

DIRECTOR OF ENVIRONMENT AND HOUSING: QUARTER 3 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>Leeds is on track to improve on last year's domestic burglary outturn and achieve its lowest figure ever recorded. In the 12 months to the end of December 2013 there were 4,813 recorded offences, down 14.5% (816 fewer offences) when compared to the previous year. In Q3 (Oct-Dec) there were 1,218 recorded offences, down 17.8% when compared with the same period last year.</p> <p>Leeds ranked 5th (out of 8) for highest burglary rates as of November 2013 when compared with other core cities, significantly improving from its position at 2nd in 2012.</p> <p>The following are examples of the work being done to deliver this excellent performance:</p> <p>The autumn/winter burglary reduction campaign - It only takes a minute - Light Up, Lock Up, Be Secure - was launched in September 2013 and ran till the end of January 2014. Social media were utilised to get the message out alongside traditional methods. Activity supported the Darker Nights action plan and improvement plans in localities. One example includes fire safety advisory and crime prevention visits by specials and volunteers, increasing awareness and confidence in neighbourhoods.</p> <p>The Local Neighbourhood Approach operational in the Nowell's area since April 2013, where all properties are being inspected to follow up on compliance with legal standards, has seen significant improvements in the locality. A second area has now been identified in Armley, closer working has already started with an environmental visual audit being completed – programme to be formally launched in February.</p> <p>In the run up to Christmas an operation in the City Centre resulted in five arrests for handling stolen goods and the searching of three premises under the power of a Theft Act Warrant. In one shop, over 70 iPhones were seized of which 25 had been reported stolen. Further development of plans will be introduced to understand and address the stolen goods market in Leeds.</p>

Anti-Social Behaviour	Partnership quarterly report card and monthly service level data	<p>The overall trend of public perceptions that levels of disorder and ASB has increased in the last 12 months' has improved with some variation in quarters and between localities. At the end of October 2013 the current level is 11%, down from 16.94% in 2008-09.</p> <p>To the end of December 2013, West Yorkshire Police in Leeds received 18,079 ASB calls. 5321 of these were between Oct-Dec 2013. These calls are responded to through neighbourhood and response teams. More complex or persistent calls are referred to LASBT. At the end of Q3 2013-14, WYP Link Officers had 230 active ASB cases, and LASBT Officers had 686 active ASB cases.</p> <p>The LASBT customer satisfaction survey - with a 53% response rate (449 surveys returned from a sample of 852 complainants to date) – highlights increasing levels of customer (complainant) satisfaction with case outcomes (94.4%) and overall provision (98.4%). Feedback suggests that customers are more satisfied where they feel well informed about the processes involved, regularly updated and able to develop a positive working relationship with the investigating officer.</p> <table border="1" data-bbox="707 635 1610 839"> <thead> <tr> <th>Customer satisfaction</th> <th>09/10</th> <th>10/11</th> <th>11/12</th> <th>12/13</th> <th>2013/14 (YTD)</th> </tr> </thead> <tbody> <tr> <td>Case outcome</td> <td>66.1%</td> <td>60.3%</td> <td>79.9%</td> <td>89.4%</td> <td>94.4%</td> </tr> <tr> <td>Overall service</td> <td>73.7%</td> <td>70.4%</td> <td>83.0%</td> <td>93.7%</td> <td>98.4 %</td> </tr> </tbody> </table>	Customer satisfaction	09/10	10/11	11/12	12/13	2013/14 (YTD)	Case outcome	66.1%	60.3%	79.9%	89.4%	94.4%	Overall service	73.7%	70.4%	83.0%	93.7%	98.4 %
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Domestic Violence	Partnership quarterly report card and some police data	<p>There has been an overall drop in the prevalence of repeat victimisation. At December 2013, the twelve month rolling repeat victimisation rate was 33.5% (13,468 incidents and 4509 repeat victims), down from 36.1% (13,348 recorded incidents and 4,816 repeats) in the twelve months up to March 2013.</p> <p>At Q3 2013-14 the repeat victimisation rate stands at 32.6% (10,410 recorded incidents and 3,393 repeats), a slight increase from Q2 at 31.8% (6,878 recorded incidents and 2,188 repeats).</p> <p>To support strategic priorities repeat suspect rates will be monitored. At December 2013, the twelve month rolling repeat suspect rate was 16.6% (13,468 incidents and 2322 repeat suspects). In Q3 2013-14 there were 32 fewer repeat suspects than in the previous quarter, representing a drop in prevalence.</p> <p>The Domestic Violence Strategy and Action Plan 2014-15 is drafted and ready for signing off by the DV Strategy Group and SLE. A Victim Satisfaction Survey is being undertaken by West Yorkshire Police to ascertain levels of satisfaction among 500 victims. The Caring Dads Programme has been established – a 17 week programme for DV perpetrators who are in a fathering role - 14 agency representatives have undertaken 4 days training and 4 pilots will begin in Q4. Procurement and other processes for undertaking Domestic Homicide Reviews are being further developed in order to</p>																		

