



SCRUTINY BOARD (CITIZENS AND COMMUNITIES)

Meeting to be held in Civic Hall, Leeds, LS1 1UR on
Monday, 16th May, 2016 at 10.00 am

(A pre-meeting will take place for ALL Members of the Board at 9.30 a.m.)

MEMBERSHIP

Councillors

B Anderson (Chair)	Adel and Wharfedale;
A Blackburn	Farnley and Wortley;
N Buckley	Alwoodley;
C Campbell	Otley and Yeadon;
R Grahame	Burmantofts and Richmond Hill;
M Harland	Kippax and Methley;
G Hyde	Killingbeck and Seacroft;
J Illingworth	Kirkstall;
K Maqsood	Gipton and Harehills;
M Robinson	Harewood;
K Wakefield	Kippax and Methley;
N Walshaw	Headingley;

Please note: Certain or all items on this agenda may be recorded

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A G E N D A

Item No	Ward/Equal Opportunities	Item Not Open		Page No
1			<p>APPEALS AGAINST REFUSAL OF INSPECTION OF DOCUMENTS</p> <p>To consider any appeals in accordance with Procedure Rule 25* of the Access to Information Procedure Rules (in the event of an Appeal the press and public will be excluded).</p> <p>(* In accordance with Procedure Rule 25, notice of an appeal must be received in writing by the Head of Governance Services at least 24 hours before the meeting).</p>	
2			<p>EXEMPT INFORMATION - POSSIBLE EXCLUSION OF THE PRESS AND PUBLIC</p> <p>1 To highlight reports or appendices which officers have identified as containing exempt information, and where officers consider that the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons outlined in the report.</p> <p>2 To consider whether or not to accept the officers recommendation in respect of the above information.</p> <p>3 If so, to formally pass the following resolution:-</p> <p>RESOLVED – That the press and public be excluded from the meeting during consideration of the following parts of the agenda designated as containing exempt information on the grounds that it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the press and public were present there would be disclosure to them of exempt information, as follows:</p> <p>No exempt items have been identified.</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
3			<p>LATE ITEMS</p> <p>To identify items which have been admitted to the agenda by the Chair for consideration.</p> <p>(The special circumstances shall be specified in the minutes.)</p>	
4			<p>DECLARATION OF DISCLOSABLE PECUNIARY INTERESTS</p> <p>To disclose or draw attention to any disclosable pecuniary interests for the purposes of Section 31 of the Localism Act 2011 and paragraphs 13-16 of the Members' Code of Conduct.</p>	
5			<p>APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTES</p> <p>To receive any apologies for absence and notification of substitutes.</p>	
6			<p>MINUTES - 14 MARCH 2016</p> <p>To confirm as a correct record, the minutes of the meeting held on 14 March 2016.</p>	1 - 6
7			<p>PERFORMANCE UPDATE</p> <p>To receive a report from the Assistant Chief Executive (Citizens and Communities) presenting performance information relevant to the Board's remit.</p>	7 - 30
8			<p>SCRUTINY DRAFT INQUIRY REPORTS</p> <p>To receive a report from the Head of Scrutiny and Member Development presenting the Board's draft reports following its recent inquiries into the development of Community Committees and Community Hubs.</p> <p>(To follow)</p>	

Item No	Ward/Equal Opportunities	Item Not Open		Page No
9			<p>DATE AND TIME OF NEXT MEETING</p> <p>The next meeting of the Scrutiny Board (Citizens and Communities) is to be determined.</p> <p>THIRD PARTY RECORDING</p> <p>Recording of this meeting is allowed to enable those not present to see or hear the proceedings either as they take place (or later) and to enable the reporting of those proceedings. A copy of the recording protocol is available from the contacts on the front of this agenda.</p> <p>Use of Recordings by Third Parties – code of practice</p> <ul style="list-style-type: none"> a) Any published recording should be accompanied by a statement of when and where the recording was made, the context of the discussion that took place, and a clear identification of the main speakers and their role or title. b) Those making recordings must not edit the recording in a way that could lead to misinterpretation or misrepresentation of the proceedings or comments made by attendees. In particular there should be no internal editing of published extracts; recordings may start at any point and end at any point but the material between those points must be complete. 	

SCRUTINY BOARD (CITIZENS AND COMMUNITIES)

MONDAY, 14TH MARCH, 2016

PRESENT: Councillor B Anderson in the Chair

Councillors A Blackburn, N Buckley,
C Campbell, C Dobson, R Grahame,
M Harland, G Hyde, J Illingworth,
K Maqsood, M Robinson and K Wakefield

66 Late Items

In relation to item 9, the Board received a summary note of the Migration Scrutiny working group meeting held on 19th January 2016.

67 Declaration of Disclosable Pecuniary Interests

There were no disclosable pecuniary interests declared to the meeting.

68 Apologies for Absence and Notification of Substitutes

Apologies for absence were submitted by Councillor N Walshaw. Notification was received that Councillor C Dobson was substituting for Councillor N Walshaw.

69 Minutes - 15 February 2016

RESOLVED – That the minutes of the meeting held on 15 February 2016 be approved as a correct record.

70 Contact Centre Performance Update

The report of the Head of Customer Contact (Contact Centre) presented a further update on the performance of the Contact Centre and addressed a number of key matters raised previously by the Scrutiny Board in September 2015.

The following were in attendance for this item:

- Lee Hemsworth, Chief Officer Customer Access
- Adam Quesne, Head of Customer Contact

The key issues raised were as follows:

- Recruitment initiatives – Members discussed an initiative currently being explored with HR to attract students to provide flexible coverage during peak periods and holidays that would be mutually beneficial.

Draft minutes to be approved at the meeting
to be held on Monday, 18th April, 2016

- Career progression – it was noted that the service has reviewed its processes for internal progression opportunities within the Contact Centre following feedback from existing staff.
- MyLeeds portal – Members emphasised the importance of generating greater awareness of the self-serve facility now available. It was noted that digital access remained a key priority for the service moving forward.

RESOLVED – That the report be noted and a further update be brought back to Scrutiny in the new municipal year.

71 Migration - Scrutiny working group summary note

The Head of Scrutiny and Member Development submitted a report presenting a summary note of the Scrutiny Board's Migration Scrutiny Working Group meeting held on 19th January 2016. Proposed recommendations stemming from the working group's discussions were also set out in the summary note for the Board's consideration and agreement.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Shaid Mahmood, Chief Officer for Communities
- Anne McMaster, Communities Team, Citizens and Communities

The key issues raised were as follows:

- Members reflected on the original reference made to the growth of 'EU economic migrants' from particular parts of Europe but felt that future references in this regard should be reflecting the general growth of 'EU citizen migration' and asked that the summary note also be amended accordingly.
- The Board acknowledged the benefits of establishing a 'citywide' Migration Strategy Group that would also include other key Leeds partners to provide a strategic and co-ordinated response to migration in Leeds.
- The Board reiterated the pressures faced by schools in supporting in-year admissions and the challenges linked to accessing funding aimed at supporting the education and welfare of migrant children.
- Members acknowledged that frontline staff need to become more knowledgeable of specific migrant support services but also emphasised the importance of frontline staff identifying and signposting all other vulnerable citizens in Leeds to appropriate services too.
- Members discussed the importance of identifying and offering support, where appropriate, to parents of migrant children in terms of accessing local adult learning opportunities and particularly ESOL related provision.
- The Board discussed the importance of local authorities being able to project and address key service demands such as schools places, housing and health and social care provision. Linked to this, Members recognised the need for the Home Office and UK Border Agency to provide more

timely and accurate intelligence surrounding the movement of EU migrant citizens to local authorities.

Reflecting on the above comments, the Board agreed to make changes to some of the proposed recommendations set out within the working group summary note (recommendations 1, 3, and 4) and also identified additional recommendations.

