

## **Service Level Agreement Neighbourhood Management Environment Group 2004-2005**

### **Aims and Objectives**

This is a Service Level Agreement between Neighbourhood Management - Boscombe West and Springbourne, and the partners listed below. It sets out the standards for working together to improve service delivery, focusing on the areas that local people have identified as priorities, and also sets out the targets we will use to gauge progress, and judge service changes planned over the next year. This document reflects our commitment to working together to improve local services.

This Service Level Agreement sets out current standards of service delivery that it is reasonable to expect to receive as of December 31st 2004. We recognise that service provision could in future be affected by the financial position of the Council, and for this reason a notice period of three months is expected for any changes to the SLA.

The aim of this agreement is to set out the standards that will create a better living environment in the Boscombe West and Springbourne area. We aim to improve the quality of the environment including highways, open spaces and shopping areas, and reduce the number of residents feeling dissatisfied with their neighbourhood by 2006.

To identify the priorities for this Service Level Agreement we met with several groups of residents and also established an Environment group with representation from the various partner organisations.

The Agreement concentrates on the areas that local people feel are priorities and sets out some general standards that public landowners agree to meet in maintaining those areas.

### **The key partners:**

- Residents of Boscombe West and Springbourne
  
- Bournemouth Borough Council – Cleansing and Waste Services, Leisure Services, Housing and Voluntary Services, Environmental Health and Consumer Services, Technical Services, Planning and Development Services, Education.
  
- The Sovereign Centre
- Boscombe Traders Association
- Boscombe West and Springbourne Tenants Forum
- Boscombe, Springbourne and Southbourne Youth Forum
- Dorset Residential Landlords Association
- Street Reps

- Local Residents Groups and Neighbourhood Watch
- Landlords, Traders and the broader community

### Environment Group Delivery Plan

Baseline	Outcome	Intervention	Outputs/ Milestones
60% satisfied with quality of street environment.	65% satisfied with the quality of the environment.	Safe and Clean team. Street Reps.	Street rep training. Growth in number of street reps. Mainstreaming Safe and Clean-commitment in place by end 04/05.
66% cite litter and rubbish as a problem.	60% or less citing litter and rubbish as a problem.		
80% of street rep returns show streets at grade A/B.	Maintain 80% at grades A/B.		
61% of people cite abandoned vehicles as a problem.	50% or less citing abandoned vehicles as a problem.	Removal of abandoned vehicles by local authority and "end of life" scheme.  Removal of communal vehicles through pooled budget	70% of abandoned vehicles to be removed within 3 working days from initial report.  Removal of communal vehicles when identified.
Additional activity contributing to strategy.	Trader confidence in economic development in Boscombe.	Development of town centre management/business broker approach.	Exploration of Southampton business broker approach. Quarter 1. Approach and funding agreed by Quarter 4.
	Increased % recyclable materials and recycle sites.	Development of recycling activities.	Paint recycling operation Quarter4.
	Commitment from LA to influence TP and LIG.	Environment and Highways Audit, leading to action plan setting out required improvements.	Audit complete and action plan in place September 2004
	Ensure public and statutory awareness and responsibility.	Service Level Agreement.	Agreed Quarter 1.
	Greater appreciation and responsibility.	Education to encourage people to make better use of/look after their environment	Work in schools, community groups and Agenda 21 Officer – to be determined.

## **General Standards for Owners of Public Land in Boscombe West and Springbourne**

Key local services that manage open spaces and public land include: the local education authority, the council as a landlord, leisure services, public highways and housing associations. They agree to:

