

DATA LABEL: PUBLIC



**LIVINGSTON NORTH LOCAL AREA COMMITTEE**

**SERVICE UPDATE – OPERATIONAL SERVICES**

**REPORT BY HEAD OF OPERATIONAL SERVICES**

**A. PURPOSE OF REPORT**

To appraise members of the Operational Services activities for Livingston North from 1 January 2021 – 31 March 2021.

**B. RECOMMENDATION**

The Local Area Committee is asked to:

1. Note the work carried out by the service within the local area.
2. Advise of any areas that require further information or investigation.

**C. SUMMARY OF IMPLICATIONS**

<b>I</b>	<b>Council Values</b>	Focusing on our customers' needs; making best use of our resources; working in partnership
<b>II</b>	<b>Policy and Legal (including Strategic Environmental Assessment, Equality Issues, Health or Risk Assessment)</b>	None
<b>III</b>	<b>Implications for Scheme of Delegations to Officers</b>	None
<b>IV</b>	<b>Impact on performance and performance Indicators</b>	None
<b>V</b>	<b>Relevance to Single Outcome Agreement</b>	Relates to items 9 - We live our lives free from crime, disorder and danger & 12 – We value and enjoy our built environment and protect it and enhance it for future generations
<b>VI</b>	<b>Resources - (Financial, Staffing and Property)</b>	In line with available revenue and capital budgets
<b>VII</b>	<b>Consideration at PDSP</b>	None
<b>VIII</b>	<b>Other consultations</b>	None

## **D1 Terms of Report**

The report covers the activity for the period 1 January 2021 – 31 March 2021.

## **D2 NETs, Land and Countryside Services**

### **Grounds Maintenance Routine Works**

All hedge work within the ward has now finished for this season.

Annual Shrub Bed pruning and cleaning up maintenance will be complete for week ending 18 April 2021.

Grass cutting of open spaces, sport fields and schools commenced on Monday 12 April 2021.

Enquiries are ongoing and prioritised on a daily basis.

The latest Lands Audit Management (LAMs) score was 58, the target score being 67.

### **D2.1 Grounds Maintenance Enquiries**

In total 20 ground maintenance related enquiries were received and dealt with during this reporting period for 2021.

	2021	2020
Ball Game Enquiries	1	0
Bench or Seat Enquiries	0	1
Burns or Watercourses	1	0
Drainage Flooding Grass Areas	0	2
Enforcement Officer Enquiries	1	1
Fencing Enquiries	0	1
GalaDay Public Event Enquiries	0	1
Grass Area Damaged	2	0
Grass Cutting Enquiries	0	1
Ground Ownership Enquiries	1	0
Grounds Property Vandalised	3	1
Hedge Cutting Enquiries	3	2
Neighbourhood Env. Teams	1	1
Public Park Enquiries	1	1
Shrub Bed Enquiries	1	0
Shrub Bed Overhanging Path	1	7
Shrub Beds Not Maintained	2	1
Sports Facility Enquiries	1	0
Weeds General Enquiries	1	0
Weeds on Paths or Roads	0	1
Total	20	21

### **D2.2 Garden Maintenance Routine Works**

The Garden Maintenance Scheme started on 6 April 2021.

## D2.3 Garden Maintenance Enquiries

There were five garden maintenance enquiries received during this period for 2021.

	2021	2020
Garden Maintenance General Enquiries	4	1
Garden Maintenance Hedge Cutting	1	0
Total	5	1

## D2.4 Cleaner Communities Routine Works

The Street Cleansing service continues to carry out routine works over the period following COVID-19 guidance. This has consisted of emptying litter and dog fouling bins, clearing litter from foot paths, roads and open spaces, mechanically sweeping footpaths and road channels.

During the period, resources were directed towards dealing with leaf fall and staff have provided support to essential services within the Council as required. Have also assisted in litter collection from Volunteering groups, which has taken a steep rise since the easing of the restrictions as members of the public are now able to go out and enjoy the scenery.

### Cleaner Communities Enquiries

In total 191 cleaner communities enquiries were received and dealt with during this period in 2021.

