

Report of Locality Manager (South and Outer East Leeds)

Report to East Leeds (Outer) Area Committee

Date: Tuesday 11th December 2012

**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 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 (SLA) between East Leeds (Outer) Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2012 to 31st October 2012.

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 SLA between Outer East Area Committee and the South South-East Environmental Locality Team. This report covers the period from 1st July 2012 to 31st October 2012.

2 Background information

- 2.1 Executive Board approved revisions to the Area Committee Function Schedules to include a new delegated responsibility for Street Cleansing & Environmental Enforcement Services in March 2011. The delegation makes clear the responsibility of Area Committees to negotiate, develop and approve a 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 by:
- 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.
- 2.2 The delegation of 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 SLA sets out the detail of the resources which will be allocated to the Area Committees.
- 2.3 The annual SLA for the Outer East Area Committee was agreed on 3rd July 2012.

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 six months of this year's SLA.

3.2 Delivery of Ward Priorities

- 3.2.1 **Appendix A** describes the identified priority areas for each ward in Outer East area. Throughout the autumn priority areas have been (or are being) surveyed in order to decide on specific actions to take. The surveys incorporated a baseline cleanliness and environmental assessment. Actions to be taken focus on changing behaviours and include enhanced patrol work and proactive action around environmental issues.
- 3.2.2 Each priority piece of land has been allocated to an enforcement officer for investigation of issues and proposed resolution. A summary of the actions proposed and taken is at **Appendix B**. Over the next period we will continue to report back on proposals and progress.
- 3.2.3 A programme of inspection and cleaning is in development working closely with the ALMOs and Parks and Countryside Services. A ginnel standard has been developed by Aire Valley Homes which we intend to adopt to give a baseline against which to assess the condition of a ginnel on a regular basis.

- 3.2.4 Several ginnels have now been added on to existing cleansing schedules and we are in the process of assessing the rest in order to determine whether they can be added to schedules, need extra resource to be provided, or can be inspected and dealt with on a reactive basis.
- 3.2.5 Four new covert CCTV cameras have now been purchased by Outer East Area Committee and are being deployed across the wedge to areas of priority. Anti fly-tipping signs are also in-use and have been deployed on many sites across the wedge to deter fly-tipping.
- 3.2.6 Ward based patrol work is not yet in place due to the need for a review of our risk assessments and development of staff. However we expect this to be underway by January 2013.

3.3 Delivery of SLA Priorities

a) Outcome Focused

- 3.3.1 Following consultation with Elected Members about the measure of street cleanliness (National Indicator (NI) 195) and it's usefulness at a local level, this is now carried out on a citywide basis only. The latest figure for citywide cleanliness indicates that 91% of sites surveyed were at a satisfactory level of cleanliness.
- 3.3.2 The duty of care of businesses is a key focus within the SLA. Several businesses in priority areas have been approached to discuss their duty of care in terms of littering in proximity to their premises. For example, enforcement action was taken against a company on Whinmoor Crescent putting trade waste into domestic waste bins. A number of 'duty of care' inspections were undertaken on the other premises on Whinmoor Crescent looking at their waste management arrangements and reminding them of their responsibilities to make sure their premises do not cause a litter problem. Further work to extend this work will continue.

b) Responsive to Local Needs

- 3.3.3 A review of mechanical cleansing blocks is currently taking place to increase the frequency and quality of cleaning in some priority areas without reducing frequency in others. In some areas we will also seek to fix scheduled cleaning on particular days in order to aid coordination with Waste Management, housing ALMOs and community groups. Proposals will be brought to Elected Members through the Environmental Sub-Groups in early 2013.
- 3.3.4 Capacity days continue to allow the impact of seasonal tasks, such as leafing, to be minimised. As in previous years we have supported the In Bloom judging process across many areas of the wedge and Outer East Leeds (including Swillington, Micklefield, Ledston, Great and Little Preston, Kippax and Garforth). This included intensive cleaning prior to judging and supporting in bloom groups with litter and waste collections.

c) Common Sense Approach

- 3.3.5 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. However, this continues to be an area of focus within all staff appraisals.

Our fly-tip removal crews continue to examine tips for evidence before removing them, and reporting them for investigation to their enforcement colleagues.

d) Working as a team in our priority neighbourhoods

3.3.6 Proposals for the identified priority areas are being developed as per 3.2.1 above. We are working closely with colleagues in Aire Valley Homes, Parks and Countryside and the Police to develop proposals to take action to improve the environment in these areas.

