

Report of: Helen Freeman, Chief Officer, Environmental Action Service

Report to: Outer West Community Committee (Awards)

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Date: 13th January 2017

To Approve

Title: Environmental Service Level Agreement 2016/17

Purpose of report

- To confirm the continuation of the current Service Level Agreement (SLA) between the Committee and the Environmental Action Service, as overseen on its behalf by the Environmental Sub Group (Chaired by Councillor Mick Coulson).
- To provide opportunity for the Committee to refer SLA performance issues to the sub group to look at on its behalf. Including any potential changes in local priorities, service development requests for the 2017/18 SLA.

1.0 Main issues

- 1.1 The Committee is responsible for agreeing and overseeing a local Service Agreement between itself and the Environmental Action Service. This covers a number of environmental functions that that are mostly delivered by the Locality Team for the West North West area.
- 1.2 These functions include street cleaning and litter removal (mechanical and manual), investigating and removal as appropriate of graffiti and flytipping, delivery of a household bulky item collection service, appropriate responses (including potential legal action/prosecution) to reports of waste in gardens, obstructions to the highway (including illegal advertising) and containment of commercial waste.
- 1.3 In addition to the functions set out in the SLA, the service also has responsibility to respond to referrals to bring gardens back into an acceptable horticultural condition for new council tenants and similar requests for gardens of vulnerable council tenants. The service receives payment from the Housing Revenue Account for this element of what it does.

- 1.4 The oversight of the performance of the SLA is the responsibility of the Environmental Sub Group. The Sub Group currently meets regularly and the SLA/Locality Team is a standard agenda item. Any elements of the SLA or issues that the Sub Group feels are not being adequately delivered/resolved/responded to will be referred to the Committee for further discussion.
- 1.5 The Sub Group will negotiate with the service on any changes it feels necessary to the SLA (in-year or for future years) and make recommendations to the Committee as appropriate.

2.0 Conclusion

- 2.1 The SLA approved in December 2015 year included a number of key improvements/additions to the local service. These included:
- new locally delivered functions of household bulky item collection, needle picking and graffiti removal;
 - introduction of new, zonal teams – each run by a dedicated Team Leader and Chargehands and with their own operational staff delivering a 7 days/wk service;
 - responsibility to deliver elements of ALMO/Housing Services functions previously undertaken by Estate Caretaking teams – including void gardens, vulnerable gardens and general estate environmental management (excl high rise/apartment blocks and land).
- 2.2 2016/17 is the first full year that these changes have been delivered by the teams/service.
- 2.3 Across the city, the service and 17 zonal teams have been continuing to deliver on the SLAs agreed last year.
- 2.4 The Outer West Sub Group has received updates on service delivery at each of its meetings. This includes performance information of numbers and types of service requests, broken down by ward. No SLA performance issues have been raised to refer to the Committee.
- 2.5 There are therefore no proposed changes to the existing SLA and the recommendation of the Sub Committee is that the Community Committee formally agree the SLA for this year as a continuation of the one approved in 2015/16.

3.0 Recommendations

- 3.1 The Community Committee is asked to
- a) approve the continuation of the existing Service Agreement;
 - b) consider any current SLA performance concerns that it would like to refer to the Outer West Sub Group to look in more detail at;
 - c) consider if there are any changes it would like to see in the SLA for 2017/18, in order to give the service time to consider and respond through the sub-group.

Related documents: Service Level Agreement for Outer West – approved December 2015.