

Appendix 2 – Scrutiny performance update (January 2023)

Contents

Key Performance Indicator update	Page(s)
Housing	
Rent Collection & Arrears	2
Former Tenancy Arrears	3
Void properties	3
Average re-let times	4
Claims for disrepair – ‘live’	4
Homelessness prevented through securing accommodation for at least six months	5
Households in temporary accommodation	6
Gas services – completed on time	6
Housing adaptations	6
Annual tenancy contacts	7
Customer Complaints (Housing)	7 - 9
Customer access & Welfare	
Welfare rights: customers assisted & total value of benefits gains	10 - 11
Housing benefit caseload	11 – 12
Local welfare support scheme (applications received and awards)	13
Customer contact in community hubs	14
New people registered with the Jobshop	15
Environmental Services	
Bin Collections	16
Waste Reduction	17
Safer Stronger Communities	
Anti-Social Behaviour	18 - 19
Domestic Abuse	19 – 20
Hate Crime	20 - 21

Appendix 2 – Scrutiny performance update (January 2023)

Rent collection & arrears				
Rent Collection	Mar 21	Aug 22	Sep 22	Oct 22
City	96.70%	94.02%	93.95%	94.31%
BITMO	96.51%	95.53%	95.46%	95.71%
East	96.49%	93.54%	93.47%	93.80%
South	97.07%	94.55%	94.41%	94.79%
West	96.58%	93.85%	93.83%	94.21%
Rent Arrears	Mar 21	Aug 22	Sep 22	Oct 22
City	3.23%	4.19%	4.30%	4.26%
BITMO	3.46%	3.54%	3.59%	3.53%
East	3.48%	4.60%	4.68%	4.63%
South	2.78%	3.73%	3.86%	3.84%
West	3.38%	4.30%	4.40%	4.35%

Rent collection performance has dipped over the last 12 months, from 94.8% at the end of October 2021 to 94.31% at the end of October 2022. Over the same period, we saw an increase in rent arrears from 3.94% to 4.26%.

This decline in overall performance mirrors experiences of other landlords, particularly larger urban landlords. The main contributor towards this decline in performance is thought to be increasing hardship experienced by tenants on low incomes – high inflationary increases mean that essentials such as home energy, fuel and food are costing tenants more over the last year alongside the removal of enhanced benefit levels that had been in place during the pandemic. Housing Leeds has recently restated to tenants its supportive stance on rent arrears, emphasising to tenants that they will not lose their council home because of financial hardship where they are positively engaging with us and making some payment against arrears. Alongside this we have launched our Winter / Christmas Income Campaign which has week by week activities planned, including sharing key messages with customers about additional support available, delivering targeted messages to specific customer groups.

Other internal factors have contributed to this decline in performance, including some ongoing issues with the arrears functionality in the new housing management system / staff confidence in using the system. All Housing Officers have received a robust training programme over recent months to address these issues.

On a positive note, we have seen the gap between last and this year's performance reduce over the last quarter and will continue to closely monitor the performance trend during quarter 3 and 4.

Appendix 2 – Scrutiny performance update (January 2023)

Former Tenancy Arrears % of annual rent				
	Arrears	Aug 22	Sep 22	Oct 22
City	£4.34m	1.93%	1.92%	1.92%
BITMO	£.15m	2.02%	1.94%	2.05%
East	£1.31m	1.98%	1.96%	1.93%
South	£1.11m	1.64%	1.64%	1.65%
West	£1.78m	2.10%	2.11%	2.11%

Former Tenancy Arrears at the end of October were 1.92% of the overall rent charged, a reduction from 1.98% in October 2021.

Up to the end of October we had written off £698.7k, which is 0.3% of the total annual rent charged and collected £530.7k.

Void properties			
	Aug 22	Sep 22	Oct 22
City	1,171	1,151	1,059 (1.96% of stock)
BITMO	15	18	14
East	448	423	391
South	408	400	374
West	300	310	280

Reducing the number of void properties in the city remains a key strategic priority for the service, not only to maximise income from rents, but also in the context of the huge demand for social housing, illustrated by the number of people on the Leeds Homes Register.

Actions Plans are in place for all service providers in relation to void returns, with the targets set on these plans now consistently achieved by all service providers, meaning the trend for the number of voids is positive, reducing on a weekly basis. The Housing Leeds Action Plan has included the short-term procurement of additional contractors to support the efficient reduction in voids. These contracts are in place until the end of the 2022/23 financial year, by which point it is anticipated the target of no more than 1% of stock being void will have been achieved.

The ongoing energy crisis remains a key risk to the service. Energy providers continue to restrict supplies being 'switched', meaning the time taken to manage the energy supplies in void properties is significantly impacted. The service continues to work with partners at Energy Angels to minimise this impact.

