

Report of the Directors of Resources & Housing and Communities & Environment

Report to Environment, Housing and Communities Scrutiny Board

Date: 15 January 2018

Subject: Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

1. This report provides a summary of performance against the strategic priorities for the council and city and other performance areas relevant to the Environment, Housing and Communities Scrutiny Board.

Recommendations

2. Members are recommended to
 - Note the most recent performance information in this report and Appendices 1 – 3 and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
 - Note Appendix 4 which outlines a proposed performance framework for Housing Leeds for 2018/19.

1 Purpose of this report

- 1.1 This report presents a summary of the most recent performance data, and provides an update on progress in delivering the relevant priorities in the Best Council Plan 2015 – 20.

2 Background information

- 2.1 Members will note that the Best Council Plan (BCP) sets out the Council's key objectives and priorities. This report provides an overview of the relevant Environment, Housing and Communities performance relating to this plan, enabling the Scrutiny Board to consider and challenge the council's performance.
- 2.2 This report includes three Appendices showing a summary of the most recent performance information relevant to the Environment, Housing and Communities Scrutiny Board.

3 Main issues

- 3.1 Appendix 1 shows the most recent performance data relating to Housing priorities. Members will see that some of the indicators are designed to track trends rather than report against specific targets, and for these reasons the trend indicators have not been rated. Appendix 2 relates to Community Safety and Appendix 3 relates to Waste and Environmental priorities. Members will note that there is no appendix in relation to Communities priorities and all information relating to these priorities is contained in the main body of this report. The main performance issues arising from these progress reports are given below:
- 3.2 Members are requested to note Appendix 4 which outlines a proposed performance framework for Housing Leeds for 2018/19. This proposal follows a review of the current performance framework to ensure that robust performance management of LCC housing services is in place via the Environment, Housing and Communities Scrutiny Board, Tenant Scrutiny Board and VITAL.

3.3 *Housing (Appendix 1)*

- 3.3.1 Members' attention are drawn to the following performance areas:

- Empty Properties

The 5 year Net Reduction Target of 2,000 fewer long term empty homes at the end of March 2017 has been met. The target figure for the end of March 2017 was 3,777 private sector properties that have been empty for longer than 6 months. The actual March figure stood at 3,340.

The agreed revised "Net Reduction" target for the coming year is to maintain this figure of 3,777. At the end of October 2017 the figure was 3,113, representing a net reduction against target of 664.

This figure has a tendency to fluctuate throughout the year and can go up or down.

- Homeless Preventions

A homeless prevention is defined as an intervention on the part of the Council that enables a household that was threatened with homelessness to either stay in their existing home or to make a planned move to alternative accommodation so that the household does not become homeless. The cumulative homeless prevention so far for 2017/18 up to October stands at 81%. We are seeking to achieve an 80% prevention rate.

- Homeless Acceptances

If we do not succeed in preventing homelessness then we assess whether the household is owed a statutory housing duty (homeless acceptance) because they are eligible for assistance, unintentionally homeless and in priority need. If so then the applicant is awarded Band A (statutory homeless) status for re-housing. If they are found to be intentionally homeless or not in priority need then they are awarded Band B status for re-housing. The homeless acceptance award includes a temporary accommodation duty pending longer-term re-housing. A household may receive a Band A award (Additional Needs) to facilitate re-housing as part of a prevention approach: negotiate a person to stay in existing housing pending longer-term council re-housing.

There were 22 homeless acceptances in October 2017.

- Temporary Accommodation

There were 45 households in emergency temporary accommodation on 31 October 2017 with 32 of those being statutorily homeless.

Since the new supported housing contract was implemented at the beginning of July 2017, emergency temporary accommodation comprises placements with RD Willis (private provider), Women's Aid refuge, Seacole for young people and St George's Crypt. The table below shows a breakdown of cases as to whether they are statutory homeless or not. The target is to have no more than 50 stat homeless cases in TA and 80 in total.