3.3.7 Partnership working has improved greatly over the last 12 months. The section from 3.3.13 below describes examples of partnership working having an impact over the last six months.

e) Supporting community action

3.3.8 The Environmental Action Teams, largely the CESO staff, have consistently attended most neighbourhood forums over the period. We have briefed all staff within the team that they now represent the full range of services within the Locality Team, which should significantly improve engagement with street cleansing services.

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

3.3.10 South Locality team has recently undertaken a pilot work placement scheme with HMP Leeds. Trainees, released on a temporary licence from HMP Leeds are with us for a five week period undertaking work across the wedge area and creating additional capacity. This has been a great success with the following work being carried out in Outer East wedge area:

- The ginnel off Church Lane, Garforth has been cut back and litter picked.
- The ginnel off Selby Road opposite Knighthill, Colton has been cut back and litter picked.
- The ginnel off Ring Road X-Gates at the side of the Station Pub has been cut back and litter picked.

f) Education and Enforcement

3.3.11 Training has now taken place with PCSOs across most of the South and East NPT areas in order to provide them with the knowledge to effectively witness and take statements for dog fouling and other environmental offences.

3.3.12 There are several good examples of where education and/or enforcement action has been undertaken or staff have worked with other agencies to deliver successful outcomes for residents. Examples include:

- A resident of Osmondthorpe was observed by a PCSO allowing his dog to foul. The resident refused to give his details so the PCSO called his colleagues who managed to get his details. A Fixed penalty Notice was issued by the Locality Team but not paid. This resulted in our taking it to court and the defendant receiving a fine of £125 and costs of £458.23.

- An enforcement officer was on patrol on Stanks Lane North when he noticed overgrown vegetation to a rear garden of 57 Stanks Lane North. Rather than take immediate enforcement action he spoke to the occupier and discovered she was registered disabled and was in no position to carry out the work required. He contacted Community Payback and submitted a referral to cut back the vegetation to the property. Community Payback cut back the hedges and our enforcement officer arranged for Yorkshire Housing to remove the garden waste. The job was completed within 48 hours, much to the satisfaction of the resident.
- There was a significant problem with flytipping at 'Roman Ridge Road' off the A656 at Mickfield. An enforcement officer worked with the flytip removal team and Parks and Countryside to remove several hundred tonnes of waste. Parks and Countryside then worked with us to place an earth 'bund' to prevent future flytipping. No further flytipping has been reported at this location.
- Early morning patrols have been undertaken in several areas including Garforth, Kippax and Allerton Bywater to deal with dog fouling issues. Several members of the public have been spoken to and advised about dog control orders and penalties for dog fouling.

g) Partnership Working and Development

3.3.13 Work is ongoing with Aire Valley Homes to develop models of integrated working on housing estates. AVHL, Parks and Countryside and Highways Services are working with us in partnership to put in place a programme of monitoring and cleaning for priority ginnels (see 3.2.3 above).

3.3.14 We are working closely with Parks and Countryside to identify areas where we can be more flexible with our combined 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 Manston and Temple Newsam Parks which, once implemented, will result in improvements in cleanliness in and around the park.

3.3.15 We are also continuing to work with partners in the ALMOs and Parks and Countryside to expand the range of people who might take direct enforcement action in future.