Appendix 2 – Scrutiny performance update (January 2023)

Average re-let times (days)			
	Aug 22	Sep 22	Oct 22
City			146
BITMO	92.1	89.5	82.7
East	187.5	184.2	184.2
South	174.8	173.4	172.9
West	105.4	105.6	108.2

Average relet times at the end of October were 146 days against a target of 30 days.

Performance does vary across the city, with East at 184 days, South at 173 days and West 108 days. This performance position is reflective of the void backlogs which whilst the number of voids continues to reduce, we project that the impact on relet times will continue up to the end of the financial year.

Performance is also impacted negatively as a result of exclusions not being applied correctly to exclude some void periods which are excluded from the average, for example a property was recently returned to Housing Leeds by the Crown Prosecution Service after over 600 days of their use. There are multiple examples of such cases. We are working with teams to ensure that exclusions are applied correctly moving forward.

Claims for disrepair – ‘live’				
Month	Open	Closed	Old cases	Total
June	96	65		1029
July	82	40		1071
August	69	90		1050
Sept	77	87		1040
October	80	106		1014
November	60	112	plus 20 old cases	982

There are currently 982 live disrepair claims.

This is a reduction from a peak of 1071 in July of this year (an 8.5% reduction). This reduction is attributed to increased efficiencies in dealing with live claims and the beginnings of successes of various disrepair reduction strategies that have seen the average number of claims received per month reduce from 85 p/m to 72 pm in the last quarter (a reduction of 15%).

Appendix 2 – Scrutiny performance update (January 2023)

Homelessness prevented through securing accommodation for at least six months							
Leeds has a very successful approach to preventing homelessness - often cited as national best practice.							
The current (Apr-Oct) 'positive prevention' rate (78%) is the percentage of cases where the customer approaches as 'threatened with homelessness' (i.e., they are at risk of losing their property), and their homelessness is prevented by securing them an accommodation outcome for 6 months or more. The table below provides a breakdown of all reasons for household prevention duty ending.							
That national average is 55%, that is just over half of all cases that present as 'threatened with homelessness' are successfully prevented from becoming homeless. The percentage in Leeds is significantly above the national average and above other comparable cities.							
National figures for 2022/23 Quarter 1 (Apr – Jun) have now been published. The table below highlights the high volume and levels of performance achieved by Leeds when compared against other core cities. (Note: no data is currently published for Birmingham)							
Reason for households' prevention duty ending:	Leeds	Sheffield	Newcastle	Manchester	Liverpool	Nottingham	Bristol
Total number of households where prevention duty ended	843	199	267	734	96	259	112
Secured accommodation for 6+ months	633 (75.1%)	47 (23.6%)	148 (55.4%)	268 (36.5%)	46 (47.9%)	103 (39.8%)	45 (40.2%)
Homeless (including intentionally homeless)	99	107	23	195	38	56	47
Contact lost	93	12	55	36	4	56	15
56 days elapsed and no further action	7	20	2	211	6	38	2
Withdrew application / applicant deceased	7	12	24	22	2	5	3
No longer eligible	2	0	1	2	0	0	0
Refused suitable accommodation offer	2	0	10	0	0	1	0
Refused to cooperate	0	1	4	0	0	0	0
Not known ⁶	0	0	0	0	0	0	0

Appendix 2 – Scrutiny performance update (January 2023)

Households in temporary accommodation

Where customers are homeless, eligible and in priority need, the authority has a duty to secure them accommodation.

Leeds Housing Options continues to have a hugely successful prevention approach, assisting customers to prevent and relief their homelessness. the authority has a duty to secure them accommodation. To date in 2022/23 this has resulted in Leeds having 93 households in temporary accommodation compared to, e.g., Manchester at 2,879 and Birmingham at 3,958.

The broad make-up of applicants in temporary accommodation is people who were previously rough sleeping and families who have lost their last settled accommodation.

Gas services – completed on time

The Property Maintenance team have performed brilliantly to achieve all our statutory repair obligations, ensuring our properties have received important gas safety inspections and that our tenants remain safe in their new homes.

To date, 99.67% Gas Safety inspections have been carried out on time. The reason this is not 100% is due to no access, to address this we are going through the process of obtaining an access warrant through the courts.

Housing adaptations

Major adaptations completed in target	Aug 22	Sep 22	Oct 22
Public tenure	91%	88%	87%
Private tenure	91%	97%	96%

Staff shortages, manufacturing delays and contractor performance are having a detrimental impact on performance.