The amended recommendations agreed by the Board are highlighted below:

Recommendation 1

That the Executive Board:

- (i) Supports the principle of urgently establishing a citywide Migration Strategy Group, involving other key Leeds partners, to provide a strategic and co-ordinated response to migration in Leeds based on robust local intelligence gathering and data sharing.
- (iii) Tasks the nominated Lead Director and Executive Member to establish absolute clarity in terms of what the Leeds 'support' is to new migrants coming to the city and reports back to the Executive Board in this regard

Recommendation 3

That the Director of Public Health works closely with other directorates to identify appropriate measures for disseminating information that will encourage a wider range of frontline staff across the Council to assist in identifying vulnerable migrants, as well as other vulnerable citizens in Leeds, and signposting them to appropriate services including those commissioned through Public Health.

Recommendation 4

That the Director of Children's Services engages with local schools and colleges to:

- (i) explore opportunities and share existing good practice for providing alternative learning environments for those migrant children aged 14 and 15 who may be struggling to get a GCSE qualification, particularly when English is not their first language.
- (ii) identify and offer support, where appropriate, to parents of migrant children in terms of accessing local adult learning opportunities and particularly ESOL related provision.

The additional desired outcomes and recommendations agreed by the Board are highlighted below:

Desired Outcome - That the additional government funding provided to schools in supporting the education and welfare of eligible migrant children is accessed immediately and continues to follow the child throughout any school transfers.

Recommendation 7

That the Director of Children's Services works with local schools in lobbying the Department for Education to review its existing funding arrangements to ensure that the additional funding available to schools in supporting the education and welfare of eligible migrant children is accessed immediately and continues to follow the child throughout any school transfers.

Desired Outcome – That timely and accurate national intelligence surrounding the movement of EU migrant citizens is shared with local authorities to assist in projecting and addressing key service demands such as schools places, housing and health and social care provision.

Recommendation 8

That the Assistant Chief Executive (Citizens and Communities) works with Migration Yorkshire in lobbying the Home Office and UK Border Agency to provide accurate and timely national intelligence surrounding the movement of EU migrant citizens that can be accessed easily by local authorities to assist in projecting and addressing key service demands such as schools places, housing and health and social care provision.

RESOLVED – That the summary note be amended to reflect the above comments and recommendations made by the Scrutiny Board and forwarded to the relevant bodies for action.

(Councillor R Grahame arrived at 10.20 am during consideration of this item).

72 Role and work of the Communities Board

The report of the Assistant Chief Executive (Citizens and Communities) provided an update on the role and work of the Communities Board, including revised terms of reference and membership.

The following were in attendance for this item:

- Councillor Debra Coupar, Executive Member for Communities
- Shaid Mahmood, Chief Officer for Communities
- Anne McMaster, Communities Team, Citizens and Communities

The key issues raised were as follows:

- Locally focused projects – Members discussed the work of the Communities Board in relation to three ongoing locality projects within East End Park, Holdbeck and Little London.
- Community Development – particular importance was placed on the Communities Board working with partners to identify and agree key principles of community development that would form the basis for future joint investment.
- Links with Neighbourhood Improvement Boards – as well as working closely with Community Committees, the Board also identified the need for

the Communities Board to engage more closely with Neighbourhood Improvement Boards.

RESOLVED – That the report be noted.

73 work schedule

The report of the Head of Scrutiny and Member Development invited Members to consider the Board's work schedule for the municipal year.

RESOLVED – That the work schedule be noted.

74 Date and Time of Next Meeting

Monday, 18th April 2016 at 10.00 am (pre-meeting for all Board Members at 9.30 am).

(The meeting concluded at 11.20 am)

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Report of Assistant Chief Executive (Citizens and Communities)

Report to Citizens and Communities Scrutiny Board

Date: 16 May 2016

Subject: Quarterly Performance Report (Q4)

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

The report provides an update on performance against elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate. It allows the Assistant Chief Executive (Citizens and Communities) an opportunity to highlight good performance as well as identify any emerging areas of concern or risk across the directorate.

Recommendations

Members are invited to consider the quarterly report of the Assistant Chief Executive (Citizens and Communities) providing an update on performance against elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate.

Purpose of this report

The purpose of the report is to provide the Board with an update from the Assistant Chief Executive (Citizens and Communities), highlighting areas of good performance as well as challenges, and emerging areas of concern or risks relating to elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on Performance of other key areas within the Citizens and Communities directorate.

1 Background information

1.1 Performance information relating to the Citizens and Communities directorate has been reported at the Citizens and Communities Scrutiny Board since January 2016. In addition to the performance information that Members have received previously, this report also includes information relating to footfall data for Libraries, providing a fuller picture of the volume of customers who are accessing Council Services through our face-to-face channels.

2 Main issues

2.1 The following performance information is available for Members consideration:

Cross-Directorate Performance Information - Appendix 1 details the Best Council Plan performance indicators that are within the scope of the Citizens and Communities directorate.

Customer Services - Appendix 2 details the Customer Services performance data including call answer rates, customer satisfaction, web visits, number of face-to-face visits, footfall for libraries and emails.

Elections, Licensing & Registration - Appendix 3 details performance information relating to Elections and Registration and includes: local authority searches, availability of appointments to register a death, registration of deaths within 5 days and; the number of people on the electoral register. Performance data relating to Licensing has been excluded from this report (at the request of Scrutiny) as licensing data is currently presented at the Licensing Committee.

Welfare and Benefits - Appendix 4 details performance data which includes: claims affected by under-occupancy, impact of the benefit cap, discretionary housing payments, local welfare scheme statistics; local council tax support scheme statistics and; welfare rights statistics.

2.2 The main areas to highlight to the Board are:

2.2.1 **Customer Services** – Continued improvements in most areas with the exception of call wait and answer times, has continued in to quarter 4.

- Face-to-face contact – Customer satisfaction has remained high (99% against a target of 95%) throughout qtr4. In January 2016, a new methodology for measuring and recording customer satisfaction has been developed to ensure that a consistent approach is used across all our access channels. New monthly satisfaction surveys have commenced in the contact centre.
- Overall, monthly face to face has increased from average of 44,000 contacts in 2014/15, to 48,500 in 2015/16. Despite increases in face to face contact, during

qtr4 100% of customers were seen within 15 minutes, bringing the overall year to date figures to 97%, against a target of 90%.

- However, customer call waits have increased slightly from 3mins 31seconds to 3mins 58 seconds. This was due to housing, waste and large collections falling below target in January and February. March has been a particularly difficult month largely due to the sickness level being twice the yearly average. This exacerbated what is already a busy month, being annual rent statement time, and a four day Easter weekend.
- On a more positive note, performance levels were maintained for the Council Tax Annual Billing peak at the end of March
- Email performance has also improved significantly as we are able to better utilise the skilled staff who handle both customer calls and emails. Over the course of the year, around 10,000 emails per month have been dealt with. In July 2016, a new email management tool will be implemented that will bring improvement to the handling of emails.
- Web visits continue to maintain recent levels with the number of 'unique page views' consistently reaching an average in excess of 1.44m per month.

2.2.2 Libraries

- Between April 15 – Feb 16 (info for March 16 not yet available), there were 49,201 items issued via the library service. Visit to libraries totalled 106,523 to the end of January 2016. There appears to be a steep decline in the visits to libraries in the New Year, down from 10,816 in November 2015 to 5,093 in January 2016. This could be due to seasonal affects (poor weather, dark nights), but as no comparative data from 2014/15 has been provided, it's difficult to ascertain if this is a typical trend for that time of year. The delivery of ICT sessions has remained relatively stable throughout the year, with 35,267 sessions delivered (avg. 3,206 per month).

