

Breakdown of Service Performance - 1st July 2013 to 31st January 2014

Table 1 - Service Requests

DESCRIPTION	TOTAL	CALVERLEY & FARSLEY	FARNLEY & WORTLEY	PUDSEY
A Board	2			2
Abandoned Caravan/Trailer	2			2
Abandoned Vehicle	8		4	4
Bin not Returned	42	10	10	20
Cellar Grate	2		2	
Commercial Premises Duty of Care Inspect	2			2
Commercial Waste Issues	60	24	12	16
Complaint - Quality of our work /service	2			2
Complaint against service - delay	4			
Complaint against service - Other	4			
Damage to Highway	12		6	4
Dangerous Tree	2			
Dead Animal Removal	38	12	10	8
Dog Fouling	130	42	34	42
Dog Fouling Enforcement Signage Request	24	2	8	4
Domestic Waste Issues	78	18	30	28
Drainage	50	30	8	10
Dust or Grit	2			2
Fly Tip	704	150	276	190

DESCRIPTION	TOTAL	CALVERLEY & FARSLEY	FARNLEY & WORTLEY	PUDSEY
Flyers	6	2	4	
Flytipping	198	48	94	34
Footpath Sweeping	120	20	56	30
Ginnel	36	10	14	12
Graffiti	86	34	24	22
Gully	248	94	62	68
Housing - Defect	10	4	4	2
Housing - Dirty	2	2		
Housing - Vacant	4	2		2
Illegal Advertising	48	10	22	4
Illegal Vehicle Crossing	4	2		2
Keeping Dogs On Leads At All Times	2	2		
Leafing	120	36	22	52
Litter Bin Empty	18	8	2	8
Litter Bin Repair	2			2
Litter Bin Request	42	18	8	8
Litter Complaint	164	44	48	52
Litter Problems	22	6	10	2
Mud etc on Road	18		4	6
Nuisance - Accumulation/Deposit	28	6	18	
Nuisance - Light	4	2		2
Nuisance - Other	76	30	22	16
Obstruction	46	10	16	16
Odour - Other	8			6
Overgrown Vegetation	250	86	106	50
Road Sweeping	146	20	74	40
Rodents	16		10	6
Smoke from Bonfire	28	14	4	6

DESCRIPTION	TOTAL	CALVERLEY & FARSLEY	FARNLEY & WORTLEY	PUDSEY
Smoke from Chimney	10	8		2
Trading on Highway	4	4		
URGENT - Drainage	2	2		
URGENT - Odour - Other	2	2		
Vehicles for Sale	4	2		
Verge or Pavement Parking	8	4	2	
Waste in Gardens	72	18	38	14
Total	3022	838	1064	800

Table 2 - Legal Notices

LEGAL NOTICES	Total	Calverley & Farsley	Farnley & Wortley	Pudsey
EP34_5 - Commercial Waste Issues	1	1		
EP59 - Flytipping	1			1
EP80 - Waste in Gardens	2			2
EPA92A - Domestic Waste Issues	1		1	
EPA92A - Waste in Gardens	2	1	1	
HW143 - Obstruction	2		1	1
HW154 - Ginnel	1	1		
HW154 - Obstruction	1			1
HW154 - Overgrown Vegetation	3	2		1
PD4 - Nuisance - Other	1		1	
PD4 - Waste in Gardens	1		1	
Total	16	5	5	6

Table 3 - Fixed Penalties

FPN NOTICES	Total	CALVERLEY & FARSLEY	FARNLEY & WORTLEY
FPN900 - Keeping Dogs On Leads At All Times	1	1	
FPN900 - Litter Problems	1		1
Total	2	1	1

Table 4 - Mechanical Cleansing Performance

WARD	PROGRAMMED	COMPLETED	%
Calverley & Farsley	183	167	91
Farnley & Wortley	191	168	88
Pudsey	172	140	81

Direct Member Service Requests

- Calverley & Farsley - 52
- Farnley & Wortley - 55
- Pudsey - 13

Specific Ward Activity

- The Outer West team were involved in the Farfield Action Day in Farsley in September and the Cow Close Action Day in Lower Wortley at the end of October, as part of a multi-agency approach. These days resulted in the provision of street cleansing staff to de-litter, the arranging of removal of fly-tipping, and any other enforcement action where necessary as well as community liaison to provide education on keeping the environment clean.
- In addition a joint site visit was held between one of our Environmental Action Officers (EAO) with Forestry to South Parade in Pudsey following residents/ Councillors complaints about trees damaging footpaths in the area. This resulted in the EAO liaising with Highways in order to request relevant repairs to the footpaths.
- Joint site visits were also held with the Food Team and Pest Control(Environmental Services). Firstly, to a take-away outlet in Stanningley that resulted in an immediate cease and desist to trade order being issued, due to the condition of the property. In the latter case, to a property in Pudsey where the residents hoarding of materials has resulted in an infestation of vermin.
- The team is also currently developing a presentation for use in secondary schools (Crawshaw in West) to highlight litter,dog fouling and graffiti issues.