To help address these issues, the service is investigating, and meeting regularly with contractors regarding service improvements. Specialist staff (e.g., surveyors) are also being drafted in from other areas to assist, and previous Asbestos related delays have been addressed.

For 'Private' adaptations, overall performance has remained high as the Planners are very efficient in allocating this work to the Contractors. This then gives the Contractors an extended period for completion.

Appendix 2 – Scrutiny performance update (January 2023)

Annual tenancy contacts				
Area	Target	Completed (%)	Number completed	Total Tenancies
CITY	26%	20.27%	9704	47879
BITMO		10.98%	189	1721
EAST		22.89%	3441	15030
SOUTH		23.54%	3143	13350
WEST		16.49%	2931	17778
<p>As at the end of October 2022 we had completed Annual Tenancy Check Ins to 20.27% of Council homes, against a year-end target of 44%.</p> <p>There are significant variations in performance between offices, ranging from Beeston and Holbeck where 30% have been completed compared to Kirkstall where only 9% have been completed. The main issues impacting on performance are staffing resources linked to vacancies and absence, but we are working with teams to achieve our target by year end.</p> <p>Priority is being given for annual visits to tenants who are identified as a higher priority because of known support needs or property issues, with remaining customers being visited every 3 years. We are finding that this year's visit programme is highlighting a number of tenancy and support issues which require action, e.g. retrospective tenancy changes, cases of self-neglect and hoarding. We are beginning to prepare for the 22/23 programme, considering which tenancies will be prioritised for a contact next year.</p>				

Customer Complaints (Housing)					
Indicator	Oct – Dec 2021	Jan – Mar 2022	Apr – Jun 2022	Jul – Sep 2022	Oct 2022
Stage 1 complaints received	564	677	590	556	222
Stage 1 responded to within 15 working days	60%	66%	69%	69%	79%
Stage 2 complaints received	115	135	115	120	52
Stage 2 responded to within 15 working days	60%	55%	59%	66%	60%

Appendix 2 – Scrutiny performance update (January 2023)

Customer Complaints for Housing (continued)

The corporate target for complaints performance is that 95% of complaints received should be responded to within 15 working days.

This target was not met within Housing during Quarters 1 and 2 of 2022/23, however, the improvement seen in the second half of 2021/22 has continued.

The number of stage 1 complaints received in October is the highest since March. There is a 20.6% increase compared to October 21. However, response in 15 working days was just under 79%, an improvement from September and is a positive performance trend.

Escalations to stage 2 remain around 1 in 5 of all cases.

This indicates there is an opportunity to further improve the quality of stage 1 responses and better manage customer expectations, so we are working with investigating officers to offer guidance on improving our management of complaints.

Most complaints, approximately 2 in 3, relate to repairs, particularly responsive repairs, which include those carried out by Leeds Building Services. A broad range of Housing Management related issues account for the remainder of complaints received.

The Responsive Repairs service continues to operate their Early Intervention team with a focus over the last two quarters on directing issues to Leeds Building Services own customer facing teams to proactively prevent complaints and enquiries from escalating.

This 'one team' approach is leading to successful outcomes for tenants and good joint working which is helping to identify improvement measures.

The focus of the service remains on both responding within timescales and improving the overall quality of complaint responses and customer satisfaction, particularly at stage 1.

Since last reporting to the board, we are:

- Undertaking our third annual self-assessment against the Housing Ombudsman Complaint Handling Code. We will publish a summary online and share this via our monthly tenant email.
- Continuing our monthly quality assurance checks on 10% of all responses with learning relating to the quality of complaints responses fed back to service leads .
- We are currently analysing Q3 tenant satisfaction data. This includes questions about customer care and residents' familiarity with the complaints process and is being issued on a quarterly basis throughout 2022/23 for us to better track and learn from current customer experiences.

Appendix 2 – Scrutiny performance update (January 2023)

Customer Complaints for Housing (continued)

- Continuing to contribute to Housing Ombudsman investigations and actively engage with them to identify learning opportunities.
- Encouraging teams staff to discuss Lessons learned from complaints as part of staff training sessions.
- Producing a regular complaints summary identifying wider trends and potential areas for improvement which is shared with the senior management team for review

To improve the repairs service, we have:

- Put plans in place with our repair providers to speed up the time it takes to complete repairs
- Reviewed the stock in our vans so we can complete more repairs on our first visit
- Given our 'out of hours' staff mobile devices to update our repairs system more quickly. This allows our day-time staff to see exactly what work is outstanding and information isn't lost
- Created a 'minor works' team within Leeds Building Services, so if a property needs repairs from different trades, or larger, more complex repairs then these can be managed by the one team
- Changed the way that we collect customer satisfaction with completed repairs. This will allow more tenants the opportunity to provide us feedback and enable us to deal with any issues in a timely manner
- Increased the number of staff supporting/managing the day-to-day repairs service.