h) Seasonal and annual events

3.3.16 A forward plan of events is in production initially focused on leaf-fall clearance and Christmas light events.

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

3.4 Service Delivery Performance

- 3.4.1 **Appendix C** contains the tables which support the descriptions of performance below. Overall 3,028 requests for service were received between 1st July and 31st October 2012 of which 692 were for the Outer East wedge area (23%). The most prevalent issues in Outer East in the period were, in descending order: fly-tipping (clearance and enforcement), overgrown vegetation, gully cleaning and littering. These accounted for 49% of requests received for the area.
- 3.4.2 It should be noted that robust systems to record frontline operational service delivery have only been in place since 20th August 2012.
- 3.4.3 92% of manual cleansing rotas in Outer East wedge were undertaken as scheduled in the period. 12 holiday, 3 sick, The 14 non-running routes were due to holidays (12 occasions) and sickness (2 occasions). We have a limited budget to cover manual cleaning, budget equivalent to covering 1 in 6 absences, so not all holidays can be covered.
- 3.4.4 84% of the mechanical cleansing rotas in Outer East wedge were undertaken as scheduled in the period. Of the 20 routes that did not run in the period 8 were due to holidays, 6 due to sickness, 3 due to working to cover refuse collection and 2 'other' operational reason, e.g. leafing work or priority cleaning work. Whilst we have budget available to cover mechanical cleaning staff it is often difficult to source drivers.
- 3.4.5 Wedge-wide services generally ran as scheduled, with the exception of 1 occasion where the litter bin team did not run due to holidays which were not able to be covered and gully cleaning service which did not run on 10 occasions in the period due to 3 sickness, 4 holidays, 1 occasion of working to cover refuse collection and 2 'other' operational reasons. It is often very difficult to source appropriately skilled cover for gully crews, however we are in the process of training staff across the service so that cover will be easier in future.
- 3.4.6 Only 5 Fixed Penalty Notices were served on residents in the period. The low level of action in the area is of concern and we will focus on increasing the level of legal action across the area over the next period. A increased focus on the priority areas should also increase the level of action taken across the piece.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 Ward level workshops were held with Crossgates and Whinmoor, Garforth and Swillington, Kippax and Methley, Temple Newsam Elected Members in May and June to involve Members in the development of the Service Level Agreement (SLA). The workshops also provided an opportunity for Members to consider current service schedules and activity, in terms of meeting the need of local areas. The workshops lead directly to changes within the SLA and ward based priority plans.
- 4.1.2 In addition to Ward Member workshops consultation has also been undertaken with Area Committees and Environmental Sub-groups of the Area Committees, including the sub group representing Outer East Area Committee on all aspects of the SLA delivery over the last six months.
- 4.1.3 Various consultation and engagement exercises have been undertaken with Members on an individual basis, as well as at ward and Area Committee level.

4.1.4 Performance against the SLA is now routinely discussed at all Environmental Sub-Groups.

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.

4.3 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.

4.4 Resources and Value for Money

4.4.1 There are no resource implications.

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 six months of the Service Level Agreement for 2012/13.

6 Recommendations

6.1 That East Leeds (Outer) Area Committee note and comment on this report.

7 Background documents

- Delegation of Environmental Services – Service Level Agreement, 2nd July 2012.

Appendix A – Outer South Ward Priorities

Crossgates and Whinmoor Ward

1. Priority Areas
 - Coal Road to Moortown Ring Road
 - White Laithe Shops
 - Langbar estate
 - Naburn View, Drive, Approach
2. Priority Land/Open Spaces:
 - 'Orphan' land at White Laithe Shops
 - Grimes Dyke/Cock Beck footpath
3. Priority Ginnels
 - Tranquility to Beulah Terrace
 - Adjacent to Marks and Spencers in Crossgates: Identified as Kennerleigh drive to Station road
 - Grafton Villas long footpath
 - White Laithe Walk
 - Manston Ave to ring road
 - Penders Way
 - Kennerleigh ave
 - Lulworth Avenue
 - Smeaton Approach to Bamburgh Road, John Smeaton College
 - Coal Road, adjacent to St. Paul's, Whinmoor
4. Other Priority Actions
 - Integration of services with Aire Valley Homes on housing estates
 - Develop education offer for schools

Garforth and Swillington Ward

1. Priority Areas
 - Garforth Main Street
 - Oak Estate/Church Lane
2. Priority Land/Open Spaces
 - Swillington Park
 - Ash Lane industrial estate and area
3. Priority Ginnels
 - Brunswick Gardens to Station Fields
 - Fairburn Drive to Nine Lands Lane
 - Church Lane to bottom of Lindsay Road, Garforth
 - Lindsay Road/ Rydal Ave to Lowther Rd
 - Lindsay Road to Selby Road and into Garforth Academy
 - Church Lane to Whitecliffe Crescent, Swillington
 - Aberford Road around East Garforth Primary School

- Montague Crescent to The Crescent
4. Other Priority Actions
 - Work with Garforth Academy on education programme.
 - Reduce dog fouling issues.

