

Our Health and Environmental Action Service is part of Environmental Services and is responsible for a diverse range of functions including enforcement of over 100 Acts of Parliament, extensive private sector housing regeneration with programmes, adaptations to private sector homes, food safety and health & safety in commercial premises, pollution control of air, land and water, HMO licensing, and regulation of the private rented sector to name but a few. The aim of this report is to give a flavour of the services we offer and the demand for those services as well as the outcomes we achieve which contribute to the local strategic partnerships vision for Leeds.

The service is divided into 3 sections with the broad responsibilities listed below.

Pollution Control & Housing

- Housing regeneration – group repair, empty homes and home assistance loans
- Housing regulation – HMO and selective licensing, landlord accreditation and the condition of private rented homes
- Pollution control – noise and air pollution, permitted commercial processes, landfill site monitoring.
- Aids & adaptations to the homes of people with disabilities

Commercial & Business Support

- Food Safety - food premises inspections, scores on the doors and healthy eating interventions
- Infectious disease control
- Health & safety in the workplace
- Affordable warmth - home energy efficiency improvements, health through warmth and fuel poverty initiatives
- Pest control

Parking & Environmental Action

- Parking
- Highways & Environmental Enforcement (HEE) – fly tipping, highways issues, waste carrying
- Environmental Action Team's (EAT) * 3 – littering, drainage, dog fouling, waste storage, graffiti

Scope of the report

To facilitate service delivery each of the above sections are organised into teams. It is the activity of these teams which forms the basis for the presentation of information in this report. However to make the information more user friendly, headings and groupings in the report contain a blend of outputs from different teams and where possible have been aligned to strategic themes rather than the HEAS organisational structure.

Only work areas managed using the Caps Uniform IT system are included. This is of particular relevance to the HEE team as some of their work areas don't use Uniform e.g. the dog warden service, and Parking who don't use Uniform at all.

Its also worth noting that whilst a significant proportion of service requests are in effect 'complaints' the definition is much wider than that and includes requests for: advice, registrations, licences, training, planning consultations, scientific surveys, sampling as well as pro-active inspections and stop and search interventions and others.

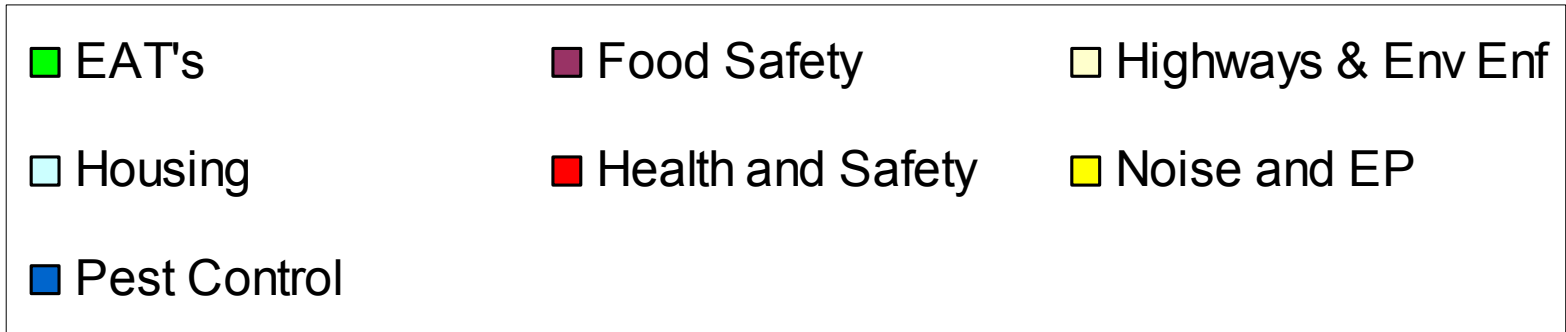
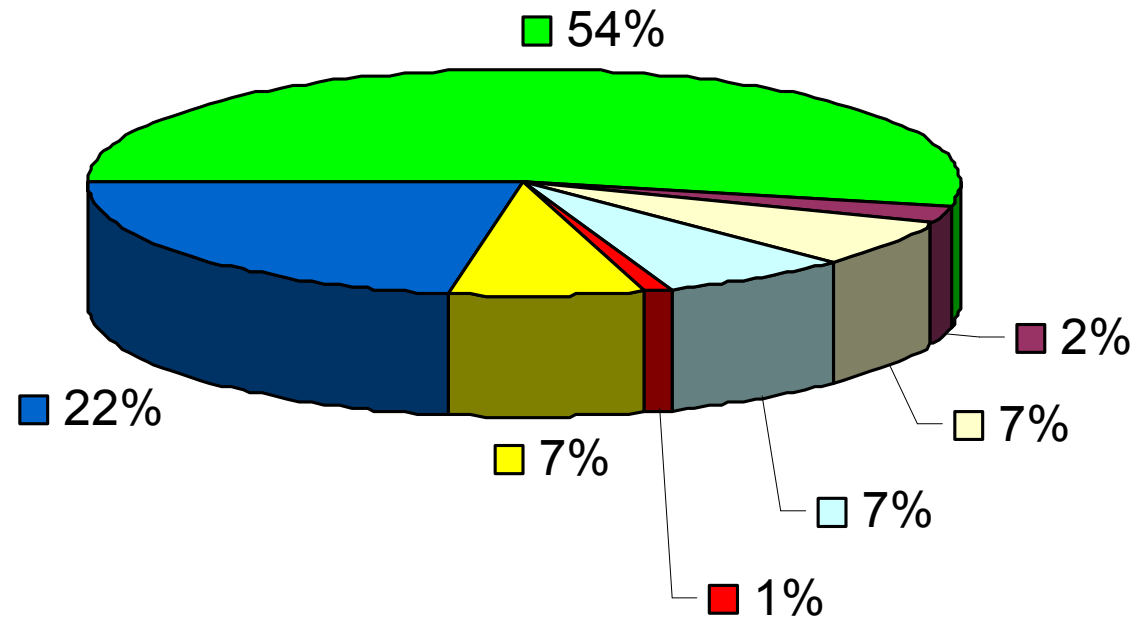
This first table shows the requests for service made to all teams and reflects the level of demand for our services by the public, other departments and external agencies. The chart below summarises the table.

