

Report of Locality Manager (South and Outer East Leeds)

Report to South Leeds (Outer) Area Committee

Date: Monday 5th December 2011

Subject: South and Outer East Locality Team Service Level Agreement Performance Update

Are specific electoral Wards affected?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, name(s) of Ward(s): Ardsley and Robin Hood Morley North Morley South Rothwell		
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 main issues

1. This report provides an update on performance against the Service Level Agreement between South Leeds (Outer) Area Committee and the South South-East Environmental Locality Team. This is the first such report and covers the period from 5th September 2011 to November 2011.

Recommendations

2. That South Outer Area Committee note and comment on the contents of this report.

1 Purpose of this report

- 1.1 This report provides an update on performance against the Service Level Agreement between Outer South Area Committee and the South South-East Environmental Locality Team. This is the first such report and covers the period from 5th September 2011 to November 2011.

2 Background information

- 2.1 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.
- 2.2 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. 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.
- 2.3 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.
- 2.4 The delegation of the specified environmental services to Area Committee means that service resources, mainly staffing, are now devolved. Resources are organised into three wedge based teams for East North-East, South South-East and West North-West, aligned to new Locality Teams. The Service Level Agreement sets out the detail of the resources which will be allocated to the Area Committees.
- 2.5 The SLA for Outer South Area Committee was agreed on 5th September 2011. This is the first performance report against the agreed priorities within the SLA.

3 Main issues

- 3.1 Section 6.0 of the SLA sets out the principles and priorities against which the Locality Team's success will be measured. The following describes performance against these principles and priorities in the first two months of the new arrangements.

3.2 Outcome Focused

- 3.2.1 Appendix A shows summary performance information for the service.
- 3.2.2 The revised mechanical cleansing rotas have been in place since 5th September and appear to be yielding good results. Anecdotal feedback suggests that crews are undertaking a much better quality of cleanse which is resulting in cleaner streets.
- 3.2.3 Baseline figures for NI195 are included in the SLA. These indicate that Outer South area is broadly in line with the citywide averages in terms of cleanliness, with some areas where focussed work may be required, e.g. litter on rural roads, detritus in some housing areas (see appendix A, table 1). Sample surveys of street cleanliness (NI195) will be undertaken in November which will give an indication of the level of cleanliness in the area for the period. A fully statistically significant NI195 assessment will be reported on an annual basis.
- 3.2.4 The level of service requests across the wards and categories has fallen in during the July to September period with the exception of littering and overhanging vegetation in Morley South, where there was a significant increase (see appendix A table 2).
- 3.2.5 There was a significant increase in the level notices served in the Morley South ward during the period (see appendix A – table 3).

3.2.6 Responsive to Local Needs

- 3.2.7 The new mechanical rotas have been designed to give us 'capacity days' to undertake work in local areas on request, or in response to priorities. These capacity days are allowing us to deal with customer complaints, issues and support community events more easily than previously. Examples of action that has been taken using capacity days in Outer South Leeds since 5th September include:
- Cleansing of Prospect Court, Morley following a complaint;
 - Cleaning of Moorside Crescent, Drighlington;
 - Cleaning of Oxford Street and Lingwell Lane, East Ardsely following a crew report;
 - Cleaning of The Grove, East Ardsley;
 - Cleaning of Pennington Lane and Swithins Street, Rothwell, following contact from the Police and a customer complaint respectively;
 - Gelderd Road, Morley following a complaint;
 - Cleansing of 14 memorial sites prior to Remembrance Day.
- 3.2.8 The capacity days are also allowing the impact of seasonal tasks, such as leafing, to be minimised. Capacity days have been used for leafing work, meaning that scheduled cleansing services in other areas have not had to be diverted, in:
- Finkle Lane, Street Lane in Gildersome and Aberford Road in Woodlesford
 - Wood Lane in Rothwell;
 - Queen Street, Scatcherd Lane and Churwell Hill in Morley
 - Sharp Lane in Robin Hood and the whole of Carlton and Robin Hood villages

- 3.2.9 Following representation from Ardsley and Robin Hood Councillors asking for a litter picking route in the area, we brought forward proposals to the Outer South ESB and the Board agreed to move resources from Morley to allow a scheduled litter pick from the Main Road from Thorpe to East Ardsley on a weekly basis.

