

Report of Locality Manager (South and Outer East Leeds)

Report to South Leeds (Inner) Area Committee

Date: Wednesday 11th December 2013

**Subject: South and Outer East Locality Team Service Level Agreement
Performance Update**

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Beeston and Holbeck City and Hunslet Middleton Park		
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 (Inner) Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2013 to 25th October 2013.

Recommendations

2. That South Inner Area Committee note and comment on the contents of this report.

1 Purpose of this report

- 1.1 This report provides an update on performance against the SLA between Inner South Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2013 to 25th October 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 Inner South Area Committee was agreed on 19th June 2013.

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 describes performance against these principles and priorities in the first six months of this year's SLA.

3.2 Delivery of SLA Priorities

a) Priority Neighbourhoods

- 3.2.1 Progress is being made in identified priority areas for each ward in Inner South area. Mini-action plans are in place for each area focussing on changing behaviours. Actions include environmental audits, enhanced patrol work and proactive support and action on cleansing or other environmental issues. For example an environmental audit of the Nosters/Marley's area in Beeston has been completed. A number of environmental issues have been identified including fly tipped and overgrown bin yards, defective drain pipes to properties, dog fouling and missing wheelie bins. An action plan is being drawn up to engage with residents and landlords to support neighbourhood improvements.
- 3.2.2 An Environmental Action Officer has worked closely on Cottingley Hall estate with Waste Management supervisors, bin crews, Housing Leeds officers and residents to ensure the new communal waste collection points are used correctly. A number of fixed penalties have been issued to residents who have persistently left waste out on non-collection days and there has been a marked reduction in fly-tipping on the

estate. The team is also working closely with Waste Management colleagues on the work to deliver improved recycling collections and fortnightly black bin collections in Middleton Park ward, with particular focus on the Westwoods estate. As with Cottingley Hall above an Environmental Action Officer will support during the roll-out of the new services.

- 3.2.3 Park and Countryside, in partnership with the Locality Team, have commissioned Groundwork Leeds to undertake community engagement activities in the Beeston Hill area around Cross Flatts Park and focussing on environmental improvement. In addition the Locality Team are now working with Leeds Federated Housing, South Leeds Community Alliance, Groundwork Leeds, Waste Management and Private Sector Housing colleagues to develop a partnership approach to improving priority areas. The service intends to focus initially on work in the Bude Road/Stratfords area of Beeston Hill.
- 3.2.4 Our communications with communities and others has improved a huge amount. Every successful prosecution is publicised through the media and our new Facebook page (www.facebook.com/sselocalityteam) engages directly with residents and with other media outlets, e.g. South Leeds Life.
- 3.2.5 CCTV has been put to good use to support partner agencies including Leeds Homes and the Police. For example cameras are currently being used to gather evidence of ASB on East Grange Rise, Bodmin Crescent and Sturton Grange.
- 3.2.6 Neighbourhood forums are now routinely attended by a Locality Team member of staff. All Locality Team staff are able to represent the full range of services that contribute to improving the environment, which should significantly improve engagement with the council's environmental services.

b) *Education and Enforcement*

- 3.2.7 The services' zero tolerance approach to waste in bin yards continues to deliver improvements. Several bin yards have been cleared and secured, including on the Marleys, Woodviews and Harlechs following notices being served. The service has also had several positive meetings with landlords in the area about them taking responsibility for their bin-yards and securing them and working with them proactively to prevent tipping in the first place.
- 3.2.8 The duty of care on businesses to protect the quality of the environment is a key focus within the SLA. A project is underway across the Inner South area to raise awareness among local shop keepers on their legal duty to ensure their shop frontages are kept clean. Non-compliance can lead to enforcement action being taken requiring shop keepers to sweep outside their stores and to provide and empty litter bins.
- 3.2.9 Ward based patrol work is now in place, targeting littering, commercial waste issues, dog fouling and other dog control issues. Dog control remains a priority and in addition to enforcement patrols. The Locality Team are undertaking other activities to improve the situation. For example Dog Wardens and Environmental Action Officers, supported by the Dogs Trust, ran a dog chipping event at Cross Flatts Watsonian Pavillion on 1st November. Owners can have their dogs chipped for free as well as receiving up to date advice on responsible ownership. The Multi-

Use Games Area (MUGA) courts at Cross Flatts Park have also been designated as a dog exclusion area since 11th November.

