

# Leeds ASB Team

## Performance Summary 2012/13

### March

NEW ENQUIRIES		Target	EAST		SOUTH		WEST		LASBT	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
ASB enquiries received (ALMO)		-	70	948	50	631	49	529	169	2108
ASB enquiries received (Private)		-	33	365	54	685	68	516	155	1566
<b>ASB enquiries received</b>		-	103	1313	104	1316	117	1045	324	3674
% of Enquiries attributed to ALMO		-	68.0%	72.2%	48.1%	47.9%	41.9%	50.6%	52.2%	57.4%
<b>SSTD1</b>	% of Customers contacted within 1 working day (emergency referrals <b>within target</b> )	-	91.9%	82.7%	24.1%	17.5%	73.1%	44.6%	65.2%	49.4%
<b>SSTD2</b>	% of Customers contacted within 2 working days (non-emergency referrals <b>within target</b> )	-	8.1%	16.7%	72.4%	82.0%	11.5%	54.6%	29.3%	49.9%
% of Customers Noise Pack Sent ( <b>within target</b> )			0.0%	0.0%	0.0%	0.0%	15.4%	0.8%	4.3%	0.2%

NEW CASES		Target	EAST		SOUTH		WEST		LASBT	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
New Cases (ALMO Secure)		-	12	330	18	177	30	253	60	760
New Cases (ALMO IT)		-	2	43	5	35	1	37	8	115
New Cases (Other Tenure)		-	4	130	21	214	15	158	40	502
<b>Total New Cases</b>		-	18	503	44	426	46	448	108	1377
% of New Cases attributed to ALMO		-	77.8%	74.2%	52.3%	49.8%	67.4%	64.7%	63.0%	63.5%

<b>Total Active Cases</b>	-	210	207	181	598
% of New Cases attributed to ALMO	-	77.8%	52.3%	67.4%	63.0%

CLOSED CASES		Target	EAST		SOUTH		WEST		LASBT	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
<b>Total all cases closed</b>		-	56	595	33	416	47	535	136	1546

SERVICE STANDARDS		Target	EAST		SOUTH		WEST		LASBT	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
<b>SSTD3A</b>	Initial Contact % Within Target	-	94.1%	90.1%	100.0%	99.2%	100.0%	98.7%	99.0%	96.4%
<b>SSTD3B</b>	Initial Contact % Outside Target	-	0.0%	7.3%	0.0%	0.8%	0.0%	1.0%	0.0%	2.8%
<b>SSTD3C</b>	Initial Contact % Target Missed	-	5.9%	2.6%	0.0%	0.0%	0.0%	0.3%	1.0%	0.8%
<b>SSTD4A</b>	Accused Contact % Within Target	-	100.0%	86.2%	76.2%	95.8%	100.0%	91.4%	89.8%	90.7%
<b>SSTD4B</b>	Accused Contact % Outside Target	-	0.0%	12.5%	23.8%	4.2%	0.0%	8.6%	10.2%	8.8%
<b>SSTD4C</b>	Accused Contact % Target Missed	-	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%
<b>SSTD5A</b>	Repeat Contact % Within Target	-	87.2%	90.8%	99.4%	99.7%	98.8%	95.4%	97.1%	95.9%
<b>SSTD5B</b>	Repeat Contact % Outside Target	-	9.4%	8.3%	0.6%	0.2%	1.2%	4.3%	2.3%	3.8%
<b>SSTD5C</b>	Repeat Contact % Target Missed	-	3.4%	0.9%	0.0%	0.0%	0.0%	0.3%	0.6%	0.3%

\* CAVEAT Re: **Service Standards Data** above - KPI data generated within Caseworks continues to include KPIs generated at other organisations that no longer apply to LASBT, for example KPI's generated at NHO's. This is less of an issue on a monthly basis where Not Met or Missed KPIs are more easily monitored and corrected for reporting purposes. However this is more difficult for YTD figures. Therefore, cumulative YTD figures are a product of monthly data reported. System generated year to date information will differ from the data correctly reported above.