2.2.3 Job Shops

- In 2015/16 the Jobshops have supported 2,715 people into work through Information, Advice and Guidance services, achieving 99% of the annual target of 2,750 agreed with the Employment and Skills service as part of an end to end service with local businesses and residents seeking work. This is an increase of 707 (35%) people supported into work compared to the same period last year. The wider Community Hub Team has supported the tracking of customer destinations resulting in improved job outcomes reported for each Jobshop.
- The number of starters at the Jobshops during the year is 6,130, this is a decrease of 9% (416) compared to the same period last year. The introduction of new employment support programmes designed to reduced dependency on welfare benefits has meant that Community Engagement Officer have had less opportunity to provide the previous level of encouragement to potential new starters at the Jobshops. Following the introduction of the Senior Customer Officer role in the Community Hubs, there is capacity to address this and teams in Citizens and Communities and Employment and Skills will look at ways to improve awareness of the services offered by the Jobshops.

- There were 46,988 customer visits to the Jobshops this year compared to last year (49,888), which is a decrease of 6% (2,900). Compton Jobshops has seen a 15% increase in the number of visits compared to the same period last year, and since the opening hours at St Georges Jobshop have been extended, the number of visits have more than doubled compared to the same period last year. Hunslet Jobshop has seen a 43% reduction in visits, 6,579 visits in 2015 compared to 3,712 in 2016. To address this, extensive leafleting of the local area including schools and community groups was carried out in January and February 2016. This initially saw an upturn in starts during these months but fell again in March. Leafleting will continue in April 16 and also a banner is to be displayed at the front of the Library building advertising Jobshop services. The recent closure of Hunslet Jobcentre has also affected throughput and the number of starters. Customer Service Officers at Dewsbury Road, Rothwell and Morley One Stop Centres are now actively engaging with customers accessing their services, who need support looking for work. These customers will be encouraged to attend their nearest Jobshop.
- Participation in the Personal Work Support Package (PWSP) is a requirement for residents applying for Council Tax Support that are also in receipt of Job Seekers Allowance for 6 months or more. PWSP is available for up to 26 weeks and consists of a period of intensive support followed by an additional period where individuals will receive ongoing support according to need including: jobsearch and employability support, financial help, advice and personal support. It is designed to complement but not duplicate the support that Jobseekers receive from Jobcentre Plus to prepare for and find work. PWSP also offers help with budgeting and debt management, and advice on problems relating to benefits, housing, health and family issues. 390 people have started PWSP since October 2015 and 46 people have been supported into work to date. This is a new programme and it has taken time for the delivery model and processes to become embedded, however feedback from customers on the support provided has been very positive and it is expected that the addition of the 10 Senior Customer Officers will ensure that there is sufficient focus on supporting these jobseekers into paid work.

2.2.4 **Customer Service - Areas to focus on for Qtr 1 2016/17 include:**

- Develop a new suite of performance measures which are more outcome based and/or lead to the delivery of tangible actions, particularly in relation to Face to Face services
- Continued promotion of Job Shop services and support in targeted areas of the city

2.3 **Elections, Licensing and Registration** - performance continues to improve across the following areas:

- Local Land Charges returned 99% of official search requests within 3 working days. This was down from 100% in 2014/15 but this slight fall in performance was as a result of staff illness in one of the service partner teams.
- Local Land Changes – continue to exceed their 2015/16 targets (relating to the completion of searches within 3 working days) both reporting a year to date outturn of 99%
- Availability of appointments to register deaths within 2 working days of customer contact – the service continues to perform at 98% (against a target of 95%)

- The Q4 result for the **registration of deaths within 5 days of death** indicator is 70%, which is a decline on the qtr3 result of 80%. Further work is required to better understand the reason behind this. Overall, the annual performance is 78%, which although does not meet the 90% target set by the General Registrar, it is in line with the national performance figure.
- Analysis of 248 “5 day deaths” over a 12 day period in March showed that 71% of deaths were registered within 5 days. Of the 72 exceptions, 15 were due to a delayed Coroner’s Part A and 3 involved Occupier/Executor/Person making arrangements as informant, which generally leads to a delay. In 18 cases the informant did not make initial contact with us until after 5 days.
- Further analysis at the time of registration highlighted that many customers preferred to wait for the next available appointment even at sites where we only attend on one day a week. There was also evidence of delays in customers being able to collect the Medical Cause of Death Certificate from the hospital Bereavement service.

2.3.2 **We have identified the following actions for 2016/17:**

- Out-station attendance hours to be rationalised to improve take-up.
- Re-inforce the 5 day target in all literature/web-site information
- Meet with contact centre to prioritise registration within 5 days rather than meeting customer’s preferred choice of location.
- Meet with hospital Bereavement office to identify where delays in process may occur and to sign-post informants to quicker appointments.
- Further monitoring of death registration journey via customer questionnaire to identify where delays occur.
- Survey to be sent to Funeral Directors
- More appointments to be available on Fridays.
- An on-line booking system is being developed during 2016/17, providing 24/7 access. Achieving the 5 day target will be integral to the system design.

2.3.3 **Electorate** - Our electorate for quarter 4 has increased by 5,305 to 534,550. We are receiving approx. 400 applications to register per day. Not all of these will result in new registrations, as they may be movers within the authority area. The registration deadline for the local elections is 18 April. The registration deadline for the EU Referendum is 7 June. We anticipate an increase of a further 10,000 electors by the 7 June deadline.

2.4 **Welfare & Benefits** continue to work with partners to develop initiatives to tackle financial hardship and respond to welfare reforms.

2.4.1 **Welfare Rights** - Quarter 4 proved to be very busy. This may have been due to the number of people being converted from Disability Living Allowance to Personal Independence Payments. This coupled with several vacancies resulted in clients having to wait up to 4 weeks to be seen. The introduction of Universal Credit has not led to too many enquiries to the main Welfare Rights Team, however, the Officers based within the 13+ team in Childrens Services have been busy with those young people reaching 18 and making claims in their own right for the first time. Following several months work one client was awarded just under £15,000 due to a DWP error which was picked up by a Welfare Rights Worker – the client was unsurprisingly very happy.

3.0 Corporate Considerations

3.1 Consultation and Engagement

3.1.2 This is a performance report for the Board's information and as such there is no need for wider consultation. If the Board determines that any performance area requires further investigation, then it may be decided that the views of interested parties should be sought or that existing information reflecting the views of customers and others stakeholders should be provided to the Board.

3.2 Equality and Diversity / Cohesion and Integration

3.2.1 This is not a decision-making report and as such there is no need for an EIA screening document to be completed.

3.2.2 The business of the Citizens and Communities Scrutiny Board is to consider the extent to which the corresponding directorate is delivering council priorities and also to review and challenge performance in particular as outlined in the Best Council Plan 2015-20.

3.3 Council policies and City Priorities

3.3.1 The performance information received by the Board allows it to assess and challenge performance in relation to the delivery of specific priorities within the Best Council Business Plan 2015-20.

3.4 Resources and value for money

3.4.1 The Board has specifically asked that the performance information provided is based on information that is already available, and has determined that it will only require more detailed reports where it wants to examine performance areas in more depth, thereby ensuring that reporting arrangements remain efficient and effective.

3.5 Legal Implications, Access to Information and Call In

3.5.1 The report is provided within the context of the formal role of Scrutiny Boards within the Council's constitution. There is no decision being made and there is therefore no call-in requirement.

3.6 Risk Management

3.6.1 The provision of performance information to the Board is designed to enable the Board to fulfil its role effectively and as such will minimise the risks of non-delivery of Best Council Business Plan Priorities. Care is being taken to make use of existing data rather than create an additional reporting burden.

4. Recommendations

Members are invited to consider the quarterly report of the Assistant Chief Executive (Citizens and Communities) providing an update on performance against elements of the Best Council Plan 2015-20 that are under the Board's remit alongside information on performance of other key areas within the Citizens and Communities directorate.