Appendix 2 – Scrutiny performance update (January 2023)

Welfare rights: customers assisted & total value of benefits gains

The Welfare Rights Team continues to assist the citizens of Leeds to receive all relevant benefits to alleviate their financial difficulties.

The table below shows the increase in clients assisted as at the end of October for the last three years and reflects the end of the pandemic and move back to assisting clients with benefit advice and form completion.

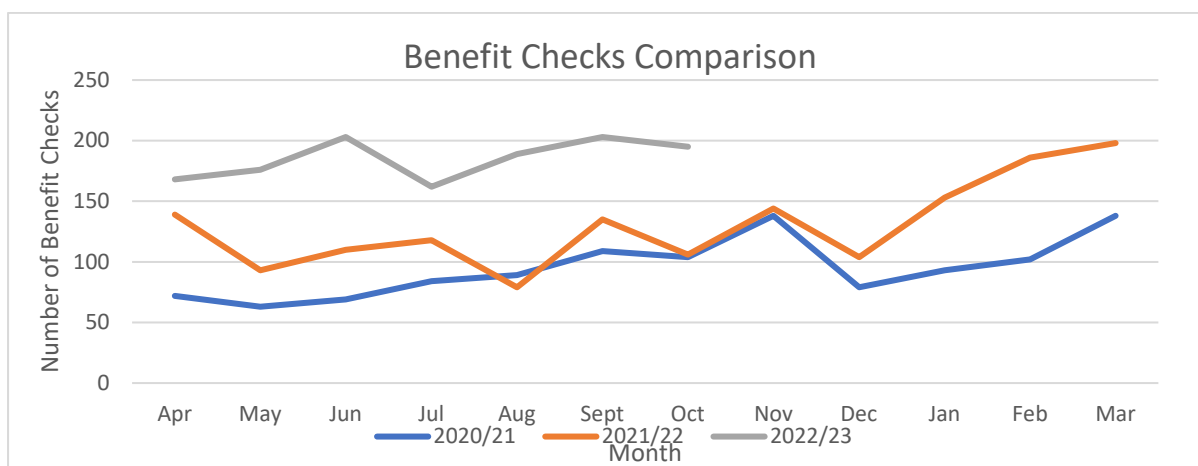
Indicator	Oct 20/21	Oct 21/22	Oct 22/23
Customers assisted	12,226	17,054	16,894
Total value of benefit gains	£7,563,633.41	£ 12,263,697.55	£16,448,733.75

One of the main issues for the welfare rights team has been the increase in number of disability related claims, especially Personal Independence Payment (PIP) for working age claimants and Attendance Allowance for pensioners. Applications consist of lengthy claim forms which are time consuming to complete, a typical appointment could last up to an hour and a half.

The government has acknowledged there has been a significant rise in claims for PIP claims. This is caused by two main factors - a significant rise in claims amongst older age groups due to physical conditions and amongst younger age groups due to mental health conditions. According to the Office for Budget Responsibility 'It is possible that these trends among both age groups could be linked to the rising waiting lists for NHS elective treatments and for mental health treatments in the aftermath of the pandemic'

The welfare rights team has also noted an increase in general enquiries relating to the cost-of-living crisis where customers will ring to see if they are entitled to any additional help. It is possible that this has also contributed to the increase in number of disability related claims particularly from older persons, who perhaps would not have bothered previously but are now struggling and feel they have no option but to make a claim.

The following graph shows how the numbers have increased.



Appendix 2 – Scrutiny performance update (January 2023)

Welfare rights: customers assisted & total value of benefits gains (continued)

The number of new claims has a knock-on effect on the number of appeals.

We have seen a marked increase in appeals compared to the previous year having helped with 253 appeals for the first 9 months of 2022 compared to 169 during the same period in 2021.

This is backed up by the latest quarterly statistics from the Ministry of Justice which showed an 81% increase in the number of appeals made to a tribunal compared to the same period in 2021, mainly due to significant increases in PIP appeals. It is noted that 71% of PIP appeals were overturned at a tribunal, thus highlighting the importance of this work.

This year we have found the Tribunal Service have also dealt with appeals much quicker and this has placed the service under pressure to assist the clients before their hearing date to ensure they are fully prepared and have had the opportunity to put their case forward to the Tribunal.

This is reflected in the increased gains we have achieved. At the end of October 2022, we have assisted clients gain appeal outcomes to the value of £422,597.68 compared to £168,236.34 in October 2021.