Service Requests Q2 2009-10

Table 1

TEAM	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	City	Total
Landlord Accreditation	18	3	0	10	1	0	4	3	23	2	4	68
EAST EAT	1744	841	483	0	0	0	0	0	0	0	0	3068
Food Safety	42	44	22	97	23	43	20	32	42	43	55	463
Highways and Environmental Enforcement	80	35	11	38	7	33	19	7	55	66	939	1290
H.M.O. Team	9	15	3	15	1	4	6	1	629	2	21	706
Health and Safety	18	7	5	61	56	15	18	10	17	17	18	242
Air Pollution	5	6	2	19	35	6	0	15	0	19	14	121
Commercial noise and Environmental Protection	90	81	56	180	215	66	54	103	74	137	301	1357
Pest Control	587	556	380	367	364	472	249	373	448	399	51	4246
Private Rented Sector Housing	143	33	17	275	17	18	35	18	115	24	23	718
SOUTH EAT	0	0	0	1479	752	749	0	0	0	0	0	2980
WEST EAT	0	0	0	0	0	0	818	701	1952	682	0	4153
Totals	2736	1621	979	2541	1471	1406	1223	1263	3355	1391	1426	19412

Service requests Q2 2009-10

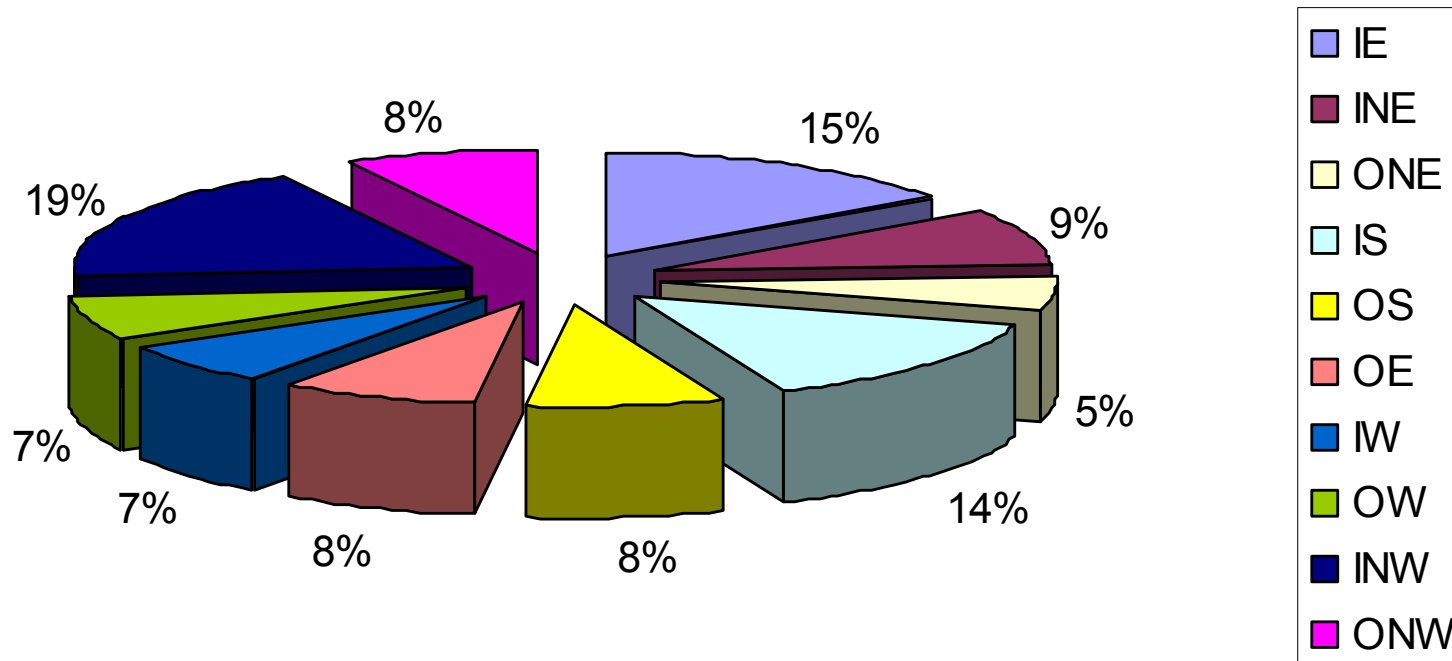


Service requests by area committee Q2 2009-10

Table 2

TEAM	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	City	Total
Totals	2754	1637	980	2545	1479	1425	1224	1265	3367	1396	1458	19530

Service requests by area committee Q2 2009-10



Environment

- ***Cleaner, greener and more attractive neighbourhoods through effective environmental management and changed behaviours.***

The Environmental Action teams (EAT's) provide a high profile rapid response to Environmental issues. Officers are based locally to one of the 3 wedges which they service. They respond to requests from members of the public, receiving an average of 80 per working day. They also carry out high visibility patrolling for litter, waste and other street scene issues. All the work which they carry out contributes to providing a cleaner greener environment and in supporting thriving communities.

Domestic noise nuisance is the most requested service followed by domestic and commercial waste issues. A range of powers exist including seizing noise making equipment , serving Fixed Penalty and other notices and taking prosecutions.

The street scene of the City is continually improving by the actions taken by the Teams in relation to flytipping, flyering, illegal advertising and obstructions. Officers are active in all Operation Champions and Action days providing an important link with other agencies. They also carry out education in schools.

Commercial noise and some aspects of water, air and land pollution are dealt with by HEAS including emissions from landfill sites. We are statutory consultees on Noise and Public Order issues, under the Licensing Act 2003 in relation to commercial licensed premises. We also provide a 'consultancy' service for a range of agencies requiring advice/comments regarding planning applications.