	April	May	June	July	Aug	Sep	Oct
Number of stat homeless in TA	56	41	21	29	25	24	32
Number of non-stat homeless in TA	25	19	12	7	16	13	13
Total in TA	81	60	33	36	41	37	45

- Unauthorised Encampments

From June 2017 to November 2017 there have been 67 encampments (55 on LCC land and 12 on private land). A group of Travellers from the Blackpool area ranging in size from 4 to 30 caravans encamped on 19 occasions in Leeds in total with 7 of those being in LS14 (Seacroft). There have been 2 new encampments in December. There are a group that have returned to Leeds, some of which are going to be living on the Kidacre Street site once this is

completed. They have encamped 7 times, one of these sites was under an agreed negotiated period of 27 days at Bath Road, Holbeck.

Section 61 has been used 11 times from June 2017 to November 2017 with existing orders on land used on 10 occasions (If registration numbers can be linked from a site that has an existing Court order on within a 3 month period with the Travellers moving back onto the land they can be moved quickly).

- Adaptations

% of housing adaptations completed within target timescale by month		
	Private	Council
August 2017	95%	94%
September 2017	93%	95%
October 2017	91%	94%

The targets are to complete priority case adaptations within 70 days and non-priority cases within 182 days. The priority status is assessed by social care. The best practice guidance on housing adaptations states that local authorities should aim to achieve 95% within target timescales. Cumulative performance for the year to date (to the end of October 2017) stands at 94% for both council and private housing (the percentages in the above table are monthly only). The challenge is now to get to consistently meet the 95% threshold.

- % Capital Programme Spend

Housing Leeds actual spend to period 7 is £38.3m against an estimated outturn of £69.0m.

The planned works programme is projected to outturn at an estimated £48.2m with spend and commitments to period 7 of £25.5m representing 53% of the available resources. The Responsive works programme is projected to outturn at an estimated £16.5m with spend and commitments to period 7 of £11.4m representing 69% of available resources. The environmental improvement programme spend to period 7 is £1.4m of the available resources in year of £2.2m representing 62% of the available resources.

The resources available for future years HRA capital were included within the HRA business plan update presented to March 2017 Executive Board. Housing Leeds have current funding of £242.0m over the 3 year period 2017-20. This investment allows for £80+m in each year and fulfils a number of LCCs key priorities; improving housing conditions and energy efficiency, improvements to the environment through reduced carbon emissions and supporting more people to live safely in their own homes. A further update report on the future 10 year Housing Leeds & BITMO Investment Programme was presented to November Executive Board.

- Rent Collection

Rent collection remains a key priority for Housing Leeds. Rent collection at the end of October was 96.82%, 0.15% lower than last year, but the trend is improving, with month on month increases in collection. Work has been

undertaken to support tenants to ensure their rent is a priority, whatever their circumstances. This has been reflected in a reduction in rent arrears to £6.01m, £240k lower than at this time last year.

The service has undertaken a range of actions to ensure a strong focus on rent collection and reducing rent arrears. These have included:

- Further rent challenge events where Jill Wildman, Chief Officer Housing Management has met with Area Housing Managers to review their team's performance on rent collection, down to individual patch level.
- A well-received staff campaign promoting rent collection and recognising and sharing successful good practice.
- The Enhanced Income Service has provided a specialist wrap round service to those claiming Universal Credit.

In the run up to Christmas the service has undertaken a targeted campaign to tenants, reminding them of the need to ensure rent is paid and offering money saving advice and sign posting to useful resources and support. The campaign has included information displayed on screens and notice boards in housing offices, one stop centres and community hubs, social media and letters sent to direct debit payers reminding them to ensure sufficient funds are in their account over the Christmas and New Year period. We have actively been promoting the Councils Christmas debt campaign and the support and advice offered.

- Rent Payment Methods

As the number of tenants responsible for arranging their own rent payment has increased, we have continued to promote direct debit take up. This is reflected in direct debit payments increasing to 38.73% of rent payments, amounting to 41.35% of rent paid. There has been a reduction in cash payments, and relatively small fluctuations in other payment methods.

- Universal Credit, Benefit Cap and Under Occupation

During the period we have continued to support tenants claiming Universal Credit, and those affected by the benefit cap and the under occupancy charge.

- We have had 1,236 tenants claim Universal Credit. Of these 502 are live claims.
- We have had 369 tenants affected by the benefit cap, which has reduced to 298.
- We have had 4,309 under occupation cases and were working with 2,026 tenants in arrears and affected by the charge. Both the numbers of tenants in arrears and the amount owing has reduced over the last 12 months.

