

**Service Agreement between  
Outer North West Community Committee  
and  
Environmental Action (West North West Locality Team)**

***To work with residents, other services and community based groups/organisations  
across the Inner East area to achieve clean and tidy neighbourhoods.***

In relation to the council function of Street Cleansing & Environmental Enforcement Services <sup>1</sup>, 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 retrospective approval/ratification at  
Committee meeting in December 2016)**

Mid-year review due: December 2016 (by Outer North West Environmental Sub-Group)

Next annual SLA due: June 2017 (first available Committee meeting of the 2017/18 municipal year)

<sup>1</sup> The description "Street Cleansing and Enforcement Services" covers a variety of functions as set out on page 1

## 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):

<b>Functions delivered directly by the Service delegated to the Community Committee to oversee:</b>	<b>Functions mainly delivered by services that are not delegated, but have a significant impact on the appearance of the local environment:</b>	<b>Functions delivered by local groups and organisations led by residents:</b>
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	Recycling Bring Facilities (Waste Management Services)	
Household Bulky Collection	Schools	
Enforcement of domestic & commercial waste issues		
Litter-related enforcement work		
Enforcement on abandoned & nuisance vehicles		
Overgrown vegetation		
Highways enforcement (placards on streets, A boards, cleanliness)		
Graffiti enforcement work		
Proactive local environmental promotions.		

## **2. Roles & responsibilities in relation to the Service Agreement**

### **2.1 Elected Members:**

- (a) 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) ONW 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) ONW 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) ONW 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 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. ONW Priorities: Initial priorities for ONW zones:

This summary frames the day to day work of the service in addition to emptying litter bins and responding 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 develop further and prioritise its resource/efforts at:

Zone (wards covered)	Cleansing Priorities and Specification	Enforcement/ Prevention Priorities
<b>Adel &amp; Wharfedale, Otley</b>	<ul style="list-style-type: none"> <li>• Enhanced litter-picking on HRA stock at Holt Park and Weston Estate</li> <li>• Daily sweeping/ litter –picking of Otley Town Centre and Holt Park District Centre.</li> <li>• Enhanced Arterial route cleansing</li> <li>• Targeted additional frequent litter picking as agreed with ward members</li> <li>• Programmed mechanical sweeping (currently under review to deliver a more effective/targeted resource)</li> <li>• Enhanced leaf clearance across zone - October - December</li> <li>• Programmed cleansing of all pedestrian islands</li> <li>• Developing and enabling of local groups to support cleansing of neighbourhoods</li> </ul>	<ul style="list-style-type: none"> <li>• Dog fouling - patrols and community initiatives (areas to be agreed)</li> <li>• Over-hanging vegetation</li> <li>• Fly-tipping</li> <li>• Work with selected primary and secondary school on litter awareness/ prevention</li> </ul>
<b>Guisley, Rawdon, Horsforth and Yeadon</b>	<ul style="list-style-type: none"> <li>• Enhanced litter-picking on HRA stock at Westfields</li> <li>• Twice a week sweeping and daily litter – picking of Horsforth Town Centre , Yeadon High Street and Guiseley High Street</li> <li>• Targeted additional frequent litter picking as agreed with ward members (eg airport viewing area, Marshall Street)</li> <li>• Targeted add tonal weekly litter pick across the zone as agreed with Members (eg high footfall areas near schools/shops).</li> <li>• Programmed mechanical sweeping (currently under review to deliver a more effective/targeted resource)</li> <li>• Developing and enabling of local groups to support cleansing of neighbourhoods (eg Litter Free Guiseley)</li> <li>• Enhanced leaf clearance across zone - October - December</li> <li>• Programmed cleansing of all pedestrian islands</li> </ul>	<ul style="list-style-type: none"> <li>• Dog fouling - patrols and community initiatives (areas to be agreed)</li> <li>• Fly-tipping</li> <li>• A-boards in town centres</li> <li>• Work with selected primary and secondary school on litter awareness/ prevention</li> </ul>