

National & Local Performance Indicators - All communities are thriving & harmonious places where people are happy to live

Housing Management		Our Performance						Comparison			Future Years		
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Council Priority Indicators													
CP-HM51 BV-184a	The proportion of Local Authority homes which were non decent at 1st April 2003	48%	qualified	52%	50%	44%	34% (1) provisional	16%	Middle	56%	33% (1)	20% (1)	10%
Best Value Indicators													
BV-66a	Local authority rent collection and arrears: proportion of rent collected	96.30%	96.00%	95.77%	96.15%	97.40%	96.69%	98.59%	Bottom	95.42%	97.00% (2)	97.40% (2)	97.90%
BV-66b	Number of local authority tenants with more than 7 weeks rent arrears as a percentage of the total number of council tenants	new indicator			7.42%	7.00%	7.29%	4.12%	Middle	10.40%	7.00% (3)	6.60% (3)	6.20%
BV-66c	Percentage of local authority tenants in arrears who have had notices seeking possession served				30.12%	27.00%	24.84%	17.06%	Middle	33.16%	23.50% (4)	22.00% (4)	21.00%
BV-66d	Percentage of local authority tenants evicted as a result of rent arrears				0.27%	0.26%	0.29%	0.21%	Middle	0.63%	0.26% (5)	0.24%	0.23%
BV-74a	Percentage of council tenants stating that they are satisfied with the overall service provided by their landlord				not required	75%	not required	n/a	70%	78% (2006/07 All England Top Quartile)	Middle (after Confidence Interval applied)	69% (2006/07 Core Cities Average)	see footnote (6)
BV-74b	Percentage of ethnic minority council tenants stating that they are satisfied with the overall service provided by their landlord	71%	n/a	58%		74% (2006/07 All England Top Quartile)		Bottom (after Confidence Interval applied)	59% (2006/07 Core Cities Average)				
BV-74c	Percentage of non-ethnic minority council tenants stating that they are satisfied with the overall service provided by their landlord	75%	n/a	70%		(2006/07 All England Top Quartile)		Middle (after Confidence Interval applied)	70% (2006/07 Core Cities Average)				
BV-75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by the landlord	49%	n/a	57%		67% (2006/07 All England Top Quartile)		Middle (after Confidence Interval applied)	57% (2006/07 Core Cities Average)				
BV-75b	Satisfaction of ethnic minority council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by the landlord	43%	n/a	59%		67% (2006/07 All England Top Quartile)		Middle (after Confidence Interval applied)	55% (2006/07 Core Cities Average)				
BV-75c	Satisfaction of non-ethnic minority council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by the landlord	49%	n/a	57%		67% (2006/07 All England Top Quartile)		Middle (after Confidence Interval applied)	58% (2006/07 Core Cities Average)				
BV-184b	The percentage change in the proportion of non decent LA homes between 1st April 2004 and 1st April 2005	1.0%	4.0%	2.6%	12.6%	19.0%	13.38% (provisional)	28.30%	Middle	9.63%	40.00% (7)	50.00% (7)	100.00%
BV-212	Average time taken to re-let local authority housing	new indicator			63 days	40 days	39 days	29 days	Middle	59 days	32 days (8)	30 days (8)	28 days

Footnotes:

1. A change in the definition of Decent Homes Standard means that partial central heating systems are now treated as meeting the Decent Homes Standard. This has had a positive impact on the proportion of homes meeting the Decent Homes Standard. The targets previously published have therefore been amended to reflect the current provisional performance and based on projections of achieving Decent Homes by 2010.
2. These targets have been amended from those previously published and have been set to improve performance in 2007/08 by 0.3%; this equates to collecting an extra £450k in rent due across the city.
3. These targets have been amended from those previously published and have been set to improved performance in 2007/08 by 0.3%.
4. Targets have been set for 2007/08 based on a 1.34% improvement in performance.
5. This target has amended from that published in last year's Council Plan and has been set to improve performance by 0.03%.
6. Targets for Best Value General Survey indicators will be confirmed the year prior to the next survey (2009/10) in order to take into account any factors affecting performance which may influence customer satisfaction.
7. These targets have been amended from those previously published based on provisional 1st April 2007 performance which is currently 29.78%. Future targets are based on projections of achieving Decent Homes by 2010. Actual performance is expected to change once Decent Homes is reported from Keystone and so targets will be reviewed once Keystone performance information is available.
8. These targets have been amended from those previously published and set in order to achieve an improvement in performance by 6 days. Future targets have been set to assume an improvement by 2 days.