<b>Leeds ASB Team</b>									
<b>Performance Summary 2012/13</b>									
<b>March</b>									

	4 Week Case Onset Survey Respondent Satisfaction Measure	Target	EAST		SOUTH		WEST		LASBT	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
	4 Week Surveys Completed	-	9	144	15	175	22	176	46	495
	Q1 % First Reported to LASBT	-	22.2%	32.6%	40.0%	26.5%	50.0%	49.2%	41.3%	36.8%
	Q2 % Easy to report the problem	-	100.0%	94.4%	100.0%	92.7%	95.5%	97.7%	97.8%	95.1%
	Q3 % Initially contacted within 2 days	-	66.7%	70.1%	66.7%	74.3%	95.5%	75.0%	80.4%	73.3%
	Q4 % Visited by a Case Officer within 10 days	-	77.8%	77.5%	86.7%	83.1%	77.3%	79.5%	80.4%	80.3%
KPI1	Q5 % Satisfied with the speed in which Case Officer first made contact	95.0%	100.0%	93.0%	100.0%	94.8%	86.4%	89.7%	93.5%	92.4%
	Q6 % Discussed with Case Officer about how they would like case to be solved	-	77.8%	93.3%	93.3%	97.6%	100.0%	93.9%	93.5%	95.1%
	Q7 % Agreed that Case Officer discussed options for case resolution	100.0%	100.0%	95.1%	100.0%	99.4%	100.0%	93.7%	100.0%	96.2%
	Q8 % Agreed that Case Officer stated how often they would receive an update	80.0%	66.7%	81.9%	93.3%	92.0%	90.9%	85.7%	87.0%	86.8%
	Q9 % Satisfied with the support offered	-	77.8%	85.2%	100.0%	93.8%	90.9%	88.5%	91.3%	89.6%
	Q10 % Satisfied with the Case Officers investigation to date	95.0%	77.8%	86.4%	100.0%	97.1%	86.4%	91.7%	89.1%	92.1%
	Q11 % Satisfied with service provided by Police	-	66.7%	81.0%	100.0%	87.3%	100.0%	93.3%	93.3%	87.9%
	Q11 % Satisfied with service provided by Arson Task Force	-	0.0%	100.0%	0.0%	100.0%	0.0%	50.0%	0.0%	75.0%
	Q11 % Satisfied with service provided by Victim Support	-	0.0%	33.3%	13.3%	46.4%	0.0%	18.5%	4.3%	32.9%
	Q12 % Satisfied with the service provided by LASBT so far	90.0%	77.8%	85.4%	100.0%	94.3%	81.8%	89.1%	87.0%	89.9%

\* Figures in 'Red' currently below target

	Closed Case Survey Respondent Satisfaction Measure	Target	EAST		SOUTH		WEST		LASBT	
			Month	YTD	Month	YTD	Month	YTD	Month	YTD
	Closed Case Surveys Completed	-	13	202	6	161	13	165	32	528
KPI2	Q8 % Satisfied with the Case Officers investigation into the complaint	90.0%	100.0%	93.0%	83.3%	93.8%	92.3%	95.8%	93.8%	94.1%
KPI3	Q4 % Spoke with Case Officer about how they would like the case to be solved	90.0%	100.0%	97.4%	83.3%	98.1%	100.0%	93.9%	96.9%	96.5%
KPI4	Q6 % Satisfied they were kept up to date during the case	85.0%	100.0%	92.0%	100.0%	95.6%	100.0%	94.0%	100.0%	93.8%
KPI5	Q9 % Satisfied with the outcome of the case	80.0%	84.6%	89.1%	83.3%	88.1%	84.6%	91.0%	84.4%	89.4%
KPI6	Q10 % Contacted prior to case closure	100.0%	100.0%	98.6%	100.0%	98.8%	92.3%	97.6%	96.9%	98.3%
KPI7	Q7 % Satisfied with the support offered during the case	80.0%	61.5%	78.6%	100.0%	89.4%	100.0%	83.7%	84.4%	83.5%
KPI8	Q12 % satisfied with the overall service provided by LASBT	85.0%	92.3%	91.0%	100.0%	95.6%	100.0%	95.2%	96.9%	93.7%

\* Figures in 'Red' currently below target

Compliments Received	-							
Complaints Received (All stages*)	-							

\* i.e. Complaints that progress from stage 1 to 2 will be included twice