- Maintain open spaces and public buildings to a reasonable standard, ensuring that the Boscombe West and Springbourne area receives a fair share of the borough wide resources.
- Ensure that public areas are fit for their purpose e.g. football pitches and playgrounds are safe and well maintained.
- Work together to improve the appearance of Boscombe West and Springbourne.
- Consult local residents before making significant changes in the use of land.
- Work together to resolve problems such as removing rubbish or security issues which cross boundaries of responsibility.
- Recognise the value of investment by Neighbourhood Management in open spaces and buildings and where possible, support the development of projects with staff time/access to professional advice/contributions towards costs/advice on funding streams.
- Provide information on service performance and costs to the Neighbourhood Management Board.
- Involve local people in the letting of major contracts for land management and improvement, and maximise training and employment opportunities for local people when letting contracts.
- Use enforcement powers to minimise fly-tipping, graffiti and vandalism in Boscombe West and Springbourne.
- Inform the Neighbourhood Warden scheme and local residents where areas of land management are identified as a concern.
- Implement Secure By Design standards, where possible in partnership with Bournemouth Police, when land or buildings are being redeveloped or improved.

### **Land Management Standards in Boscombe West and Springbourne:**

Listed below are the standards for local service delivery that local people have said they are most concerned should be met. The Neighbourhood Management Board will monitor these standards:

#### **Refuse Collection and Street Cleaning**

- Refuse will be collected from curtilage (the nearest collection point) once a week

- Where possible, street cleaning will be arranged after refuse collection so any resulting mess is cleared up
- Streets and highways grassed areas will be litter picked every 14 days by Safe and Clean (during the Autumn this will include removing leaves as well as litter picking)
- Pavements will be weeded twice a year (usually April and October)
- A specialist team will collect dumped rubbish from public land and this will be removed within 24 hours
- The Neighbourhood Management funded Safe and Clean Team will collect items of Bulky Waste from residents of Boscombe West and Springbourne, at no cost. This service will cover the removal of up to three items per collection, once per six month period.

### **Grass Cutting and Trees and Shrubs**

- Grass areas will be cut on a regular basis in accordance with a programme of work and the areas will be cleared of litter
- Playgrounds owned by the local authority will be inspected on Mondays, Wednesdays and Fridays. Sand and bark pits will be forked and kept in a reasonable condition and a safe state of repair
- Damaged play equipment will be replaced, repaired or removed if unrepairable
- Overhanging trees and shrubs – if you report a problem you will be given a timescale for removal and a named person to contact to confirm progress
- Shrub beds will be cleared of litter, weeded in March, May, July, September and November, and pruned in accordance with recognised horticultural practice

### **Housing and the Environment** - all public sector landlords will:

- Keep all properties well maintained both externally and internally
- Maintain all public ways and open spaces and recognise the impact that poor maintenance of buildings and open spaces has on the image of the area

### **Parking Enforcement**

- Members of the public, statutory and voluntary sector bodies should contact the 'Parking Operations Centre' at Parkway House, 28 Avenue Road', (Tel: 01202 451268) should they wish to report parking contraventions. All such reports will be addressed as soon as resources become available. Parking Attendants approached by a member of the public on the highway, will likewise report such incidents to the operations centre on their behalf.

## **Abandoned Cars**

- Where a car has no owner and is dangerous, of low value, and has no tax, and is on public land it will be removed within 24 hours
- Any vehicle will be removed within 7 days once it is agreed that it is untaxed and abandoned and on public land

## **Street Lighting**

- Individual lamps not working will be repaired within 5 working days from the date of report
- Where a series of lamps aren't working these will be repaired within 1 working day of report
- If there is a serious danger the work will take place within one hour of report

## **Initiatives put in place or supported by Neighbourhood Management and partners to address environmental issues:**

- Employment of a Street Improvement Co-ordinator will be funded for a period of 2 years by Neighbourhood Management
- Substantial funding will be provided by Neighbourhood Management to support the continued employment of the Boscombe Neighbourhood Wardens, and to employ additional Neighbourhood Wardens for the Springbourne area
- An Environmental Health Enforcement Officer will be funded by Neighbourhood Management to work with Bournemouth Borough Council to prioritise the issues of Boscombe West and Springbourne
- Decent Homes Grants will be funded by Neighbourhood Management to assist private landlords in providing housing that meets the Decent Homes Standard
- Neighbourhood Management will work in partnership with Bournemouth Borough Council and residents to undertake a street audit identifying a cohesive approach to traffic management issues
- A Street Scene audit will be undertaken by an external consultant with the support of local residents to identify any potential Home Zones, or pedestrianisation and cycling initiatives that could be implemented in the Neighbourhood Management area.

