

2012/13 Directorate Scorecard

Reporting Period :

Quarter 1 2012/13

Environment & Neighbourhoods Directorate Priorities	Progress Summary	Overall Progress	Supporting Measures	Target	Q1	Q2	Q3	Q4	Executive Portfolio
Deliver the Safer and Stronger Board City Priority Plan, with a focus on reducing burglary levels, increasing confidence in relation to Anti Social Behaviour and improving cleanliness	Progress has been good, with continued reductions in burglary levels in all three policing divisions and in all but one of the 9 wards of concern (Hyde Park and Woodhouse has risen but has seen a significant reduction (-43.1%) over the last three months. A stretch target of 7056 has been set to reflect this improved performance and to align with police targets of 135 offences per week. Perceptions that levels of disorder/anti-social behaviour have got worse in the last 12 months gathered via the quarterly WYPA household survey shows an improving trend, although there is some variation in quarters and between localities. New locality arrangements to tackle cleanliness issues are also proving to be effective (see below).	Green	N/A	N/A	N/A	N/A	N/A	N/A	
Create the environment for effective partnership working	The Safer and Stronger Partnership Board and its sub boards embody strong and effective partnership working. Over recent times we have seen the delivery of major change in relation to tackling burglary and anti-social behaviour and the Prevent programme has brought together some of the Safer and Stronger elements of the Boards work. We have also seen some effective partnership working between the Council and local businesses to tackle city centre cleanliness issues.	Green	N/A	N/A	N/A	N/A	N/A	N/A	
Ensure that local neighbourhoods and central commercial areas are clean	Performance on the NI195 indicator (litter) has remained static since last year (86.7%). To supplement this, the anecdotal evidence is that the cleanliness of streets is an improving picture. Members have fed back that the changed service arrangements have delivered positive improvements in both the flexibility of the service and the cleanliness of areas. Members report better engagement with the service, allowing areas for improvement to be identified from within localities which have been incorporated into the new round of SLAs (SLA2). With an increased confidence in cleansing activities and improved performance reported, the attention is now turning to enforcement. The approach now is one of trying new enforcement routes and processes to achieve an outcome. Also, to widen the enforcement capacity by including as many colleagues from across partners in this work, where there is already an association.	Green	Reduce percentage of streets with unacceptable levels of litter (ANNUAL)	5% improvement by March 2013	86.0% 2011/12				Environment
Improve the quality of Leeds' parks	The service is using the information gathered through surveys to calculate the performance indicator and target investment and direct site developments to address the issues identified. This approach has led to continuous improvement since the indicator was introduced in 2004 and we are on track to meet this year's target.	Green	Percentage of parks and countryside sites assessed internally that meet the Green Flag criteria (ANNUAL)	29.4%	Annually Reported				Environment
Improve Recycling rates	Quarter 1 performance of 43.0%. This is above last year's comparative performance (41.3%) and an improvement on last year's outturn of 37.4%. It is difficult to make any firm conclusions at this stage due to the annual variations, in such as garden waste. ( Garden waste tonnes are around 2,000t lower than last year which is likely to be due to the extremely wet Spring / Early Summer). A project plan has been developed to pilot fortnightly collections. A bid has been submitted to DCLG to expand Food Waste collection.	Amber	Increase percentage waste recycled	45%	43.0%				Environment
Improve refuse service reliability	The residual waste collection performance (61.6) is now exceeding the best performance achieved over recent years and is approaching the service's quality target. Garden waste (214.33) and SORT collections (151.66) remain a focus for further improvement. Performance should be set within the context of providing an increasingly complex service for Leeds residents which is being delivered at a more than £1m less cost per annum. Service improvements include: developing more robust end to end processes, current procurement of modern back office systems, a programme for the procurement of new vehicles and a revised operational and business support management structure, including staff development and training.	Amber	Reduce number of missed bins per 100,000 collected	50	106.49 (see commentary for breakdown by bin type)				Environment
Reduce levels of domestic burglary	In the 12 months to end June 2012, there were 6,816 recorded offences, down 24.8% (2,246 fewer victims) and all 3 policing teams are on track to meet targets.	Green	Reduce number of burglaries	7,056	1,266 (12 month total 6816 down 24.8%)				Neighbourhoods, Planning and Support Services

Other Directorate Priorities	Progress Summary	Overall Progress	Supporting Measures	Q1	Q2	Q3	Q4
Deliver an approach to locality working with improved community engagement and more local decision making (Customer Access and Performance)	Integrated Locality Working has established new ways of working in Areas, including the realignment of its staffing around the new demands of the service, and the establishment of Area Leadership Teams led by members of CLT. It continues to evolve as a method of working, and aspects of its service are currently under review as part of the Area Working Review. The performance framework which is in place is encouraging focus and formal links to the City Priorities, and how these are delivered at a local level. Considerable work is ongoing to improve community engagement.	Amber	Increase percentage of people who feel they are involved in their local community	Indicator being developed - To be collected through Citizens Panel			

Other Relevant Indicator	Q1	Q2	Q3	Q4
Reduce the overall crime rate (per 1000 population)	21.2 (15,933) 12 month total 67,051 down 9.8%			