As the DWP are struggling to process claims timely and taking in the region of 6 months to get a decision on a disability related claim, this causes a time lag before the number of claims affects the number of appeals. It is therefore expected that the number of requests for assistance with PIP appeals will continue to rise over the next year.

The DWP has recently announced that the roll out of existing DLA claims to PIP have been further suspended and the migration of ESA claimants onto Universal Credit has been delayed until 2028. This adds to the complexity of advice being given, as advisors must retain knowledge of multiple benefit rules and understand the consequences and implications for affected customers.

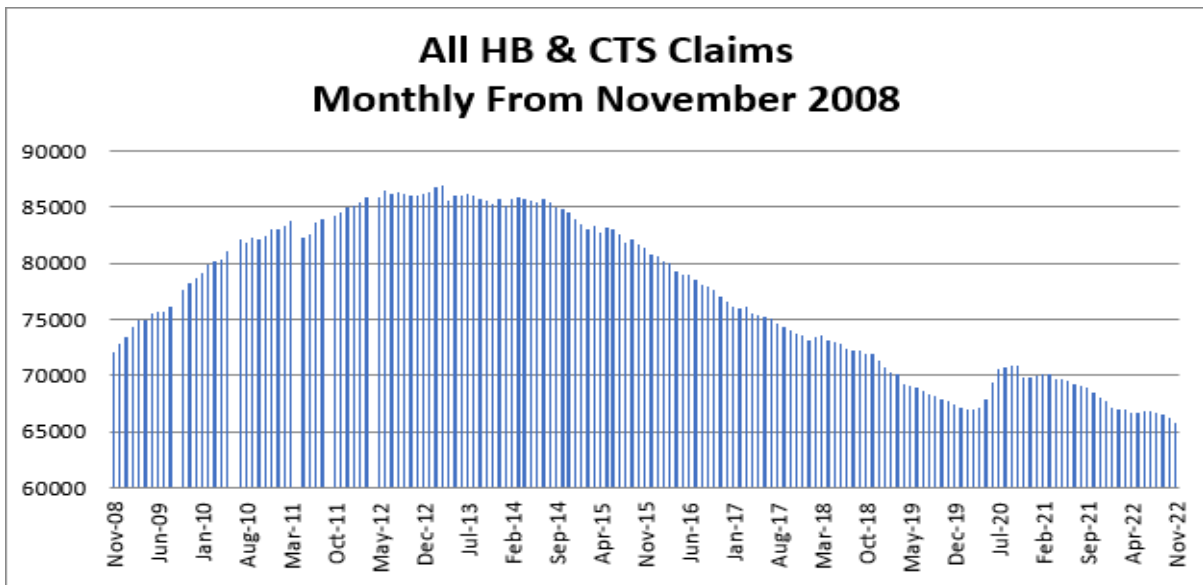
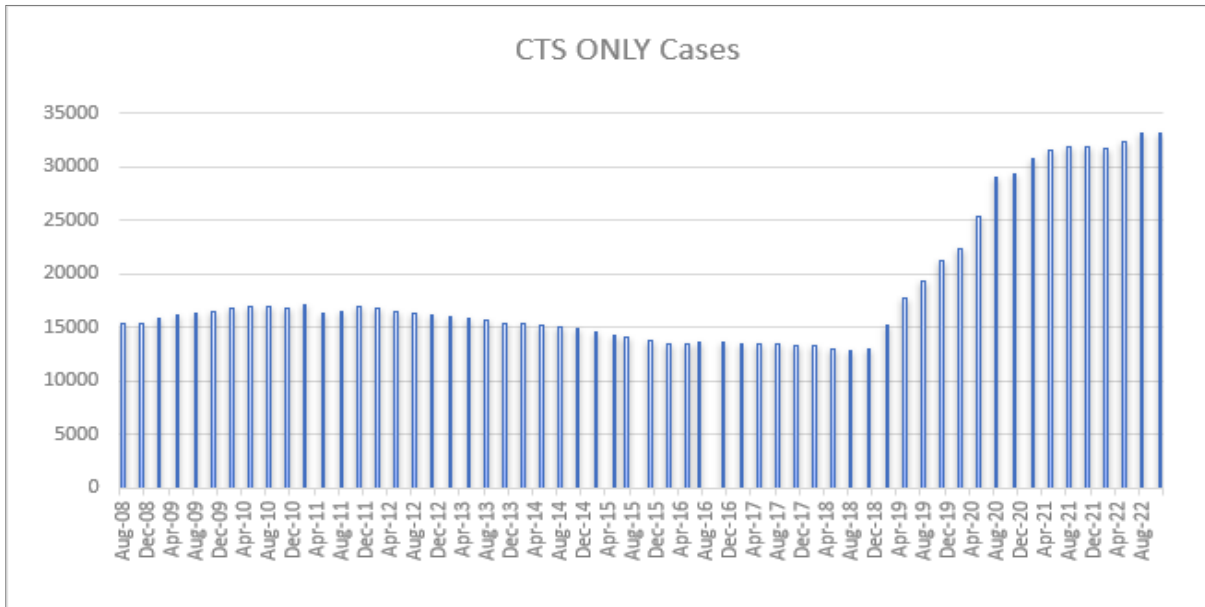
Housing benefit caseload

The monthly average Housing Benefit (HB) Caseload for Apr – Nov 2022 is: 33,663.