5. Background documents¹

None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Appendix 1: Cross-Directorate Performance Information (Best Council Plan Performance Indicators - Citizens and Communities)

Performance Indicator	2014/15	Target	July 2015	Oct 2015	Nov	Dec	Mar 2016
Increase number of people supported into jobs - cumulative	796 (Q4) 4,630 (2014/15)	4,500 – annual 375 - monthly	1,264 (Q1)	975 (Q2) 2,239 YTD	N/A	1,364(Q3) 3,603 YTD	1,274 (Q4) 4,877 (YTD)
Increased provision of free welfare and debt advice through the Advice Leeds Consortium	N/A - New measure	30,575 (unique clients)	6284 (Q1)	6,608 (Q2) 12,892 YTD	N/A	8,059 (Q3) 20,951 YTD	8,022 (Q4) 28,973 (YTD)
Reduce number of complaints received about council services	4,433 (2014/15)	N/A	1,148 (Q1)	1,106 (Q2) 2,254 (YTD)	N/A	975 (Q3) 3,229 (YTD)	1,094 (Q4) 4,323 (YTD)
Increase number of compliments received about Council services	1,155 (2014/15)	N/A - Targets not set	427 (Q1)	303 (Q2) 730 (YTD)	N/A	350 (Q3) 1,080 (YTD)	282 (Q4) 1,362 (YTD)
Increase percentage of customer contact received via self-service digital channels	17.05% (2014/15)	N/A - Baseline year	48% (Q1)	45% (Q2)	N/A	49% (Q3)	47% (YTD)
Reduce number of people working in Leeds who are earning below the living wage (annual reporting – Nov)	*264, (17.1%)	N/A - Targets not set	N/A	N/A	64,522 (17.1%)	N/A	N/A

² *Background information on the Baseline Figure and methodology. Estimates for people earning below the Living Wage in 2014/15 have been calculated using the 2014 Living Wage figure of £7.85 which was in place during the survey period of the latest ASHE 2015 data. Similarly, estimates for people earning below the Living Wage in 2013/14 have been calculated using the 2013 Living Wage figure of £7.65 which was in place during the survey period of the ASHE 2014 data. These estimates have been made using the ASHE survey sample of job counts. The ONS state that these are intended to provide a broad idea of the numbers of employee jobs but they should not be considered accurate estimates and caution should be applied when using these numbers. Therefore the same caution should be applied when referencing the estimates for Leeds. The Council's original baseline estimate submitted in July 2015 was calculated using the 2014 ASHE data set and the Living Wage for 2014 of £7.85. This meant the estimate was made on a Living Wage figure not in place at the time the ASHE survey was carried out and provided an estimate of 20.8% (76,015 workers). Now that LCC have been able to review ASHE data from 2014 and 2015, a decision has been made to adapt the methodology and use the Living Wage figure which corresponds with the ASHE Survey in that year. Therefore the original baseline figure has been amended from 20.8% (76,015 workers) to 17.1% (64,522 workers).

Appendix 2: Customer Services

Theme	Title	Target	Q3	Q4	YTD	Comments and action
Customer	Customer satisfaction score - overall	95%	99%	99%	99%	Face to Face data only. A new methodology for measuring and recording customer satisfaction has been developed to ensure that a consistent approach is used across all our access channels. New monthly satisfaction surveys have commenced in the contact centre.
Value for money	Email	N/A	25,000	30,019	117,660	Around 10,000 emails per month. (2014-15 monthly avg - 10,500). We are looking to implement a new email management tool from July 2016 which will create improvements in email handling.
	Face to face visits (enquiries) to one stops and hubs	N/A	136,000	160,346	585,341	Around 48,500 enquiries per month. (2014-15 monthly avg - 44,000).
	Phone calls answered (CSO & IVR)	N/A	289,000	327,946	1,244,185	Around 71, 000 calls answered by CSO per month with a further 31,000 calls answered each month by IVR. (2014-15 monthly avg - 74,000 calls & 28,000 IVR)
	Touch screen and public access PCs	N/A	3,000	3,012	11,613	Currently base lining as insufficient data from previous year to show trends at this time. Approximately 1000 uses per month.
	Web visits	N/A	4.19m	4,566,153	17,365,466	The number of 'unique page views' continues to rise, the monthly average YTD was 1.44m (2014-15 monthly avg - 1.26m)
Process	Call answer rate	90%	89%	88%	85%	There has been a slight reduction in performance and the final YTD figure is below target.
	Call wait (average time to answer)	3m 00s	3m31s	03m 58s	4m 54s	January and February saw housing, waste and large collections falling below target. March has been a particularly difficult month largely due to the sickness level being twice the yearly average. This exacerbated what is already a busy month, being annual rent statement time, and a four day Easter weekend. A positive is that performance levels were maintained for the Council Tax Annual Billing peak at the end of March

Complaint response time (% complaints responded in 10 working days)	95%	91%*	89%**	91%	Customer Access only - 10 working days is our aspirational target; for the council as a whole the corporate response target is 15 working days * Q3 updated figure, now has complete quarters data ** Q4 not including March data (awaiting update from services)
Email response time (% emails responded in 2 days)	70%	96%	93%	94%	Although the performance dropped from Qtr3, the YTD result is significantly above target and exceeds 2014/15 performance of 67%,
Visit wait time (% customers waiting less than 15 mins)	90%	95%	100%	97%	Based on data from the face to face sites which operate a queue management system. We are proposing this is not a measure for 2016/17.

Result data April 2015 – March 2016

Performance Indicator	Target	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD Total
Reduce number of complaints received about council services (BCP 2015-20 detailed objectives 6) – Includes Stage 1, Stage 2 & Ombudsman cases	n/a	332	432	384	408	350	348	352	339	284	351	372	371	4,323
Visit wait time (% customers waiting less than 15 mins)	90%	98%	97%	97%	94%	97%	94%	92%	95%	100%	100%	100%	100%	97%

An action from the Qtr 3 Scrutiny report was to include information regarding Libraries and Employment and skills to better reflect footfall.

Library Service

	April	May	June	July	August	September	October	November	December	January	February	March
Total no. of items issued	4376	4991	4917	5250	5162	4436	4713	4205	3748	3551	3852	0
Visits	11503	10303	11639	13200	11627	12533	11072	10816	8737	5093	0	0
ICT Sessions	3301	3171	3588	3733	3419	3309	3386	3013	2322	2784	3241	0

The data for March have not yet been supplied by Leeds Library Services

There are no visit figures for February as there have been some data quality issues. This is principally in respect of the automatic 'people counters'. Actions are in place to improve recording of Library visitors.

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Job Shops Delivered within Community Hubs

	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Starts 15/16	532	507	636	513	438	418	618	412	314	620	605	733	6,346
Ongoing	913	899	1,017	969	875	878	987	855	719	884	885	831	10,712
Throughput 15/16	4,014	4,076	4,684	4,414	3,642	4,229	4,200	3,542	2,609	4,165	3,957	3,456	46,988
Jobs 15/16 Target 2,750	131	204	225	212	209	139	263	275	270	281	273	233	2,715
Conversion Rate 15/16	8%	15%	14%	18%	18%	15%	15%	21%	29%	18%	19%	17%	17%

Key:

Starts = First Visits for a customer (first time seen at a jobshop for an individual customer)

Ongoing = customers who started in a previous period and is still attending.