## **Incidents of Anti-Social Behaviour**

Any genuine reports of anti-social behaviour in the Neighbourhood Management area should be addressed by partnership working with the relevant parties involved. This will involve one or more of the following:

- Police
- Neighbourhood Wardens
- Youth Service

- Anti-social Behaviour Co-ordinator
- Relevant Council departments (Parks, Highways etc.)
- Housing Associations
- Private Landlords
- Businesses
- Residents

### **Responsibilities of Residents, Private Landlords, Traders and the Broader Community**

It is important that residents and the broader community of Boscombe West and Springbourne have a say in the way that services are provided locally. This Service Level Agreement will:

- Enable involvement in planning, improving and monitoring services, and look at ways of tackling local issues
- Allow a choice in how to get involved
- Be developed at a pace that is suitable and which can be sustained
- Reflect local circumstances and meet local needs and priorities

This Service Level Agreement has been developed in addition to any other tenancy agreements and documents relating to joint working and partnerships, which will also contain valuable information about responsibilities.

What this means for you:

- You receive clear information on services
- Opportunities to get involved in local decisions
- You have a role in influencing local issues and decisions
- Understand how your involvement could lead to improved services
- Help promote participation and its benefit to the community
- Receive training and support to take part effectively
- You are consulted on service provision

### **Responsibilities of residents and the Community:**

- Report all damaged or non-working street lights- 01202 451199 (out of hours call 01202 552 552).
- Report all dangerous pavement cracks and pot-holes- 01202 451199.
- Report all abandoned untaxed vehicles with as much detail as possible- 01202 451199.
- Report incidents of graffiti and flyposting- 01202 451199.
- Make sure you put your rubbish out on time and report incidents of missed refuse and recyclable materials collections- 01202 451199.

- Take your rubbish home with you, report litter in streets and overflowing litter bins. Where possible remove or prevent further overflow. 01202 451199.
- Report all sightings of drug litter- 01202 451199.
- Make use of the bulky household goods removal service (such as fridges, sofas, etc.)- 01202 451199.
- Report all incidents of flytipping, with details of those responsible and vehicle registrations if possible- 01202 451199.
- Report blocked gulleys and drains- 01202 451199.
- Take pride in our green spaces and report all acts of vandalism and damage. If possible provide details of those responsible- 01202 451199.
- Report damaged/hanging branches and broken trees that may cause public danger- 01202 451199.
- Keep your dog under control and report stray dogs- 01202 451306.
- Take dog waste home or put it in the special bins provided. Make use of the free dog waste bags from the Street Wardens!
- Report areas where there has been dog fouling- 01202 451199.
- Report overflowing recycling bins- 01202 451199.
- Park appropriately with respect and consideration to other members of the local community and the law.

### **Review and Monitoring Process**

It is intended that the Service Level Agreement is a working document that is reviewed at 6 monthly interviews from the initial signing and launch. The document will be reviewed at the appropriate Environment group meeting nearest to the 6-month review date. A commitment from the Officers from the departments included in the SLA will be required to attend to help with the review process. The review will involve close examination of whether the commitments signed up to have been adhered to and whether targets have been achieved and supported by data where appropriate. Where it is felt that commitments have not reasonably been met or targets not achieved, steps will be taken to engage the service providers in meeting the levels of service which have been signed up to.

At all times the signatories will strive to ensure that standards and levels of service are not only met but also exceeded wherever possible. The signing and adoption of the Service Level Agreement should be seen as a long-term commitment to improving service delivery in the Neighbourhood Management area.

Name: Cllr Jean Moore

Position: Councillor

Signature:

Date: 28<sup>th</sup> Feb 2005

Name: Cllr John Hayter

Position: Councillor

Signature:

Date: 28<sup>th</sup> Feb 2005

Name: Don McQueen

Position: Chair of NM Board

Signature:

Date: 28<sup>th</sup> Feb 2005