Following changes to Universal Credit announced in the Government's Autumn 2017 budget, the DWP has announced that these changes won't immediately be applied to live service, which includes Leeds. As a result:

- The full digital roll out for Leeds has been amended from June 2018 to October 2018.
- From 1 January 2018 there will be no new claims to UC made in Leeds on the current live service. Single people who would have claimed Universal Credit will instead be directed back to claim legacy benefits, even if they have

previously claimed Universal Credit. This will be the process until we move into the full digital service in October 2018. We are advised that claimants who are currently on UC will remain on UC, but there will be no new claims made on the LIVE system. Therefore we would expect the number of claimants in Leeds to reduce over coming months prior to the launch of full service.

We are reviewing our use of resources in the light of this change to ensure we are prioritising year end rent collection and ensuring adequate time to prepare for the introduction of Universal Credit full service in October 2018. We will be reviewing and refreshing our Universal Credit action plans and we are working closely with colleagues in Communities and Environment, other council departments and other partners to ensure a joined up approach to the introduction of Universal Credit across the city.

- Annual Home Visits (AHV)

% of Annual Home Visits completed (Up to year-end 2016/17):

	Aug	Sep	Oct
2016/17	59.28%	68.05%	78.29%
2017/18	54.44%	62.68%	73.19%
17/18 Target	55.00%	65.00%	77.50%

By end of October 2017, just over 73% of Council tenants have received an Annual Home Visit. While this is slightly lower than the same point last year we are projecting to recover this by the end of March 2018. We continue to use the information that we collect to tailor services and ongoing support to tenants, and to monitor trends. 98% of properties are identified as being in a fair or good condition. Where a property is found to be in poor condition, the Housing Officer takes appropriate follow up action to ensure that the tenant takes action to improve the condition of the property.

We continue to see an increase in tenants having access to the internet, although 29% of tenants who have had an AHV this year don't have access to the internet. We have seen an increase in residents who are not confident that they could manage a benefit claim on-line this year, from 32% last year to 37% this year. This information will be used to target support to residents in preparing for Universal Credit. We continue to make referrals to West Yorkshire Fire and Rescue Service where tenants are identified as needing additional fire safety advice – 745 tenants have been referred so far this year.

- Repairs Completed Within Target

At the end of October 2017, Mears West performance against the repairs completed within target indicator has met the 99% target and Mears South performance is just under the target at 98.58% , Mears are implementing actions to ensure that performance for both contract areas meets the target in future months and continually analyse failures to enable this. Mears BITMO performance has exceeded the target with month end performance at 100%.

LBS performance data for October is not available as it could not be reported accurately since the roll out of Total Mobile in July due to technical issues. However, we have now been able to manually collate figures for LBS for

November and this stands at 83.70% completed within target (6,137 jobs out of 7,332). Work continues to develop automated information using Total Mobile.

RR2 - Completed Within Target	Total Number of Jobs	Total Number of Jobs Met Target	%
City	-	-	-
East (Leeds Building Services)	-	-	-
BITMO	492	492	100.00%
South (Mears)	3524	3474	98.58%
West (Mears)	5480	5428	99.05%
Mears South and West Combined	9004	8902	98.87%

Members may also wish to note performance against the 'Repairs Right First Time' indicator which measures jobs completed on the first visit. The citywide result for October 2017 has exceeded the 90.50% target with a result of 93.36% (11,087 repairs out of 11,876) being completed the same day. Each contract area BITMO (98.95%), East (98.07%), South (91.43%) and West (91.38%) has exceeded the target within the overall citywide performance.

RR1 - Right First Time	Total Number of Jobs	Total Number of Jobs Met Target	%
City	11876	11087	93.36%
LBS (East)	2949	2892	98.07%
BITMO	476	471	98.95%
South (Mears)	3267	2987	91.43%
West (Mears)	5184	4737	91.38%
Mears South and West Combined	8451	7724	91.40%

- Re-let Days

The average re-let time measures the time taken from tenancy termination until the property is re-let. This includes all void repairs and the allocation. The target is 30 calendar days and includes Mears (South and West), Leeds Building Services (EAST) and BITMO. We have seen reduction in the average re-let time since the last report and we are currently at 35.24 days in October compared to 36.81 days in May. There has previously been an increase in the average re-let time and we have implemented a number of actions to improve performance.