The above figure does not provide the full picture because, with the ongoing “Natural Migration” to Universal Credit for Working Age claims, that commenced in October 2018, the HB caseload is continually decreasing. It should also be noted that our total caseload of combined Housing Benefit and Council Tax Support has decreased to a much lesser extent because whilst Working Age HB Claims are steadily moving over to UC, many then become Council Tax Support Only Claims

The first chart shows the increase in Council Tax Support Only claims, and second the combined number of HB&CTS Claims – Namely our total caseload.

Appendix 2 – Scrutiny performance update (January 2023)

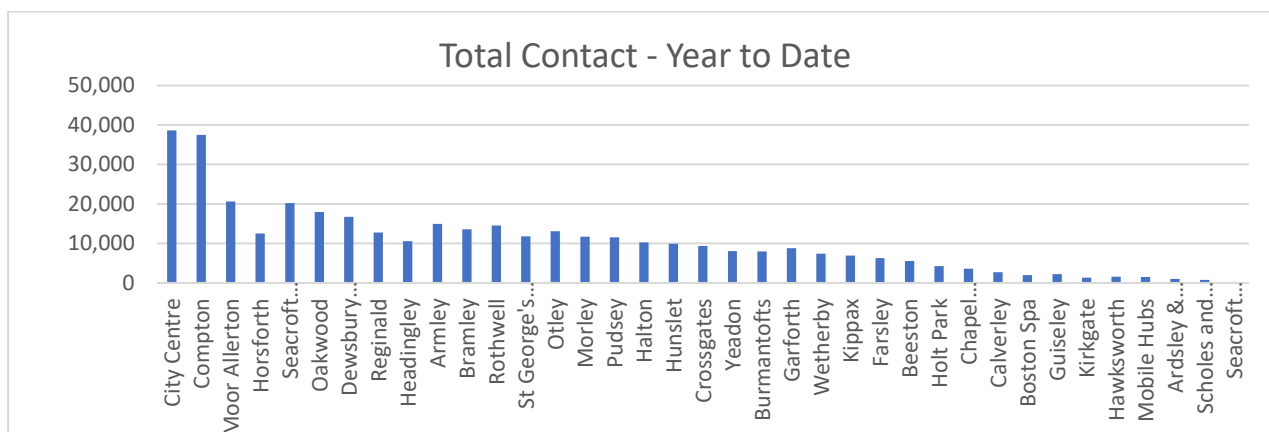


Appendix 2 – Scrutiny performance update (January 2023)

Local welfare support scheme (applications received and awards)					
Month	Total Applications	Total Awards	Total Award %	Total Refusals	Total Projected Spend
Apr 19 - Sep 19	1,740	1,404	81%	336	£281,696
Apr 21 - Sep 21	2,381	1,809	76%	572	£294,165
Apr 22 - Sep 22	5,006	3,950	79%	1,056 – see summary below	£551,217
<p>The Local Welfare Support Scheme (LWSS) is designed to support people who are experiencing an emergency or crisis position. The service offers food parcels, fuel vouchers, supermarket vouchers, white goods, furniture and has recently trialled a cash grant scheme.</p> <p>The data in the above table demonstrates the rising demand both during covid, and more significantly so during the current cost of living crisis. Please note, 'Total projected spend' is worked out on the assumption that all food/fuel awards have been collected, and items of furniture have all been successfully delivered.</p> <p>Reasons for refusals are split into the following categories:</p>					
Reason for refusal					Number of refusals in 2022/23
No response - Failed to answer at least 2 call attempts					350
No proof received - Asked to provide evidence to support their application but failed to engage from this point					215
Withdrew application - Withdrew application due to no longer requiring assistance					178
Single/couple and not entitled - single or couple's whose application was refused due to a discrepancy in their application					168
Family and not entitled - Family whose application was refused due to a discrepancy in their application					101
Previous award - Had a previous award preventing another which wasn't noted at first point of contact					39
Habitual Residence Test / Genuine Prospect of Work - Subject to immigration control and have no right to public funds					5
<p>As part of the ongoing Local Welfare Support Scheme review, the need to publish eligibility criteria was highlighted as potential applicants did not know whether they met the criteria before applying. A new webpage has been designed, which will host this information and will go live alongside a new online form in early 2023, providing both greater transparency to the public and reducing the likelihood of ineligible applications, therefore saving officer time, and providing a better customer experience.</p>					

Appendix 2 – Scrutiny performance update (January 2023)

Customer contact in community hubs



Last year between April 1st and November 30th there were just over 343,000 customer contacts. This year, for the same period, that number rose to just over 380,000. This is an increase of 10.6% this year, for the same period.

