

Report of Locality Manager (South and Outer East Leeds)

Report to Outer East Area Committee

Date: 13th 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): Crossgates and Whinmoor Garforth and Swillington Kippax and Methley Temple Newsam		
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 checked="" type="checkbox"/> Yes	<input 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 Outer East 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 East 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 East Area Committee and the South South-East Environmental Locality Team. This is the first such report and covers the period from 13th 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 East Area Committee was agreed on 13th 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 East 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 commercial and 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 during the July to September period with the exception of overhanging vegetation and Highways enforcement (see appendix A table 2).
- 3.2.5 The level of notices served was broadly constant during the period (see appendix A – table 3).

3.3 Responsive to Local Needs

- 3.3.1 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 East Leeds since 13th September include:
- Cleaning up of fallen apples and leaves in Methley
 - Cleansing in Hollins Park, Kippax
 - Cleaning the square on Cartmel Drive, Temple Newsam
 - Cleaning the ginnel behind Diadem Drive, and properties on Whitebridge Spur, near Halton/Cross Gates.
 - Cleaning of the Oaks estate in Garforth.
 - Cleaning of Methley Village.
 - Supporting a community litter clearance day in Garforth.
 - Cleansing of 14 memorial sites across the South South-East area prior to Remembrance Day.
- 3.3.2 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, for example on Green Lane in Whitkirk.

3.4 Common Sense Approach

3.4.1 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. For example our flytip removal crews are now examining tips for evidence before removing them, and reporting them for investigation to their enforcement colleagues. We have already had successful prosecutions stemming from this approach in Kippax and also Micklefield.

3.5 Working as a team in our priority neighbourhoods

3.5.1 Proposals for the identified priority areas in Outer East Leeds (Halton Moor and East Osmondthorpe) still require development. We will be working with our Area Management colleagues and the Outer East Environment Sub-group to bring forward proposals to take action in these areas.

3.5.2 We have recently begun enforcement action for flytipping in Halton Moor which using CCTV footage provide by colleagues at Leeds Watch..

3.5.3 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.

3.6 Supporting community action

3.6.1 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.

3.6.2 Over the last month most forums have also been attended by either the Locality Manager or Service Manager.

3.6.3 We are supporting community action where requested, most recently supporting the community clean-up in Garforth described above with street cleansing equipment and staff.

3.7 Education and Enforcement

3.7.1 Changes to the tasking arrangements in South area, including joint charring 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 in line with the agreed protocol.

3.8 Working with partners

3.8.1 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 in Temple Newsam during week days in return for our emptying bins in some parks on weekends (when they have no staff in work).
- We are also actively pursuing the possibility of sharing depot space, in particular with Parks and Countryside where the locations and synergies are most beneficial. If this is successful it should reduce downtime and further improve partnership and joint working between the service areas. 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.
- We have recently taken part in a joint ALMO Training Day. Enforcement Officers from the Locality Team have met with AVHL estate managers. 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.

3.9 Seasonal and annual events

3.9.1 A forward plan of events is in production initially focused on Christmas light events. Christmas lights switch on events are being supported by extra cleansing in Cross Gates, Kippax and Garforth.

3.9.2 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 East area and where complaints are received we are generally dealing with them quickly.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 Various consultation and engagement exercises have been undertaken with Members on an individual basis, as well as at ward and Area Committee level.

- 4.1.2 Most significantly three rounds of Area Committee workshops have been held in January, March and July 2011, designed specifically to shape the delivery of environmental services within the Outer East wards.
- 4.1.3 A series of update reports have been provided to each Area Committee meeting since October/November 2010 (see background documents for full details).
- 4.1.4 Progress reports have been submitted to each Area Chairs' meeting since October, including seeking comments and confirmation of a template for the Service Level Agreement.
- 4.1.5 The Area Committee Environmental sub-group meets before each Area Committee meeting.
- 4.1.6 Officers have attended recent community forums to update residents on the delegation.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 A key principle of locality working and the Service Level Agreement is a focus on delivering the best outcome for residents across the area, so that the streets and neighbourhoods in which they live are of an acceptably clean standard. This principle underpins equality and community cohesion, seeking to bring neighbourhoods with poor environmental quality, up to an acceptable standard, whilst improving all areas of Leeds.
- 4.2.2 Moving forward through the first year of the Service Level Agreement it is intended to develop a community engagement strategy which will determine the extent and nature of involvement of local residents within the monitoring and delivery of environmental services. This strategy will be developed with due consideration given to all equality, diversity, cohesion and integration issues.