3.2.10 Our Environmental Action Officers have focused on fly-tipping enforcement resulting in several prosecutions and (at 25th October) 12 cases potentially going forward to court. Successful prosecutions in the period include:

- A gentleman was spotted littering by a dog warden in Middleton and didn't pay the fine. He was fined £75 and also ordered to pay a £20 victim surcharge and costs of £160.
- A lady was prosecuted for the waste and rubbish rotting in her garden on Tempest Road, Beeston Hill and received a £200 fine, costs of £616 and a victim surcharge of £20
- A gentleman from Colwyn View, Beeston Hill also received a £200 fine, Costs of £674.40 and a victim surcharge of £20 for not putting his bin away and failing to pay the fine.
- A lady from Rowland Terrace, Beeston Hill who had uncontained waste in her garden and did not use her bins properly on £200 fine, costs of £583 and a victim surcharge of £20.
- A gentleman from Beeston Hill was prosecuted for fly-tipping and received £450 costs and a £75 fine plus a £20 victim surcharge.

c) *Partnership Working and Development*

3.2.11 Work is on-going (at 25th October) with former Aire Valley Homes colleagues to develop models of integrated environmental working. As part of the move of council housing services back into the council the decision has been made to transfer many of the environmental activities currently undertaken by housing over to Locality Teams. In addition to this, since April, the council's bulky waste collection services have also been under the responsibility of Locality Teams.

3.2.12 The Locality Teams are therefore developing new structures for 'one environmental service' in Locality areas which take on these new responsibilities, but also seek to improve the current service and make it even more locally accountable. This will involve a move to more zonally based resources and a more flexible workforce.

3.2.13 In addition the service is liaising closely with Police on their review in order to take advantage of opportunities for co-location and greater partnership working across the crime and grime agendas.

3.3 Service Delivery Performance

3.3.1 Appendix A contains the tables which support the descriptions of performance below. Overall 4,329 jobs were logged on our system between 1st July and 25th October 2013 of which 2,272 were for the Inner South wedge area (52%). This is a 50% increase in the number of jobs completed compared to the same period last year. This large increase in jobs can be explained by the additional fly-tipping/hot-spot team that we have had in service since June and who are undertaking a significant amount more proactive clearance work than previously. The most prevalent issues dealt with in Inner South in the period were, in descending order: fly-tipping (clearance and enforcement) which accounted for over 50% of the workload, domestic waste issues and waste in gardens. These accounted for 63% of requests received for the area.

- 3.3.2 Revised mechanical cleansing blocks are now in place with the frequency of cleansing increasing across many areas and the maximum frequency increasing from 16 weekly to every 8 weeks. The service is now fixed on particular days in order to aid coordination with Waste Management and housing ALMOs, e.g. Beeston Hill, Belle Isle.
- 3.3.3 Capacity days continue to allow the impact of seasonal tasks, such as leafing, to be minimised. As outlined in previous reports the service has supported the In Bloom judging process across many areas of the wedge and Inner South Leeds (including Beeston and Holbeck in bloom). This included intensive cleaning prior to judging and supporting in bloom groups with litter and waste collections.
- 3.3.4 Locality Teams were successful in obtaining additional funding, to March 2014, from the Housing Revenue Account (HRA) to improve the environment in council housing estates. This has delivered additional litter-picking resources for Belle Isle and the Westwoods in Middleton Park ward and in the Malverns and Cottingley in Beeston and Holbeck ward. It has also delivered an additional Environmental Action Officer to cover these areas.
- 3.3.5 A programme for the maintenance of the 23 priority ginnels in Inner South area is in place. Many have been added to existing cleansing routes and where this was not possible, monthly inspections are taking place to proactively deal with any issues. The former Aire Valley Homes teams continue to support this work in former ALMO estates.
- 3.3.6 89% of manual cleansing rotas in Inner South wedge were undertaken as scheduled in the period, a slight fall when compared with 91% in the same period last year. Of the 53 days where the manual cleaning service did not run 27 were due to holidays, 23 due to sickness, and 3 due to other operational reasons, e.g. urgent work in a different area or training. There is a limited budget to cover manual cleaning, budget equivalent to covering 1 in 6 absences, so not all holidays or sickness can be covered.
- 3.3.7 83% of the mechanical cleansing rotas in Inner South wedge were undertaken as scheduled in the period, compared to 84% in the same period last year. Of the 83 routes that did not run in the period 1 was due to a breakdown, 47 were due to holidays, 8 due to sickness, 3 due to working to cover refuse collection and 24 'other' operational reasons, e.g. training or covering other priority work. Whilst the service has budget available to cover mechanical cleaning staff it is often difficult to source drivers and therefore cover routes.
- 3.3.8 Wedge-wide services generally ran as scheduled, with the exception of 1 occasion where a litter bin team did not run due to holidays which were not able to be covered and gulley cleaning service which did not run on 9 occasions in the period due to 2 sickness, 4 holidays, and 3 'other' operational reasons. It is often very difficult to source appropriately skilled cover for gulley crews, however the Locality Team is in the process of training further frontline cleansing staff across the service so that cover will be easier in future.
- 3.3.9 59 Fixed Penalty Notices were served on residents in the period, 33 more than during the same period last year. Enforcement action in Middleton Park ward has increased with 38 legal notices being served, 2 FPNs being issued and 2 prosecutions progressing a large increase compared to the same period last year.

