

Report of Locality Manager (East North East)

Report to Area Committee (Inner North East)

Date: 12th 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): Chapel Allerton Moortown Roundhay		
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 (SLA) between Inner North 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 September to November 2011.

Recommendations:

That the Inner NE Committee note the report, comment where progress in delivering the SLA is good/not so good and how useful the format of this first update is in helping Members make that judgement.

Purpose of this report

- 1 This report provides an update on performance against the Service Level Agreement between Inner NE Area Committee and the ENE Environmental Locality Team.
- 2 This is the first such report and covers the period from September to November 2011. Normally the performance update reports to Area Committee will cover 6 month periods (i.e. May-Oct, Nov-April).
- 3 As the SLA was only agreed in September and the formal relationship with the Area Committee is still comparatively new, this first update report focuses on providing information on the progress made against the commitments made in the SLA. It sets out to give the Area Committee a better idea of the range of functions the service actually delivers across the area and how that makes a difference on the ground/at the front line.
- 4 It is planned for future updates to Area Committee and reports through the Environmental Sub Group to provide more information on performance against the agreed outcome of an acceptable level of cleanliness, how efficiencies are being achieved and the use of the available resource across the locality.

Background information

- 5 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.
- 6 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.
- 7 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.
- 8 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.

- 9 Resources are organised into three wedge/locality based teams for East North-East, South South-East and West North-West, each managed by a Locality Manager.
- 10 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 North 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.
- 11 The SLA for Inner North East Area Committee was agreed on 5th September 2011. The new ENE Locality Team went live from 5th September.
- 12 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

- 13 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.

a) 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. Appendix B provides an analysis of the service requests, legal notices and fixed penalty notices dealt with by the enforcement and regulatory staff in the three Inner NE wards during this reporting period.

b) 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. The next survey is taking place across the city late November/early December 2011.
- 15 Discussions are taking place corporately about whether the citizens panel can be used to gather resident satisfaction at a meaningful level for Area Committees.
- 16 In the meantime, the Locality Manager continues to use the judgement of the ward members/Area Committee and feedback from residents to assess whether satisfaction levels are acceptable and where outcomes need improvement.

c) Accountability and Member Influence

- 17 Since the SLA was approved in October 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. In this particular period there has also been discussion on de-leafing and what streets/paths need doing.
- 18 The new Environmental Sub-Group has been established and will have met for the first time on 2nd December.
- 19 Individual ward members are referring issues direct 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. This particular issue will be dealt with quicker now as a contractor has been found that can provide a three/four week turn round, delivers the bins on site and without need to drill/screw the bin in place. There also remain some concerns that specific litter bins seem prone to overflowing and white bags are not always collected quickly enough.
- 20 The Locality Manager attended a public meeting of residents from the Chapel Lane/Oak Road neighbourhood to discuss street cleansing and leaf clearing arrangements in that area. Residents gave good feedback on improved reliability and communications with the service.

Recommendations

- 21 That Inner NE Area Committee note and comment on:
 - a. what aspects of the service they feel are working well and delivering against the commitments made in the SLA;
 - b. what aspects of the service do the feel are not working as well as they should against the commitments made in the SLA and would like to see improvements made;
 - c. the format of the update and its usefulness for the Area Committee in judging progress made against SLA commitments.

Background documents:

Report to Inner NE Area Committee, 5th September 2011, Delegation of Environmental Services – Service Level Agreement