

DIRECTOR OF ENVIRONMENT AND HOUSING: QUARTER 4 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)	CPP / BCP Priority?	Summary comments drawing out performance issues for noting/discussion
Crime - Burglary	Partnership quarterly report card and burglary ward performance overview	City Priority Plan: Priority - Reduce crime levels and their impact across Leeds. Headline Indicator – Reduce the overall crime rate.	<p>Leeds has improved on last year’s domestic burglary outturn and achieved its lowest figure ever recorded. In the 12 months to the end of March 2014 there were 4,499 recorded offences, down 15.2% (806 fewer offences) when compared to the previous year. In Q4 (Jan-Mar) there were 979 recorded offences, down 24.3% when compared with the same period last year. This is our best performance ever during this quarter.</p> <p>Leeds ranked 5th (out of 8) for highest burglary rates 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> <ul style="list-style-type: none"> • In February, the Leeds Neighbourhood Approach was extended to cover a locality in Armley, building on good practice established in the Nowells area. Properties are being inspected to ensure compliance with legal standards, with crime prevention advice being offered and environmental visual audits undertaken to identify areas for improvement. A flyer has been circulated to landlords advising the top 10 practical burglary reduction tips that should be taken. • A comprehensive system is in place for identification of all young people subject to Youth Cautions and Conditional Cautions. All young people with YCCs are given interventions; those with YCs are assessed for suitability. Other young people at risk of offending are referred for YOS intervention by police, clusters, CSWS and others. • Leeds YOS has been awarded the Quality Mark for its restorative justice work by the Restorative Justice Council. Most young people subject to work order receive a restorative intervention and there are up to 20 different reparation opportunities available to young people.

Anti-Social Behaviour	Partnership quarterly report card and monthly service level data	City Priority Plan: Priority – Effectively tackle and reduce ASB in our communities. Headline Indicator – Improve public perception rates that ASB is being handled effectively.	<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 March 2014 the current level is 10.7%, down from 16.94% in 2008-09.</p> <p>In 2013/14, West Yorkshire Police in Leeds received 23,294 ASB calls. 4,983 of these were in Q4 (Jan-Mar 2013). These calls are responded to through neighbourhood and response teams. More complex or persistent calls are referred to LASBT. At the end of Q4 2013-14, WYP Link Officers had 295 active ASB cases.</p> <p>The LASBT customer satisfaction survey - with a 53% response rate (543 surveys returned from a sample of 1,036 complainants to date) – highlights increasing levels of customer (complainant) satisfaction with case outcomes (94.3%) and overall provision (98.0%). 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="770 579 1599 783"> <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</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>94.3%</td> </tr> <tr> <td>Overall service</td> <td>73.7%</td> <td>70.4%</td> <td>83.0%</td> <td>93.7%</td> <td>98.0%</td> </tr> </tbody> </table>	Customer satisfaction	09/10	10/11	11/12	12/13	2013/14	Case outcome	66.1%	60.3%	79.9%	89.4%	94.3%	Overall service	73.7%	70.4%	83.0%	93.7%	98.0%
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Domestic Violence	Partnership quarterly report card and some police data	BCP Objective 1 – Supporting communities and tackling poverty – Tackling domestic violence and abuse.	<p>There has been an overall drop in the prevalence of repeat victimisation. At March 2014, the twelve month rolling repeat victimisation rate was 33.2% (13,832 incidents and 4,589 repeat victims), down from 36.1% (13,348 recorded incidents and 4,816 repeats) in the twelve months up to March 2013.</p> <p>To support strategic priorities repeat suspect rates will be monitored. At March 2014, the twelve month rolling repeat suspect rate was 16.2% (2,240 repeat suspects). In Q4 2013-14 there were 13 fewer repeat suspects than in the previous quarter, representing a drop in prevalence.</p> <ul style="list-style-type: none"> • The Domestic Violence Strategy and Action Plan 2014-15 has been developed. • A Victim Satisfaction Survey is being undertaken by West Yorkshire Police to ascertain levels of satisfaction among 500 victims; this is due to be completed in June 2014. • The Caring Dads Programme has been launched – 3 pilots began running in Q4 each with approx. 10 men in attendance. A 17 week programme will be delivered to men whose children are subject to a Child Protection Plan. Support is in place for the female partners and the pilots will be evaluated by a student who is being supervised by Nick Frost. • Leeds has joined a newly established group to support the PCC to develop regional arrangements for procuring DHR Chairs, sharing lessons learned and further developing DHR processes. 5 DHRs are underway in Leeds with the first one due to be completed in June 2014. • A review of perpetrator services has begun with a view to commissioning new provision in the forthcoming year. 																		

