

Safer Leeds Performance Accountability Tracker: (REPORT CARD)

Outcome: People are safe and feel safe

Priority: Reduce crime levels and their impact across Leeds (focus on burglary reduction)

Review Period: Oct – Dec 2012

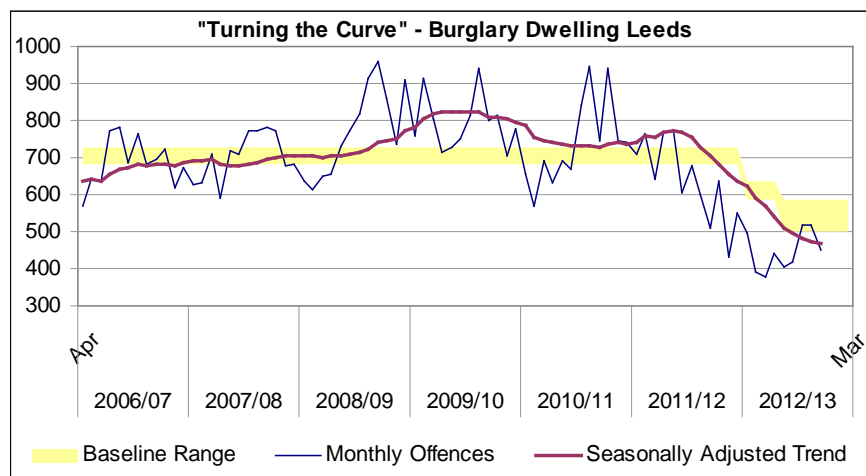
Population: Residents of Leeds

Progress: 

Why is this priority?

The public should be safe and feel safe on the streets, in the places they go and especially in their own home. Burglary has significant consequences directly impacting on a person's sense of safety, as well as damage and loss incurred. Domestic burglary levels in Leeds remain higher than the national average

Headline indicator



In September, Safer Leeds reviewed the 7,056 target for 2012/13 setting out a revised *stretched target* of a year end out-turn of 5,999. The seasonally adjusted performance is at the lower end of the Milestone Range and is consistent with achieving the target

- The provisional figure for the 12 months ended December 2012 is 5634 offences, down 33% (2830 fewer offences)
- All three policing divisions are on track to meet targets.

Ward	12 Month Total	12 Month % Change
Hyde Park & Woodhouse	442	-27.0%
Burmantofts & Richmond Hill	346	-17.6%
Gipton & Harehills	288	-28.8%
Armley	291	-38.0%
Headingley	266	-41.3%
Killingbeck & Seacroft	246	-41.1%
Kirkstall	220	-49.7%
Bramley & Stanningley	176	-65.1%
Chapel Allerton	208	-47.1%

Of note, Bramley and Stanningley have made significant improvements in the last 12 months, moving out of the top 10 wards.

Story behind the baseline

- Recent analysis has highlighted that traditionally common property types have all seen a decrease in volume, reflecting decreasing numbers of offences. Jewellery items, however, have increased by 15.4% in total, and have also increased as a proportion of all items stolen.
- Although increasing levels of jewellery thefts follow the gross increases in gold prices, there is not a direct correlation between the numbers of offences and monthly fluctuations.

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What we did (key examples)

- Partnership activity continues in the localities examples of work in Q3 include; target hardening of vulnerable properties in priority areas. Aire Valley Homes "Crime Awareness Days" in partnership with the NPTs to engage with residents and identify options for target hardening investment into their properties. Week of action in Hyde Park, including crime reduction door knocking using student volunteers. Implementation of a burglary delivery plan in local areas of South Leeds. Cold Calling schemes in conjunction with Trading Standards has been extended to other areas.
- The Burglary Task Force continues to focus its operational activity on targeting offenders, e.g. six offenders including members of the same family have been charged with Conspiracy offences. The more serious offenders are currently remanded in custody, the others have bail conditions.
- The 'Gold Standard' (a voluntary code of conduct for the purchase of second hand precious metal and jewellery) was launched in late October to help monitor the activities of shops. This will support legitimate traders. 12 of the 14 dealers in within the City NPT boundary have signed up to the standard.
- The Autumn/Winter campaign; 'burglaries increase when it gets dark ~ light up, lock up be secure' was launched to coincide with the clocks going back. A variety of media has been utilised to disseminate key messages including, local press, radio advertising, social media, posters and flyers distributed by NPTs and Crime Reduction Officers in hotspot areas, video of a victim of burglary talking about their experience.
- In Q3 CASAC show cased their work to the Leeds Housing Forum resulting in more private landlords requesting lock upgrades to be fitted. LCC Area Committees agreed additional funding for such upgrades, with vulnerable households being prioritised through existing local tasking arrangements.
- From the 05/11/12, YOS workers have been based at Stainbeck Police Station; integrated working will go ahead early in the New Year, providing a single custody suite for young people. A robust package of measures will be in place for the new out of court disposal system commencing in April 2013.
- In the period, 01/12/2011 to 31/12/2012; 730 prison releases were managed, of which more than half were assessed as having a 75% risk of reoffending. Of these; 33 were recalled to prison, 54 refused early release,