These include:

- Working collaboratively with LBS and implementing monitoring systems in order for Housing Leeds Voids Team to manage and monitor performance targets effectively including time taken and quality.
- We have recruited a technical support officer within voids to work with White Rose Energy (WRE) and manage the utility process. We are continuing to have regular performance meetings with WRE and working with PPPU in order to try and improve performance.

- Lettable Void Properties

Overall the number of voids continue to remain low. At the end of October 2017 the figure stood at 433 voids (This includes 66 voids that are new build, buy backs etc. which will be discounted once re-let). We will continue to monitor the number of voids to ensure they continue to remain under target.

3.4 **Community Safety (Appendix 2)**

3.4.1 Members' attention are drawn to the following performance areas (please note further detail is provided in Appendix 2):

- Reported anti-social behaviour / nuisance concerns

Nuisance incidents reported to Police in Leeds have increased by 11.1% in the 12 months to October 2017; 19,299 incidents were reported in the period.

Anti-social behaviour reported to Police in Leeds was predominantly youth nuisance, (41% of all nuisance in 12 months). This historically increases during the Halloween / Bonfire Night period. In October 2017 15% of nuisance incidents were identified as fireworks / snowballing; this was a reduction from 18% in October 2016.

- Hate Incidents

The number of Hate incidents reported to Police in Leeds has increased by 11.6% in the 12 months to October 2017; 2,304 incidents were reported in the period. High volume incidents were typically Race Hate. 223 hate incidents were reported in Leeds in October 2017, (201 hate incidents reported in October 2016).

National Hate Crime Awareness week ran from 14th to 21st October 2017. Events were an opportunity to listen to people's personal experiences and raise awareness to report. Councillors, services, and partners were invited to attend a 'Responding to Hate' Strategy launch on Monday 16th October, at Leeds Civic Hall. At this event Councillor Coupar formally launched the strategy, with guest speakers including: West Yorkshire Police and Crime Commissioner Mark Burns-Williamson, Chief Superintendent Paul Money, Stop Hate UK, and Mermaids UK.

A programme of activities took place across Leeds aimed at raising awareness of hate crime, and encouraging reporting through the Hate Incident Reporting Centre's. A roadshow visited 10 locations throughout the city (from shopping centres, to places of worship), with a series of 'pop-up' information stands in one stop centres and educational buildings.

A series of video blogs were developed with prominent figures in the statutory, voluntary and community sectors, and these were displayed on the Council website with a selection being played on the screen in Millennium Square.

A prominent social media campaign took place and the hashtag #LeedsNoPlaceForHate was extremely active on Twitter, with community leaders, elected Members, MP Rachel Reeves, and the Lord Mayor of Leeds tweeting their support.

- Increased self-reporting of domestic violence and abuse incidents

The volume of domestic incidents reported to Police in Leeds increased by 9.5% in the 12 months to October 2017; 19,755 domestic incidents were reported with a repeat victim rate of 45.0%.

The 12 month victim self-reporting rate was 26.5%, and this is an indication of victim confidence to report domestic abuse.

Events to support the White Ribbon Campaign and the 16 Days of Action in Leeds took place in November 2017. These are international campaigns which aim to raise awareness of domestic violence and abuse, and encourage people to make a stance against abusive behaviour. An annual report on the Domestic Violence and Abuse Breakthrough Project is being compiled, and will be provided to the Executive Board in the near future.

- Reduced rate of Serious Acquisitive Crime

The 12 month Serious Acquisitive Crime population rate was 25.3% this has increased from 22.9% in the previous period. 19,010 offences grouped as Serious Acquisitive Crime were recorded in Leeds in the 12 months to October 2017.

The volume of Serious Acquisitive Crime has increased by 10.5% within 12 months.

These figures are provisional and do not represent official data, provided by the Home Office. Provisional performance figures: Burglary (10,461 offences), Theft from a Motor Vehicle (5,449 offences), and Theft of Motor Vehicle (1,944 offences).