Throughput = Count of all "visits" in month (total visits by all customers including repeat visits)

Jobs = Number of "customers" known to be starting a new job in that month

Conversion Rate = % of the ongoing customers + starts with new job starts = (Ongoing+Starts)/Jobs

Appendix 3: Elections, Licensing and Registration

Performance Indicator	2014/15	Target	Q1	Q2	Oct	Nov	Dec	Q3	Q4	Year End
Local Land Charges - % of STANDARD local authority searches completed within 3 working days –	100%	90%	100%	97%	100%	100%	100%	99%	100%	99%
Local Land Charges - % of ALL local authority searches completed within 3 working days –	100%	85%	100%	97%	100%	100%	100%	99%	100%	99%
Availability of appointments to register a death within 2 working days of customer contact	97%	95%	96%	98%	98%	99%	98%	98%	98%	98%
Registration of deaths within 5 days of death	84%	90%	81%	84%	81%	79%	79%	80%	70%	78%
Electorate (registrations)	533,715(1/12/14)	N/A - Targets not set	560,063	557,215	N/A	N/A	529,245	N/A	534,550	534,550

Appendix 4: Welfare and Benefits

UNDER OCCUPANCY DETAILS

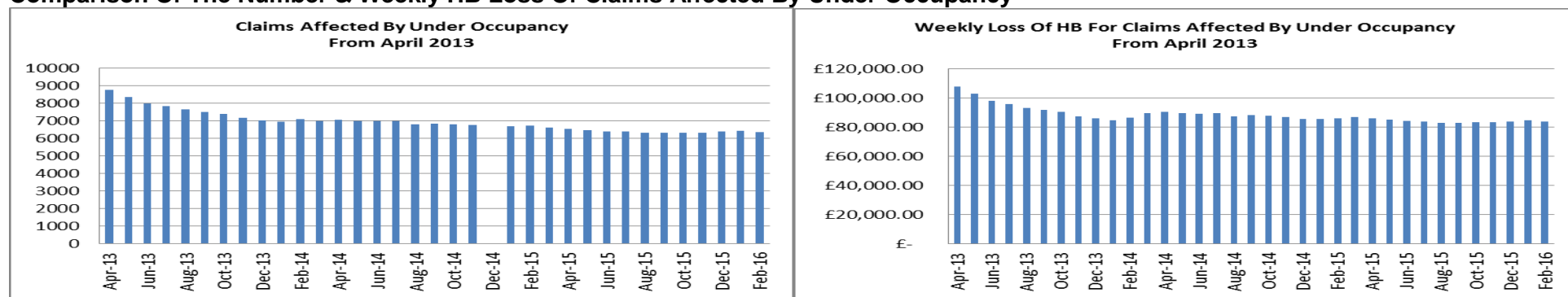
Details Of Claims Affected By Under Occupancy

NUMBER OF CLAIMS AFFECTED BY UNDER OCCUPATION												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	143	146	138	141	145	144	142	142	140	136	129	
HSG LEEDS	5092	5040	4974	4987	4935	4915	4911	4918	4984	5001	4952	
TOTAL HSG LEEDS & BITMO	5235	5186	5112	5128	5080	5059	5053	5060	5124	5137	5081	0
HA/RSL	1309	1288	1292	1274	1249	1255	1279	1273	1272	1284	1286	
CITY TOTAL	6544	6474	6404	6402	6329	6314	6332	6333	6396	6421	6367	0

WEEKLY LOSS IN HB FOR CLAIMS AFFECTED BY UNDER OCCUPATION - BY HSG LEEDS BITMO & RSL												
	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	£ 1,831.25	£ 1,862.39	£ 1,779.07	£ 1,754.39	£ 1,803.87	£ 1,805.14	£ 1,752.08	£ 1,746.85	£ 1,731.02	£ 1,690.08	£ 1,609.51	
HSG LEEDS	£ 63,707.91	£ 63,253.40	£ 62,094.21	£ 62,020.42	£ 61,396.81	£ 61,495.52	£ 61,380.32	£ 61,358.63	£ 62,033.60	£ 62,516.95	£ 61,906.20	
TOTAL	£ 65,539.16	£ 65,115.79	£ 63,873.28	£ 63,774.81	£ 63,200.68	£ 63,300.66	£ 63,132.40	£ 63,105.48	£ 63,764.62	£ 64,207.03	£ 63,515.71	£ -
HA/RSL	£ 20,438.06	£ 20,249.45	£ 20,341.01	£ 20,059.38	£ 19,649.59	£ 19,848.91	£ 20,316.02	£ 20,175.71	£ 20,245.00	£ 20,380.60	£ 20,402.17	
CITY TOTAL	£ 85,977.22	£ 85,365.24	£ 84,214.29	£ 83,834.19	£ 82,850.27	£ 83,149.57	£ 83,448.42	£ 83,281.19	£ 84,009.62	£ 84,587.63	£ 83,917.88	£ -

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Comparison Of The Number & Weekly HB Loss Of Claims Affected By Under Occupancy



Details Of Children Affected By Under Occupancy:

NUMBER OF CLAIMS WITH CHILDREN AFFECTED BY UNDER OCCUPATION												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
HSG LEEDS & BITMO	1073	1042	1027	1019	1005	1019	1035	1031	1029	1022	1031	
HA/RSL	434	425	436	432	413	417	431	433	424	416	423	
CITY TOTAL	1507	1467	1463	1451	1418	1436	1466	1464	1453	1438	1454	0
TOTAL NUMBER OF CHILDREN AFFECTED BY UNDER OCCUPATION												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
HSG LEEDS & BITMO	1653	1599	1578	1564	1544	1589	1619	1607	1615	1609	1630	
HA/RSL	770	753	768	750	718	732	749	756	727	725	740	
CITY TOTAL	2423	2352	2346	2314	2262	2321	2368	2363	2342	2334	2370	0

Details Of Arrears In Respect Of Housing Leeds / BITMO Claims Affected By Under Occupancy

VALUE OF UNDER OCCUPIED CLAIMS WITH RENT ARREARS - BY ALMO												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	£ 19,733.62	£ 21,902.29	£ 21,649.01	£ 24,242.24	£ 25,953.20	£ 25,534.62	£ 24,955.79	£ 21,780.71	£ 20,341.70	£ 15,779.98	£ 16,130.13	
HSG LEEDS	£ 813,293.76	£ 824,453.35	£ 818,054.49	£ 850,377.22	£ 874,037.09	£ 836,860.53	£ 838,277.93	£ 780,931.52	£ 806,652.46	£ 797,728.82	£ 849,492.96	
TOTAL	£ 833,027.38	£ 846,355.64	£ 839,703.50	£ 874,619.46	£ 899,990.29	£ 862,395.15	£ 863,233.72	£ 802,712.23	£ 826,994.16	£ 813,508.80	£ 865,623.09	£ -
NUMBER OF UNDER OCCUPIED CLAIMS WITH RENT ARREARS BY ALMO												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
BITMO	80	84	84	85	90	87	83	78	82	72	65	
HSG LEEDS	2755	2790	2700	2771	2741	2638	2660	2586	2682	2604	2606	
TOTAL	2835	2874	2784	2856	2831	2725	2743	2664	2764	2676	2671	0

Details Of The Number Of Claims And Weekly Benefit Lost Due To Under Occupancy By Ward