3.3.10 South Locality team has continued with a work placement scheme with HMP Leeds. Trainees, released on a temporary licence from HMP Leeds, work with the team three days per week undertaking work across the wedge area and creating additional capacity. This has been a great success with the following cutting back and litter clearance work being carried out in Inner South Leeds:

- Whitfield Avenue and the Oval and behind Hunslet library – cutting back
- Tunstall Road roundabout and flyover around to Tulip Street.
- Moor Road near to Middleton railway
- Orion View, Middleton
- Gibraltar Island Road, Hunslet
- Dewsbury Road near to the library
- Old Lane near to Asda and onto the Cardinals
- St Anthony's Drive to Old Lane

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 Consultation was undertaken with Environmental Sub-groups of the Area Committees, including the sub group representing Inner South Area Committee on all aspects of the SLA delivery over the last six months.

4.1.2 Various consultation and engagement exercises have been undertaken with Members on an individual basis, as well as at ward and Area Committee level.

4.1.3 Performance against the SLA is now routinely discussed at all Environmental Sub-Groups.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 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.

4.3 Council Policies and City Priorities

- 4.3.1 The delegation of environmental services to Area Committees, via an approved Service Level Agreement, will significantly contribute 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.

4.4 Resources and Value for Money

- 4.4.1 There are no resource implications.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 There are no legal implications.
- 4.5.2 The report contains no information that is deemed exempt or confidential.

4.6 Risk Management

- 4.6.1 There are no risk management implications within this report.

5 Conclusions

- 5.1 Positive progress has been made in the first six months of the Service Level Agreement for 2012/13.

6 Recommendations

- 6.1 That South Leeds (Inner) Area Committee note and comment on this report.

7 Background documents¹

- 7.1 There are no background documents associated with this report.

¹ The background documents listed in this section are available for inspection on request for a period of four years following the date of the relevant meeting. Accordingly this list does not include documents containing exempt or confidential information, or any published works. Requests to inspect any background documents should be submitted to the report author.

Appendix A – Summary Performance Information

Table 1: Service Requests – 1st July to 25th October 2013

DESCRIPTION	Beeston and Holbeck	City and Hunslet	Middleton Park	TOTAL
Fly Tip	295	469	177	941
Flytipping	96	100	20	216
Waste in Gardens	38	114	28	180
Found Dog	28	45	38	111
Domestic Waste Issues	35	56	2	93
Overgrown Vegetation	36	18	25	79
Litter Complaint	14	37	20	71
Commercial Waste Issues	11	24	31	66
Lost Dog	10	17	23	50
Gully	16	17	10	43
Road Sweeping	16	16	6	38
Stray Dog at Large	9	9	16	34
Dog Fouling	12	10	8	30
Litter Problems	5	22	3	30
Bulky request	9	9	9	27
Dead Animal Removal	4	12	8	24
Footpath Sweeping	5	5	8	18
Ginnel	6	6	6	18
Graffiti	9	5	4	18
Rodents	5	6	5	16
Nuisance - Accumulation/Deposit	5	5	5	15
Drainage	5	6	3	14
Dog Warden Assistance Requested	4	4	5	13
Bin not Returned	9	2		11
Obstruction	5	4	2	11
Litter Bin Empty	2	5	3	10
Litter Bin Request	4	3	1	8
Nuisance - Other	3	2	3	8
Housing - Vacant	1	4	2	7
Smoke from Bonfire	3	1	3	7
Dog Fouling Enforcement Signage Request	1	3	2	6
Nuisance - Premises	3	1	2	6
Dog Attacking Human			5	5
Stray Dog Not Out		2	3	5
Illegal Advertising		4	1	5
Odour - Other	3	2		5
Abandoned Vehicle	2	1	1	4
Keeping Dogs On Leads At All Times		2	1	3
Illegal Vehicle Crossing			3	3
Vehicles for Sale	3			3
Dog Attacking Animal	1	1		2
Dog Fouling	2			2
Commercial Premises Duty of Care Inspect			2	2
Damage to Highway			2	2
Mud etc on Road			2	2
Needles and Drug Paraphernalia Cleaning		2		2
Fly Tip		1		1
Complaint - staff conduct	1			1
Compliment - Quality of work / service	1			1
Freedom Of Information Act Request		1		1
Housing - Defect	1			1
Keeping Dogs On Leads At All Times	1			1
Nuisance Vehicle	1			1
Street Cleansing Missed	1			1
TOTAL	721	1053	498	2272

