

**Service Agreement between
Outer North East Community Committee
and
Environmental Action Service (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 Services ¹, 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 2016 (subject to ratification at Committee)

Mid-year review due: November 2016 (by Outer North East Environmental Sub-Group)

Next annual refresh due: June 2017 (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	
Household Bulky Collection		
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 new/refreshed SLA for 2017/18. 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 with other services/organisations 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)".

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:

<p>Alwoodley ward sits on the northern side of the Ring Road is predominantly an area of mixed housing with plenty of green/open spaces and verges to manage. There is a sizeable area of council housing stock in the Lingfield and Cranmer Bank neighbourhoods the team will need to provide void garden and vulnerable tenant support to. In addition there is the hamlet of Eccup to serve. The ward has arterial roads of King Lane and Harrogate Road running through it, with the Ring Road bordering the southern part of the ward – with car-thrown litter, flytipping, illegal advertising and car park/layby maintenance issues to be dealt with. Being a part-rural ward, there are also sight lines and occasional mud on road issues to keep on top of. The northern and western borders of the ward have significant woodland and green areas. The ward is partly covered by an active Parish Council, who employ a “lengthsman” to do small environmental jobs within the parish.</p>	<p><i>Map here</i></p>
---	------------------------

Top priority for Alwoodley Ward

This year will we focus on removing and getting on top of “verge creep” throughout the ward

Priority Streets/Villages for Programmed Sweeping and Litter Picking	Priority places for team clean-up days
<p>The team will deliver a fortnightly programme of mechanical pathsweeping across Outer NE (supported as needed by manual sweeping and litter picking).</p> <p>As part of this, every week the Alwoodley Ward will receive a full day of sweeping supported by litter picking and other work as needed. This is currently scheduled for every Monday. The focus of the day’s work will alternate between the two halves of the ward each week. Shopping parades will be included in the programmed work.</p> <p>Additional sweeps, litter picks and clean ups will be provided on a needs/service request basis. Priority may need to be given to leaf clearance requests during the Autumn/early Winter months.</p>	<p>The following spots/streets will be regularly checked and cleaned-up as necessary:</p> <ol style="list-style-type: none"> 1. Cranmer Bank Shops 2. Recycle centre at Moor Allerton Centre 3. Park & ride car park 4. Garage site on sandringhams 5. Blackmoor Road 6. Stairfoot lane 7. Lingfield shops & garage site 8. Nursery Lane 9. Birkdale Drive 10. Saxon Mount 11. Saxon Road 12. Harrogate Road
<p>Out of the grass cutting season, the service will monitor the verges, central reservations and other green spaces along King Lane, Harrogate Rd and the Ring Road and ensure additional litter picking/clean-ups take place.</p>	

Prevention - priority issues and places for enforcement and education work

Stairfoot Lane – flytipping; King Lane park and ride – littering; Moor Allerton recycling facility – littering/flytipping

Expected Council housing workload (Outer NE)		Expected household bulky item workload	
Garden prep for new tenants	3 hrs/week	Outer North East area	47 households/week
Vulnerable tenants gardens	10 hrs/week	Expected flytipping workload	
Council owned bin-yards	n/a	Outer North East area	7 jobs/week

Working with the community

The team will support/work with local groups wanting to improve/maintain the environment. In particular we will work with Alwoodley in Bloom, Friends of Adel Woods, Alwoodley Parish Council (in particular to complement and support the work of the Parish Lengthsman), Slaid Hill in Bloom and Cranmercall.

The Team Leader will work with local school on environmental action weeks/days and visit the school with an environment officer and/or pathsweeper to meet the children.

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:

<p>Harewood ward is large in geographical area and is a rural area with several villages, the largest being Barwick in Elmet. The ward has arterial roads of Harrogate Road, Harewood Road/Avenue and Wetherby Road running through it - with car-thrown litter, flytipping, illegal advertising and car park/layby maintenance issues to be dealt with. Being a rural ward, there are also sight lines and mud on road issues to keep on top of. The various Parish Councils play a very active role in the appearance/upkeep of the villages and are key partners to work with and support. Harewood House is a major visitor/tourist attraction, and plays host to many events. Leaf fall is a significant issue in the villages during Autumn/early winter.</p>	<p><i>Map here</i></p>
---	------------------------

Top priority for Harewood Ward

This year will we focus on removing and getting on top of “verge creep” throughout the ward and that we have the right litter bins in the right places being emptied at the right time

Priority Streets/Villages for Programmed Sweeping and Litter Picking

The team will deliver a fortnightly programme of mechanical pathsweeping across Outer NE (supported as needed by manual sweeping and litter picking). The following villages in the Harewood ward should expect half a day visit in this two week period each (Parish Councils will be told which days of the week):

- East Keswick
- Harewood
- Bardsey
- Aberford
- Collingham with Linton
- Thorer
- Barwick in Elmet and Scholes (full day)
- Shadwell
- Scarcroft

Additional sweeps, litter picks and clean ups will be provided on a needs/service request basis. Priority may need to be given to leaf clearance requests during the Autumn/early Winter months.