	Feb-16								
	HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £		HSG LEEDS & BITMO NUMBER	HSG LEEDS & BITMO £	HA / RSL NUMBER	HA / RSL £
Adel and Wharfedale	28	£ 410.44	15	£ 186.61	Horsforth	83	£ 1,097.94	5	£ 77.39
Alwoodley	118	£ 1,354.83	30	£ 513.02	Hyde Park and Woodhouse	219	£ 2,640.21	98	£ 1,646.85
Ardsley and Robin Hood	73	£ 994.31	32	£ 460.21	Killingbeck and Seacroft	458	£ 5,812.30	59	£ 851.20
Armley	300	£ 3,473.79	78	£ 1,310.66	Kippax and Methley	72	£ 1,058.86	13	£ 213.23
Beeston and Holbeck	238	£ 2,721.73	31	£ 462.43	Kirkstall	250	£ 3,206.22	19	£ 279.67
Bramley and Stanningley	258	£ 3,358.16	30	£ 466.82	Middleton Park	350	£ 4,414.81	81	£ 1,233.86
Burmantofts and Richmond Hill	455	£ 5,279.75	105	£ 1,606.31	Moortown	40	£ 487.41	63	£ 1,004.96
Calverley and Farsley	44	£ 595.15	7	£ 133.07	Morley North	63	£ 773.96	19	£ 309.04
Chapel Allerton	217	£ 2,749.42	117	£ 1,945.68	Morley South	112	£ 1,264.49	15	£ 217.44
City and Hunslet	166	£ 2,048.90	94	£ 1,561.05	Otley and Yeadon	80	£ 932.81	10	£ 157.24
Cross Gates and Whinmoor	128	£ 1,738.95	29	£ 450.34	Pudsey	113	£ 1,531.56	25	£ 405.18
Farnley and Wortley	240	£ 2,985.24	15	£ 228.17	Rothwell	140	£ 1,880.61	41	£ 612.43
Garforth and Swillington	57	£ 755.77	3	£ 63.83	Roundhay	58	£ 727.04	32	£ 535.82
Gipton and Harehills	284	£ 3,575.16	130	£ 1,995.39	Temple Newsam	192	£ 2,514.65	33	£ 529.03
Guiseley and Rawdon	42	£ 552.76	5	£ 65.63	Weetwood	123	£ 1,461.78	11	£ 188.33
Harewood	22	£ 335.20	1	£ 13.97	Wetherby	47	£ 636.62	14	£ 256.83
Headingley	11	£ 144.88	26	£ 420.48					

Benefit Cap

Details Of The Number Of Cases and The Financial Affect Of The Benefit Cap

Number Of Claims Affected By The Benefit Cap												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By Benefit Cap At Date Of Extract	286	283	279	309	317	277	273	251	242	242	237	
Number Of Claims Affected By Benefit Cap : By Tenure Type												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Cten	83	82	86	96	97	88	77	74	75	73	70	
Lha	175	174	168	185	188	169	164	149	144	142	145	
Rsl	28	27	25	27	31	19	31	27	22	27	22	
Hostel	0	0	0	1	1	1	1	1	1	0	0	
Number Of Benefit Cap Claims With Minimum HB Award (£0.50 / Week)												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims With Minimum HB Award At Time Of Extract	29	28	28	28	31	29	24	21	23	21	18	
Total Weekly Reduction For Claims Affected By The Benefit Cap												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By Benefit Cap At Date Of Extract	£ 14,553.52	£ 14,625.55	£ 13,865.50	£ 15,102.97	£ 15,390.07	£ 13,195.56	£ 12,773.68	£ 11,458.19	£ 11,286.83	£ 11,249.78	£ 10,820.28	

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Total Weekly Reduction In HB Of Claims Affected By Benefit Cap : By Tenure Type												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Cten	£ 3,362.12	£ 3,526.01	£ 3,664.89	£ 3,881.35	£ 3,799.80	£ 3,530.44	£ 3,011.17	£ 2,878.33	£ 2,885.43	£ 2,686.33	£ 2,552.56	
Lha	£ 9,776.46	£ 9,796.53	£ 8,953.49	£ 9,790.87	£ 10,142.94	£ 8,828.29	£ 8,362.04	£ 7,331.13	£ 7,309.05	£ 7,311.71	£ 7,179.10	
Rsl	£ 1,414.94	£ 1,303.01	£ 1,247.12	£ 1,299.72	£ 1,316.30	£ 705.80	£ 1,269.44	£ 1,117.70	£ 961.32	£ 1,251.74	£ 1,088.62	
Hostel				£ 131.03	£ 131.03	£ 131.03	£ 131.03	£ 131.03	£ 131.03	£ -	£ -	
Average Weekly Reduction In HB For Claims Affected By Benefit Cap : By Tenure Type												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Cten	£ 40.51	£ 43.00	£ 42.62	£ 40.43	£ 39.17	£ 40.12	£ 39.11	£ 38.90	£ 38.47	£ 36.80	£ 36.47	
Lha	£ 55.87	£ 56.30	£ 53.29	£ 52.92	£ 53.95	£ 52.24	£ 50.99	£ 49.20	£ 50.76	£ 51.49	£ 49.51	
Rsl	£ 50.53	£ 48.26	£ 49.88	£ 48.14	£ 42.46	£ 37.15	£ 40.95	£ 41.40	£ 43.70	£ 46.36	£ 49.48	
Hostel				£ 131.03	£ 131.03	£ 131.03	£ 131.03	£ 131.03	£ 131.03	£ -	£ -	

Number Of Benefit Cap Claims With Children												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Benefit Cap Claims With Children At Date Of Extract	286	283	279	309	317	277	273	251	242	242	237	

Number Of Children On Benefit Cap Cases												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Children On Benefit Cap Claims	1356	1339	1316	1448	1493	1303	1289	1188	1147	1145	1111	

Weekly HB Reduction : Number Of Claims By Month												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
£0.01 to £25.00	121	114	119	135	143	129	128	120	114	111	109	
£25.01 to £50.00	47	46	45	51	46	39	38	36	34	39	40	
£50.01 to £75.00	45	50	45	43	44	33	36	33	33	34	31	
£75.01 to £100.00	31	35	31	38	40	37	34	28	27	24	28	
£100.01 to £125.00	15	14	16	16	16	16	17	17	15	14	12	
£125.01 to £150.00	9	9	9	13	14	12	11	8	10	11	10	
£150.01 to £175.00	7	5	5	4	7	6	4	4	4	4	3	
£175.01 to £200.00	11	10	9	9	7	5	5	5	5	5	4	

Weekly HB Reduction : Total Value												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
£0.01 to £25.00	£ 1,040.96	£ 1,065.46	£ 1,108.08	£ 1,299.12	£ 1,367.40	£ 1,224.62	£ 1,253.88	£ 1,093.62	£ 1,067.31	£ 1,031.90	£ 1,038.30	
£25.01 to £50.00	£ 1,829.09	£ 1,754.82	£ 1,667.47	£ 1,920.05	£ 1,683.87	£ 1,437.98	£ 1,418.82	£ 1,343.72	£ 1,266.00	£ 1,435.84	£ 1,496.28	
£50.01 to £75.00	£ 2,825.67	£ 3,161.30	£ 2,870.46	£ 2,694.66	£ 2,759.94	£ 2,072.10	£ 2,237.59	£ 2,092.21	£ 2,064.49	£ 2,097.48	£ 1,920.61	
£75.01 to £100.00	£ 2,709.53	£ 3,100.35	£ 2,695.00	£ 3,217.41	£ 3,350.57	£ 3,049.36	£ 2,833.19	£ 2,354.60	£ 2,255.38	£ 2,006.73	£ 2,370.28	
£100.01 to £125.00	£ 1,701.38	£ 1,613.52	£ 1,804.41	£ 1,833.78	£ 1,820.25	£ 1,838.39	£ 1,941.69	£ 1,918.91	£ 1,726.62	£ 1,608.12	£ 1,395.94	
£125.01 to £150.00	£ 1,236.15	£ 1,235.78	£ 1,243.57	£ 1,802.11	£ 1,925.44	£ 1,650.50	£ 1,506.91	£ 1,078.14	£ 1,330.04	£ 1,478.51	£ 1,373.57	
£150.01 to £175.00	£ 1,103.47	£ 782.70	£ 794.89	£ 643.06	£ 1,140.65	£ 965.54	£ 624.53	£ 624.53	£ 624.53	£ 638.74	£ 463.88	
£175.01 to £200.00	£ 2,107.27	£ 1,911.62	£ 1,681.62	£ 1,692.78	£ 1,341.95	£ 957.07	£ 957.07	£ 952.46	£ 952.46	£ 952.46	£ 761.42	