EAT's service requests by job type Q2 2009-10

Table 3

Job	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	HEE*	Total
Bonfires	18	11	14	20	38	19	16	21	18	21	1	197
Commercial waste	73	22	31	156	29	19	24	16	46	51	35	502
Domestic waste	142	67	13	173	50	30	80	50	394	46	5	1050
Drainage	95	36	31	36	64	81	40	54	61	74	0	572
Flyers	4	0	0	25	0	3	0	0	14	0	7	53
Flytipping	137	56	30	150	110	58	51	54	101	34	199	980
Highways	48	31	42	29	31	35	31	47	47	53	225	619
Housing	73	19	12	55	13	23	23	10	32	20	0	280
Litter	51	13	13	160	26	51	19	35	55	24	147	594
Noise	732	281	134	294	278	247	338	306	837	263	0	3710
Nuisance	27	16	14	10	18	13	23	19	20	18	1	179
Odour	13	5	2	10	13	13	7	8	7	8	0	86
Overgrown vegetation	65	125	84	80	67	115	44	52	61	48	1	742
Rodents	28	12	2	27	10	45	15	23	22	6	0	190
Vehicle	6	0	7	5	5	2	0	4	4	1	503	537
Waste in gardens	251	54	18	63	44	35	73	31	210	31	0	810
Total	1763	748	447	1293	796	789	784	730	1929	698	1124	11101

*HEE = Highways and Environmental Enforcement team which logs complaints by street and not postal address as such there outputs can't be broken down by area.

EAT's service requests Q2 2009-10

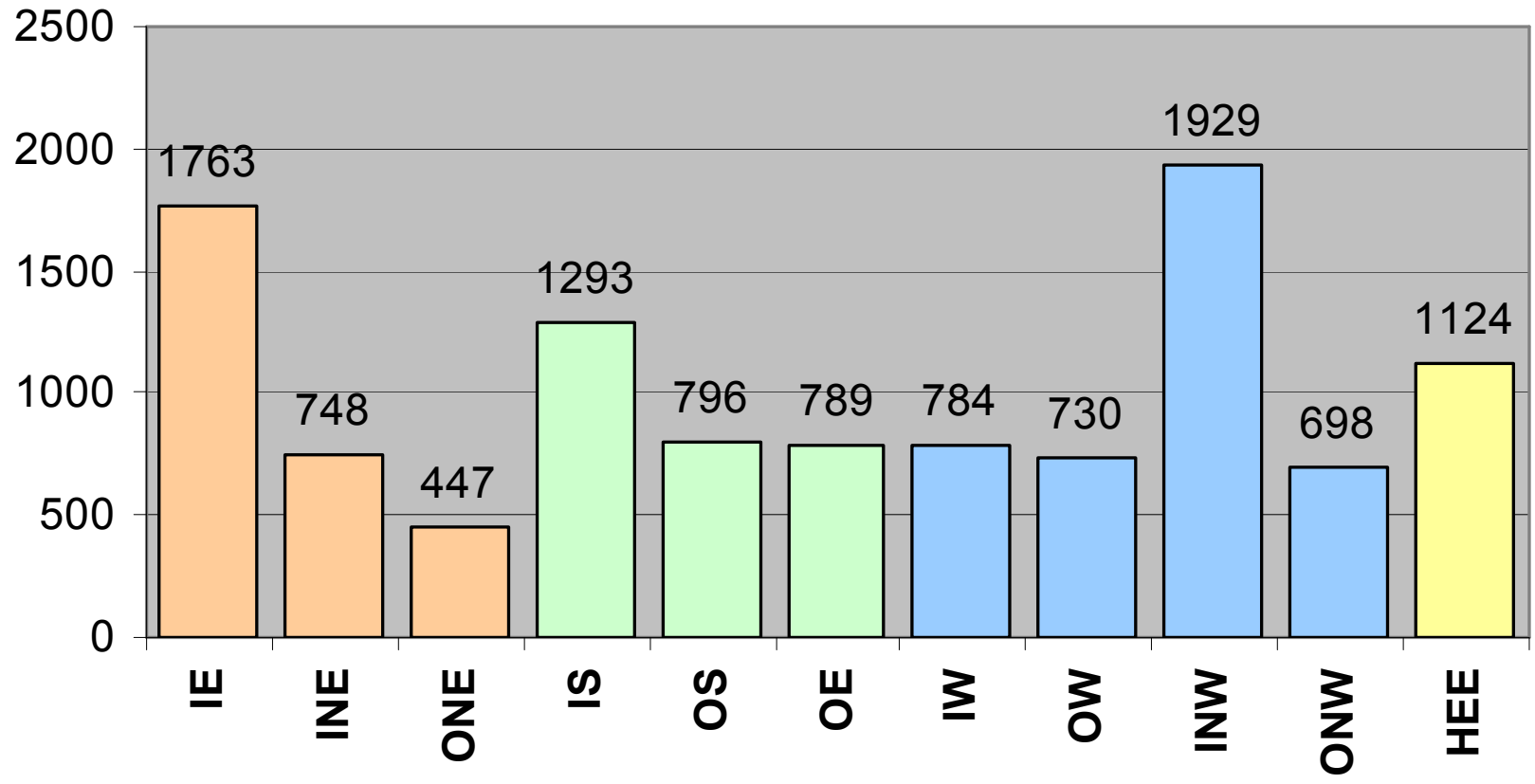


Table 4
Enforcement notices served

Job Group	Inner East	Inner North East	Outer North East	Inner South	SOS	SOE	WIW	WOW	WINW	WONW	HEE	Totals
Boarding up's	4	0	1	11	1	3	1	0	2	0	0	23
Commercial waste	14	9	8	79	14	11	9	9	40	18	514	725
Detrimental properties	1	1	1	3	1	0	0	0	0	1	2	10
Domestic waste	5	28	1	31	4	7	40	14	135	4	2	271
Drainage	16	10	1	6	4	7	48	2	17	26	0	137
Highways	8	9	22	18	6	30	7	9	13	9	32	163
Intruder alarms	0	1	3	0	1	2	2	3	0	4	0	16
Littering	38	18	3	90	19	27	4	15	83	5	88	390
Rodents	17	8	1	15	4	7	5	1	23	2	0	83
Statutory nuisance	21	15	1	18	10	79	28	7	35	8	0	222
Totals	124	99	42	271	64	173	144	60	348	77	638	2040