4.3 Council Policies and City Priorities

- 4.3.1 The delegation of environmental services to Area Committees, via an approved Service Level Agreement, will significantly contribute towards the Stronger Leeds section of the new Safer & Stronger Communities Plan 2011-15. By delivering services at an Area Committee level, the priority to '*ensure that local neighbourhoods are clean*' will be much more achievable.
- 4.3.2 In order to formalise delegation of the listed environmental services, the Area Committee Function Schedule within the Council's Constitution has been amended, approved at Executive Board in March 2011 and ratified at the Annual Council meeting held on 26th May 2011.
- 4.3.3 Amendments have also been made to the Area Committee Procedure Rules to make allowance for the decision making powers being devolved to Committees, which will run concurrent to the same authority given to the Director of Environment & Neighbourhoods.

4.4 Resources and Value for Money

- 4.4.1 There is no change to resources at this point. The resources allocated to the South South East Environmental Locality Team are the same as those that would have been put into the area under the old Streetscene structure.
- 4.4.2 The Service Level Agreement details a revised mechanical street cleansing service, which will deliver increased efficiencies in terms of achieving a greater quality of street cleansing and therefore providing better value for money.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 There are no legal implications.
- 4.5.2 The report contains no information that is deemed exempt or confidential.

4.6 Risk Management

- 4.6.1 There are no risk management implications within this report.

5 Conclusions

- 5.1 Positive progress has been made in the first three months of the Service Level Agreement.
- 5.2 More development work is necessary to fully provide a full suite of performance information against the SLA. We will now work to ensure that this information is available at the next reporting point.

6 Recommendations

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

7 Background documents

- Leeds City Council Constitution
- Area Committee delegation of Environmental Services – service level agreement 13th September 2011
- Area Committee report: Environmental Services Delegation – Update and Progress Report, 4th July 2011
- Area Chairs' Meeting report: Devolvement of Environmental Services to Area Committees – progress report, 15th April 2011
- Area Committee report: Delegation of Environmental Services, 14th March 2011
- Executive Board report: Delegation of Executive Functions in Relation to Streetscene Management to Area Committees, 30th March 2011
- Area Committee report: Delegation of Environmental Services, 31st January 2011
- Area Chairs' Meeting report: Devolvement of Environmental Services to Area Committees – Development of Service Level Agreements, 14th January 2011

- Area Chairs' Meeting report: Devolvement of Environmental Services to Area Committees, 3rd December 2011
- Area Committee report: Briefing note on proposed delegation of elements of Streetscene services, Oct/Nov 2010

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 East
Litter	All	87	88
	Main Retails & Commercial	79	84
	Other Retail & Commercial	82	84
	High Obstruction Housing	87	94
	Medium Obstruction Housing	94	94
	Low Obstruction Housing	99	100
	Industry & Warehousing	83	87
	Main Roads	89	94
	Rural Roads	88	84
	Other Highways	69	69
	Recreation Areas	94	88
Detritus	All	67	73
	Main Retails & Commercial	80	69
	Other Retail & Commercial	71	75
	High Obstruction Housing	57	48
	Medium Obstruction Housing	72	72
	Low Obstruction Housing	79	83
	Industry & Warehousing	63	71
	Main Roads	65	87
	Rural Roads	53	71
	Other Highways	51	58
	Recreation Areas	80	96
Graffiti	All	96	98
	Main Retails & Commercial	97	100
	Other Retail & Commercial	94	97
	High Obstruction Housing	98	97
	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	97
	Recreation Areas	93	88
Flyposting	All	99	99
	Main Retails & Commercial	98	97
	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	97
	Rural Roads	100	100
	Other Highways	100	100
	Recreation Areas	99	97

