

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.

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.

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

3 CEO's and 4 CESO's work in Inner East within the ENE Environmental Action Team.

1 CEO and 2 CESO's are locality based within Harehills and Gipton ward as discussed and agreed with ward members.

1CEO and 1 CESO are locality based in Burmantofts and Richmond Hill ward again as discussed and agreed with ward members.

A further CEO and CESO are allocated to Killingbeck and Seacroft ward and work across the ward.

All undertake a combination of pro active patrols, programmed enforcement and investigate and respond to complaints.

Reactive work received by the EAT is allocated to all staff working in Inner East including the CEO's and CESO's. Intelligence from members , area management and other partners influences the programmed work undertaken.

All the CEO's and CESO's have direct links with local members. They have been involved in the whole range of issues dealt with by the EAT including domestic and commercial waste, flytipping, overgrown vegetation and noise nuisance.

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

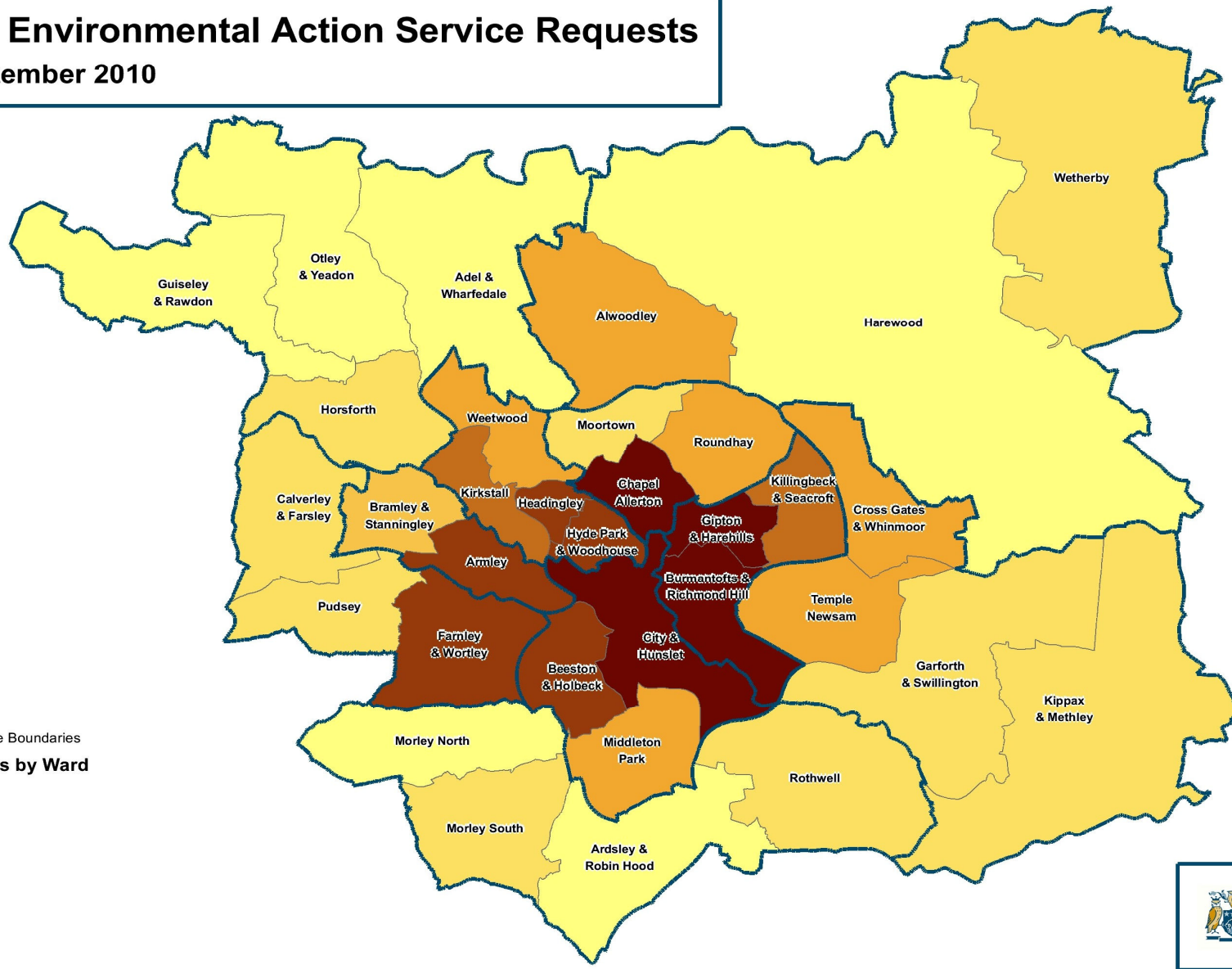
Table 1	Inner East			Inner North East			Outer North East		
TEAM	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Landlord Accreditation & Selective licensing*	318	11	0	2	0	0	0	0	0
East Environmental Action Team	1155	1010	441	921	200	302	254	129	139
Food Safety	11	16	12	10	4	2	13	2	7
Highways and Environmental Enforcement	43	66	15	22	8	7	45	17	42
Houses in Multiple Occupation	16	7	0	43	1	23	2	0	0
Health and Safety	4	3	3	4	3	5	2	4	4
Air Pollution	13	1	0	0	0	0	0	1	2
Commercial noise and Environmental Protection	50	34	25	46	35	28	18	27	45
Pest Control	124	94	87	62	44	45	25	33	31
Private Rented Sector Housing	64	65	24	32	4	24	8	5	3
Rentokil	82	78	126	83	68	78	79	75	72
Totals	1880	1385	733	1225	367	514	446	293	345

