

---

**Report of the Director of Resources and Housing**

**Report to Scrutiny Board (Strategy and Resources)**

**Date: 22<sup>nd</sup> March 2018**

**Subject: Civic Enterprise Leeds 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**

This report provides members with a summary of performance information relating to Civic Enterprise Leeds (CEL) covering the third quarter of 2017/18.

**Recommendations**

Members are recommended to:

- Consider and comment on the most recent performance information in relation to CEL.
- Use the performance information provided to determine areas for further scrutiny work to support improvement over the coming year.

## **1. Purpose of this report**

- 1.1. This report provides members with a summary of performance information relating to Civic Enterprise Leeds (CEL) covering the third quarter of 2017/18.
- 1.2. The report gives Scrutiny Board members information to inform decision making around identifying areas for further scrutiny work to support improvement across council outcomes, priorities and values.

## **2. Background information**

- 2.1. CEL sits within the Resources and Housing Directorate and consists of Facilities Management, Cleaning, Catering, Passenger Transport and Fleet Services. CEL's performance is viewed in the context of their service priorities: Delivery; Cost; People; Safety and Quality. CEL's performance results for the third quarter of 2017/18 are detailed in Appendix 1.

## **3. Main issues**

- 3.1. Full details of CEL's performance against their priorities can be seen in Appendix 1. In the third quarter of 2017/18 CEL reported good progress across all service areas in terms of People, Delivery, Safety, Cost and Quality. Key points include:
  - Particular emphasis has been put on Fire Safety post Grenfell and our results show excellent progress such as achieving 20 Fire Safety Audits in High Rise, 99% of reported bulky items moved in 24 hours and 100% of blocked bin chutes attended to in 24 hours.
  - Performance against the Facilities Management E-Schedule is good, all legislative requirements such as Fire Risk Assessments and Evacuations are above 90% and we have recently added in new indicators such as an annual Inclusion and Diversity review of the building and annual review of Local Safety Arrangements and associated training which will make our buildings more inclusive and safer.
  - Catering performance highlights include holding 81% of the primary catering market and achieving 93% of good/very good client rating which is significantly higher than Q2. Other achievements in Quarter 3 serving record number of meals, averaging at 34,750 per day and servicing an additional 11,000 meals at Christmas.
  - Passenger Transport's performance highlights include a 21 % increase on the number of PRESTO customers from 101 to 123 at end of quarter 3. The service started providing transport to LTHT in December supporting the transfer of elderly people from hospital to home, feedback is positive.
  - Fleet Services performance highlights include an increase in the HGV MOT pass rate at 94% which is a vital indicator for the industry, 100% response to breakdowns on time and 98% customer satisfaction.

## **4. Corporate Considerations**

### **4.1. Consultation and Engagement**

- 4.1.1. This is an information report and as such consultation and engagement does not apply.

## **4.2. Equality and Diversity / Cohesion and Integration**

- 4.2.1. This is an information report, rather than a decision report and so due regard is not relevant.

## **4.3. Council policies and the Best Council Plan**

- 4.3.1. This report brings to Scrutiny Board (Strategy & Resources) a performance update on progress against services that support the delivery of the council's Best Council Plan. The Best Council Plan itself forms part of the council's budget and policy framework.

## **4.4. Resources and value for money**

- 4.4.1. Effectively monitoring and managing performance helps ensure that resources continue to be appropriately deployed. There are no other financial implications from this report.

## **4.5. Legal Implications, Access to Information and Call In**

- 4.5.1. This report is an information update providing Strategy & Resources Scrutiny Board with a summary of performance for selected portfolio areas within its remit and is not subject to call in.

## **4.6. Risk Management**

- 4.6.1. There are no specific risks associated with this performance report. However, it is noted that performance results may be linked to the corporate risks that could impact on the delivery of the Best Council Plan.
- 4.6.2. Although CEL does not lead on any of the corporate risks, they maintain their own service level risk register which is updated and reviewed at their management team each quarter.

## **5. Conclusions**

- 5.1. The report provides details of performance for the CEL for the third quarter of 2017/18.

## **6. Recommendations**

- 6.1. Members are recommended to use the performance information provided by CEL to determine areas for further scrutiny work to support improvement over the coming year.