

DIRECTOR OF ENVIRONMENT AND HOUSING: QUARTER 2 HIGHLIGHT REPORT

SECTION A: SAFER COMMUNITIES

Performance area	Performance Reports/Data (available to Members on request – n.b. some of this may include confidential protected data)	Summary comments drawing out performance issues for noting/discussion
Crime - burglary	Partnership quarterly report card and burglary ward performance overview	<p>General year on year improvement trends continue, and we are continuing to track trends on a monthly basis to determine whether any fluctuation will have an effect on year end performance against our stretch target of 4,548.</p> <p>Core city comparator info. (i.e. published data for 12 months to end April 13) shows Leeds to have had by far the biggest percentage improvement over other core cities and an improved ranking of 4th highest burglary rate from 2nd highest in 2012 (out of 8).</p> <p>Darker nights present a challenge, and trends show that crime increases between September and January during the day and evening (older offenders have tended to use dusk/dark hours and younger offenders are also increasingly showing this pattern). Darker night strategies are in place and will be delivered over the coming months.</p>

Anti-social behaviour	Partnership quarterly report card and monthly service level data	<p>High levels of customer satisfaction are being achieved and improvements continue :</p> <ul style="list-style-type: none"> • 93.3% satisfaction with cases (from a low of 60.3% in 10/11 and year end 12/13 position of 89.4%) • 97.2% overall satisfied with service (from a low of 70.4% in 10/11 and a year end 12/13 position of 93.7%) <p>Performance is above target in all three localities across a range of customer focused PIs, the only exceptions being around speed of communications at the commencement and closing of cases. We are continuing to act on this feedback, which highlights that customers are more satisfied when they feel well informed about the processes involved, are regularly updated and able to develop a positive working relationship with the investigating officer.</p> <p>In terms of volumes, the numbers of cases have increased significantly but this is attributable to the full integration of the Noise Nuisance Service.</p> <p>In relation to the headline measure: <i>public perceptions that levels of disorder/ASB have increased in the last 12 months</i>, Quarter 1 performance is on track, and we are awaiting police data for Quarter 2</p>
Domestic Violence	Partnership quarterly report card and some police data	<p>The repeat victimisation rates have improved over the first half of this year.</p> <p>This is a new emerging priority for the Safer Leeds Executive Board and a revised strategy is being developed based on the following key outcomes:</p> <ul style="list-style-type: none"> • Improved customer confidence and satisfaction • Expanding the range of approaches to perpetrators • Better information sharing across agencies • Increased awareness <p>A set of performance measures is being developed to assess the impact of this strategy.</p>
Drugs and Alcohol	Partnership report Nov 13	<p>Latest available data (Quarter 1) shows that Leeds has moved into the top Quartile for successful completions of opiate users (currently 8.9% within a band of 8.6% – 9.2%, and improving from a 12/13 year end position of 7.9%). This represents above-target performance so far this year. Re-presentation rates are also low. The service has recently been reviewed and will be subject to re-commissioning over the coming months – the challenge will be to sustain and further improve performance during a period of change.</p>

SECTION B: STRONGER COMMUNITIES

Performance area	Performance Reports/Data (available to Members on request – n.b. some of this may include confidential protected data)	Summary comments drawing out performance issues for noting/discussion
Missed bins per 100,000	Monthly trend report	<p>Performance has improved over Quarter 2 after a mixed performance trend in Quarter 1. The last month has seen significant improvements across all bin types and an overall improvement from 140.33 in month five (22 July – 18 Aug) to 78.63 in month 6 (19 Aug – 15 Sept). Work is on-going to assess and improve data quality and performance monitoring, but all indications suggest that this performance trend reflects improvements on the ground, which is further evidenced by a falling trend in the number of stage 1 complaints (a reduction from 377 in Qtr1 to 354 in Qtr 2).</p> <p>However, we need to ensure that our plans to deal with the impact of winter weather are robust and work is in hand now to prepare for this.</p>
Recycling	Monthly trend report	<p>Latest available data (April - July 13) shows an improving trend after a dip in April, and an exceptionally good month in June (52%). However, even though the year to date position is showing a 3.1% improvement on last year's position, it is currently 1.9% lower than estimate, which means that there is a need to make this up if we are to hit the year-end target of 46.4%. The main contributing factor is the performance of Household Waste Sort Sites which have not been achieving their 70% recycling targets. Action has been taken to address this by implementing a van ban to prevent the sites from being used to dispose of commercial waste, and by introducing a programme of staff development and support to enable staff to more proactively engage with the public – initial indications are that this is beginning to have a positive impact.</p>
Tonnage to Landfill (domestic waste only)	Monthly trend report	<p>Latest available data (July 13) shows that waste sent to landfill was 185t less than projected for July and 2,036t less than July 12. However, due to higher levels earlier in the year, the year to date position is showing 919t higher than projected to be able to meet the 142,000t minimum.</p>

SECTION C: POTENTIAL EMERGING RISKS/ISSUES

Risk/Issue	Reports/Data (available to Members on request – n.b. some of this may include confidential protected data)	Summary comments
Possible impact of ash tree dieback	(no report available – based on officer’s verbal update)	Monitoring is showing very little impact in Leeds (no further reports following destruction of a small number of newly planted saplings that showed signs of the disease). We expect the disease to lie dormant over winter months and will pick up monitoring again in the Spring.
Safeguarding linked to Domestic Violence	(no report available – based on Director view)	The Director has initiated discussions between the Council and partners to examine ways in which safeguarding approaches can be strengthened and more fully integrated to ensure that both children and adults are safeguarded.

NB. Exclusions from performance monitoring this quarter:

- Other key crime types (similar reports to the burglary reports are in development)
- Fire data (currently being obtained from Fire Service)
- Cleanliness (reports half-yearly in line with availability of outcomes of Winter/Summer cleanliness surveys - next report due in New Year and will be used to assess performance in Quarter 4)
- Grounds maintenance: grass cutting and shrub maintenance (performance reports will be made available to each Area Committee in Feb/March 2014 and will be used to assess performance in Quarter 4)