

APPENDIX 1

The Health and Environmental Action Service (HEAS) 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, Houses' in Multiple Occupation (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.

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.

Deployment of Community Environment Support Officers (CESO's) and Community Support Officers (CSO's)

Of particular interest to members is likely to be the work of the CESO's and CSO's. There are 4.5 Full Time Equivalent (FTE) CEO/CESO's allocated to the Outer East committee area. They work as part of the Environmental Action Team and are generally tasked to work in defined ward areas, however there is flexibility to allow CEO/CESO's to work as a team on specific area based initiatives. The current allocation is,

- Halton Moor & Osmondthorpe 1 FTE
- Temple Newsam 0.25 FTE
- Crossgates & Whinmoor 0.75 FTE
- Kippax & Methley 0.75 FTE
- Garforth & Swillington 0.75 FTE
- Swarcliffe 1 FTE

The CEO/CESO's provide a visible presence within the community, identifying and addressing local environmental issues. They undertake a combination of pro active patrols, programmed area initiatives and reactive work to requests for service from the public, Councillors, MP's, and other agencies. Their remit is to respond and resolve environmental issues quickly at a local level. Management of the CEO/CESO's is through the Environmental Action Team with close communication with Ward Members. CEO/CESO's routinely attend community forums, Operation Champion and other multi agency tasking meetings.

Issues they are tasked to deal with at present:

- Waste in gardens
- Fly tipping
- Littering
- Dog fouling
- Obstructions to the highway
- Overgrown vegetation
- Illegal advertising
- Commercial waste issues at local shops/business's
- Empty and nuisance private properties
- Neighbour noise nuisance

Proactive work includes,

- Surveillance of flytip "hot spots"
- Area clean ups using Probation Services
- Visiting local shops and businesses to advise of their waste storage and disposal duties.
- Information stall at Older Persons Celebration Event
- Litter and dog fouling patrols of targeted areas

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.

Service requests received by the Health and Environmental Action Service (April 2010-September 2010)

Table 1	Inner South			Outer South				Outer East			
TEAM	Beeston/ Holbeck	City & Hunslet	Midd'ton Park	Ardsley/ Robin- Hood	Morley North	Morley South	Rothwell	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Landlord Accreditation	0	1	1	0	1	1	0	2	0	0	1
Food Safety	12	65	3	1	8	11	10	8	3	2	5
Highways and Environmental Enforcement	43	75	57	7	36	45	16	18	26	32	43
Houses in Multiple Occupation	6	7	1	0	2	1	0	1	2	1	2
Health and Safety	53	55	2	4	8	2	1	4	7	3	6
Air Pollution	34	11	0	4	4	4	0	0	11	1	2
Commercial noise and Environmental Protection	98	240	14	25	27	39	23	24	27	13	18
Pest Control	43	40	56	21	17	21	53	34	27	39	51
Private Rented Sector Housing	27	39	8	2	3	9	2	6	11	3	6
Rentokil	65	66	101	57	30	39	72	81	54	65	73
South EAT*	532	914	313	171	183	220	176	251	165	165	219
Totals	913	1513	556	292	319	392	353	429	333	324	426