3.3 Common Sense Approach

- 3.3.1 We continue to work with our frontline staff to engender the principle of not walking past a problem. We now have several examples where the new service is working as one. Our fly-tip removal crews are now examining tips for evidence before removing them, and reporting them for investigation to their enforcement colleagues.
- 3.3.2 The street cleaning and enforcement parts of the service have worked together to improve the following Wood Lane/Victoria Road (Rothwell), Plate Lane and Bradford Road (East Ardsley) ginnels. The ginnels have been cleared and cut back by Street Cleaning and are now being regularly monitored by the enforcement team for tipping, littering, dog fouling and further obstruction by overgrowing vegetation from privately owned properties.

3.4 Working as a team in our priority neighbourhoods

- 3.4.1 Proposals for the identified priority areas in Outer South Leeds (John O'Gaunts, Harrops, Eastleighs/Fairleighs and Oakwells and Fairfaxes) still require development. We will be working with our Area Management colleagues and the Outer South Environment Sub-group to bring forward proposals to take action in these areas.
- 3.4.2 More specifically we will be using the new taking arrangements to identify priority areas where PCSOs can support our services. For example, to assist in reporting incidents of flytipping and routinely monitoring of known "hot spot" areas whilst on patrol. PCSOs to have an awareness of the evidence gathering procedure with regard to flytipping to include witness statements in order to assess if needs referring for collection or if an enforcement officer is required to attend. Joint patrols for litter enforcement in the areas above are also proposed.

3.5 Supporting community action

- 3.5.1 The Environmental Action Teams, largely the CESO staff, have consistently attended most neighbourhood forums over the last few years. We have briefed all staff within the team that they now represent the full range of services within the Locality Team, which should improve engagement with street cleansing services markedly.
- 3.5.2 Over the last month most forums have also been attended by either the Locality Manager or Service Manager.

3.6 Education and Enforcement

- 3.6.1 Changes to the tasking arrangements in South area, including joint chairing between Environmental Services and the Police and the involvement of Area Committees' Environment and Community Safety Champions, should result in more integrated working between services including the use of enforcement action. The agreement of priorities for tasking of PCSOs will also improve through this route.

3.7 Working with partners

3.7.1 Good progress has been made in working with partner organisation such as Aire Valley Homes Leeds (AVHL), Parks and Countryside service and West Yorkshire Police. Examples of closer working include:

- AVHL, Parks and Countryside and Highways Services are working with us in partnership to assess and clear the 48 priority ginnels identified as part of the ginnels project.
- The Locality Team have dedicated resources to the Swarcliffe area to undertake intensive cleaning as part of an action day in the area. In return for this AVHL undertook additional cleaning around Morley Town Hall prior to the literature festival.
- We are working closely with Parks and Countryside to identify areas where we might be flexible with our resources to create benefits. For example we are developing arrangements where Parks and Countryside empty some litter bins on the highway during week days in return for our emptying bins in some parks on weekends (when they have no staff in work). Reciprocal arrangements have been agreed with Parks and Countryside around Scatcherd Park, Morley which, once implemented, will result in improvements in cleanliness in and around the park.
- We are also actively pursuing the possibility of sharing depot space, in particular with Parks and Countryside where the locations and opportunities for the integration of services are most beneficial. If this is successful it should reduce downtime and further improve partnership and joint working between the service areas.
- Operation Dungeon continues to target metal sales and thefts. Working with Morley NPT undertaking regular stop & search events at local scrap dealers. To date 16 enforcement notices have been issued to persons intending to sell metal without the relevant licence and receipts. Five cases have been referred to Legal Services for prosecution.
- We have recently taken part in a joint ALMO Training Day. Enforcement Officers from the Locality Team have met with AVHL estate managers for the Morley area. Protocols are now in place for a rapid and more effective approach for dealing with environmental issues at AVHL properties and also for AVHL staff reporting issues at privately owned property to the Locality Team.