Kippax and Methley Ward

1. Priority Areas
 - Kippax High Street
 - Garden Village, Micklefield
 - Cross Hills Drive/Well Lane
2. Priority Land/Open Spaces
 - None identified
3. Priority Ginnels
 - Kippax Ashtree Primary School
 - Churchville to Great North Road, Micklefield
 - Highfield Grove to Leeds Road, Allerton Bywater
 - Gibson Lane to Chapel Lane, Kippax
4. Other Priority Actions
 - Look to CCTV to tackle flytipping issues.
 - Support in bloom groups
 - Reduce dog fouling issues

Temple Newsam Ward

5. Priority Areas
 - Selby Road/Church Lane
 - Primrose Park
 - Colton commercial areas
 - Halton Moor Avenue commercial area
6. Priority Land/Open Spaces
 - Barrowby Lane – flytipping
 - Neville Garth - flytipping
7. Priority Ginnels
 - Rathmell Road
 - Field End Garth/Court complex of ginnels
8. Other Priority Actions
 - Review litter bins provision and fill gaps either through commercial premises providing or other means.
 - Work with Parks on solution for Temple Newsam park litter bins.
 - Keep Thorpe Park development under review

Appendix B – Priority Land Actions

'Orphan' land at White Laithe Shops

Land and path recently cut back and litterpicked by HMP work experience pilot trainees. To be regularly monitored going forward.

Grimes Dyke/Cock Beck footpath

Regularly patrolled. New litter bin in place. Prosecution of local youth for tipping in the beck is pending.

Swillington Park

Regular patrols by Dog Wardens and Enforcement in place.

Ash Lane industrial estate and area

Litter an issue. To include in the sweeping schedule. Also provide litter bin to reduce littering from overnight lorries.

Barrowby Lane – flytipping

Flytipping signage in place. Monthly site visit and the use of CCTV

Neville Garth - flytipping

Flytipping signage in place. Monthly site visit and the use of CCTV

Appendix C – Summary Performance Information

Table 1: Service Requests – 1st July to 31st October 2012

DESCRIPTION	Crossgates & Whinmoor	Garforth & Swillington	Kippax & Methley	Temple Newsam	Outer South Total
Overgrown Vegetation	32	36	23	22	113
Fly Tip (Clearance)	14	17	32	16	79
Gully	10	29	23	17	79
Flytipping (Enforcement)	14	5	8	9	36
Litter Complaint	11	9	3	12	35
Waste in Gardens	8	1	10	12	31
Dead Animal Removal	5	12	7	3	27
Litter Bin Empty	12	7	5	3	27
Road Sweeping	3	7	10	4	24
Ginnet	3	7	4	5	19
Obstruction	7	1	4	3	15
Bin not Returned	9	2	3		14
Litter Problems	2	6	4	2	14
Drainage	3	4	3	3	13
Dog Fouling	3	4	1	4	12
Litter Bin Request	1	4	1	6	12
Damage to Highway	3	1	2	5	11
Footpath Sweeping	2	4	4	1	11
Nuisance - Other	4	3	1	2	10
Commercial Waste Issues	5	3		1	9
Domestic Waste Issues	2	1	2	4	9
Mud etc on Road	4	2	1	2	9
Housing - Vacant	2		3	3	8
Odour - Other	1	2	2	3	8
Bulky request	1	2	4		7
Graffiti	2	2	1	2	7
Nuisance - Accumulation/Deposit	1	1		3	5
Smoke from Bonfire	1		2	2	5
Dog Fouling Enforcement Signage Request		2	2		4
Dog Fouling General Area	1	2	1		4
Illegal Advertising	2	2			4
Rodents	1	1	1	1	4
Abandoned Vehicle	1	1		1	3
Leafing	1	2			3
Smoke from Chimney		2		1	3
Dog Fouling Specific Address	1			1	2
Dogs Specified Max LEEDS order 11	2				2
Illegal Vehicle Crossing	1			1	2
Abandoned Trolley	1				1
Dust or Grit		1			1
Flyposting			1		1
Found Dog			1		1
Housing - Defect			1		1
Housing - Dirty		1			1
Litter Bin Repair				1	1
Nuisance - Premises	1				1
Odour - Agricultural		1			1
Request for Environmental Information		1			1
Street Cleansing Quality		1			1
Vehicles for Sale	1				1
TOTAL	178	189	170	155	692

Table 2: Manual Cleaning – 20th August to 31st October 2012

Area	Scheduled	Ran	% Ran
Crossgates & Whinmoor	114	102	89%
Garforth & Swillington	33	29	88%
Kippax & Methley	0	0	-
Temple Newsam	42	42	100%
Outer East Total	189	173	92%
SSE Wedge Total	594	547	92%