Notices served by EAT's& HEE Q2 2009-10

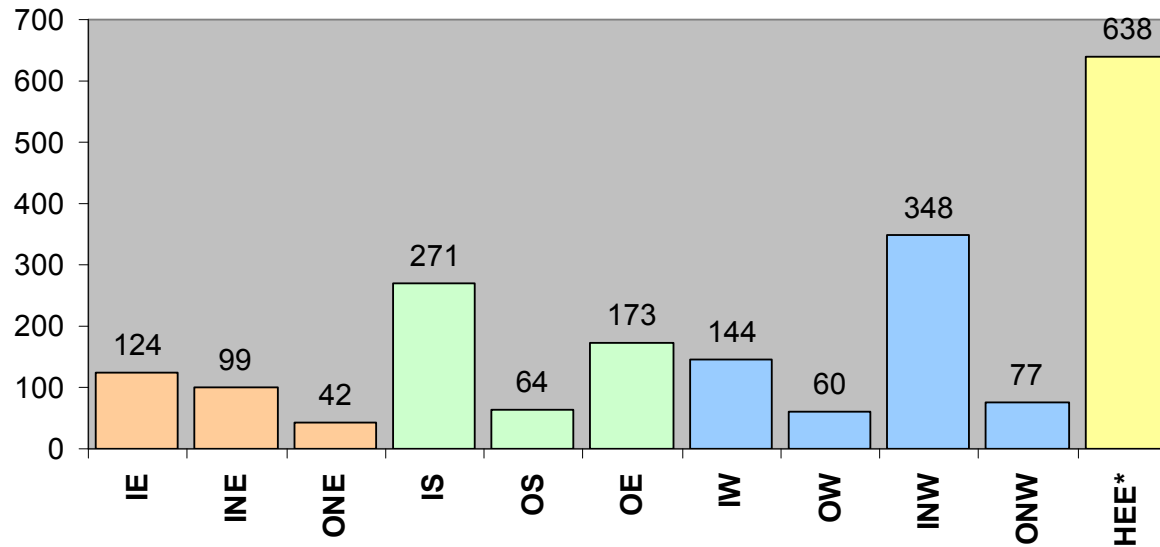
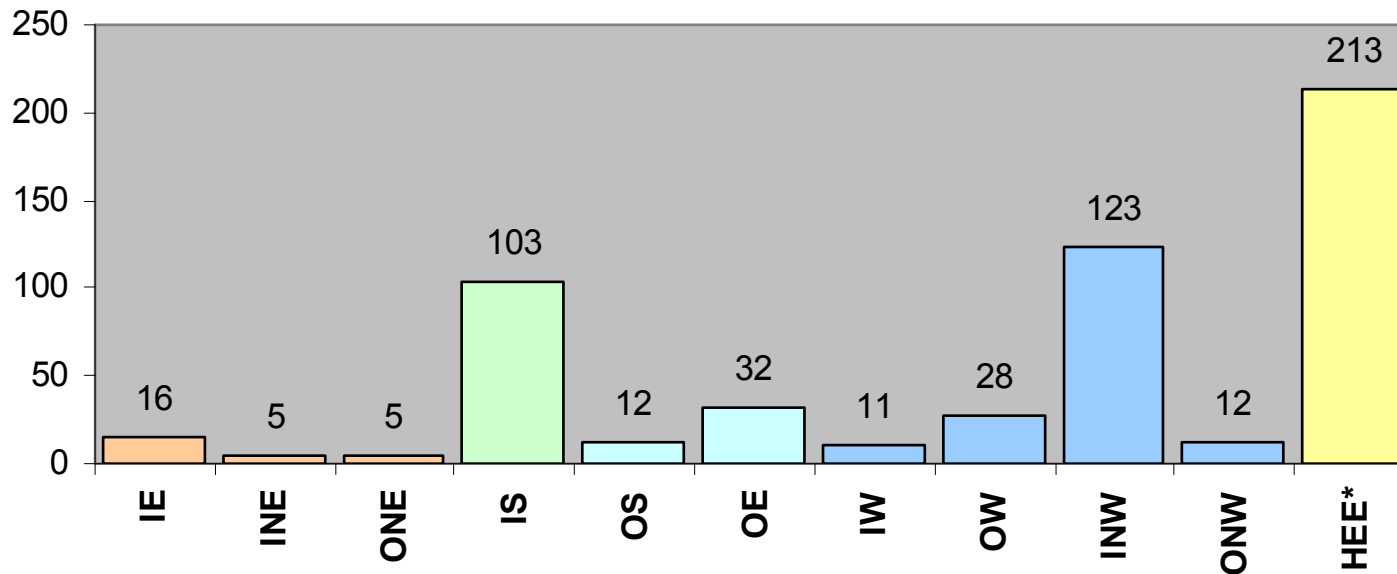


Table 5
FPN's
issued:

Job Group	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	HEE	Totals
Dog fouling	0	0	0	0	0	0	0	1	0	0	48	49
Domestic waste	0	0	0	0	0	0	1	1	47	0	0	49
Littering	13	4	5	93	11	29	9	25	65	10	115	379
Commercial waste	3	1	0	10	1	3	1	1	11	2	50	83
Totals	16	5	5	103	12	32	11	28	123	12	213	560

FPN's issued by EAT's & HEE Q2 2009-10



We operate an out of hours noise service and table 5 below shows the number of requests logged by this service. Domestic noise complaints are subsequently dealt with by the EAT's and this significant workload is reflected in the overall service requests made to each EAT in table 1.