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

Table 2	Oct 2009 to March 2010			April 2010 to Sept 2010		
TEAM	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft
Landlord Accreditation & Selective licensing*	506	8	0	318	11	0
East Environmental Action Team	399	538	273	1155	1010	441
Food Safety	13	16	10	11	16	12
Highways and Environmental Enforcement	73	45	29	43	66	15
Houses in Multiple Occupation	11	9	0	16	7	0
Health and Safety	11	2	5	4	3	3
Air Pollution	15	1	1	13	1	0
Commercial noise and Environmental Protection	38	25	20	50	34	25
Pest Control	103	26	32	124	94	87
Private Rented Sector Housing	57	75	8	64	65	24
Rentokil	89	128	95	82	78	126
Totals	1315	873	473	1880	1385	733

Health & Environmental Action Service Requests

April - September 2010



Legend

□ Area Committee Boundaries

Service Requests by Ward

- 249 - 300
- 301 - 350
- 351 - 400
- 401 - 500
- 501 - 700
- 701 - 1150
- 1151 - 1778



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 East			Inner North East			Outer North East		
Job type	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Bonfires	2	8	4	6	2	6	5	3	4
Commercial waste	16	76	35	15		3	7	1	3
Domestic waste	132	148	19	61	16	28	9	5	6
Drainage	36	47	7	17	10	19	12	9	8
Flytipping	220	204	51	337	26	18	26	16	9
Highways	64	55	22	29	29	34	25	32	43
Housing	29	18	11	16	4	7	6	3	2
Litter	43	14	12	25	13	19	3	4	9
Noise	268	191	187	117	54	69	118	31	30
Nuisance	20	9	4	3	3	3	5	6	1
Odour	4	8	0	7	2	2	0	1	3
Overgrown vegetation	54	30	9	68	32	50	18	23	22
Rodents	16	33	6	16	7	7	4	1	2
Vehicle	13	31	11	10	0	1	41	2	25
Waste in gardens	321	186	70	205	8	43	17	5	7
Totals	1238	1058	448	932	206	309	296	142	174

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

Table 4	Oct 2009 to March 2010			April 2010 to Sept 2010		
Job type	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft
Bonfires	1	4	1	2	8	4
Commercial waste	18	32	2	16	76	35
Domestic waste	23	36	13	132	148	19
Drainage	30	39	5	36	47	7
Flytipping	57	94	20	220	204	51
Highways	18	42	27	64	55	22
Housing	14	21	9	29	18	11
Litter	35	23	8	43	14	12
Noise	181	147	133	268	191	187
Nuisance	10	10	4	20	9	4
Odour	2	2	4	4	8	0
Overgrown vegetation	6	13	3	54	30	9
Rodents	10	10	5	16	33	6
Vehicle	24	19	10	13	31	11
Waste in gardens	47	102	61	321	186	70
Totals	476	594	306	1238	1058	448

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

Table 5	Inner East			Inner North East			Outer North East		
TEAM	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
*Dog wardens	-	-	-	-	-	-	-	-	-

*Information not currently available

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

Table 6	Inner East			Inner North East			Outer North East		
Job	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Abandoned vehicles removed	4	4	5	7	2	7	2	3	2

