development requests for the 2017/18 SLA and any current performance related issues.

#### **1.0 Main issues**

- 1.1 The Committee is responsible for agreeing and overseeing a local Service Agreement between itself and the Environmental Action Service. This covers a number of environmental functions that that are mostly delivered by the Locality Team for the East North East area.
- 1.2 These functions include street cleaning and litter removal (mechanical and manual), investigating and removal as appropriate of graffiti and flytipping, delivery of a household bulky item collection service, appropriate responses (including potential legal action/prosecution) to reports of waste in gardens, obstructions to the highway (including illegal advertising) and containment of commercial waste.
- 1.3 In addition to the functions set out in the SLA, the service also has responsibility to respond to referrals to bring gardens back into an acceptable horticultural condition for new council tenants and similar requests for gardens of vulnerable council tenants. The service receives payment from the Housing Revenue Account for this element of what it does.
- 1.4 The oversight of the performance of the SLA is the responsibility of the Environmental Sub Group. The Sub Group meets up to 5 times a year and the SLA/Locality Team is a standard agenda item. Any elements of the SLA or issues that the Sub Group feels are not being

adequately delivered/resolved/responded to will be referred to the Committee for further discussion.

- 1.5 The Sub Group will negotiate with the service on any changes it feels necessary to the SLA (in-year or for future years) and make recommendations to the Committee as appropriate.

## 2.0 Conclusion

- 2.1 The SLA approved during 2015 year included a number of key improvements/ additions to the local service. These included:

- new locally delivered functions of household bulky item collection, needle picking and graffiti removal;
- introduction of new, zonal teams – each run by a dedicated Team Leader and Chargehands and with their own operational staff delivering a 7 days/wk service;
- responsibility to deliver elements of ALMO/Housing Services functions previously undertaken by Estate Caretaking teams – including void gardens, vulnerable gardens and general estate environmental management (excl. high rise/apartment blocks and land).

- 2.2 2016/17 is the first full year that these changes have been delivered by the teams/service.

- 2.3 Across the city, the service and 17 zonal teams have been continuing to deliver on the SLAs agreed last year.

- 2.4 The Outer North East Sub Group has received updates on service delivery at each of its meetings and discussed/resolved any related issues and concerns. No SLA performance issues have been raised to refer to the Committee and the sub group remains satisfied at the overall performance of the service.

- 2.5 However, concern has been expressed about the progress dealing with “verge creep”. This was an additional, local “bolt-on” commitment for the Outer NE, and the service accepts that the amount of work that it’s been able to do has meant less progress than had been hoped. The work has proven more time consuming/labour intensive than envisaged and staff shortages this year have meant a focus on the core elements of the SLA. In future a realistic programme of work will set out which street is to be done each month and members kept up to date on progress. There was recognition though that where staff had undertaken such work it was of a high standard and effective (see photo for work on Alwoodley Lane in October) .



- 2.5 The Sub Group discussed the SLA at its November meeting and its recommendation to the Community Committee is to continue with the existing SLA for 2016/17.

## 3.0 Recommendations

- 3.1 The Community Committee is asked to

- a) approve the continuation of the existing Service Agreement;
- b) consider any changes to current priorities it would like the service to consider this year;
- c) consider if there are any changes it would like to see in the SLA for 2017/18, in order to give the service time to consider and respond through the sub-group.

**Appendix A: Proposed 2016/17 Service Level Agreement for Outer NE.**