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124 release addresses assessed as unsuitable or false, 110 individuals who would have otherwise been released NFA provided accommodation, 139 given additional licence conditions.

What Worked/Lessons Learnt

- In March 2012, a Local Letting Policy was introduced in certain areas of North West, restricting the 'housing choice' for known offenders into Council property in areas where they have offended. The high level of non return of applications indicates that offenders may have opted out of the process by not completing and returning applications. Where properties have been re-let none of the tenants have been involved in ASB or breaches of tenancy to date. Feedback from residents has been positive as this policy sends out a clear message to those involved in crime and ASB.
- In early 2012, a process of including burglary impact statements in prosecution files was introduced. This assists judges in setting sentences to reflect the severity of the offence(s) committed, with the aim of increasing average sentence length. Interim results analysis suggests generally favourable outcomes.

New actions

- Produce a new strategic burglary profile, review localities of concern, and refresh the city wide delivery plan for 2013/14.
- Landlord Conference to be held on the 21st February with the aim of developing housing proposals for proactive locality working.
- A Probation and YOS event is being planned for March 2013 to improve transition arrangements for young people moving into the adult criminal justice system.
- Explore opportunities to maximise the impact of community resolutions, particularly with young offenders.
- Examine how the research findings on offenders' pathways to burglary can inform and direct partnership activity.

Information/intelligence requirement

- Ongoing identification of organised crime groups involved in burglary.

Issues/Risks

- Sustaining momentum, ensuring activity is focussed on the desired outcome.

Safer Leeds Performance Accountability Tracker:

Outcome: The communities of Leeds feel safe and are safe

Priority: **Anti-Social Behaviour**

Review Period: Oct – Dec 2012

Population: Residents of Leeds

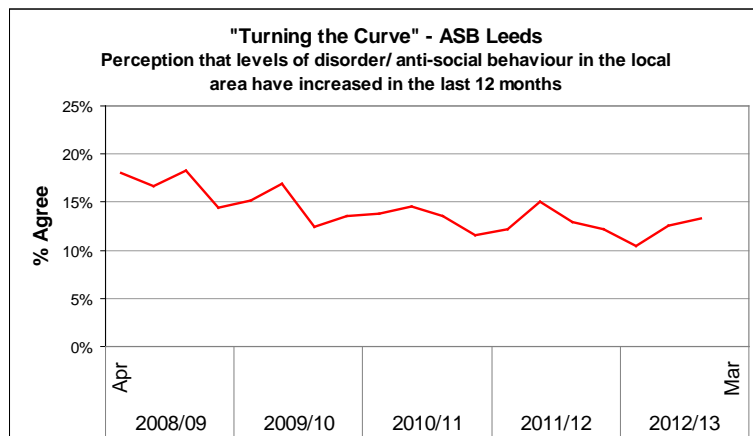
Progress: 

Why is this a Priority?

Anti-social behaviour can threaten the physical or mental health, safety or security of individuals, groups and communities. LASBT tackle anti-social behaviour at the earliest opportunity through a combination of prevention, enforcement and support. LASBT contributes to Leeds city Councils 'City Priorities Plan' of sustainable reductions in crime and disorder, tackling Anti-social behaviour and building stronger cohesive communities.

Key Indicator – Perception of Crime Survey

The measure below is concerned with overall perceptions of ASB, and are NOT reflective of service provision. The information is from the quarterly WYPA household survey ~ in the last 12 months they have surveyed 5,875 households across Leeds.



The 2008/09 baseline range was 16.94% of respondents indicated that ASB had increased in the last 12 months. The current level is 13.25% (to the end of Dec 2012). The overall trend shows a slight improvement however there is some variation in quarters and between localities.