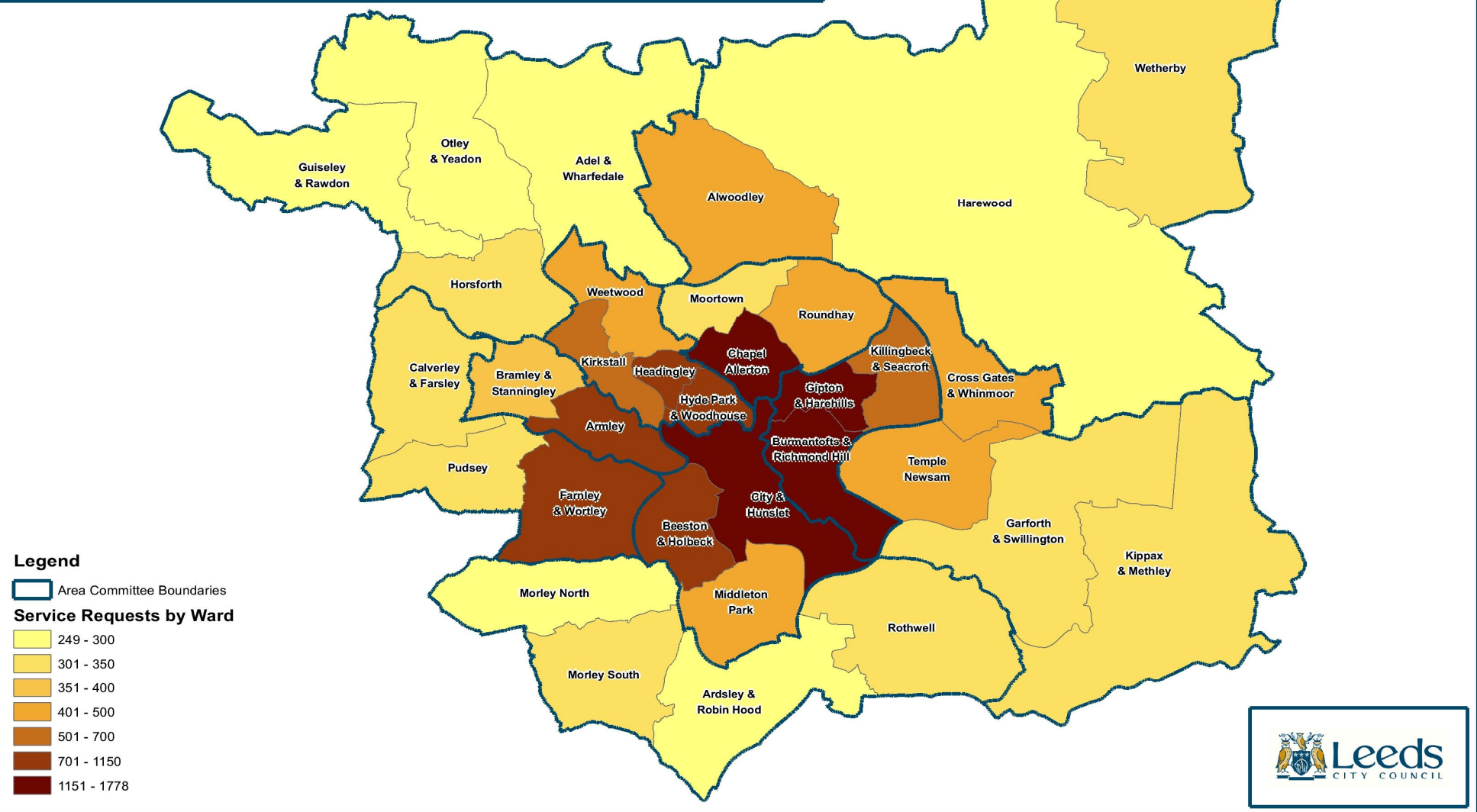
*EAT = Environmental Action Team

Service requests received by the Health and Environmental Action Service for Outer East wards - comparison with the previous 6 months data

Table 2	Oct 2009 to March 2010				April 2010 to Sept 2010			
TEAM	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newham	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Landlord Accreditation	2	0	0	0	2	0	0	1
Food Safety	4	6	5	8	8	3	2	5
Highways and Environmental Enforcement	9	46	11	43	18	26	32	43
Houses in Multiple Occupation	0	8	1	3	1	2	1	2
Health and Safety	7	7	6	1	4	7	3	6
Air Pollution	0	2	2	1	0	11	1	2
Commercial noise and Environmental Protection	17	26	14	12	24	27	13	18
Pest Control	12	10	12	22	34	27	39	51
Private Rented Sector Housing	6	8	4	8	6	11	3	6
Rentokil	68	86	71	100	81	54	65	73
South EAT*	134	91	88	99	251	165	165	219
Totals	259	290	214	297	429	333	324	426