Housing Management (continued)		Our Performance						Comparison			Future Years		
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Local Key Indicators													
LKI-HMA3	Percentage of rent lost through Local Authority dwellings becoming vacant	2.6%	2.7%	2.30%	1.85%	1.70%	1.60%	no comparative data			1.5% (9)	1.4% (9)	1.30%
LKI-HMA4	The average time taken to complete non-urgent responsive repairs	8.1 days	9.1 days	17.54 days estimate	16.78 days	12 days	12.68 days				11 days	10.5 days (10)	10 days
LKI-HMA7	The percentage of urgent repairs completed within Government time limits	92.4%	93.4%	78.90%	88.46%	97.40%	96.72%				97.35% (11)	97.6% (11)	97.85%
LKI-NR4	Percentage of Local Authority Homes which meet the Government's Decency Standard	new indicator	53%	46.59%	50.43%	56.5%	70.22% provisional				80% (12)	90% (12)	100%
Indicators to be deleted													
BV-164	Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	No	No	Yes	Yes	Yes	Yes	no comparative data	yes	future targets not required			

Footnotes:

9. These targets have been amended from those previously published and have set to improve performance each year by 0.5%.

10. This target has been amended from that previously published. The target set for 2007/08 is just in upper threshold; future years targets are set to show a slight improvement, but recognising that performance is already strong and further improvement will be minimal.

11. These targets have been amended from those previously published and have been set for 2007/08 just in upper threshold. Future years targets have been set to show a slight improvement but recognising that performance is already strong and further improvement will be minimal.

12. These targets have been amended from those previously published and are based on projections of achieving Decent Homes by 2010. Actual performance is expected to change once Decent Homes is reported from Keystone and so targets will be reviewed once Keystone performance information is available.

Homeless & Advisory Services		Our Performance					Comparison			Future Years			
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Council Priority Indicators													
CP-HAS50	Reduce the number of homeless people in Leeds as defined by the council to 6.3 per 1,000 households	new indicator			5.85	5.64	5.3	no comparative data			5.23 (1)	5.08 (1)	4.92
Best Value Indicators													
BV-183b	The average length of stay (weeks) in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	3.00	2.00	1.00	0.00	0.00	0.00 (3)	0.00	Top	8.10	0.00	0.00	0.00
BV-202	The number of people sleeping rough on a single night within the area of the authority	new indicator		4	1	max 10	7	0	Middle	6	max 10	max 10	max 10
BV-213	Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s) and for whom housing advice casework intervention resolved their situation	new indicator			1.44	2	1.3	5	Bottom	5	3 (5)	4 (5)	5
Local Key Indicators													
LKI-HAS4	The number of homeless acceptances made during the year	new indicator			1,868	1,800	1,722	no comparative data			1,700	1650 (1)	1,600
LKI-HAS5	The number of homeless acceptances made where the homeless reason was parental eviction				209	180	254 (7)				210 (8)	150 (8)	150
LKI-HAS11	Number of Sanctuary installations made	new indicator			180	174	250 (9)				300 (9)	350	
Indicators to be deleted													
BV-183a	The average length of stay (weeks) in bed & breakfast accommodation of households which include dependant children or a pregnant woman and which are unintentionally homeless and in priority need	2.00	3.09	2.00	0.45	1.00	0.70	1.00	Top	1.93	future targets not required		
BV-203	The percentage change in the average number of families which include dependant children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year			10.49%	3.88%	5% reduction	24% (4)	-16%	Middle	2.47%			
BV-214	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years	new indicator			7.12%	6.00%	3.66%	0.37%	Bottom	6.61%			

Footnotes:

1. These targets have been amended from those previously published. Homeless acceptances have fallen dramatically in the last three years and an increase in homeless prevention will mean that further reductions can be achieved. However, target for 2008/09 has been changed as it must be understood that there is a natural limit to how far the homeless service can reduce homeless acceptances without there being an adverse approach of stopping people exercising their legal rights.
2. These targets have been amended from those previously published in order to reflect that bed and breakfast placements may need to be used in exceptional circumstances (emergency placement where no other temporary accommodation is available). From April 2007 it is no longer a statutory requirement to report this BVPI.
3. No temporary accommodation for families meets the CLG definition of hostel accommodation.
4. Temporary accommodation numbers have risen significantly in 2006/07 primarily due to the reduction of available social housing to let.
5. These targets have been amended from those previously published in order to achieve upper threshold performance within two years.
6. These targets have been amended from those previously published to reflect the significant improvement in performance over 2006/07.
7. Performance is significantly above that achieved in 2005/06 and the target for 2006/07. This can largely be attributed to a change in the legal position that has resulted in local housing authorities having to take a homeless application at the same time that a referral for parental mediation is set up. Targets have been amended from those previously published in order to take into account this change in the legal position whilst striving to achieve the necessary performance to claim LPSA2 reward grant.
8. These targets have been amended from those previously published in order to take account of current performance as in the last quarter of 2006/07 between 20-30 installations were carried out per month.