Key Indicator – LASBT Survey

Customer satisfaction data is collated at case closure through customer (complainant) surveys, which seek customer satisfaction levels in relation to various aspects of the service including;

Customer satisfaction	2008/9	2009/10	2010/11	2011/12	2012/13
Case outcome	61.6%	66.1%	60.3%	79.9%	91.1%
Overall service	72.2%	73.7%	70.4%	83.0%	94.3%

Story behind the baseline (LASBT cases)

Prior to implementation of the multi-agency Leeds Anti-Social Behaviour Team (LASBT) in April 2011 ASB was responded to by a range of agencies (ALMO's, ASBU, Police etc) each working to differing thresholds and service standards.

Data collated during 2012/13 Quarter 3 is showing further continual improvement on LASBT's baseline year which in turn significantly improved on former ASBU closed case survey data (Pre-April 2011).

What are the known factors driving the baseline?

Customer satisfaction with the case outcome is influenced by many factors including the complainants own expectations, and the complexity of the case.

LASBT endeavours to provides a customer focused service, actively managing complainant expectations, exploring potential solutions, and identifying and responding to individual needs in order to resolve cases at the earliest opportunity. Customer feedback suggests this is an effective and welcomed approach.

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Progress: 

LASBT data during 2012/13 year to date has been drawn from on a total of 417 surveys from a sample of 832 named complainants (an overall response rate of 50.1%).

What we did

LASBT seeks to respond to ASB using a cradle to grave approach that ensures cases are allocated reflecting the governments harm centred approach. Reported problems are tackled at the earliest opportunity, with vulnerabilities identified at the outset and appropriate support provided. Each investigation is undertaken in accordance with clear procedures that are underpinned by customer focused service standards with feedback received from customers at both 4 weeks and case closure.

Service Requests

Revisions to enquiry logging processes have been made to reduce the incorrect logging of tenancy issues against LASBT enquiry types. It is envisaged as we work through the year additional information can be provided in relation to the split between reported tenancy and ASB issues.

LASBT Enquiry volume increased following integration of the domestic noise nuisance team in quarter three 2012/13.

Siebel LASBT Enquiries.	2011/12				2012/13			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
ASB Noise	147	135	114	101	79	191	391	
ASB (excluding Noise)	864	781	531	624	646	767	612	
Sub Total	1011	916	645	725	725	958	1003	
Annual Total	3297				(3581 projected)			

West Yorkshire Police in Leeds received 16,229 ASB calls between April and December 2012. These calls are responded to through local policing. More

complex or persistent calls are referred to LASBT. Of the 16,229 police calls received, 1,599 calls were linked to LASBT cases.

What Worked/Lessons Learnt

Customer satisfaction data continues to improve with feedback suggesting 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.

Feedback from the local Govt Ombudsman in relation to a housing/tenancy case has prompted a full review of LASBT correspondence to ensure our communications with case participants are clear, concise and non-accusatory at the outset. Equally the importance of having a robust vulnerability assessment has been highlighted through recent cases.

New actions

LASBT continue to review service delivery and operational procedures in response to new initiatives, proposed changes in legislation and customer feedback.

- The Government's Draft ASB Bill (2012) is currently being scrutinised by a parliamentary select committee and expected to be implemented in 2014.

Issues/Risks

Moving forward into 2013/14 our key challenge is to continue to build on the successful outcomes achieved during 2012/13.

"We are extremely pleased with the resolution the ASB team have brought about and grateful for the peace of mind this has given my mother."

"From the start [Case Officer] was very helpful and understanding with my worries about reporting this incident please pass on my thanks and once again thank you."

Meeting: Safer and Stronger Communities Board

Population: All people in Leeds

Outcome: the city is clean and welcoming

Priority: Ensure that local neighbourhoods are clean.

Why and where is this a priority Clean streets and neighbourhoods are regularly cited by local people as one of the key determinants of the whether the area in which they live is attractive and welcoming. Clean streets can promote a sense of well-being and belonging; conversely high levels of litter and rubbish can foster a sense of social concern and fear of crime, this is particularly the case in relation to graffiti, fly-posting and fly-tipping.