Drugs and Alcohol	Partnership report Nov 13	BCP Objective 1 – Supporting communities and tackling poverty – Supporting healthy lifestyles and getting people active (Increase the number of successful alcohol and drug treatments)	As of Q4 2013-14 commissioned services delivered 426 successful completions. Although this is below the target of 447 completions, it is still a huge improvement on what providers were delivering in 2011-12 (308 successful completions) and 2012-13 (328 successful completions).
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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	BCP Objective 5 – Dealing effectively with the city’s waste – Ensuring a safe, efficient and reliable waste collection service (Reduce the number of missed collections).	There has been a drop in the number of missed bins for residual (black) and sort (green) across the last three lunar months. Figures for missed garden waste bins (brown) drastically reduced, reaching a low in lunar 12 but then increasing again in lunar 13. The drop is as expected with reduced amounts of garden waste this time of the year and the pattern from lunar 9 through to 13 in fact very closely matches that experienced for garden waste in the previous year.

Recycling	Monthly trend report	BCP Objective 5 – Dealing effectively with the city’s waste – Increasing recycling and reducing the use of landfill.	<p>The below year to date recycling rates (Dec 2013) are 2.6% below target. Monthly recycling has been below budgeted levels all year, except in June. New arrangements have been put in place at HWSS, van ban has now been implemented and community engagement is taking place.</p> <p><i>Draft Quarter 4 data shows 43.6%, which would represent over 3% improvement compared to last year’s outturn. The EA will need to confirm our final performance via Waste Data Flow in July.</i></p> <table border="1" data-bbox="770 349 1912 557"> <thead> <tr> <th></th> <th>Oct</th> <th>Nov</th> <th>Dec</th> </tr> </thead> <tbody> <tr> <td>Monthly Target</td> <td>47.8%</td> <td>46.8%</td> <td>38.4%</td> </tr> <tr> <td>Monthly Achieved</td> <td>44.1%</td> <td>43.1%</td> <td>34.8%</td> </tr> <tr> <td>YTD Target</td> <td>49.1%</td> <td>48.8%</td> <td>47.9%</td> </tr> <tr> <td>YTD Achieved</td> <td>46.8%</td> <td>46.4%</td> <td>45.3%</td> </tr> </tbody> </table>		Oct	Nov	Dec	Monthly Target	47.8%	46.8%	38.4%	Monthly Achieved	44.1%	43.1%	34.8%	YTD Target	49.1%	48.8%	47.9%	YTD Achieved	46.8%	46.4%	45.3%
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Tonnage to Landfill (domestic waste only)	Monthly trend report	BCP Objective 5 – Dealing effectively with the city’s waste – Increasing recycling and reducing the use of landfill.	<p>YTD figures show we are now sending less waste to landfill than projected.</p> <p><i>Draft Quarter 4 data figures show 141.7k/t were landfilled which achieves better than the targeted position of 142.4k/t. Again, this figure is subject to EA confirmation.</i></p> <table border="1" data-bbox="770 807 1912 1015"> <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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Street Cleanliness (% of sites that have acceptable litter levels)	Bi-annual	City Priority Plan: Priority – Ensure that local neighbourhoods are clean. Headline Indicator – Reduce the percentage of streets in Leeds with unacceptable levels of litter.	<p>The statistics show a yearly average for 2013/14 of 93% which is exceeding the target of 90.2% as well as improving on the 2012/13 figure of 92%).</p> <table border="1" data-bbox="770 1152 1787 1278"> <thead> <tr> <th colspan="2">% of sites that have acceptable litter levels</th> </tr> <tr> <th>Summer 13/14</th> <th>Winter 13/14</th> </tr> </thead> <tbody> <tr> <td>92%</td> <td>94%</td> </tr> </tbody> </table>	% of sites that have acceptable litter levels		Summer 13/14	Winter 13/14	92%	94%														
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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
Risk associated with Ash Tree Dieback	Officer's update	<p>Following the initial surveys in 2012 that identified a large number of infected ash trees in woodlands in parts of the country, especially East Anglia and the south east, the spread of Chalara fraxinea (the fungus responsible for Ash Dieback) has, so far, been slower than anticipated. Certainly, to date, there have been no further confirmed outbreaks in Yorkshire – thus far, only one confirmed outbreak in a mature woodland in the Holderness area (East Riding of Yorkshire). All identified, infected nursery stock was swiftly destroyed. It should be noted, however, that there are a number of sites where Chalara is suspected, but not yet confirmed (none yet in Leeds that we are aware of). A further spread of Chalara is anticipated this summer. We will continue to monitor the situation and continue to fall into to line with national policy.</p> <p>(Leaf symptoms (browning and dieback) are best observed between August and September.)</p>
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 were addressed within the more detailed report covering 'Safer' aspects provided at the March board meeting)
- Grounds maintenance: It is anticipated that a performance summary will be available to members at the next relevant board meeting.