Table 6

OOH Noise Request Type	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	City	Total
Alarm	6	9	9	1	7	6	6	7	41	9	7	108
Commercial/Leisure	2	4	4	9	2	2	1	2	2	4	16	48
Domestic	345	129	45	273	98	101	169	118	338	110	68	1794
Traffic	1	0	0	2	0	1	1	4	1	1	1	12
Licensed Premises	9	10	14	30	14	4	4	15	6	11	8	125
Totals	363	152	72	315	121	114	181	146	388	135	93	2080

Commercial premises	Q2
Licensing Applications	93
Process inspections	30

Table 7 - HEAS are consulted on applications for entertainment & refreshment (including alcohol) licences. We also inspect premises whose activities if not properly controlled could cause pollution to land, air and water

Landfill site monitoring	Annual visits
Active control system sites	260
Volatile sites	125
Ex Environment Agency sites- active	177
Ex Environment Agency sites - dormant	187
Raw water analysis	46
Total	795

Table 8 - Within the Leeds area we have over 300 disused landfill sites. These can generate methane and produce toxic leachates which can contaminate ground water. As such we have a programme of monitoring to ensure these pollutants don't give rise to environmental problems.

Other Strategic objectives these service areas contribute to:

Health & wellbeing, Thriving communities, Harmonious communities

Health & Wellbeing

- **Reduce health inequalities through the promotion of healthy life choices and improved access to services;**
- **Improve quality of life through maximising the potential of vulnerable people by promoting independence, dignity and respect;**
- **Enhancing safety and support for vulnerable people through preventative and protective action to minimise risks and maximise wellbeing.**

Adaptations

The aims of the Adaptations Agency are to remove barriers and improve quality of life, health and independence for disabled people in Leeds by working with service users, RSLs, ALMOs and contractors to ensure that people in housing of all tenures have homes which meet their needs. This can be achieved by consulting disabled people and identifying with them the housing options, including re-housing and/or adaptations, which are most appropriate for particular circumstances. Many of the works provided, such as grab rails, handrails, ramps, showers and lifts make a major contribution to a reduction in falls, especially by older people.

DFG budget 2009-10 = £10.0 million

Total spend up to the end of Q2 = £3.6 million (spend can exceed budget due to carryover and future commitments)

Table 9

Adaptations Q2	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	Total
Completed	75	59	30	89	66	77	46	50	40	23	555

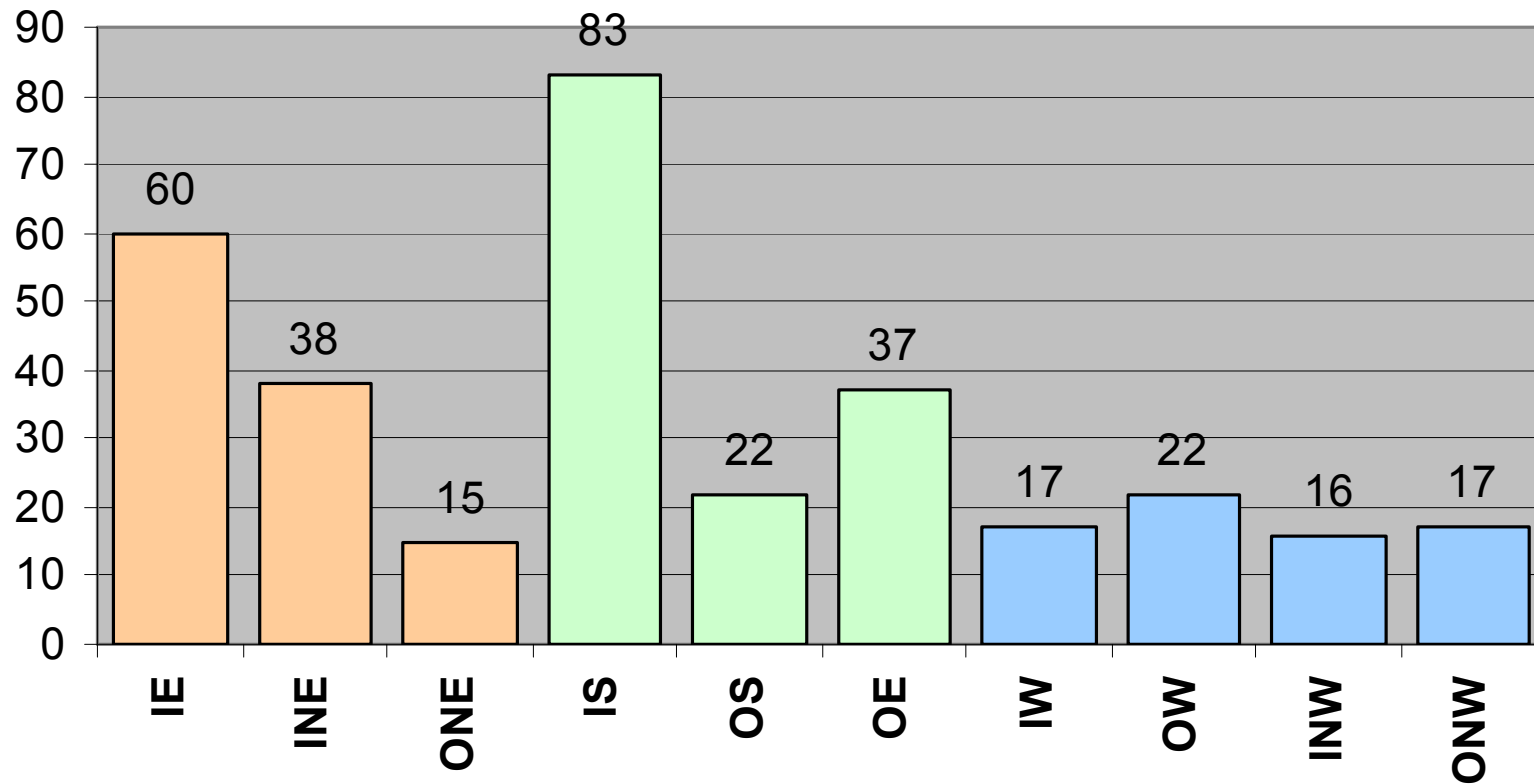
Home Energy efficiency

Our Fuel savers team provide a One Stop Energy Advice Service to facilitate household or landlord energy efficiency improvement. This comprises fuel poverty initiatives, carbon dioxide and other green house gas emissions reductions in and from Leeds homes, Health Through Warmth (HTW) referrals and the promotion of grant take up from energy providers.