Table 3: Mechanical Cleaning – 20th August to 31st October 2012

Area	Scheduled	Ran	% Ran
Crossgates & Whinmoor	31	27	87%
Garforth & Swillington	19	15	79%
Kippax & Methley	38	32	84%
Temple Newsam	45	38	84%
Outer East Total	123	103	84%
SSE Wedge Total	525	444	85%

Table 4: Wedge-wide Services – 20th August to 31st October 2012

Team	Scheduled	Ran	% Ran
Outer Litter Bin Team	73	72	99%
Inner Litter Bin Team	73	73	100%
Gulley Cleaning	73	63	86%
Flytip Removal	73	73	100%

Table 5a: Fly-tip removal (number of jobs) – 1st July to 30th September 2012

Area Committee Area	Days to Clear Fly-tip					Total
	1	2	3	4	5+	
Inner South	195	15	10	9	52	281
Outer East	24	4	6	4	21	59
Outer South	33	9	6	5	25	78
Grand Total	252	28	22	18	98	418

Table 5b: Fly-tip removal (%) – 1st July to 30th September 2012

Area Committee Area	Days to Clear Fly-tip					Total
	1	2	3	4	5+	
Inner South	69%	5%	4%	3%	19%	100%
Outer East	41%	7%	10%	7%	36%	100%
Outer South	42%	12%	8%	6%	32%	100%
Grand Total	60%	7%	5%	4%	23%	100%

Table 6a: Full litter bin emptying (number of jobs) – 1st July to 30th September 2012

Area Committee Area	Days to Empty Litter Bin					Total
	1	2	3	4	5+	
Inner South	6	3	2	1	2	14
Outer East	4	5	0	2	7	18
Outer South	6	2	1	1	4	14
Grand Total	16	10	3	4	13	46

Table 6b: Full litter bin emptying (%) – 1st July to 30th September 2012

Area Committee Area	Days to Empty Litter Bin					Total
	1	2	3	4	5+	
Inner South	43%	21%	14%	7%	14%	100%
Outer East	22%	28%	0%	11%	39%	100%
Outer South	43%	14%	7%	7%	29%	100%
Grand Total	35%	22%	7%	9%	28%	100%

Table 7: Legal Notices Served – 1st July to 31st October 2012

LEGAL NOTICES	Crossgates & Whinmoor	Garforth & Swillington	Kippax & Methley	Temple Newsam
HW154 - Overgrown Vegetation	4		1	2
EP46 - Bin not Returned		6		
EPA92A - Waste in Gardens	3		1	
BA59 - Commercial Waste Issues	2			
LG29 - Housing - Vacant	2			
PD4 - Waste in Gardens			1	1
CNEA59 - Flytipping			1	
EP34_5 - Commercial Waste Issues	1			
EP46 - Flytipping				1
EP46 - Waste in Gardens	1			
EP47 - Bin not Returned	1			
EP47 - Commercial Premises Duty of Care Inspect			1	
EP47 - Commercial Waste Issues	1			
EP80 - Smoke from Bonfire			1	
HW143 - Commercial Waste Issues		1		
HW143 - Obstruction				1
HW166 - Cellar Grate			1	
PD4 - Housing - Vacant				1
PD4 - Overgrown Vegetation		1		
TCP215 - Rodents	1			
TCP215 - Waste in Gardens				1
TOTAL	16	8	7	7

Table 8: Fixed Penalty Notices Issued – 1st July to 31st October 2012

FPN NOTICES	Crossgates & Whinmoor	Garforth & Swillington	Kippax & Methley	Temple Newsam
FPN200 - Bin not Returned	1			
FPN700 - Waste in Gardens	1			
FPN900 - Dog Fouling		1		1
FPN900 - Litter Problems				
FPN900 - Keeping Dogs On Leads At All Times			1	
Total	2	1	1	1

Table 9: Prosecution Action Taken – 1st July to 31st October 2012

PROSECUTION TYPE	Crossgates & Whinmoor	Garforth & Swillington	Kippax & Methley	Temple Newsam
Bin not Returned	1			
Dog Fouling Specific Address	2			
Flytipping				1
Waste in Gardens				1
TOTAL	3	0	0	2