	2021	2020
Complaint Street Cleansing	1	1
Dead Animals	16	5
Dog Fouled Grass Open Space	2	1
Dog Fouled Kids Play Area	1	0
Dog Fouling on Paths/Roads	13	4
Dog No Fouling Sign Request	1	0
Dog Waste Bin New Request	5	2
Dog Waste Bin Overflowing	0	1
Glass on Paths or Open Spaces	0	6
Graffiti Racist or Offensive	0	1
Illegal Fly Posting	0	1
Illegal Fly Tipping/Dumping	77	55
Litter Bin Burnt Damaged	0	2
Litter Bin Full Overflowing	1	1
Litter Bin New Request For Bin	2	2
Litter General Enquiries	8	7
Litter in Grass Open Space	1	1
Litter In Shrub Beds	0	1
Litter on Paths/Roads/Verges	29	22
Needles Syringes Abandoned	2	1
Street Sweeping Enquiries	10	14
Trolleys Abandoned/ Dumped	6	4
Trolleys Dumped in Livingston	1	1
Vehicles Abandoned	15	27
Total	191	160

### **Fly Tipping Enquiries (Full Year)**

	2020	2019	2018	2017	2016
Illegal Fly Tipping/Dumping	253	205	223	169	139

## **D2.5 Enforcement Action**

The Education, Engagement and Enforcement team have continued to deal with enquiries as they are logged following COVID-19 guidance.

Officers continue to deal with enquiries relating to fly tipping, littering, dog fouling, abandoned vehicles and general enquiries. For the period of the report, there has been 77 enquiries in relation to fly tipping compared to 55 for the same period in 2020.

In dealing with abandoned vehicles, Officers have gained compliance from vehicle owners with said vehicles getting removed from public highways or getting taxed and where appropriate, requests have been sent to WLC contractors for removal.

Throughout West Lothian, officers continue to engage with volunteering groups, attend regeneration group meetings and render the necessary assistance needed to encourage the exercise they currently perform.

There has been a significant increase in the purchase of litter picking equipment by West Lothian Council as volunteer groups are expanding.

There has been one Fixed Penalty Notice issued in Ward 3 for the period of 1 January 2021 – 31 March 2021. For the same period in 2020, there was no Fixed Penalty Notice issued within the Ward.

### **Costs for fly tipping for the period 1 January 2021 – 31 March 2021**

Fly tipping is covered by the NETs teams who also carry out other non-routine works for Grounds. We are unable to split costs over specific ward areas or from the other works they carry out, but can give the yearly cost for the NETs teams with an estimate of their time spent on fly tipping which we currently estimate as 85% of their time and for 2020 the estimate was 70% of their time.

Weights for fly tipping brought into the transfer station are provided as a weekly total Monday – Sunday.

#### **Fly tipping costs:**

<b>1 January 2021 – 31 March 2021</b>	91.2 tonnes
Cost of disposal including costs for NETs team/vehicles	£60,098.04
Contractor removal of fly tipping	£0.00
Removal of asbestos	£0.00
<b>TOTAL</b>	<b>£60,098.04</b>

The number of enquiries received between 1 January 2021 – 31 March 2021 for the Ward was 77 out of 730 enquiries for the whole of West Lothian equating to 10.5% of fly tipping enquiries relating to Ward 3.

Percentage wise this would equate to an approximate cost for the Ward of £6,310.30 for disposal of fly tipping between 1 January 2021 and 31 March 2021 including cost for Staff/vehicles. (This does not include the removal of asbestos by the Councils asbestos team).

**Costs for fly tipping for the period 1 January 2020 – 31 March 2020**

<b>1 January 2020 – 31 March 2020</b>	52.42 tonne
Cost of disposal including estimated costs for NETs team/vehicles	£34,543.20
Contractor removal of fly tipping	£0.00
Removal of asbestos	£0.00
<b>TOTAL</b>	<b>£34,543.20</b>

The number of enquiries received between 1 January 2020 – 31 March 2020 for the Ward was 55 out of 504 enquiries for the whole of West Lothian equating to 10.9% of fly tipping enquiries relating to Ward 3.

Percentage wise this would equate to an approximate cost for the ward of £3,769.60 for disposal of fly tipping between 1 January 2020 and 31 March 2020 including cost for Staff/vehicles. (This does not include the removal of asbestos by the Councils asbestos team).

## D2.6 Parks and Woodland Enquiries

In total 58 Parks and Woodland related enquiries were received during this reporting period.

