

Report of Locality Manager (East North East)

Report to Area Committee (Inner East)

Date: 1st December 2011

Subject: Environmental Services - Performance Update on the Service Level Agreement

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Burmantofts & Richmond Hill Gipton & Harehills Killingbeck & Seacroft		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: Appendix number:		

Summary of the main issues:

This report provides the first half-year update on performance against the Service Level Agreement between Inner East Area Committee and the East North-East (ENE) Environmental Locality Team. However, as this is the first such report since the SLA was approved it covers the period from 8th September 2011 to November 2011. The report also provides an update from issues discussed at the Environmental Sub Group including recommendations to focus on a small number of “improvement zones” together with proposals to maximise joint funding of new litter bins.

Recommendations:

That the Inner East Committee note and comment on the contents of this report and agree recommendations made by the Environmental Sub Group.

Purpose of this report

- 1 This report provides an update on performance against the Service Level Agreement between Inner East Area Committee and the ENE Environmental Locality Team.
- 2 This is the first such report and covers the period from 8th September 2011 to November 2011. Normally the performance update reports to Area Committee will cover 6 month periods (i.e. May-Oct, Nov-April)
- 3 The report also provides feedback and recommendations from the Environmental Sub Group meeting of 17th November.

Background information

- 4 At its meeting of 30th March 2011, the Executive Board approved revisions to the Area Committee Function Schedules to include a new delegated responsibility for Street Cleansing & Environmental Enforcement Services.
- 5 The delegation made clear the responsibility of Area Committees to negotiate, develop and approve a Service Level Agreement (SLA) with the service that achieves as a minimum, the service standards set by Executive Board.
- 6 The SLA should determine the principles of deployment of the available resources through:
 - 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.
- 7 Services included in the delegation are:
 - Street cleansing (mechanical and manual);
 - Leaf clearing;
 - Litter bin emptying;
 - Dog warden services;
 - Littering & flytipping regulation;
 - Domestic & commercial waste (storage & transportation issues);
 - Highways enforcement (abandoned & nuisance vehicles, A-boards on pavements, mud on roads and placards on street furniture);
 - Graffiti enforcement; and
 - Overgrown vegetation controls.
- 8 Resources are organised into three wedge/locality/area based teams for East North-East, South South-East and West North-West, each managed by a Locality Manager.
- 9 The SLA set out the principles, priorities and outcomes that would be applied and measured in the delivery of the delegated services in the inner east area. It also set out how the Locality Team would deliver it's activities and how ward members and the Area Committee would be able to influence changes to local activity and receive performance updates.

- 10 The SLA for Inner East Area Committee was agreed on 8th September 2011. The new ENE Locality Team went live from 5th September.
- 11 This is the first performance report to the Area Committee and covers the period since the new service went live at the beginning of September.

Main issues

- 12 The SLA sets out how the service will be developed, organised and delivered in four key sections:

a) Service Principles and Priorities

- 12 Part 1 of Appendix A provides an update on progress implementing new service principles (inc values and culture change) and priorities. This includes detail on what we have been doing to change the way the service delivers, to increase efficiency and become more responsive to local needs; together with some specific examples to evidence progress is being made.

b) Service Activities

- 13 Part 2 of Appendix A provides an update on progress actually delivering the different strands of service activity and provides analysis and examples for each ward to evidence delivery.

c) Outcomes

- 14 The SLA proposes that outcomes be measured in terms of formal assessment of neighbourhood cleanliness using the previously named "NI195" methodology, together with resident satisfaction gathered through the Leeds citizens panel and/or local neighbourhood surveys. There is no data available for this reporting period from either of these sources.
- 15 It is proposed to focus neighbourhood cleanliness surveys on the new "environmental improvement zones" to be identified and agreed by the Area Committee (see appendix C). These will be the streets that have the most challenging, long-standing environmental issues that have seen little improvement in overall cleanliness despite above average resources being targeted at them over the years. It would seem the most sensible use of the limited resource available to measure the state of cleanliness of neighbourhoods to use it to help assess/judge the effectiveness of a new approach to these "zones". Discussions on how that is best done, utilising local community surveys for example, will take place with colleagues in Area Management.
- 16 Discussions are taking place corporately about whether the citizens panel can be used to gather resident satisfaction at a meaningful level for Area Committees. In the meantime, the neighbourhood surveys undertaken by Area Management in the Inner East priority neighbourhoods will be used to provide relevant resident satisfaction information to Area Committee. These are due to take place over the next couple of months.

d) Accountability and Member Influence

- 17 Since the SLA was approved in September the Locality Team has ensured senior manager representation at each of the 3 ward member meetings. The meetings have provided opportunity for members to be updated in progress establishing the team, be briefed on how the new mechanical blocks/frequencies effect their ward, have discussions on how routes could be altered and where new litter bins could be best placed.
- 18 The new Environmental Sub-Group has been established and has met twice. At its latest meeting of 17th November it discussed proposed approaches to target a small number of the worst “zones” in Inner East in terms of environmental condition (Appendix C) and a criteria to be applied for the purchasing of replacement/new litter bins (appendix D). The group agreed that both of these proposals should be recommended to the Area Committee to agree.
- 19 Individual ward members are referring issues to the Locality Team where they are deemed a significant issue that needs a quick response. Feedback from Members is positive and that most issues are being responded to and resolved quickly. There are some issues though that Members still feel are not always being responded to quick enough, for example requests for new litter bins.

Recommendations

- 20 The Inner East Area Committee is asked to:
 - a. Note and comment on the progress being made by the Locality Team in delivering the Service Level Agreement
 - b. Agree the approach to identifying and delivering strategies for a small number of “improvement zones” in those streets in Inner East with the worst levels of cleanliness as recommended by the Environmental Sub Group.
 - c. Agree that where possible any replacement or new litter bins should be matched funded through Wellbeing or other available funds and that ENE Homes be approached to establish a joint pot for purchasing of new litter bins, through its panel budget set aside for joint Area Committee funded initiatives/priorities to improve the local environment.