Overall Progress: Green



Story behind the baseline

The quality of the local environment, and in particular standards of street cleansing, are often seen by the public as an indicator of how well an area is being managed and its suitability as a place to live, work, visit or bring up a family. Many surveys have shown the importance the public attach to clean streets and that standards of street cleansing are a key factor in how people view the performance of their local council. Litter, graffiti and fly tipping if present are highly visible and can immediately undermine the confidence people have in an area.

Until recently street cleanliness was measured using NI195. However this has always been resource intensive producing results of limited operational or strategic use. As it is no longer a statutory indicator we have taken the opportunity to develop a replacement called the "cleaner streets indicator" which produces similar quality data but more efficiently. The new survey measures the % of acceptable sites in terms of litter levels across the city in the summer and winter months using a rotating sample of wards. We were able to convert previous NI195 survey data into a Cleaner Streets score to establish a baseline from which to gauge performance.

Using this method the full year result for litter for 2010/11 was 86.7% of sites found to be satisfactory. The results for this summer using the new clean streets indicator were that 91.5% of streets have acceptable litter levels. The Winter survey will start shortly and results are expected towards the end of February. The new methodology has just been audited and judged robust. Some qualitative information is now available for the EIZ's in ENE Leeds which reports a 20% increase in resident satisfaction with street cleanliness. Feedback from the Citizens Panel shows residents are most satisfied with graffiti and fly posting levels at 66% and 60% respectively. Satisfaction with the other categories i.e. litter, dog fouling, fly tipping and overgrown vegetation are all similarly proportioned and average out at 8% very satisfied, 29% satisfied, 21% neither satisfied or unsatisfied, 29% dissatisfied and 13% very dissatisfied. However it is understood a relatively small sample sized was used and these figures may need to be interpreted with caution.

What do key stakeholders think?

Performance in achieving the outcome is monitored by Area Committees and local issues dealt with at ward member meetings. Through this openness and transparency, greater local influence and everyday engagement, member trust and confidence in the service continues to build. The early autumn period brought challenges to maintain cleanliness levels in neighbourhoods across the city with unprecedented levels of rainfall (bringing pressure on gully cleansing) and autumn de-leafing requirements. The council successfully responded to these challenges.

What worked locally /Case study of impact

ENE – all parts of the locality team combined to have an impact in the Arlies, Markhams and Sandhursts parts of Harehills. Enforcement staff helped move cars and speak to residents to improve access for the street cleansing crews. Paths and roads were cleaned and the gully crew dug out and cleaned blocked drains. The initiative resulted in 177 notices being served, 13 FPN's issued and 2 prosecutions taken.

50 new litter bins have been delivered in ENE to replace broken, old ones and to respond to requests for new sites from Councillors residents and staff.

SSE – at Leeds magistrates court a high profile conviction was secured against two persons who had illegally dumped building waste in Temple Newsam Park. The first defendant was fined £1,000 plus £1,350 costs whilst the second defendant was fined £500 and ordered to pay £1,350 costs.

A workshop was held with local ward members to identify priority sites for cleaning and hot spots for crime and grime issues. A lead officer has then been allocated for each ward to develop an action plan to tackle the issues.

WNW - real problems presented by residents not taking their wheelie bins back in after collection day. This is restricting pavement access for vulnerable people and mums with push chairs. Also the bins are preventing effective sweeping resulting in accumulations of litter. A lamp post sign had been produced to go on lamp posts at the approaches to the worse streets e.g. Ash Road. The sign advertises the bin collection day for that street and that residents risk being fined if they don't take their bins back in after collection.

New Actions

- Cleaning schedules are being reassessed. It has been identified that some areas are being cleaned when they don't need cleaning and could manage with a reduced frequency. This will free up some resources to focus on areas that require more regular visits.
- A lack of capacity of the Supervisors to undertake meaningful staff engagement and quality assurance is being addressed. Three new posts of Resource and Case work Supervisor have been created in the locality teams and will be appointed when the current restructure goes live in the next couple of weeks.. This will ensure greater contact with staff and oversight of cleanliness activities particularly in relation to the quality checking of cleansed routes.
- Cleaning block boundaries have been rationalised so that they better fit the locality teams.

Data Development

Since the beginning of January e-forms have been introduced for service requests relating to fly tipping and dog fouling and are now being developed for blocked road gullies.. These forms directly link to the key information systems for the service and as such will improve data quality by eliminating the need for additional data entry. This new process will help to relieve some of the resource pressure on business support staff.