Table 2 – Service Requests

Ward	Category	Q3	Q4	Q1	Q2
		(Oct-Dec 2010)	(Jan-Mar 2011)	(Apr-Jun 2011)	(Jul-Sep 2011)
Crossgates and Whinmoor	Commercial waste	4	8	1	2
	Dog control	1	2	2	2
	Domestic waste	34	53	36	32
	Flytipping	10	6	8	8
	Graffiti	0	0	0	0
	Highways enforcement	4	5	5	10
	Litter control	4	2	2	1
	Overhanging vegetation	6	1	20	19
	TOTAL	63	77	74	74
Garforth and Swillington	Commercial waste	2	9	5	7
	Dog control	0	2	1	0
	Domestic waste	5	13	3	5
	Flytipping	8	7	10	5
	Graffiti	0	0	0	0
	Highways enforcement	12	6	7	11
	Litter control	1	12	3	4
	Overhanging vegetation	10	1	11	9
	TOTAL	38	50	40	41
Kippax and Methley	Commercial waste	1	2	1	2
	Dog control	1	1	0	0
	Domestic waste	17	24	2	7
	Flytipping	1	17	12	8
	Graffiti	0	0	0	0
	Highways enforcement	7	8	5	12
	Litter control	1	2	1	2
	Overhanging vegetation	4	3	5	6
	TOTAL	32	57	26	37
Temple Newsam	Commercial waste	0	3	2	0
	Dog control	1	0	2	0
	Domestic waste	21	58	15	8
	Flytipping	2	10	3	2
	Graffiti	0	0	0	0
	Highways enforcement	0	10	4	4
	Litter control	6	8	6	7
	Overhanging vegetation	7	0	5	11
	TOTAL	37	89	37	32
All	Commercial waste	7	22	9	11
	Dog control	3	5	5	2
	Domestic waste	77	148	56	52
	Flytipping	21	40	33	23
	Graffiti	0	0	0	0
	Highways enforcement	23	29	21	37
	Litter control	12	24	12	14
	Overhanging vegetation	27	5	41	45
	TOTAL	170	273	177	184

Table 3 – Enforcement Notices Served

Ward	Category	Q3 (Oct-Dec 2010)	Q4 (Jan-Mar 2011)	Q1 (Apr-Jun 2011)	Q2 (Jul-Sep 2011)
Crossgates and Whinmoor	Boarding Up	2	0	2	1
	Commercial Waste	1	1	1	4
	Domestic Waste	4	2	0	4
	Drainage	0	0	10	0
	Highways Enforcement	2	1	5	4
	Littering	5	6	7	5
	Statutory Nuisance	4	6	0	2
	TOTAL	18	16	25	20
Garforth and Swillington	Boarding Up	0	0	0	0
	Commercial Waste	2	2	0	0
	Domestic Waste	0	1	0	1
	Drainage	0	1	0	0
	Highways Enforcement	3	1	1	2
	Littering	4	0	0	0
	Statutory Nuisance	0	6	0	0
	TOTAL	9	11	1	3
Kippax and Methley	Boarding Up	0	1	0	0
	Commercial Waste	0	3	0	0
	Domestic Waste	2	0	0	0
	Drainage	0	6	0	1
	Highways Enforcement	0	0	0	0
	Littering	3	3	0	0
	Statutory Nuisance	0	1	1	1
	TOTAL	5	14	1	2
Temple Newsam	Boarding Up	0	0	0	0
	Commercial Waste	0	1	0	0
	Domestic Waste	5	0	0	0
	Drainage	0	0	1	0
	Highways Enforcement	1	0	0	1
	Littering	0	5	2	0
	Statutory Nuisance	0	4	2	0
	TOTAL	6	10	5	1
All	Boarding Up	2	1	2	1
	Commercial Waste	3	7	1	4
	Domestic Waste	11	3	0	5
	Drainage	0	7	11	1
	Highways Enforcement	6	2	6	7
	Littering	12	14	9	5
	Statutory Nuisance	4	17	3	3
	TOTAL	38	51	32	26

Table 4 – Fixed Penalty Notices Served

Ward	Category	Q3	Q4	Q1	Q2
		(Oct-Dec 2010)	(Jan-Mar 2011)	(Apr-Jun 2011)	(Jul-Sep 2011)
Crossgates and Whinmoor	Commercial Waste	0	0	0	0
	Dog Fouling	1	0	0	0
	Domestic Waste	0	0	1	0
	Littering	3	1	2	3
	TOTAL	4	1	3	3
Garforth and Swillington	Commercial Waste	0	1	0	0
	Dog Fouling	0	1	0	0
	Domestic Waste	0	0	0	0
	Littering	1	6	2	2
	TOTAL	1	8	2	2
Kippax and Methley	Commercial Waste	0	0	0	0
	Dog Fouling	1	1	0	0
	Domestic Waste	0	0	0	0
	Littering	1	4	0	0
	TOTAL	2	5	0	0
Temple Newsam	Commercial Waste	0	0	0	0
	Dog Fouling	0	1	1	0
	Domestic Waste	0	0	0	0
	Littering	1	3	1	3
	TOTAL	1	4	2	3
All	Commercial Waste	0	1	0	0
	Dog Fouling	2	3	1	0
	Domestic Waste	0	0	1	0
	Littering	6	14	5	8
	TOTAL	8	18	7	8