3.5 ***Waste and Environment (Appendix 3)***

3.5.1 Members' attention are drawn to the following performance areas (please note further detail is provided in Appendix 2):

- Missed Bins

The 12 month rolling year average up to the end of period 9 (beginning of December 2017) stands at 58.35 missed bins per 100,000. This compares with 70.06 for the same period in 2015/16 and 77.12 in 2014/15.

(Please refer to the table in Appendix 3 for a breakdown of type of missed bin per period.)

The current collection rate is 99.94% which is a slight increase on the period 8 figure of 99.93%.

- Recycling (*Draft figures – subject to final verification via the national WasteDataFlow system*)

The Council recycled 44% of household waste in Quarter 2 of 2017/18 which is an increase over Quarter 2 of the previous year (42.4%) but 3.7% less than target.

Garden waste is a significant contributor to the recycling target which is currently 1.4% ahead of target although the level of garden waste produced each year can be significantly affected by the weather conditions. Green bin recycling is broadly at the same level as last year.

All Kerbside residual waste is now delivered to the RERF with a contractual commitment that 10% of incoming waste will be recycled at the front end of the process each year. This material should be extracted by the mechanical pre-treatment (MPT) facility which removed paper and card, plastics, ferrous and non-ferrous metals. The MPT has suffered widely reported mechanical problems and issues with securing markets for materials which Veolia have been working with the Council to resolve. This has contributed significantly to the overall reduction in the recycling rate when compared to target, representing (2.89%) of the (3.7%) reduction.

- Landfill (*Draft figures – subject to final verification via the national WasteDataFlow system*)

The total household waste includes waste arising from various sources including kerbside black bins, Household Waste Sites, Bulky Household collections, street cleansing and non-recyclable green bin waste removed at the MRF.

Total household waste was 174,377 tonnes which is 3,313 (1.9%) lower than last year and 355 (0.2%) above Initial projections. 87,555 tonnes were incinerated, 72,763 recycled and 5,146 landfilled which equates to only 2.95% of domestic waste being landfilled.

The actual landfilled tonnage is 5,146, compared to the initial projection of 5,386. This is in part attributable to a higher proportion of Household Waste Site general waste being diverted from landfill to alternative treatment facilities during the year.

- Grounds Maintenance

The mowing programme for 2017 has gone well with particular emphasis placed on addressing quality of finish to grass areas adjacent to residential areas. During the later season there was some concerns around the ability to mow banked areas due to machine slippage on wet surfaces. This work was brought back into line for the end of the mowing programme in early November. The planned changes to verge maintenance alongside higher speed routes has been introduced, meeting budget reduction targets whilst providing improved habitats and reducing the impact of associated lane closures. Options to make further improvements to these areas as wildlife habitats will be looked at such as via the Urban Buzz pollinator programme. Working with Housing Leeds the contractor will be undertaking a winter works programme to address site boundaries that make cutting difficult. The aim will be to restore the full site to cultivation improving the estate environment for local residents.

- Street Cleanliness

This summer the following 4 wards were surveyed – Crossgates & Whinmoor, Roundhay, Kirkstall and Harewood.

The number of sites with acceptable levels of litter was measured at 92.6%. This represents good performance in these areas and marks up amongst the highest

scores for cleanliness surveyed in the summer months for some years. There are many factors that influence how much litter is present on our streets. The summer months prove particularly challenging as people spend more time outdoors of course and school holidays bring additional footfall and associated litter generally. Path and road sweeping routes continue to be adjusted according to local intelligence and Member feedback for resources to be deployed in the areas that most need them. A full move to zonal working with greater flexibility in roles and times of operation have made an impact & the service has continued to perform well whilst delivering significant savings from 2017/18.

3.6 Communities

3.6.1 Broad high level information is included in relation to Customer Access, Council Tax and Welfare, and Stronger Communities. This is supported by further detailed observations which can be made available should Member's find additional information useful. Members' attention are drawn to the following performance areas:

3.6.2 Customer Access:

- Face to Face

Performance within the Face to Face service (including the Library and Information Service) remains good despite challenging circumstances due to Siebel Decommissioning (see below). Both the number of new customers registering at a Jobshop and the number of customers successfully gaining employment through the Jobshop continues to increase in quarter 2. Likewise Library visits and IT usage are both up, especially within recently opened Hubs, and whilst city-wide book borrowing is down (reflecting national trends), recent experience from the new Dewsbury Road Community Hub shows that this can be reversed as book borrowing has increased significantly, especially for Children's books.