Health & Environmental Action Service Requests

April - September 2010



The work areas in this section contribute to the strategic objective:

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

Service requests dealt with by the East Environmental Action and Highways & Environmental Enforcement teams (April 2010-September 2010)

Table 3	Inner South			Outer South				Outer East			
Job type	Beeston/ Holbeck	City & Hunslet	Midd'ton Park	Ardsley/ Robin- Hood	Morley North	Morley South	Rothwell	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Bonfires	5	4	4	5	10	6	5	4	3	4	3
Commercial waste	20	111	12	5	4	20	4	4	6	4	16
Domestic waste	93	69	22	6	17	13	15	19	15	16	11
Drainage	18	15	10	9	14	9	10	23	5	12	19
Flyers	0	38	0	0	0	0	0	0	0	0	0
Flyposting	5	17	0	3	0	1	1	4	5	7	3
Flytipping	50	78	68	17	22	16	10	27	22	15	23
Highways	23	48	12	14	23	16	14	24	10	20	16
Housing	6	9	2	3	2	5	6	8	3	3	7
Litter	26	268	7	2	3	14	7	9	5	2	5
Noise	168	209	128	68	75	89	60	85	50	52	69
Nuisance	8	8	2	4	4	5	6	3	0	3	6
Odour	0	3	0	2	1	0	1	1	0	0	2
Overgrown vegetation	40	12	20	28	12	21	27	47	36	18	26
Rodents	6	8	4	2	4	3	3	2	1	3	8
Vehicle offences	29	6	41	3	21	43	4	1	11	2	32
Waste in gardens	73	85	30	7	5	3	15	28	13	31	17
Totals	570	988	362	178	217	264	188	289	185	192	263

Service requests received by the East Environmental Action and Highways & Environmental Enforcement teams for Outer East wards - comparison with the previous 6 months

Table 4	Oct 2009 to March 2010				April 2010 to Sept 2010			
Job type	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newham	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Bonfires	1	5	8	0	4	3	4	3
Commercial waste	7	20	1	3	4	6	4	16
Domestic waste	13	3	6	9	19	15	16	11
Drainage	10	10	16	16	23	5	12	19
Flyers					0	0	0	0
Flyposting	0	0	0	0	4	5	7	3
Flytipping	13	5	12	11	27	22	15	23
Highways	15	8	11	24	24	10	20	16
Housing	6	0	3	2	8	3	3	7
Litter	5	6	0	3	9	5	2	5
Noise	51	21	16	27	85	50	52	69
Nuisance	4	2	2	3	3	0	3	6
Odour	1	0	1	0	1	0	0	2
Overgrown vegetation	9	16	12	6	47	36	18	26
Rodents	2	0	0	2	2	1	3	8
Vehicle offences	1	31	2	17	1	11	2	32
Waste in gardens	10	1	3	15	28	13	31	17
Totals	148	128	93	138	289	185	192	263

Service requests dealt with by the dog wardens (April 2010-September 2010)

Table 5	Inner South			Outer South				Outer East			
Job type	Beeston/ Holbeck	City & Hunslet	Midd'ton Park	Ardsley/ Robin- Hood	Morley North	Morley South	Rothwell	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Dog wardens											

*Information not currently available

Abandoned cars removed by the Highways & Environmental Enforcement team (April 2010-September 2010)

Table 6	Inner South			Outer South				Outer East			
Job type	Beeston/ Holbeck	City & Hunslet	Midd'ton Park	Ardsley/ Robin- Hood	Morley North	Morley South	Rothwell	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Abandoned cars	4	2	2	2	4	1	3	0	2	1	3

**Enforcement notices served by the East Environmental Action and Highways & Environmental Enforcement teams
(April 2010-September 2010)**