The delivery of street scene cleansing rounds is currently managed on an ad-hoc basis using a series of different spreadsheets. Work is ongoing to develop an IT solution to develop a more joined approach to the management of this service provision.

Risks and Challenges

Alternative weekly collections could have an impact on litter levels. SSE are providing input based on experiences in the pilot areas. As street cleansing is a fleet based service, any rises in the cost of diesel would put pressure on the budget. Winter maintenance – traffic management budget costs not were factored in. This is around safely cordoning off arterial routes so that street cleansing and repair works can be completed. We need to get better at sharing resources and working with partners to meet City Wide challenges but this is dependant on partners recognising and committing to this.

Meeting: Safer and Stronger Communities Board

Outcome: People can get on well together

Population: All people in Leeds

Priority: Increase a sense of belonging that builds cohesive and harmonious communities.

Why and where is this a priority

Leeds has one of the most diverse and changing cultural populations in the UK, it also houses some of the most affluent populations as well as the most deprived in the country, and these communities are often in close proximity. The current economic pressures and other factors present both opportunities and challenges for the city, including the need to ensure that we maintain and strengthen our good community relations and build links and relationships between our diverse communities and neighbourhoods.

Overall Progress:
AMBER



Story behind the baseline

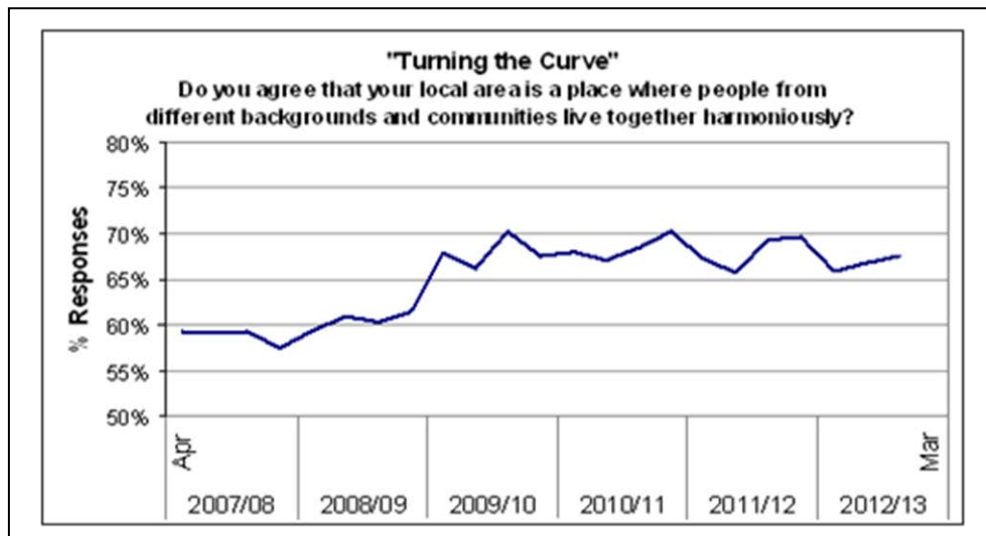
Leeds has one of the most diverse and changing cultural populations in the UK. The majority of our black and minority ethnic and newly arrived communities are however concentrated in the inner city and less affluent areas. This has created some tension in communities where the impact of new arrivals or changing demographics has been felt more keenly. Whilst the overall picture is that Leeds communities are generally resilient and tolerant, the significance of intercultural tensions in some of our communities must not be underestimated.

The picture nationally is that tensions between different communities of identity are increasing, and Leeds is conscious of staying ahead of that trend.

Every community in Leeds has its strengths. However, there are communities in Leeds where multiple concerns occur in the same location including poverty, unemployment, truancy and substance misuse. Where these concerns and others all exist in once place it compounds the effects of crime and anti-social behaviour, reduces respect for the environment and limits the potential benefits of community involvement and community action.

Our approach to supporting communities with multiple concern is to focus on early identification, interventions and support for individuals and families to reduce such risks, threats and harms. The partnerships focus is on understanding what interventions and support can be in place to make a difference at community level: understanding the conditions required to ensure interventions are most successful. Newly emerging or changing communities are especially vulnerable to a range of threats, significant and regular changes in population, especially with short-term residency, inhibits the formation of strong, supportive and integrated communities – and we are working to look at what support needs to be in place to build resilience in these neighbourhoods, and with certain communities of identity.