Table 2: Manual Cleaning – 1st July to 25th October 2013

Ward	No. Blocks	Ran	Not Ran	% Ran
Beeston and Holbeck	218	197	21	90%
City and Hunslet	232	202	30	87%
Middleton Park	201	181	20	90%
Inner South	484	431	53	89%
Whole SSE	952	870	82	91%

Table 3: Mechanical Cleaning – 20th August to 31st October 2012

Ward	No. Blocks	Ran	Not Ran	% Ran
Beeston and Holbeck	194	164	30	85%
City and Hunslet	242	201	41	83%
Middleton Park	64	52	12	81%
Inner South	500	417	83	83%
Whole SSE	790	646	144	82%

Table 4: Wedge-wide Services – 20th August to 31st October 2012

Team	Scheduled	Ran	Not Ran	% Ran
Outer Litter Bins	117	117	0	100%
Inner Litter Bins	117	116	1	99%
Hot-Spot Teams	115	113	2	98%
Gully Team	117	108	9	92%

Table 5: Legal Notices Served – 1st July to 25th October 2013

LEGAL NOTICES	Beeston and Holbeck	City and Hunslet	Middleton Park	TOTAL
EP46 - Flytipping	27	28		55
EP34_5 - Commercial Waste Issues	6	6	25	37
EP46 - Domestic Waste Issues	7	24		31
EPA92A - Flytipping	15	14		29
EPA92A - Waste in Gardens	7	20	1	28
EPA92A - Domestic Waste Issues	8	2		10
HW154 - Overgrown Vegetation			5	5
EP46 - Waste in Gardens	3		1	4
EP80 - Flytipping		4		4
EP47 - Commercial Waste Issues		3		3
EP46 - Fly Tip		2		2
EP80 - Domestic Waste Issues		2		2
EP80 - Nuisance - Premises		2		2
EPA92A - Litter Problems			2	2
HW180 - Overgrown Vegetation		2		2
TCP215 - Overgrown Vegetation	2			2
BA59 - Drainage	1			1
BA59 - Waste in Gardens		1		1
EP34_5 - Commercial Premises Duty of Care Inspect			1	1
EP46 - Bin not Returned	1			1
EP4647 - Flytipping	1			1
EP80 - Dog Fouling	1			1
EP80 - Drainage		1		1
EP80 - Nuisance - Accumulation/Deposit		1		1
EP80 - Waste in Gardens		1		1
EP94A - Flytipping		1		1
EP94A - Nuisance - Accumulation/Deposit			1	1
EP94A - Waste in Gardens	1			1
EPA92A - Commercial Waste Issues		1		1
EPA92A - Fly Tip		1		1
HW143 - Overgrown Vegetation			1	1
LG29 - Housing - Vacant		1		1
PD4 - Flytipping		1		1
PH83 - Nuisance - Premises			1	1
TOTAL	80	118	38	236

Table 6: FPNs Issued – 1st July to 25th October 2013

FPN NOTICES	Beeston and Holbeck	City and Hunslet	Middleton Park	TOTAL
FPN900 - Flytipping	18	1		19
FPN700 - Waste in Gardens	3	7		10
FPN900 - Litter Problems	3	5		8
FPN410 - Commercial Waste Issues	1	4		5
FPN700 - Flytipping	2	2		4
FPN900 - Keeping Dogs On Leads At All Times	1	1	1	3
FPN200 - Waste in Gardens	2	1		3
FPN900 - Dog Fouling	1	1		2
FPN700 - Nuisance - Accumulation/Deposit			1	1
FPN700 - Domestic Waste Issues		1		1
FPN200 - Flytipping		1		1
FPN200 - Domestic Waste Issues		1		1
FPN100 - Commercial Waste Issues	1			1
TOTAL	32	25	2	59

Table 7: Prosecution Action Taken – 1st July to 25th October 2013

PROSECUTION TYPE	Beeston and Holbeck	City and Hunslet	Middleton Park	TOTAL
Flytipping	2	1		3
Keeping Dogs On Leads At All Times		1	2	3
TOTAL	2	2	2	6