Table 7	Inner South			Outer South				Outer East			
TEAM	Beeston/ Holbeck	City & Hunslet	Midd'ton Park	Ardsley/ Robin- Hood	Morley North	Morley South	Rothwell	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Boarding Up's	0	4	0	0	0	0	0	2	0	2	0
Commercial waste	49	38	27	4	27	50	6	0	11	4	48
Detrimental properties	1	2	0	0	0	0	0	0	0	0	1
Domestic waste	47	14	2	2	0	1	6	6	2	1	1
Drainage	9	1	3	0	1	2	0	13	1	1	6
Highways	3	18	3	6	10	6	8	1	0	0	1
Intruder alarms	3	0	0	0	0	0	1	3	1	2	8
Littering	7	60	3	3	1	1	3	7	2	3	2
Rodents	1	4	2	0	0	0	0	0	0	0	3
Statutory nuisance	6	11	1	2		4	4	2	0	0	1
Totals	126	152	41	17	39	64	28	34	17	13	71

Enforcement notices served by the East Environmental Action and Highways & Environmental Enforcement teams for Outer East wards - comparison with the previous 6 months

Table 8	Oct 2009 to March 2010				April 2010 to Sept 2010			
TEAM	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Boarding Up's	1	0	0	0	2	0	2	0
Commercial waste	2	28	3	25	0	11	4	48
Detrimental properties	0	0	1	1	0	0	0	1
Domestic waste	0	0	2	0	6	2	1	1
Drainage	0	0	1	0	13	1	1	6
Graffiti	0	0	0	13	0	0	0	0
Highways	2	3	3	1	1	0	0	1
Intruder alarms	0	0	0	1	3	1	2	8
Littering	1	0	0	0	7	2	3	2
Rodents	2	1	0	0	0	0	0	3
Statutory nuisance	1	0	1	0	2	0	0	1
Totals	9	32	11	41	34	17	13	71

**Fixed penalty notices issued by the East Environmental Action and Highways & Environmental Enforcement teams
(April 2010-September 2010)**

Table 9	Inner South			Outer South				Outer East			
TEAM	Beeston/ Holbeck	City & Hunslet	Midd'ton Park	Ardsley/ Robin- Hood	Morley North	Morley South	Rothwell	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Commercial waste	6	5	4	0	1	2	0	0	0	0	3
Dog fouling	0	4	1	0	0	0	4	0	0	4	1
Domestic waste	1	0	1	0	0	0	0	0	0	0	0
Littering	14	225	3	1	2	11	4	5	1	2	3
Totals	21	234	9	1	3	13	8	5	1	6	7

Fixed penalty notices served by the East Environmental Action and Highways & Environmental Enforcement teams for Outer East wards - comparison with the previous 6 months

Table 10	Oct 2009 to March 2010				April 2010 to Sept 2010			
TEAM	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam	Crossgates/ Whinmoor	Garforth/ Swill'ton	Kippax/ Methley	Temple Newsam
Commercial waste	1	2	1	0	0	0	0	3
Dog fouling	1	1	2	0	0	0	4	1
Domestic waste	0	0	0	0	0	0	0	0
Littering	1	2	0	1	5	1	2	3
Totals	3	5	3	1	5	1	6	7

The work areas in this section contribute to these strategic objectives:

- *Reducing health inequalities through the promotion of healthy life choices and improved access to services*
- *Improving the 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 to homes to support independent living

The agency consults with disabled people to identify the housing options, including re-housing and/or adaptations, which are most appropriate for their 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. A total of 480 adaptations were completed across the City between April and September 2010.

Table 11	Inner South			Outer South				Outer East			
Function	Beeston & Holbeck	City & Hunslet	Midd'ton Park	Ardsley & Robin Hood	Morley North	Morley South	Rothwell	Crossgates/Whinmoor	Garforth/Swillington	Kippax/Methley	Temple Newsam
Homes adapted	19	19	30	14	15	21	20	30	13	12	17

Health & Safety

We protect people's health and safety by ensuring risks in the workplace are properly controlled. This is achieved through a program of risk based inspections, education and investigation of accidents. The aim of the latter is to call to account negligent employers and send out a clear message that they must meet their legislative obligations and make their workplaces safe.