Ben Cap Claims With DHP												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Claims Affected By The Benefit Cap That Are In Receipt Of Discretionary Housing Payments	60	63	58	53	55	55	58	54	43	41	44	

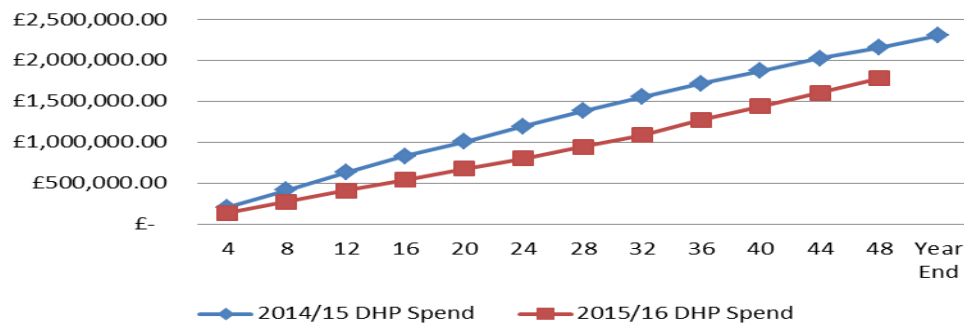
Number Of Claims Affected By Benefit Cap : By Ward												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
Adel and Wharfedale	0	0	1	1	1	1	1	0	0	0	0	
Alwoodley	3	4	3	3	3	3	3	3	3	4	4	
Ardsley and Robin Hood	2	2	2	3	5	5	5	5	5	4	3	
Armley	17	19	20	26	27	23	21	23	21	22	23	
Beeston and Holbeck	16	15	12	14	15	13	13	12	12	13	15	
Bramley and Stanningley	13	14	15	15	15	16	17	16	15	16	16	
Burmantofts and Richmond Hill	36	36	35	37	40	40	37	30	30	30	29	
Calverley and Farsley	1	1	1	1	1	1	1	1	1	1	2	
Chapel Allerton	10	10	9	9	9	9	9	9	7	8	7	
City and Hunslet	30	29	26	24	24	18	24	22	23	23	24	
Cross Gates and Whinmoor	5	5	6	10	8	8	8	8	8	8	8	
Farnley and Wortley	9	9	8	8	10	9	9	11	11	11	10	
Garforth and Swillington	1	1	1	1	1	1	1	1	1	1	1	
Gipton and Harehills	42	44	39	39	39	29	29	27	25	22	21	
Guiseley and Rawdon	2	2	2	2	2	2	2	2	2	2	2	
Harewood	0	0	0	0	0	0	0	0	0	0	0	
Headingley	2	1	1	3	3	3	3	3	3	3	3	
Horsforth	1	1	1	1	1	1	1	0	0	0	0	
Hyde Park and Woodhouse	8	9	11	12	12	7	12	11	9	9	10	
Killingbeck and Seacroft	15	13	15	15	15	13	11	10	11	14	12	
Kippax and Methley	0	0	0	0	0	0	0	0	0	0	0	
Kirkstall	5	5	5	6	8	6	5	4	5	5	4	
Middleton Park	27	24	25	32	33	26	23	19	19	17	18	
Moortown	1	1	2	2	2	1	1	1	1	2	2	
Morley North	3	3	3	3	2	2	2	1	0	0	0	
Morley South	4	3	3	3	4	4	4	4	4	3	3	
Otley and Yeadon	4	3	3	3	2	2	2	1	1	1	1	
Pudsey	1	1	2	3	2	2	3	3	2	2	1	
Rothwell	4	4	3	5	5	6	5	4	4	3	3	
Roundhay	7	8	10	11	11	10	8	6	6	6	3	
Temple Newsam	14	13	13	13	13	12	10	11	10	9	9	
Weetwood	3	3	2	3	3	3	3	3	3	3	3	
Wetherby	0	0	0	1	1	1	0	0	0	0	0	

Discretionary Housing Payments as at 29/02/2016

Priority Group	Total requests	Awards	% of awards	No award	% where no award	Ave Weekly award	Total cost of awards made
Feb-16							
Sig adapted	125	82	66%	43	34%	£ 15.01	£ 49,216.00
Child access	372	301	81%	71	19%	£ 16.20	£ 148,875.00
Approach PC age	15	12	80%	3	20%	£ 17.45	£ 4,118.00
Housing & birth	109	105	96%	4	4%	£ 22.12	£ 35,037.00
Exceptional circs	2528	1501	59%	1027	41%	£ 17.58	£ 486,522.00
Foster Carers	10	10	100%	0	0%	£ 15.41	£ 4,686.00
Number of UO cases	3159	2011	64%	1148	36%		£ 728,454.00
LHA cases affected by welfare changes	113	69	61%	44	39%	£ 34.10	£ 45,181.00
Bond Payments	271	27	10%	244	90%		£ 10,794.00
Benefit Cap cases	101	80	79%	21	21%	£ 57.26	£ 102,759.00
Cases not in above categories	1286	571	44%	715	56%	£ 30.12	£ 293,500.00
Total of DHP claims	4,930	2,758	56%	2,172	44%		£ 1,180,688.00
2014/15 Renewals		1137					£ 759,821.00
Total committed spend to date							£ 1,940,509.00
Payments To Date (Week 48)							£ 1,781,229.40
DHP Government contribution							£ 1,531,192.00

DHP requests where customer is in receipt of UC *							
UO Priority Group	Total requests	Awards	% of awards	No award	% where no award	Ave Weekly award	Total cost of awards made
Sig adapted	0	0	0%	0	0%		
Child access	0	0	0%	0	0%		
Approach PC age	0	0	0%	0	0%		
Housing & birth	0	0	0%	0	0%		
Exceptional circs	2	1	50%	1	50%	£9.90	£ 277.20
Foster Carers	0	0	0%	0	0%		
Number of UO cases	2	1	50%	1	50%		£ 277.20
LHA cases affected by welfare changes	0	0	0%	0	0%		
Bond Payments	0	0	0%	0	0%		
Benefit Cap cases	0	0	0%	0	0%		
Cases not in above categories	0	0	0%	0	0%		
Total of DHP claims	2	1	50%	1	50%		£ 277.20

**DHP Total Payment Comparisons
2014/15 To 2015/16**



Local Welfare Scheme statistics as at 29/02/2016

Local Welfare Scheme statistics 2015-2016

Call Stats					
Date	Offered	Abandoned	To CSO's	Eligible Applications	Awards
Apr-15	1612	328	1284	367	304
May-15	1539	303	1236	316	251
Jun-15	1724	330	1394	337	255
Jul-15	1764	353	1411	390	326
Aug-15	1739	316	1423	362	280
Sep-15	1866	364	1502	401	299
Oct-15	1710	372	1338	394	314
Nov-15	1619	370	1249	346	285
Dec-15	1430	279	1151	341	249
Jan-16	1667	389	1278	335	260
Feb-16	1830	357	1473	332	255
Mar-16					
Total	18,500	3,761	14,739	3,921	3,078

Volumes per total no. of claims		
Award	Value	Number
Store Cards	£28,686.29	713
ASDA baskets	£4,538.82	81
Fuel (cash)	£30,462.00	1326
White goods	£255,022.40	1130
Brown goods	£45,832.50	310
Re-use goods	£70,413.50	542
Flooring	£162,626.50	429
Travel	£49.60	15
Removal	£12,890.00	32
Fareshare Referrals	N/A	1012
Total	£610,521.61	5,590