- Contact Centre

Telephone performance has improved from Qtr. 1, however performance is not as good as in the first 6 months of last year. The decommissioning of Siebel CRM has had a major impact on performance as all staff had to attend training sessions during September in the replacement system. The impact of this was to reduce the number of staff available to deal with enquires.

Likewise the continued impact of budget reductions in 17/18 coupled with difficulties in realising savings from channel shift has had a material impact on performance as we have had to reduce staffing numbers without seeing a concomitant reduction in contact volumes.

Whilst recruitment remains an issue within the Contact Centre, work has been ongoing to improve our recruitment processes and average staffing this Qtr. is up by approx. 6FTE on Qtr.1 at 156.19 FTE. The team have carried out further recruitment to ensure sufficient staff are trained and available for Qtr.4, which is usually the busiest period of the year.

Completed emails have increased from Qtr.1 and response times have improved, which means emails are now being dealt with within 24-48 hours. Overall the number of emails received compared to the same period last year is reducing. This is largely due to the development of customer self-service options on line which reduce the need to e-mail.

- Digital - Web/Online Development

Work on the digital agenda has been impacted due to the Microsoft Upgrade Project being undertaken by corporate DIS. This project has slowed the rate of digital developments as work is undertaken on the core infrastructure on which the Web site sits.

Despite this, a significant amount of work has been done on the new website to improve the customer journey and content to make it easier to navigate around the site and find the information required.

However the go-live of the new site has been held up significantly due to the MUP project. It is hoped that the new site will be live before the end of January 2018 and this will kick-start a programme of content reviews across the site to improve the customer experience even more.

Notwithstanding the above, we continue to improve the user experience on the existing website with an 11 percentage point increase from last year on the percentage of web customers stating that they found what they are looking for on the website (48% to 59%).

- Compliments and Complaints

A total of 78 complaints have been received across Customer Access in Qtr. 2, which is the same as Qtr. 1, with 95% being responded to within 10 working days. 55 compliments were received. One in three complaints received in the Contact Centre during Qtr. 2 were in relation to refuse, mainly due to wait times and IVR messages not being actioned due to the C360 employee portal being unavailable for staff to log enquiries as a result of the Siebel decommissioning. Of the Face to Face complaints received 9 were for the Library service and 8 for City Centre Hub. 12 complaints were received for Council Tax, Benefits and Welfare combined, which is below the number received in the same period last year. 12 compliments were received.

3.6.3 **Welfare Rights:**

The team has been fully staffed for this period and training has been provided to the Benefit Advisors in Housing and the Benefit Buddies at Ebor Gardens to enable them to complete PIP and ESA applications. The University of Leeds Law Students also cover two form filling surgeries per week with our support at The Compton Centre. This additional resource has allowed the Welfare Rights Workers to deal with more appeal cases.

- Welfare Advice

The total number of customers seen from 1st April 2017 to 31st October 2017 was 21,881. This compares to 21,619 seen in the same period in 2016/17, an increase of 1.2%.

- Welfare Appeals

The total number of appeals received during the period 1st April 2017 to 31st October 2017 was 712, this compares to 509 received in the same period in 2016/17, an increase of 39.88%. Of these 48.03% are in connection with a PIP claim whilst 45.93% are with regard to an ESA claim.

There continues to be a huge amount pressure on the team due to the increased number of appeals being received. Clients requesting an appeal appointment now are having to wait until February 2018 to be seen. An increasing number of clients are having to be helped over the telephone as we simply do not have an available appointment prior to the appeal hearing.

- Benefits Gains

The total amount of benefit gains during the period 1st April 2017 to 31st October 2017 is £12,450,940.48. This compares to £13,640,019.00 for the same period in 2016/17, a decrease of £1,189,078.52.

- Welfare Rights Satisfaction Rating – Client Satisfaction

Despite not being able to offer a full service to everyone in relation to appeals, 92.37% of clients using the Welfare Rights Team said the service was excellent whilst 6.89% felt the service was good.