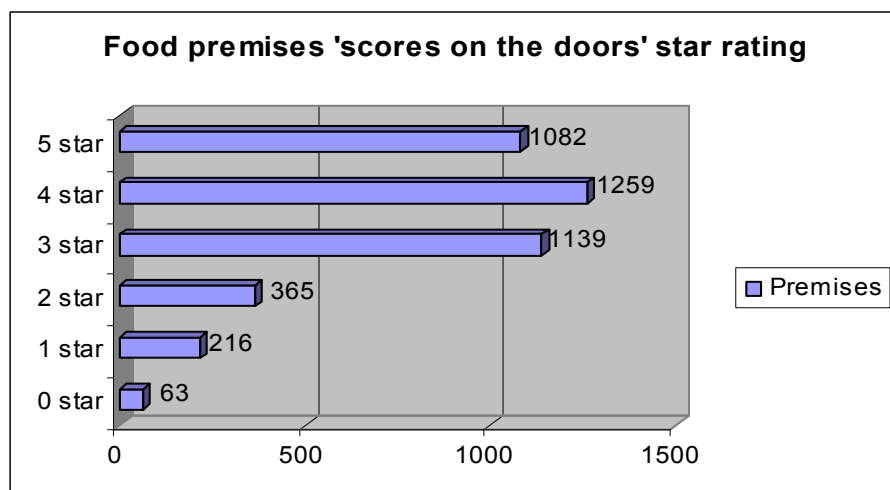
Table 12	Inner South			Outer South				Outer East			
Function	Beeston & Holbeck	City & Hunslet	Midd'ton Park	Ardsley & Robin Hood	Morley North	Morley South	Rothwell	Crossgates/Whinmoor	Garforth/Swillington	Kippax/Methley	Temple Newsam
Inspections	33	269	2	15	20	17	12	8	31	27	33
Investigations	6	42	0	3	4		4	2	5	4	4

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. This is facilitated by programmed inspections and supplemented by a portfolio of activity to encourage businesses to raise food hygiene standards "scores on the doors" has been particularly effective in this respect.

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.

Table 13	Inner South			Outer South				Outer East			
Function	Beeston & Holbeck	City & Hunslet	Midd'ton Park	Ardsley & Robin Hood	Morley North	Morley South	Rothwell	Crossgates/Whinmoor	Garforth/Swillington	Kippax/Methley	Temple Newsam
Food inspections	15	194	32	13	29	25	17	10	17	21	24
Animal health visits	1	1	1	0	5	0	2	1	1	1	4



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>

4,124 premises are currently rated

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.

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.

Table 14	Inner South			Outer South				Outer East			
Function	Beeston & Holbeck	City & Hunslet	Midd'ton Park	Ardsley & Robin Hood	Morley North	Morley South	Rothwell	Crossgates/Whinmoor	Garforth/Swillington	Kippax/Methley	Temple Newsam
Single homes inspected	4	2	1	0	2	0	2	1	0	2	0
HMO 's inspected	12	6	1	0	2	0	3	0	1	0	0
Accreditation inspections	0	1	0	1	0	0	1	0	1	1	0

* HMO's – Houses in multiple occupation

Empty Properties

The ward figures below are to the end of July 2010 and show the number of empty properties of all types and tenures that have been empty for longer than 6 months. By way of comparison City & Hunslet has the highest concentration of empty properties with 1,320. The total for the City as a whole is 8,725. If we exclude ALMO, registered social landlord, student accommodation and second homes the figure for the City falls to 5,891 – unfortunately ward by ward figures aren't available for this narrower definition.

Table 15	Inner South			Outer South				Outer East			
Function	Beeston & Holbeck	City & Hunslet	Midd'ton Park	Ardsley & Robin Hood	Morley North	Morley South	Rothwell	Crossgates/Whinmoor	Garforth/Swillington	Kippax/Methley	Temple Newsam
Properties empty for more than 6 months	343	1320	138	143	182	189	127	152	115	170	137