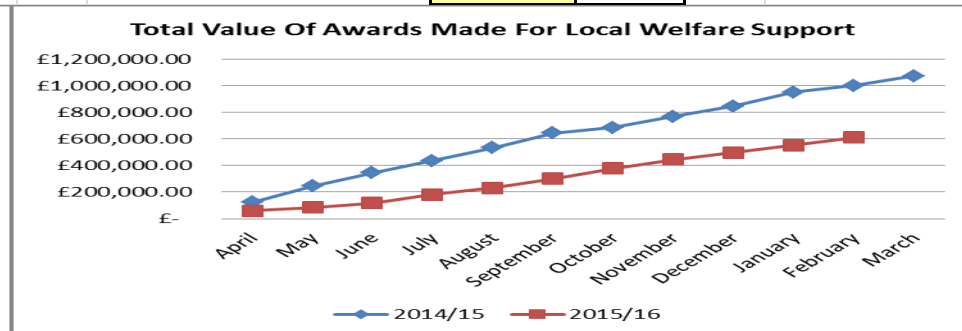
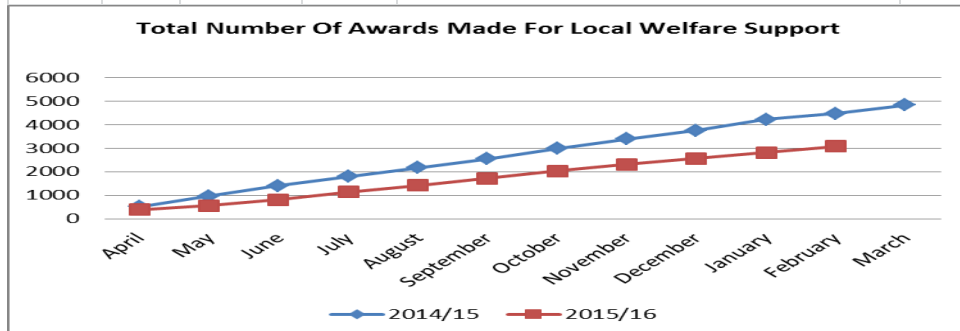
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Breakdown of decisions		
Outcome	Totals	%
awarded	3078	79%
not awarded	843	21%
Total	3921	

Reasons for no award	
Reason	Totals
Single – not met emergency criteria	239
Family – not met emergency criteria	137
No response to our phone call	284
Cancelled/ Withdrawn	15
previous claims	142
HRT/ GPOW (See decription below)	26
Total	843

*HRT = Habitual Residence Test; GPOW = Genuine Prospect Of Work

NEW GOODS	TOTAL	REFURBISHED GOODS	TOTAL
G/COOKER	223	E/COOKER	202
E/COOKER	319	F/FREEZER	195
F/FREEZER	279	U/FRIDGE	51
U/FRIDGE	112	WASHER	53
WASHER	190	DRYER	0
DRYER	4	SINGLE BED	16
M/WAVE	3	DOUBLE BED	3
BED	210	SOFA	19
COT	25	ARMCHAIR	3
SOFA	34	3/SUITE	0
ARMCHAIR	7		
CURTAINS	28		



Local Council Tax Support

NUMBER OF CLAIMS AFFECTED BY LOCALISED COUNCIL TAX SUPPORT												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
ALL CLAIMS	27051	26779	26372	25715	25594	25445	25063	24681	24401	24104	24020	
Weekly Value Of Loss Of Benefit For Claims Affected By LCTS												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
ALL CLAIMS	£ 90,453.17	£ 89,551.55	£ 87,794.75	£ 85,238.01	£ 85,144.50	£ 84,191.53	£ 82,521.73	£ 80,924.47	£ 79,934.32	£ 78,969.24	£ 78,749.41	

Local Council Tax Support: Breakdown by ward of numbers with additional 25% to pay

Ward	Feb-16	Ward	Number Of Claims
Adel and Wharfedale	281	Horsforth	222
Alwoodley	511	Hyde Park and Woodhouse	1157
Ardsley and Robin Hood	361	Killingbeck and Seacroft	1273
Armley	1442	Kippax and Methley	284
Beeston and Holbeck	1375	Kirkstall	872
Bramley and Stanningley	881	Middleton Park	1314
Burmantofts and Richmond Hill	2207	Moortown	402
Calverley and Farsley	321	Morley North	381
Chapel Allerton	1188	Morley South	507
City and Hunslet	1513	Otley and Yeadon	351
Cross Gates and Whinmoor	568	Pudsey	506
Farnley and Wortley	817	Rothwell	346
Garforth and Swillington	207	Roundhay	456
Gipton and Harehills	2400	Temple Newsam	647
Guiseley and Rawdon	231	Weetwood	486
Harewood	82	Wetherby	141
Headingley	290		

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Local Council Tax Support: Breakdown By Group Type

Feb-16	NUMBER OF CLAIMS	COMMENTS
COUNCIL TAX GROUP		
Elderly	26364	National Prescribed Scheme ; No Change to Entitlement
War Pensioners	32	Protected: no change to entitlement
Severe Disability	4487	Protected: no change to entitlement
Enhanced Disability	8619	Protected: no change to entitlement
Carer	2224	Protected: no change to entitlement
Lone Parent Child Under 5	6108	Protected: no change to entitlement
Engaging Jobseeker	240	No Protection : Entitlement Reduced By 25%
Other	23780	No Protection : Entitlement Reduced By 25%
Total	71854	
Non-Engaging Jobseeker	97	Not Receiving CTS Due to Non Engagement

Affect Of Council Tax Support On Council Tax Collection Rate

Council Tax Liability Of Claims Previously In Receipt Of 100% Council Tax Benefit												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
	£ 4,187,762.00	£ 4,148,764.00	£ 4,072,366.00	£ 4,003,472.00	£ 3,966,462.00	£ 4,021,131.00	£ 3,939,816.00	£ 3,940,633.00	£ 3,873,061.00	£ 3,881,017.00	£ 3,930,143.00	
Council Tax Liability Of Claims Previously In Receipt Of Partial Council Tax Benefit												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
	£ 3,500,275.00	£ 3,480,590.00	£ 3,511,497.00	£ 3,482,770.00	£ 3,477,075.00	£ 3,540,998.00	£ 3,573,197.00	£ 3,567,789.00	£ 3,578,914.00	£ 3,521,565.00	£ 3,463,090.00	
Council Tax Liability Of All CTS Claims Affected By The 25% Reduction In Benefit												
2015/16	April	May	June	July	August	September	October	November	December	January	February	March
	£ 7,688,037.00	£ 7,629,354.00	£ 7,583,863.00	£ 7,486,242.00	£ 7,443,537.00	£ 7,562,129.00	£ 7,513,013.00	£ 7,508,422.00	£ 7,451,975.00	£ 7,402,582.00	£ 7,393,233.00	
Comparison Of Overall Council Tax Collection Rate (Both CTS and Non CTS Cases)												
	April	May	June	July	August	September	October	November	December	January	February	March
VARIANCE 2014/15 to 2015/16	0.10%	0.00%	0.10%	0.20%	0.10%	0.0%	-0.1%	-0.1%	-0.2%	-0.4%	0.05%	
Council Tax Collection Rate For CTS and Non CTS Claims												
Collection Rate	April	May	June	July	August	September	October	November	December	January	February	March
Overall	10.2%	19.3%	28.4%	37.3%	46.0%	54.8%	63.8%	72.70%	81.40%	89.90%	93.3%	
CTS Claims (Prev On 100% Benefit)	8.5%	14.3%	20.0%	26.0%	31.5%	36.9%	42.8%	47.1%	52.1%	56.6%	60.7%	
All CTS Claims	8.9%	15.1%	21.5%	27.8%	33.8%	39.8%	46.1%	51.6%	57.8%	63.1%	68.1%	

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