- Looking forward

One experienced member of the team has resigned and another worker will be off long term sick for a period of 3 months from the end of November. Although permission has been given to fill the vacant post training will take a minimum of 6 months and even then it is unlikely they will be in a position to carry out the full duties. This will inevitably place added pressure on the rest of the team and clients will have to wait longer to be assisted.

3.6.4 Financial Inclusion:

- Leeds Credit Union

Membership for the quarter ending September 2017 stands at 31,390 (36,500 total members), cash withdrawals total £ 5,921,251 and the value of “financially excluded loans” total £1,017,304. The total gross loan book for Leeds Credit Union has increased from £8m in 2012 to £10.5m this year. Reporting is done quarterly and so no figures for October are available.

- Universal Credit

For newly claiming single, fit for work job seekers, the national rollout had concluded. However, from January 2018 no further claims to universal credit in

the live service will be made until the full digital service is introduced. The full digital service is now being rolled out and Leeds is due to move into this phase from October 2018. This will mean all new claims from any new claimant will be a claim for Universal Credit. Migration of existing Housing Benefit claims is expected to start from summer 2019 but there is no date yet for Leeds. Up to October 2017 there are approx. 5,500 people claiming universal credit in Leeds. Approximately 40% of these will have a rental liability (2,200).

- Gambling Related Harm

The Council is co-ordinating work to support those suffering from or at risk of gambling related harm. The 'Beat the Odds' marketing campaign was launched in October, and has included advertising on 140 Bus shelters, buses, pub, garage forecourt, hospital and community hub screens, and a printed material across a wide range of public buildings. The campaign signposts to the national gambling support helpline and the www.leedsmic.org website.

3.6.5 Council Tax:

- Quarter 2 (Period ending 30th September 2017) Performance on work received

The overall average speed of processing incoming council tax work has improved year-on-year over the last 3 years as set out below.

Period Q1 + Q2	1/4/17 to 30/9/17	1/4/16 to 30/9/16	1/4/15 to 30/9/15	1/4/14 to 30/9/14
Average response rate	7.0 Days	7.8 Days	9.3 Days	13.7 Days

- Council Tax Recovery

The collection rate for 2017/18 Council Tax at 31st October 2017 was 63.83% compared to 63.85% at the same point the previous year.

3.6.6 Welfare Benefits:

- Housing Benefit

The Housing Benefit caseload continues to decrease from a height of 86,765 (as at February 2013) to its position at the start of November 2017 of 73,717, this is a reduction of 1,848 since April 2017.

Speed of processing new & change in circumstance benefit cases as at 31st October 2017 was 15.31 days and 8.78 days respectively against 18.15 days and 10.73 days in 2016/17.

- Local Welfare Support Scheme

As the end of October 2017, 1,771 customers have sought assistance through the "gateway". Of these 75% (1,333) were successful in receiving an award from the scheme. For the corresponding period last year, 2,393 customers sought assistance from the scheme with 79% (1,878) receiving a successful award. Current projections indicate that the scheme will operate within its £800k budget allocation.

3.6.7 **Stronger Communities:**

- **Locality Review**

The review on locality working has now been completed and a report approved through the Council's Executive Board. The review recommends a more targeted and coordinated approach in some of the city's most deprived communities, coupled with a universal offer for other localities. The review implementation will seek to harness the capacity and capability of services within localities to address inequality and poverty. Work has now begun in the 6 priority neighborhoods to develop core teams.

- **Funding Leeds Website – Small Charities Celebration Event**

Following the launch of the Funding Leeds Portal in July 2017 there have been 500 sign ups. A survey carried out in November 2017 which had a 10% response rate highlighted that 85% of respondents felt that the website helped them to identify funding opportunities and 21% of respondents who applied for funding were successful.

- **Womens Hub**

An application was submitted to the Cities of Suffrage funding stream (which is now known as Centenary Cities: 100 years of votes for women) which is co-ordinated by the Government Equalities Office. This fund focuses on Women's Suffrage Centenary programmes being run by local authorities across England and seeks to amplify their reach, impact and legacy by funding additional activities. Leeds City Council has been successful with its bid and will receive funding to run a programme of activities during 2018.