	2021	2020
Tree Advice or Consultations	3	0
Tree Blocking Light	1	1
Tree Branches Overhanging	12	6
Tree Broken Damaged or Dead	4	3
Tree Dangerous or Unsafe	4	4
Tree Enquiries General	31	9
Tree Leaves Causing Problems	1	0
Tree Roots Causing Problems	1	1
Tree Woodland Enquiries	1	0
Total	58	24

	2021	2020
Access Rights Way Core Paths	2	0
Complaint Country Parks/ Trees	1	0
Ranger Service General Enquiry	1	0
Total	4	0

No. Rights Of Way / Core Path / Patrols carried out (hours)	13
No. Access Enquiries	3

### Ranger Service

The Rangers responded to reports of fresh food (vegetables, bread, raw meat) being left out in piles at Dechmont Law Woodlands, possibly to attract wildlife.

The Rangers are working with Roads department to create a new signage strategy for the route between Livingston North and South station on the Alderston Road path. A virtual meeting was held with the Roads Engineer and then the route was surveyed by the Rangers. Their findings will go back to Roads, who will have the signs produced and installed. The plan is to remove all the old signage and create new signage that incorporates active travel, core paths and local open spaces as well as hospital and town centre.

Dechmont Law was patrolled by the Ranger Service. There has been extensive use during lockdown. Flooding on path leading from western entrance and along golf course noted. Eliburn was also patrolled with a condition survey carried out on all paths within the site and added to the Access Maintenance Priority List for action in the future.

## **D2.7 Open Space Capital Programme**

Eliburn Park Play Area, Eliburn. Play area will be refurbished and upgraded in Summer/Autumn 2021. Works will include installing additional toddler play equipment including swings and multi-unit, replacing damaged play equipment, and removing rotten timber play equipment and features. In addition, new swings will also be installed with Town Centre Funding.

Sutherland Way Play Area, Knightsridge. Play area will be refurbished and upgraded in Summer/Autumn 2021. Works will include replacing play equipment and adding additional swings.

Mosswood Community Centre, Knightsridge. An inclusive trampoline will be installed in Summer/Autumn 2021 (Town Centre Fund).

Livingston Village Park - capital works are now complete, with a few snagging issues to be addressed in the coming weeks. The muddy entrance path from the main street into the park has been added to a list of extra works for next financial year.

### **Conclusion**

The Capital Programme is progressing as planned.

### **Open Space Enquiries**

There was one open space enquiry received during this period in 2021.

	2021	2020
Childrens Play Enquiries	1	2
Total	1	2

## **D3 Roads and Transportation Service**

### **Street Lighting Routine Works**

There are no Capital Street Lighting works scheduled for the Livingston North Area for the remainder of this financial year or in 2021/22.

During the period we received and dealt with 105 customer enquiries from residents. Throughout the same period last year, we received 107 enquiries from residents.

## **Roads Maintenance and Operations - Capital Road Maintenance Programme**

During the period, works are either proposed or underway as per the information in the following paragraphs below.

A contractor has now been appointed for the works to construct a footpath that will provide access from Livingston Crematorium to the bus-stop on the west verge at the Crematorium on Starlaw Road. This work is being carried out under the Cycling Walking Safer Streets (CWSS) budget and is programmed to take place between 12 – 24 April 2021.

In relation to the architectural works and re-development of the Ability Centre at Carmondean, design works have been approved and are now under way to provide a drop off area with better access and egress from the Ability Centre, along with a new vehicular exit at the east end of the car park. These works are due to be complete by 9 April 2021.

In addition to the above, a scheme has been designed and awarded to construct a footpath providing pedestrian access on the north side of Peel Primary School from Aller Place and Garden Place. This project is being funded from the Town Centre Fund 2020 / 21.

### **D4 Waste Services**

#### **Customer Enquiries**

During the period we received and dealt with 964 customer enquiries from residents in Livingston North. During the same period last year, we received and dealt with 644 customer enquiries.

281 customer enquiries were received and dealt with relating to missed bin collections in the local area. During the same period last year, we received and dealt with 135 customer enquiries.

270 customer enquiries were received and dealt with relating to requests for new grey, blue or brown bins from local residents. During the same period last year, we received and dealt with 170 customer enquiries relating to new bin requests.

### **E. CONCLUSION**

The Open Space Capital Programme is progressing as scheduled.

There has been an increase in Waste customer enquiries and the number of missed bins and bin requests from local residents compared to the same period last year. This increase is mainly due to snow disrupting collections.

### **F. BACKGROUND REFERENCES**

Open Space Strategy

Capital Programme



Appendices/Attachments: none

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**7 May 2021**