Private Sector Housing Strategy		Our Performance						Comparison			Future Years		
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Council Priority Indicators													
CP-PSH2 BV-64	The number of private sector vacant dwellings that are returned into occupation or demolished during 2004/05 as a direct result of action by the Local Authority	807	1,585	800	1,724	1,000	2,377	77	Top	499	1,500 (1)	1,500 (1)	1,500 (1)

Footnotes:

1. Due to the year on year success in achieving the targets set on this PI the targets are continually being uplifted in order to incentives continual improvement. The continual improvement in performance has been a direct result of Environmental Health Services putting additional resources into supporting the Corporate Empty Property Strategy i.e. the Empty Property Champions and the formation of the Empty Property Enforcement Team.

Local Elections		Our Performance						Comparison			Future Years		
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Council Priority Indicators													
CP-LE50 LKI-LE1	The percentage turnout for local elections	30.8%	29.9%	42.62%	No Local Elections	30%	35.90%	no comparative data			30%	30%	
Local Key Indicators													
LKI-LE2	The percentage of electoral registration form "A"s returned	83.8%	91.9%	93.23%	92.36%	92%		no comparative data			93%	92.50%	

Libraries		Our Performance						Comparison			Future Years		
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Council Priority Indicators													
CP-LI50 BV-220	Compliance against the Public Library Service Standards (PLSS)	new indicator			6 met (2 within 5%)	9 met (1 within 5%)	7 met (2 within 5%)	no comparative data		3.57	8 met (2 within 5%)	Under review (1)	Under review (1)
Best Value Indicators													
BV-118a	Satisfaction with Libraries: (a) Library users who found a book to borrow		77%			75%	91% (3)	no comparative data			n/a (2 and 4)		
BV-118b	Satisfaction with Libraries: (b) Library users who found the information they were looking for	not required	70%	not required		75%	81% (3)						
BV-118c	Satisfaction with libraries: (c) Library users who were satisfied with the library overall		91%			95%	90.2% (3)						
BV-119b	The percentage of residents satisfied with libraries	not required	80%	not required		75%	70% (3)	77% (2006/07 All England Top Quartile)	Bottom (after Confidence Interval applied)	69% (2006/07 Core Cities Average)	see footnote (4)		

Footnotes:

- 1 & 2. The Library Performance Management Framework and all the Public Library Service Standards that sit within this framework are currently being reviewed by the MLA & DCMS. Therefore it is not considered appropriate to set targets for these indicators until the results of this review are known.
2. If these indicators remain, the next survey is due to be undertaken in 2009/10.
3. Satisfaction surveys in 2003/04 and 2006/07 are not directly comparable as in 2003/04 face to face surveys were performed whilst in 2006/07 postal surveys were used (as per government guidelines).
4. Targets for Best Value General Survey indicators will be confirmed the year prior to the next survey (2009/10) in order to take into account any factors affecting performance which may influence customer satisfaction

Community Safety		Our Performance						Comparison			Future Years		
Indicator	Title of Indicator	2002/03 Result	2003/04 Result	2004/05 Result	2005/06 Result	2006/07 Target	2006/07 Result	2005/06 All England Top Quartile	Position against All England Quartiles	2005/06 Core Cities Average	2007/08 Target	2008/09 Target	2009/10 Target
Council Priority Indicators													
CP-CS1 BV-174	The number of racial incidents recorded by the authority per 100,000 population	179.00	196.00	182.60	249.44 (estimate)	256.94	183.10 (provisional)	no comparative data		170.40	256.94 (1)	262.09	264.73
Best Value Indicators													
BV-175	The percentage of racial incidents that resulted in further action	100.00%	99.80%	99.80%	96.00% (estimate)	98.00%	93.96% (provisional)	100.00%	Bottom	84.80%	98.00%	98.00%	98.00%

Footnotes:

1. In recognition of strong performance in 2005/06 the 2006/07 target was set based on a 3% improvement on the 2005/06 out-turn. Although the target was not achieved this year, it is recognised that it is still attainable providing the improvement activity is fully implemented. As such, the target for 2007/08 will be 256.94.