Overall progress in Quarter 3 has been steady, and there is confidence that we know where activity needs to be targeted to strengthen communities. Progress is noted as Amber however, to note the challenging economic conditions in communities, and the funding available to partners to support the approach.



What do key stakeholders think

The West Yorkshire Police Authority household survey noted a slight reduction in the percentage of people who feel that their local area is a place where people from different backgrounds live together harmoniously, from 69.6% to 65.9% in Q1, this has increased slightly to 66.74% and has shown a further increase to 67.49%. There are a number of factors that influence this, including general quarterly trends. The percentage however remains above the national average but needs to continue to be monitored if this repeats for Quarter 4.

What we did

- The **Safer and Stronger Communities Board** considered the approach being taken around Safeguarding Communities.
- **Stronger Communities Partnership** agreed a final definition of what stronger communities can mean in Leeds and began the process to use that definition to redefine the partnership's role and work programme for the next 2 years.
- The **Safer Leeds Executive** looked into the role of the new Police and Crime Commissioner and how this will affect the Executive's role.
- The **Safeguarding Communities** group continued its work on mapping communities to support specific work strands including Families First. Wider community safeguarding needs have been identified, including the potential to develop more preventative, rather than responsive, methods of dealing with crime, tensions and vulnerabilities within and between communities.
- The **Migration Partnership** supported the All Party Parliamentary Enquiry into asylum seeking children, and the West Yorkshire Destitution Network. It has also supported a cross-sector group to monitor the impact of the transfer of housing provision for Asylum Seekers to G4S and supported a new civic enterprise initiative "Welcome to Leeds". (See case study)
- The **Third Sector Partnership** hosted a seminar on looking at the role of the third sector in relation to Leeds City Council budget. It has also continued working with Third Sector Leeds on the Transform Leeds programme to provide a smart infrastructure for the third sector in Leeds.
- The **Gypsy Roma Traveller Strategy Group** is looking into the findings from the Needs Assessments for Gypsy Traveller and for Roma communities, to better understand the local needs of the communities in Leeds.
- **BME Challenge Forum** – has met and is providing a challenge on progress and performance on Educational Attainment and Jobs and Skills.

What worked locally /Case study of impact

Welcome to Leeds – is an initiative set up by voluntary sector partners in the refugee sector to provide a framework for trained volunteers to meet new asylum seekers sent to Leeds within 2 weeks of their placement. This gives a vital independent check to new arrivals and also key links to help support settlement. A small Civic Enterprise grant will help with sustainability and embedding this project. Early outcomes have been positive and assisted in the difficult process of transition of the asylum housing contract.

Risks and Challenges

Ensuring that community partners are in a position to engage and deliver where action is needed to support communities and influence behaviour remains a key challenge in the current economic climate. A national increase in incidents of hate crime and inter community tension is noted as a risk for Leeds, and we need to ensure that we learn from the experiences of other cities where civic unrest has been more evident than in Leeds.

New Actions

- The **Safer and Stronger Communities Board** has begun work to develop the Leeds Poverty Challenge – a way of people directly experiencing poverty in the city to work with policy makers etc to make changes to endemic poverty in Leeds
- The **Stronger Communities Partnership** has been working with **Third Sector Partnership** to better co-ordinate on agendas and started to look at delivery structures to improve working with communities in Leeds, looking to develop a Best City for Communities framework.

Data Development

The Leeds Citizen's Panel responded to the Healthy and Stronger Communities survey, revealing how residents feel about a number of relevant issues:

- 55% of respondents feel aware of ways to get involved in local decision making
- 43% of respondents feel the council involves residents when making decisions
- 19% of respondents feel that they have influence over local decision making
- 72% feel different groups get on well in their area, and 67% feel this situation has stayed good or got better in the last year
- 97% feel safe walking alone in day time in their local area, and 70% feel this way after dark.

We can also highlight some significant differences between area committees and age groups:

- Inner South and Inner West respondents are more likely than average to say cohesion got worse in the last year.
- Feelings of safety after dark are lower in Inner East (49%), Inner South (51%) and Inner West (40%) than average for Leeds (70%)
- Inner East, Inner South, Inner West and Outer West respondents are more likely to feel on balance that people do not pull together in local area.
- In general, the older the respondent, the more likely they feel that different age groups get on well locally, that local people pull together and to feel involved in their local area

The University of Leeds is currently delivering the Healthy Communities Survey to the student population and results will be available later in 2013.