Priority places for team clean-up days

The following spots/streets will be regularly checked and cleaned-up as necessary:

1. Brandon Crescent
2. Rakehill
3. Wike Hill and Lane
4. Backstone Gill Lane
5. Wike Ridge Lane
6. Main Street (Aberford)
7. Cattle Lane/ Aberford Road
8. Coal Road between A58 & Skelton Lane
9. Potterton Lane
10. Kiddal Lane
11. King fisher Lane
12. Aberford Road laybys
13. Harewood Road laybys

Out of the grass cutting season, the service will monitor the verges, laybys and other green spaces along Harrogate Road, Wetherby Road and Harewood Road/Avenue and ensure additional litter picking/clean-ups take place.

Prevention - priority issues and places for enforcement and education work

We will work with Parish Councils to support local interventions/campaigns to reduce dog mess problems

Expected Council housing workload (Outer NE)

Garden prep for new tenants	3 hrs/week
Vulnerable tenants gardens	10 hrs/week
Council owned bin-yards	n/a

Expected household bulky item workload

Outer North East area	47 households/week
Expected flytipping workload	
Outer North East area	7 jobs/week

Working with the community

The team will support/work with local groups wanting to improve/maintain the environment. In particular we will work with the Parish Councils and In-Bloom groups.

Where wanted, the Team Leader will work with local schools on environmental action weeks/days and visit the school with an environment officer and/or pathsweeper to meet the children.

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:

<p>The Wetherby ward features the historic market and tourist town of Wetherby. The service needs to respond to the challenges of market days, weekends, summer months, race days and night-time economy. There is a small area of council housing stock in Wetherby that the team will need to provide void garden and vulnerable tenant support to. Boston Spa has similar service issues as Wetherby to support. In addition there are the Parish Villages of Bramham, Clifford, Thorp Arch and Walton to serve. The area hosts the annual Leeds Festival, as well as many local village events. The ward has the A58, A168 and A659 running through it – with car-thrown litter, flytipping, illegal advertising and layby maintenance issues to be dealt with. Being a rural ward, there are also sight lines and mud on road issues to keep on top of.</p>	<p><i>Map here</i></p>
--	------------------------

Top priority for Wetherby Ward

To be agreed with ward members

Priority Streets/Villages for Programmed Sweeping and Litter Picking	Priority places for team clean-up days
<p>The team will deliver a fortnightly programme of mechanical pathsweeping (supported as needed by manual sweeping and litter picking). So every 2 weeks the Wetherby Ward will receive:</p> <ul style="list-style-type: none"> Walton - 0.5 day Wetherby (inner town centre) – 0.5 day weekly Wetherby - outer town centre – 1 day Thorp Arch – 0.5 day Clifford - 0.5 day Bramham - 0.5 day Boston Spa – 0.5 day weekly <p>Additional sweeps, litter picks and clean ups will be provided on a needs/service request basis. Priority may need to be given to leaf clearance requests during the Autumn/early Winter months.</p>	<p>The following spots will be regularly checked and cleaned-up as necessary:</p> <ol style="list-style-type: none"> 1. Walton Road 2. Freemans way tunnel 3. Boston Road 4. Wilderness car park 5. Moor Lane near Whattle Syke road 6. Roman Road 7. Thorner Road 8. Milner Lane 9. Moor End parking area 10. Steps at Tenter Hill
<p>There will be additional programmed litter picking and litter bin emptying in Wetherby and Boston Spa main streets to support the tourist, commercial, markets and night-time economy.</p>	<p>Out of the grass cutting season, the service will monitor arterial routes and other grassed areas and ensure additional litter picking/clean-ups.</p>

Prevention - priority issues and places for enforcement and education work

Zero tolerance for illegal advertising on the highway (unsightly and distracting for motorists)

Dog mess at specific locations?

Expected Council housing workload (Outer NE)	
Garden prep for new tenants	3 hrs/week
Vulnerable tenants gardens	10 hrs/week
Council owned bin-yards	n/a

Expected household bulky item workload	
Outer North East area	47 households/week
Expected flytipping workload	
Outer North East area	7 jobs/week

Working with the community

The team will support and work alongside community clean-ups/action days organised by Ward Councillors, Parish Councils and in-bloom groups etc. This may be practical help and/or provision of free bags/litter grabbers.

The Team Leader will work with any local school on environmental action weeks/days and visit the school with an environment officer and/or pathsweeper to meet the children.