HTW operates through locally based partnerships which seek to help vulnerable people whose health is adversely affected by cold, damp living conditions such as those with cardio vascular and respiratory diseases. This is achieved by installing energy efficiency and heating

measures, along with the provision of related advice and information. Clients are referred by health and other key community workers who have attended locally based awareness sessions offered by HTW. Vulnerable people are often the least likely to seek assistance but by linking up with existing community workers they can be more easily identified enabling practical help and advice to be provided. In Q2 of 2009-10 there were 61 health through warmth referrals and 146 energy checks.

Energy Interventions Q2 2009-10



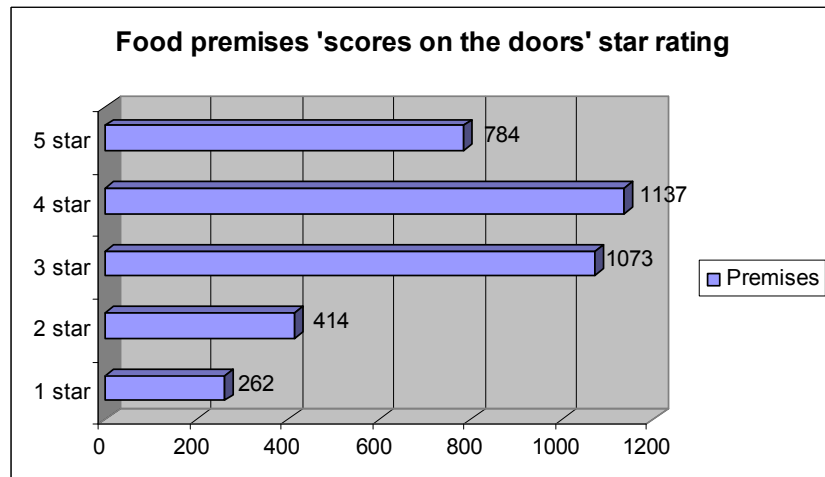
Food safety & disease control

Our aim is to ensure that all food produced, prepared or sold in Leeds is safe to eat and will not cause ill health. Consequently 100% of all high risk premises (A-C) are inspected every? This is resource intensive and is only sustainable with the assistance of external contractors. However the priority is supplemented by a portfolio of activity to encourage businesses to raise food hygiene standards including low risk premises project, continuing well publicised enforcement, business contact, and using “scores on the doors” to inform consumers of food business hygiene performance.

The monitoring and reporting of infectious disease notifications in the city provides essential information to aid disease control, equally important is the work done in investigating particular cases of gastrointestinal illness which may indicate problems with the food or water supply to the City. Detection of other sources of gastrointestinal illness is afforded by the food and water sampling programmes. The Animal Health function concerns itself with enforcement of disease control and welfare provisions of the food animals at farms, livestock markets and during transit. Much of this work is driven and part funded by DEFRA whose Framework document drives the standards and priorities of this service.

Table 10

Function	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	City	Total
Food inspections	87	78	40	216	72	62	72	115	98	154	61	1055
Animal Health visits	0	1	27	1	13	12	3	19	3	12	4	98
Food samples taken	57	45	135	124	109	103	44	70	74	192	N/A	953



The scheme displays a star rating for food businesses based on a food hygiene inspection. Ratings awarded range from 5 stars for excellent to 0 stars for very poor. Businesses selling or producing low risk food are not included in the scheme. Although it is voluntary for food businesses to display the award all ratings can be viewed on the internet at:

<http://www.scoresonthedoors.org.uk>

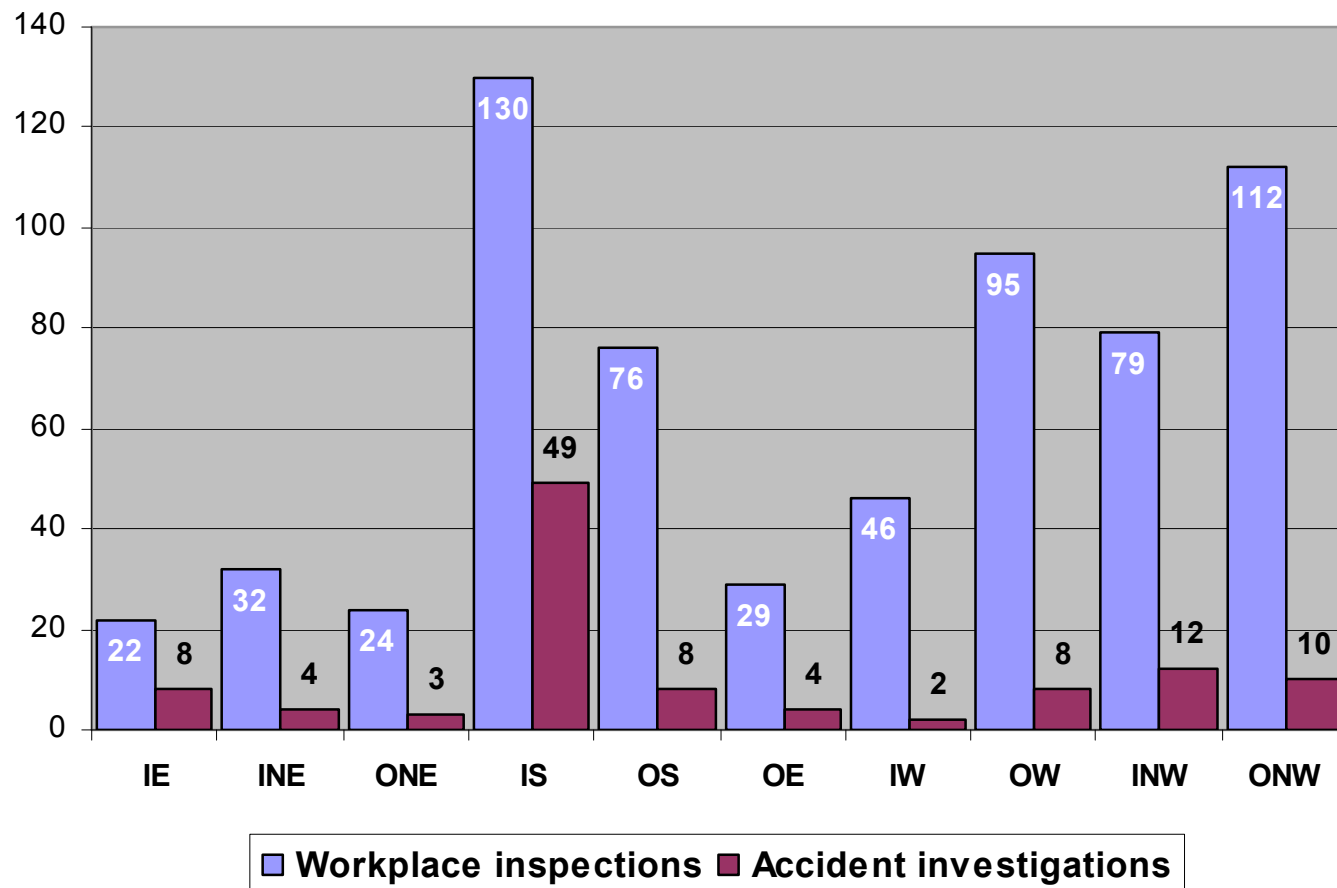
So far 3,670 premises have been rated

Health & Safety

The purpose of the service is to protect people's health and safety by ensuring risks in the changing workplace are properly controlled.

The service operates in parallel and in partnership with the Health and Safety Executive, we are both accountable through the Health and Safety Commission to the Department of Work and Pensions. The service's accountability falls broadly into two areas. Firstly, that we comply with mandatory requirements for enforcing authorities in order to meet statutory obligations under the Health and Safety at Work etc Act 1974 which describe the way in which services within local authorities must be set up, resourced and managed to deliver the services for which they are responsible. Secondly, that the activities undertaken by local authorities as enforcing authorities is aligned with the nationally established programmes, strategies and work plans.

Health & Safety Q2 2009-10



Housing regulation

Includes management and promotion of the Leeds Landlords' Accreditation Scheme, enforcement of Housing Act powers and controls over Houses in Multiple Occupation (HMOs) which can present higher risks to the occupants for example in terms of fire safety. Major changes introduced in the Housing Act include the introduction of licensing of all HMOs, selective licensing in areas of low demand or with severe ASB issues and generally addressing poor housing conditions which are known to have an adverse impact on health.

Table 11

Function	Inner East	Inner North East	Outer North East	Inner South	Outer South	Outer East	Inner West	Outer West	Inner North West	Outer North West	Total
All homes inspected	78	29	9	49	4	12	20	7	339	8	555
HMO licenses issued	-	-	-	-	-	-	-	-	-	-	2985
HMO licenses revoked	-	-	-	-	-	-	-	-	-	-	161
Currently licensed HMO's	-	-	-	-	-	-	-	-	-	-	2824

Table 12

Function (cumulative)	Number
Applications for licenses in the selective licensing area (IE)	342
Accredited bed spaces	19394
Accredited landlords	468

Most of our housing regulation work is to identify and remove category 1 hazards from properties and where possible encourage owners to bring their properties up to the decent homes standard. As such we are more active in areas with high numbers of pre 1919 properties and Houses in Multiple Occupation. The latter being particularly abundant in the Headingley area, which is reflected in table 9 above.

There are now over 18,000 accredited bed spaces in Leeds and 433 landlords are members of our accreditation scheme, The aims of the scheme are to encourage, acknowledge and actively promote good standards of privately rented accommodation and to assist landlords and tenants to undertake their respective responsibilities to each other.

Thriving neighbourhoods

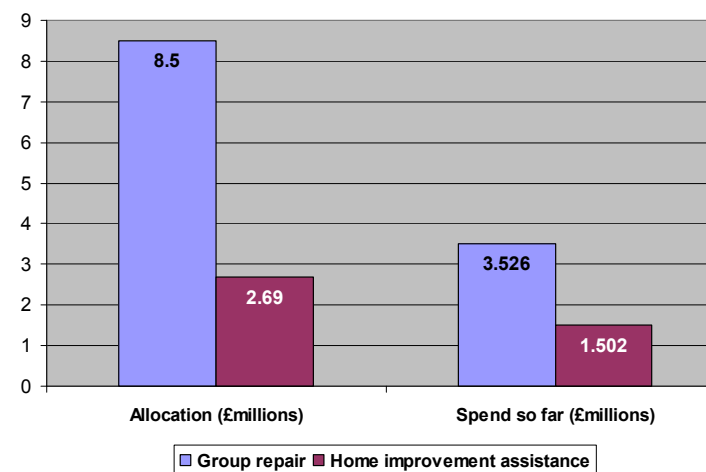
- *Improved quality of life through mixed neighbourhoods offering good housing options and better access to services and activities'.*

Housing regeneration funds are allocated on a 3 year cycle by the regional housing board. We have invested heavily in group repair schemes having just completed the final phase of a 12 year programme in the Burley lodges which improved 600 properties. Phase 6 of the Beeston Hill scheme has recently started which will add to the 550 properties that have already been improved. A study is currently being undertaken into the feasibility of group repair in the East End Park/Cross Green area of Leeds. Whilst group repair is our biggest budget commitment other regeneration initiatives include the provision of home improvement assistance loans and Care & Repair grants.

A wide range of powers to support regeneration are used, including action on empty properties, compulsory purchase, declaration of clearance areas, overcrowding controls in areas with the worse housing conditions.