3.8 Seasonal and annual events

3.8.1 A forward plan of events is in production initially focused on Christmas light events.

3.8.2 A programme of cleansing priority leafing areas is being delivered. No additional resources are provided to SSE Locality Team to provide this function. The use of capacity days is assisting progress in the Outer South area and where complaints are received we are generally dealing with them quickly.

4 Recommendations

- That South Outer Area Committee note and comment on this report.

Appendix A – Summary Performance Information

Table 1 – Percentage of Sites Assessed as Acceptably Clean (NI195)

Grey indicates result worse than citywide average

Category	Land Use Type	2010-11	
		City	Outer South
Litter	All	87	87
	Main Retails & Commercial	79	88
	Other Retail & Commercial	82	83
	High Obstruction Housing	87	88
	Medium Obstruction Housing	94	91
	Low Obstruction Housing	99	100
	Industry & Warehousing	83	85
	Main Roads	89	85
	Rural Roads	88	80
	Other Highways	69	71
	Recreation Areas	94	91
	Detritus	All	67
Main Retails & Commercial		80	96
Other Retail & Commercial		71	79
High Obstruction Housing		57	49
Medium Obstruction Housing		72	53
Low Obstruction Housing		79	97
Industry & Warehousing		63	59
Main Roads		65	61
Rural Roads		53	64
Other Highways		51	50
Recreation Areas		80	85
Graffiti		All	96
	Main Retails & Commercial	97	100
	Other Retail & Commercial	94	100
	High Obstruction Housing	98	100
	Medium Obstruction Housing	99	100
	Low Obstruction Housing	99	100
	Industry & Warehousing	94	100
	Main Roads	98	100
	Rural Roads	99	100
	Other Highways	87	96
	Recreation Areas	93	94
	Flyposting	All	99
Main Retails & Commercial		98	100
Other Retail & Commercial		99	100
High Obstruction Housing		100	100
Medium Obstruction Housing		100	100
Low Obstruction Housing		100	100
Industry & Warehousing		100	100
Main Roads		99	100
Rural Roads		100	100
Other Highways		100	100
Recreation Areas		99	100

Table 2 – Service Requests

Ward	Category	Q3	Q4	Q1	Q2
		(Oct-Dec 2010)	(Jan-Mar 2011)	(Apr-Jun 2011)	(Jul-Sep 2011)
Ardsley and Robin Hood	Commercial waste	2	4	1	0
	Dog control	0	1	0	0
	Domestic waste	13	10	2	6
	Flytipping	7	10	3	3
	Graffiti	0	0	0	0
	Highways enforcement	8	10	5	5
	Litter control	0	1	2	0
	Overhanging vegetation	11	3	10	12
	TOTAL	41	39	23	26
Morley North	Commercial waste	3	2	1	2
	Dog control	0	1	0	1
	Domestic waste	4	11	7	5
	Flytipping	9	8	11	6
	Graffiti	0	0	0	0
	Highways enforcement	9	5	6	4
	Litter control	1	2	1	4
	Overhanging vegetation	4	3	11	3
	TOTAL	30	32	37	25
Morley South	Commercial waste	5	8	4	6
	Dog control	0	1	0	0
	Domestic waste	8	12	8	10
	Flytipping	7	12	11	7
	Graffiti	0	0	0	0
	Highways enforcement	2	2	10	9
	Litter control	4	4	4	26
	Overhanging vegetation	3	6	12	28
	TOTAL	29	45	49	86
Rothwell	Commercial waste	1	0	2	1
	Dog control	1	4	1	0
	Domestic waste	10	7	5	5
	Flytipping	4	10	15	5
	Graffiti	0	0	0	0
	Highways enforcement	7	9	4	6
	Litter control	2	2	3	4
	Overhanging vegetation	2	10	8	6
	TOTAL	27	42	38	27
All	Commercial waste	11	14	8	9
	Dog control	1	7	1	1
	Domestic waste	35	40	22	26
	Flytipping	27	40	40	21
	Graffiti	0	0	0	0
	Highways enforcement	26	26	25	24
	Litter control	7	9	10	34
	Overhanging vegetation	20	22	41	49
	TOTAL	127	158	147	164