		progress work on the five DHRs currently underway. Validation of the two contracted domestic violence services has been completed. Evaluation of training to Social Workers indicates improved responses to DV perpetrators and families.
Drugs and Alcohol	Partnership report Nov 13	As of Q3 2013-14 commissioned services delivered 335 successful completions and are on track to meet the target of 447 successful completions by the end of the year. This is a huge improvement on what providers were delivering in 2011-12 (221 successful completions) and 2012-13 (232 successful completions). Representation rates are also low at 24.

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 fluctuated over Q3 with increases in missed bins across all bin types in the first two periods (period 8 - w/c 14.10.13, period 9 - w/c 11.11.13) and a reduction in the last period (period 10 - w/c 09.12.13). However the numbers of missed bins are relatively low when put into context, only 2,826 reported misses from a service that serves 300,000 households on a varied weekly and fortnightly cycle.</p> <p>Numbers of missed bins increased in period 9, especially for recyclable bins – in the same period AWC Phase 2 was rolled out. This presents a similar pattern to the one experienced after Phase 1 of AWC. In lunar month 10 it appears the changes are bedding in, communications are being received resulting in a reduction in missed bin complaints. We could expect this figure to continue to reduce over the next quarter. Figures for missed garden waste bins have drastically reduced, which is to be expected as it links to the lower amounts of garden waste this time of the year.</p>
Recycling	Monthly trend report	<p>Although year to date figures are 3.4% higher than the same position in 2012-13, recycling rates are 2.3% below target. It is currently projected we will reach recycling rates of 44.1% by the end of the year which is slightly below the target of 46.4%.</p> <p>There are a number of factors impacting performance; the Household Waste Sort Sites not achieving their 70% recycling target - projecting to reach 63% by the end of the year, a delay in the implementation of the van ban by four months and a reduction in the level of garden waste this year. However new arrangements are now in place at the HWSS, the van ban has been successfully implemented designed to prevent sites from being used to dispose commercial waste, and the implementation of a programme of staff development and support to enable staff to more proactively engage with the public.</p>

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Tonnage to Landfill (domestic waste only)	Monthly trend report	<p>Latest data for August-October shows excellent progress towards achieving the domestic waste landfill target of 142,000 tonnes. Year to date figures as of October show we are sending 642 tonnes less to landfill than projected and 14,671 less than the same position last year.</p> <table border="1"> <thead> <tr> <th></th> <th>Aug</th> <th>Sep</th> <th>Oct</th> </tr> </thead> <tbody> <tr> <td>Monthly Target</td> <td>12,343</td> <td>11,510</td> <td>11,843</td> </tr> <tr> <td>Monthly Achieved</td> <td>11,463</td> <td>11,354</td> <td>11,312</td> </tr> <tr> <td>YTD Target</td> <td>61,391</td> <td>72,901</td> <td>84,744</td> </tr> <tr> <td>YTD</td> <td>61,430</td> <td>72,784</td> <td>84,102</td> </tr> </tbody> </table>		Aug	Sep	Oct	Monthly Target	12,343	11,510	11,843	Monthly Achieved	11,463	11,354	11,312	YTD Target	61,391	72,901	84,744	YTD	61,430	72,784	84,102
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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
Risks associated with Implementation of Alternate Weekly Collection	(no report available – based on officer’s verbal update)	Phase 2 of AWC, which is being delivered to over 113,000 households, commenced on 18th November and the first four weeks of collection have been very positive. All the routes have completed on their scheduled collection days with only some minor exceptions.

NB. Exclusions from performance monitoring this quarter:

- Other key crime types (these are addressed within the more detailed report covering 'Safer' aspects)
- 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)
- Ash Tree Dieback risk – this has been suspended during the winter as the disease lies dormant – monitoring will re-start in the Spring