Staffing numbers each day have been affected by Covid related absences which have directly impacted our ability to have contact with customers. For example, if a service location which usually has 4 staff members working there is reduced to 2, due to absence, naturally the number of customers who are seen will also reduce. None the less, the 10.6% increase in the amount of customer contact this year on last is an excellent indicator of the valuable work that the community hubs and libraries do face to face.

Looking purely at customer contacts, most of our busiest service areas such as libraries, housing, partner agencies and housing benefit remain quite stable in terms of their monthly number with a growth/decline allowance of up to 15% from month to month. Council tax is different here due to influences by service changes and processes. For example, council tax enquiries rise leading up to the year end and into the new financial year, as new bills are released. In addition, this year there was over 5,000 extra contacts due to the council tax rebate scheme.

When looking at specific locations, different locations deliver different services. For example, the city centre hub does not house a library and so the enquiries it delivers are all customer service and Jobshop based, whereas the Compton Centre has a library, customer services and a Jobshop and so delivers all 3 services enquiries. There are also standalone libraries, Farsley for example. Although our opening hours were standardised last year, there are a small number of locations that open a lot less than others. The differences in services provided and opening hours need to be considered when comparing statistics between the service locations.

Another element to consider are the citizens who use our service locations without having contact with one of our team members. Citizens come in to relax by reading a book, make use of our warm space facilities, use our PCs and to take part in events, these citizens are not counted in our statistics. All locations have their own value, based on the services they deliver.

Appendix 2 – Scrutiny performance update (January 2023)

New people registered with the Jobshop

In 2022/23 to date, 671 of the 2,684 customers registered onto our Jobshops and ‘pop-up’ Jobshops have been supported into employment.

The table below shows a breakdown for each centre, and also includes the total figures of customers who registered on the Jobshop, Employability, Support, Programme (JESP).

These customers have 6-month in-depth support to find employment with help/support from our experienced Senior Customer Service Officers who intensively work with them to look for employment and other related support.

Out of the 1,185 customers on our JESP programme we have intensively supported 227 customers into employment.

Centre Name	Jobshop registers	Job outcome	JESP Starts	Job outcome
Armley	230	91	137	44
Bramley	26	6	16	
Burmantofts	11		2	
City Centre	791	166	211	66
Compton	515	72	314	35
Seacroft North	94	39	63	12
Dewsbury Road	389	104	150	20
Hawksworth	27	6	16	
Headingley	24	5	20	
Holt Park	14	4	6	
Horsforth	7		8	
Hunslet	129	70	44	17
Mobile	14	6	20	
Moor Allerton	14	2	1	
Morley	34	12	21	
New Wortley	7	4		
Otley	8	1	5	
Pudsey	23	10	18	3
Reginald	246	45	94	15
St Georges	71	21	30	6
Yeadon	10	7	8	
Total	2,684	671	1,185	227

Appendix 2 – Scrutiny performance update (January 2023)

Bin Collections - % of household waste collections completed successfully

Missed bins

The Council collects data and reports on a city-wide level (in-line with the previous performance indicator historically required by government) in 4-weekly periods to reflect the service provision, with a total of 13 periods per year.

The data provided is the number of occasions that bins were reported to the Council that were not emptied on their scheduled day of collection, irrespective of whether they were then collected within the 48 hours recovery target.