Table 3 – Enforcement Notices Served

Ward	Category	Q3	Q4	Q1	Q2
		(Oct-Dec 2010)	(Jan-Mar 2011)	(Apr-Jun 2011)	(Jul-Sep 2011)
Ardsley and Robin Hood	Boarding Up	0	0	0	0
	Commercial Waste	1	1	0	0
	Domestic Waste	1	0	0	0
	Drainage	0	4	1	0
	Highways Enforcement	1	1	4	3
	Littering	1	0	1	1
	Statutory Nuisance	0	1	0	1
	TOTAL	4	7	6	5
Morley North	Boarding Up	0	0	0	0
	Commercial Waste	0	3	0	1
	Domestic Waste	0	0	0	1
	Drainage	0	0	0	4
	Highways Enforcement	0	0	3	4
	Littering	1	1	6	0
	Statutory Nuisance	1	0	0	0
	TOTAL	2	4	9	10
Morley South	Boarding Up	1	0	0	0
	Commercial Waste	9	3	4	2
	Domestic Waste	0	3	0	21
	Drainage	0	0	2	0
	Highways Enforcement	1	0	4	10
	Littering	1	2	1	1
	Statutory Nuisance	2	2	3	0
	TOTAL	14	10	14	34
Rothwell	Boarding Up	0	0	0	0
	Commercial Waste	1	1	3	0
	Domestic Waste	3	0	0	0
	Drainage	0	0	0	0
	Highways Enforcement	3	3	1	3
	Littering	0	0	1	1
	Statutory Nuisance	0	0	2	1
	TOTAL	7	4	7	5
All	Boarding Up	1	0	0	0
	Commercial Waste	11	8	7	3
	Domestic Waste	4	3	0	22
	Drainage	0	4	3	4
	Highways Enforcement	5	4	12	20
	Littering	3	3	9	3
	Statutory Nuisance	3	3	5	2
	TOTAL	27	25	36	54

Table 4 – Fixed Penalty Notices Served

Ward	Category	Q3	Q4	Q1	Q2
		(Oct-Dec 2010)	(Jan-Mar 2011)	(Apr-Jun 2011)	(Jul-Sep 2011)
Ardsley and Robin Hood	Commercial Waste	0	0	0	0
	Dog Fouling	0	1	0	0
	Domestic Waste	0	0	0	0
	Littering	2	1	0	0
	TOTAL	2	2	0	0
Morley North	Commercial Waste	1	0	0	0
	Dog Fouling	0	0	0	1
	Domestic Waste	0	0	0	0
	Littering	0	2	0	2
	TOTAL	1	2	0	3
Morley South	Commercial Waste	0	0	0	2
	Dog Fouling	0	0	0	0
	Domestic Waste	0	0	0	0
	Littering	1	5	0	1
	TOTAL	1	5	0	3
Rothwell	Commercial Waste	0	0	0	0
	Dog Fouling	1	1	0	0
	Domestic Waste	0	0	0	0
	Littering	1	1	0	0
	TOTAL	2	2	0	0
All	Commercial Waste	1	0	0	2
	Dog Fouling	1	2	0	1
	Domestic Waste	0	0	0	0
	Littering	4	9	0	3
	TOTAL	6	11	0	6