- **Religion and Belief**

The Religion and Belief Hub has started to formally meet during 2017. Quarterly meetings are taking place in venues in different locations throughout the city. All are welcome to attend. Cllr Debra Coupar, Executive Board Member for Communities attended the last meeting to introduce herself. Its Mission Statement is: 'To provide a platform for members of faith, religion or belief communities to provide constructive challenge to Leeds City Council and other organisations in how they consider religion or belief around the planning and delivery of their services'. Topics covered/services in attendance so far include: Cemeteries and Crematoria provision, Youth Services, Adult Social Care, Sport and Active Recreation, Leeds Teaching Hospitals Trust. A map of all the faith organisations in the city is being worked on and when finalised will be available via the Council's website.

- **Immigration Act**

A workshop session has been developed and is being rolled out to relevant agencies to advise them of new legislation that will apply to all migrants from outside the EU.

- Controlling Migration Fund

A second bid has been submitted to DCLG to secure resources to support improved access to ESOL provision across the city. The bid includes funding for an ESOL co-ordinator.

- Counter Extremism Programme

Leeds has been successful in securing funding in Round 2 of the Home Office Building Stronger Britain Together Programme. Five out of the seven third sector organisations that submitted bids have received grant funding (approx. £200k in total). The successful organisations include Black Health Initiative, Peace Jam UK, Shantona, Leeds Development Education Centre, and Better Leeds Communities.

Third Sector Leeds agreed to take the community Cohesion and Resilience theme out into the 'TSL Goes Local' sessions across Leeds. The three workshops in West, South and East Leeds all took place during September and were well attended (approx. 20/25 agencies per session).

In partnership with the Integrated Safeguarding unit we have recently set up a multi-agency FGM steering group to bring together statutory and third sector organisations to improve our responses to FGM across the city.

- Prevent

A review of the Leeds CONTEST structures has taken place. The review involved interviews and focus groups with over 40 people from a wide range of sectors. An improvement plan is now being developed to enable implementation of the review recommendation's early in the New Year.

A conference on the experiences of former extremists will take place on the 30th November. There will be 4 key speakers each talking about how they became radicalised, and how they moved away from radicalisation. Over 120 people have booked on to the conference from across the country.

The Prevent Programme Officer (PPO), a 6-month post, began in September 2017. The PPO has been working as a single point of contact for Higher Education and Further Education in Leeds, delivering training and support to staff and students. To date, over 100 students and 200 staff have received training from the PPO. On top of this, the PPO has been building trust and relations with difficult to reach groups such as Student Unions – nationally holding a position of 'non-engagement with Prevent' – and with university residence teams.

The PPO has also been leading on a project exploring the Far-Right in Leeds; both the threat to, and the vulnerability of, the city's communities. Liaising with national and local authorities (including the Home Office Extremism Analysis Unit, the North East Counter Terrorism Unit, and Leeds City Council's Community Teams), and starting to engage with community gatekeepers (including members of the Pub Watch scheme, and with local Police Sergeants), the PPO is developing a piece of work to deliver at Gold and Silver Prevent meetings in the Spring 2018.

4.1 Consultation and Engagement

- 4.1.1 This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's website and is available to the public.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity and cohesion and integration, and there may be occasions when Scrutiny Board members will want to look more closely at these issues, and may request further information to inform their investigations.

4.3 Council Priorities

- 4.3.1 This report provides an update on progress in delivering the council priorities in line with the council's performance management framework.

4.4 Resources and value for money

- 4.4.1 There are no specific resource implications from this report, although some performance indicators relate to financial and other value for money aspects.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 All performance information is publicly available and is published on the council website. This report is an information update providing Scrutiny with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

- 4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management.

5 Conclusions

- 5.1 This report provides a summary of performance against the strategic priorities for the council and city related to the Environment, Housing and Communities Scrutiny Board.

6 Recommendations

- 6.1 Members are recommended to:

- Note the most recent performance information in this report and Appendices 1 – 3 and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

- Note Appendix 4 which outlines a proposed performance framework for Housing Leeds for 2018/19.

7 Background documents¹

7.1 Best Council Plan 2015 - 20

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.