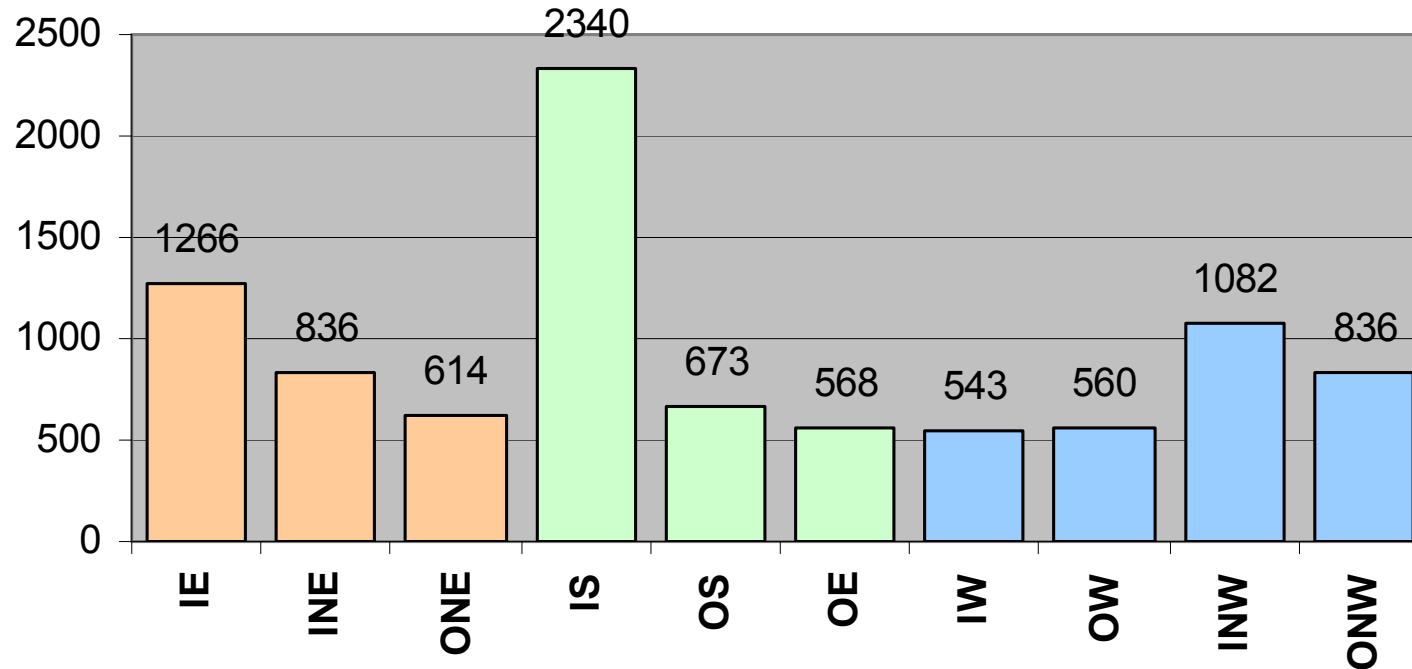
Table 13

RHB 3 year programme	Allocation (£millions)	Spend so far (£millions)	Properties improved
Group repair	8.5	3.526	82
Home improvement assistance	2.69	1.502	591
Total	11.19	5.028	672



At the end of Q2 2009-10 there were 9318 properties of all tenures that have been stood empty for longer than 6 months. As can be seen in the graph below SIS area has the highest concentration with 2340 empty properties. This is largely due to the relatively high number of recently built city centre living apartments that remain either unsold or unlet.

Properties empty for > 6months Q2 2009-10



Other Strategic objectives these service areas contribute to:

Health & wellbeing

Key performance indicators we are responsible for:

National Indicator	Date in which 2008/09 comparative data will be available
NI 182 - Satisfaction with regulatory services	Available now
NI 184 - Food premises which are broadly compliant	December 2009
NI 187 - Proportion of people unable to adequately heat their homes	Available now
NI 195 - Improved street and environmental cleanliness - litter, detritus, graffiti and fly posting	Available now
NI 196 - Improved street and environmental cleanliness - fly tipping	Available now

We contribute to:

NI 5 Overall/general satisfaction with local area

NI 12 Refused and deferred Houses in Multiple Occupation (HMO) license applications leading to immigration enforcement activity

NI 14 Avoidable contact: The average number, of customer contacts per received customer request

NI 17 Perceptions of anti-social behaviour

NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police

NI 49 Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks

NI 119 Self-reported measure of people's overall health and wellbeing

NI 138 Satisfaction of people over 65 with both home and neighbourhood

NI 139 People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently

NI 141 Number of vulnerable people achieving independent living

NI 154 Net additional homes provided

NI 185 CO₂ reduction from Local Authority operations

NI 186 Per capita CO₂ emissions in the LA area

NI 188 Adapting to climate change

Public Service Agreements and Departmental strategic objectives that we contribute to:

PSA or DSO
PSA 12 Improve the health and well-being of children and young people
PSA 14 Increase the number of children and young people on the path to success
PSA 15 Address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.
PSA 17 Tackle poverty and promote greater independence and well-being in later life
PSA 18 Promote better health and well-being for all
PSA 20 Increase long term housing supply and affordability
PSA 23 Make communities safer
PSA 28 Secure a healthy natural environment for today and the future
BERR DSO Ensure all departments and agencies deliver better regulation for the private, public and third sectors
CLG DSO Improve the supply, environmental performance and quality of housing that is more responsive to the needs of individuals, communities and the economy
CLG DSO Build prosperous communities by improving the economic performance of cities, sub-regions and local areas, promoting regeneration and tackling deprivation
Defra DSO: Climate change tackled internationally; and through domestic action to reduce greenhouse gas emissions
Defra DSO A healthy, resilient, productive and diverse natural environment
DfT DSO To sustain economic growth and improved productivity through reliable and efficient transport networks
DH DSO Ensure better health and well-being for all
HO DSO Help people feel secure in their homes and local communities