



**Service Agreement between
Inner 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 Inner 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 Community Committee)

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

Next SLA due: June 2017 (first Committee meeting of the 2017/18 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)	
Dog Controls (fouling, straying, dogs on leads, dog exclusions)	Household Waste Sort Sites (Waste Management Services)	
Fly tipping enforcement and removal as appropriate	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)		
Household bulky item collection service		
Graffiti enforcement work		
Other functions such as stop & searches of waste carriers, nuisance (e.g. odour and smoke), helping resolve filthy and verminous properties and other env health related activities.		

2. Roles & responsibilities in relation to the Service Agreement

2.1 Elected Members:

- (a) Inner 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) Inner 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) Inner NE Environment Champion: to work collegiately with the other Environmental Champions and relevant Executive Member 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) Inner 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 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 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. Inner North East Priorities:

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

The SLA covers the following geographical (ward) areas:

1. Chapel Allerton

2. Moortown

3. Roundhay

The SLA will be a standard agenda item at monthly ward meetings. Ward Members will work with the service on any of the issues below that are a local priority/issue. Any resolved problems will be reported through to the quarterly sub-group to look at further.

The service will be delivered in Inner NE through one zonal team. This will be headed by a Team Leader and supported by dedicated Environmental Action Officers (enforcement), Chargehands and Operatives. It will deliver a 7 days a week, 362 days a year service.

The ward meetings for Inner NE will focus on any of the following service delivery issues:

- ✓ 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).
- ✓ A programme of work for de-leafing season.
- ✓ Any other localised issue/problem to be a focus in the year ahead.