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

Table 7	Inner East			Inner North East			Outer North East		
Job Group	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Boarding up's	5	0	0	0	0	3	0	0	0
Commercial waste	29	73	17	22	0	2	55	3	24
Detrimental properties	0	1	1	2	0	1	0	1	0
Domestic waste	35	58	7	3	1	7	2	3	0
Drainage	21	15	0	1	1	7	0	0	1
Highways	27	9	11	10	8	14	3	8	20
Littering	51	38	6	42	3	6	1	0	1
Rodents	0	2	0	0	0	0	0	0	0
Statutory nuisance	8	14	14	1	1	2	0	4	0
Totals	176	210	56	81	14	42	61	19	46

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

Table 8	Oct 2009 to March 2010			April 2010 to Sept 2010		
Job Group	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft
Boarding up's	1	1	0	5	0	0
Commercial waste	30	30	3	29	73	17
Detrimental properties	2	1	0	0	1	1
Domestic waste	2	2	3	35	58	7
Drainage	13	8	2	21	15	0
Graffiti	5	9	10	0	0	0
Highways	6	4	3	27	9	11
Littering	12	47	4	51	38	6
Rodents	3	9	1	0	2	0
Statutory nuisance	15	9	8	8	14	14
Totals	89	120	34	176	210	56

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

Table 9	Inner East			Inner North East			Outer North East		
Job Group	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Commercial waste	1	17	1	2	0	3	1	0	5
Dog Fouling	6	3	0	1	0	0	0	0	0
Domestic Waste	2	1	0	1	0	0	0	0	0
Littering	22	6	3	30	0	8	0	0	4
Totals	31	27	4	34	0	11	1	0	9

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

Table 10	Oct 2009 to March 2010			April 2010 to Sept 2010		
Job Group	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft
Commercial waste	3	8	1	1	17	1
Dog Fouling	4	2	0	6	3	0
Domestic Waste	0	0	0	2	1	0
Littering	11	25	1	22	6	3
Totals	18	35	2	31	27	4

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 7	Inner East			Inner North East			Outer North East			
Function	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby	Total
Adaptations completed	18	8	21	22	12	7	17	6	8	119

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.

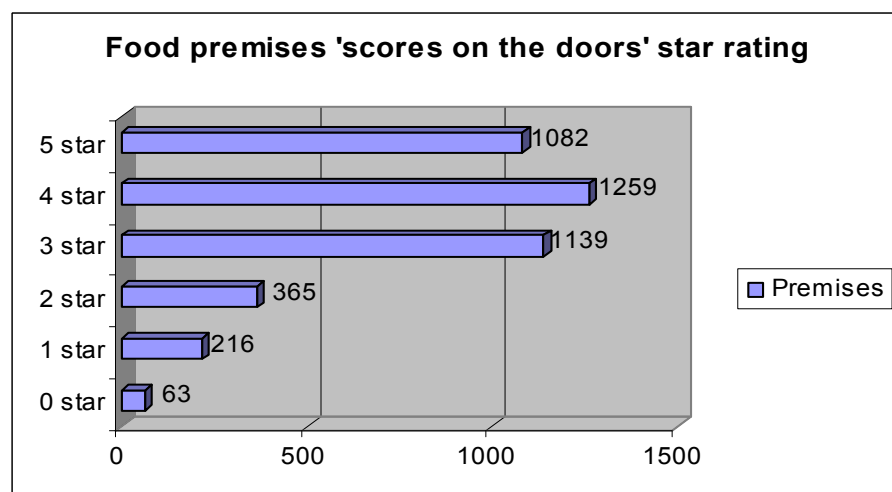
Table 8	Inner East			Inner North East			Outer North East		
Function	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Inspections	17	15	11	18	13	15	3	23	110
Accident investigations	3	3	3	3	1	3	0	6	6

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 9	Inner East			Inner North East			Outer North East		
Function	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Food inspections	39	42	15	24	15	16	8	13	16
Animal Health visits	1	0	2	0	2	1	2	17	14



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 10	Inner East			Inner North East			Outer North East		
Function	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Single homes inspected	7	9	12	3	0	2	0	1	1
HMO's inspected*	7	5	1	26	3	6	1	0	0
Accreditation inspections	5	11	0	2	0	0	0	0	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 11	Inner East			Inner North East			Outer North East		
Function	Burmantofts & Richmond Hill	Gipton & Harehills	Killingbeck & Seacroft	Chapel Allerton	Moortown	Roundhay	Alwoodley	Harewood	Wetherby
Properties empty for more than 6 months	476	378	121	364	182	258	208	193	206