

2012/13 Directorate Scorecard

Reporting Period :

Quarter 3 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	Performance remains strong across the range of priorities being delivered by the Safer/Stronger Board, including consistent reductions in Domestic Burglary, good performance on ASB service delivery and maintaining public confidence, and improving conditions and confidence in relation to environmental cleanliness. The challenge in relation to developing some of the Stronger communities themes is now being tackled and work continues with a range of partners to determine what constitutes strong communities and to develop the strategies that would help to deliver this. Work is now being scoped to address issues linked to poverty, and domestic abuse is another area of work the Board wishes to consider further as an emerging priority.	Green							
Create the environment for effective partnership working	The Safer Stronger partnership remains strong and effective in tackling its priorities and has in place a number of sub-boards driving delivery of specific actions. The positive impact of these partnership arrangements is evidenced through strong performance across the range of priorities being tackled and these arrangements continue to be reviewed to ensure that we make the best use of our joint resources and get the best outcomes from our combined efforts. The Board is also collaborating with other partnership boards to tackle cross-cutting issues, although it recognises that some of the stronger communities themes in particular will require sustained involvement over a longer time-frame.	Green							
Ensure that local neighbourhoods and central commercial areas are clean	The Q2 survey results relate to the summer Cleaner Streets Survey, results from the winter survey are not due till the end of February. Data recently made available 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 size was used and these figures may need to be interpreted with caution. 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	Green	Reduce percentage of streets with unacceptable levels of litter (ANNUAL)	5% improvement by March 2013	86.0% 2011/12	91.5% (new indicator)	91.5% (summer survey data as Q2)		Environment
Improve the quality of Leeds' parks	With regard to the performance indicator reported in the Council Business Plan "the percentage of parks and countryside sites assessed internally that meet the Green Flag criteria", the results in 2012/13 are provisionally 30.8% against a target of 29.4% and thus a 'green' RAG rating. The sub-indicator, reported locally considers the 62 community parks assessed as part of the 143 sites in the wider indicator. The results in 2012/13 show a result of 41.9% against a target of 47.5%, and thus an "amber" rag rating. The service continues to target investment and resources where possible to community parks and is seeking to develop an investment strategy to more effectively target funding resources to meet the Parks and Green Space target of 100% community parks to Green Flag standard by 2020. With regard to the satisfaction index, the service undertook a residents survey using the Citizen's Panel methodology during the summer of 2012. Whilst this has provided some city wide data, more work is required to provide sufficient data at local level and support the index calculation. Options to undertake additional surveys during 2013 are currently being examined to provide an updated dataset for usage and satisfaction, and aims report this in Q2 in 2013/14.	Green	Percentage of parks and countryside sites assessed internally that meet the Green Flag criteria (ANNUAL)	29.4%	Annually Reported	Annually Reported	30.8% provisional result		Environment
Improve Recycling rates	YTD to Nov 2012 shows recycling at 42.9% (comparable figure in 11/12 was 39.7%). Expected outturn performance in 12/13 is around 40.4%, up from 37.4% last year which shows a year on year improvement but is below target. The pilot of fortnightly collections of recyclables which should improve future recycling rates has been delayed into 13/14. The Council was unsuccessful in its bid to the DCLG for the rollout of food waste collections. Roll outs of City wide food waste are now likely to be delayed until resources allow, although it is planned to expand the Rothwell food collection area in 2013/14.	Amber	Increase percentage waste recycled	45%	43.0%	44.0% at August 2012	42.9% at Nov 2012		Environment
Improve refuse service reliability	The residual waste collection performance in quarter two was 54.88 this exceeded the best performance achieved over recent years and is approaching the service's quality standard. We have seen an increase in quarter three to 80.5 but this remains an improvement on the same quarter last year when the missed residual waste figure was 101.5. There has been an improvement on the previous quarter and year for other waste collections types. Missed Garden waste was at 123.6 this quarter compared to 181.03 in quarter two and SORT waste achieving 152.2 this quarter compared to 180.36 the previous quarter. This, combined with the achievement of higher recycling rates than ever before demonstrates a continuing performance improvement trend. Current performance also needs to be set against the delivery of an increasingly complex service for Leeds residents. For example, there are now 2 million collections per month, when compared to 2007/08, which include around a further 37,000 households receiving SORT collections including the more difficult to access properties and a further 85,000 garden households receiving waste collections and 9,000 properties with food waste collections.	Amber	Reduce number of missed bins per 100,000 collected	50 (quality standard)	106.49	100.79	101.16 (see commentary for breakdown by bin type)		Environment
Reduce levels of domestic burglary	The provisional figure for the 12 months ended December 2012 is 5634 offences, down 33% (2830 fewer offences)	Green	Reduce number of burglaries	7056	1266 (12 mth total 6816 down 24.8%)	1265 (12 mth total 5,938 down 36%)	5634 (12 months total down 33%)		Neighbourhoods, Planning and Support Services

Other Directorate Priorities	Progress Summary	Overall Progress	Supporting Measures	Target	Q1	Q2	Q3	Q4	Executive Portfolio
Deliver an approach to locality working with improved community engagement and more local decision making (Customer Access and Performance)	The locality working review was completed in Q3 and a report with recommendations was agreed by Executive Board setting out an ambitious approach aiming to deliver a step change in area working. A detailed implementation plan has been developed and is taking forward work on all the agreed actions	Green	Increase percentage of people who feel they are involved in their local community	N/A	A great deal - 5.5% To some extent - 33.1% Not very much - 40.5% Not at all - 20.5% Don't know - 0.4%				Neighbourhoods, Planning and Support Services
Other Relevant Indicator				Target	Q1	Q2	Q3	Q4	Executive Portfolio
Reduce the overall crime rate (per 1000 population)					21.2 (15,933) 12 mth total 67,051 down 9.8%	21.2 (15,387) 12 mth total 54,314 down 13.86%	(16,420) 12 month 64,019 down 11.8%		Neighbourhoods, Planning and Support Services