REPORTED MISSED BINS PER 100,000 AND % MISSED 22/23 YTD								
4-week period commencing	w/c 21 Mar	w/c 18 Apr	w/c 16 May	w/c 13 Jun	w/c 11 Jul	w/c 8 Aug	w/c 5 Sep	w/c 3 Oct
Period number	1	2	3	4	5	6	7	8
Residual - Black	86.8	68.4	115.9	172.6	159.7	140.1	111.2	77.2
SORT - Green	80.8	86.3	77.2	111.1	126.5	134.9	100.4	76.8
Garden - Brown	170.8	150.5	256.7	194.9	142.7	165.5	126.3	106.2
Overall	102.6	92.1	119.1	156.3	144.9	144.0	110.8	83.2
Collections Made %	99.90%	99.91%	99.88%	99.84%	99.86%	99.86%	99.89%	99.92%
Collections Missed %	0.10%	0.09%	0.12%	0.16%	0.14%	0.14%	0.11%	0.08%
Collections Made cumulative %	99.90%	99.90%	99.90%	99.88%	99.88%	99.87%	99.88%	99.88%
Equivalent 4-week period 21/22 Collection Made %	99.85%	99.88%	99.84%	99.84%	99.84%	99.88%	99.90%	99.91%
Equivalent 4-week period 21/22 Collections Made (Cumulative) %	99.85%	99.87%	99.86%	99.85%	99.85%	99.86%	99.86%	99.87%

Data from the last financial year (2021/22), showed that despite the continued pressures on the service and increase in waste presented since the COVID-19 pandemic started, Leeds City Council successfully picked up a minimum of 99.84% of all planned collections in each 4-week period during 2021/22. The cumulative end of year 2021/22 (13 periods) position of bins collected was 99.87%.

For the current financial year (2022/23) the cumulative position YTD of bins collected on their scheduled date is 99.88%. This is a slight improvement on last year's equivalent cumulative YTD position of 99.87%.

Appendix 2 – Scrutiny performance update (January 2023)

Waste Reduction - % of household waste recycled in Leeds and trend in household waste arisings						
Household Recycling 22/23	April	May	June	July	August	September
2021/22 YTD Achieved (cumulative)	38.37%	37.03%	39.20%	39.44%	39.39%	39.54%
2022/23 YTD Target (cumulative)	49.58%	50.78%	51.14%	50.23%	49.91%	49.63%
2022/23 YTD Achieved (cumulative)	36.77%	39.56%	40.26%	39.74%	39.25%	38.71%
2021/22 Monthly Achieved	38.37%	35.56%	43.19%	40.12%	39.19%	40.31%
2022/23 Monthly Achieved	36.77%	42.21%	41.64%	38.05%	37.27%	35.73%
<p>The YTD cumulative recycling rate (to end of Sept 22) shows a slight decrease when compared that that achieved at the same time in 2021/22.</p> <p>Recycling saw a nearly 7% increase in May 2022 compared to May 2021, but small decreases in the other months have produced an overall decrease year to date. This is mainly due to garden waste, with the hot dry summer months in 2022 and associated hosepipe bans, which have led to a large decrease in the expected levels of garden waste. The increase in glass throughout COVID has now reduced to near normal pre-COVID levels, resulting in a decrease when comparing to last year.</p> <p>The reduction in recycling inevitably reduces the net carbon benefit of the service, however, due to the reduction being mainly caused by garden waste, this has a much lower net impact than if reductions were coming from other recycling streams.</p>						

Appendix 2 – Scrutiny performance update (January 2023)

Anti-Social Behaviour

Leeds has a well-established Anti-Social Behaviour (ASB) Partnership Silver Board that coordinates a sustainable, strategic, and tactical partnership response to reduce the impact of anti-social behaviour in the district. ASB and ASB related incidents have reduced across Leeds in the last 12 months, predominantly due to increased partnership working between LCC and West Yorkshire Police using a combined approach focusing on early intervention and prevention as well as enforcement tactics.

A number of initiatives to tackle ASB across a number of neighbourhood areas has been really successful and we have invested in the area of ASB motor bike use and continued to use the Safer Streets fund to increase officer visibility.

Harassment crimes, Public Order Crimes and criminal damage have increased in this period but are included in the overall reductions as mentioned above. WYP has been focused on CDI compliance within ASB crimes for the last 18 months and this has seen significant improvements as a result.

All ASB related calls are run through the ASVAT tool which highlights any areas of vulnerability. This was highlighted as good practice during our last HMICFRS inspection.

Some highlights from the last year are:

- **Early Intervention** – we have improved our partnership linkages with the Youth Justice Service and Early Help Hubs to divert young people away from the Criminal Justice System at an earlier stage. We have funded programmes such as Parents and Children Together (PACT), which tackles the issue of adolescent to parent violence and the ‘BeSmart’ programme, an eight-week programme designed for children at risk of involvement in the justice system or subject to an Out of Court Disposal allowing children to explore new ways of thinking and make positive choices in their lives.
- **‘Hotspot’ Areas** – In ‘hotspot’ areas, we have developed localised partnerships to problem solve to reduce the impact on the community relating to nuisance and anti-social behaviour perpetrated by young people. Such as an example is Halton Moor.
- **Targeted operations** – to minimise anti-social behaviour during ‘peak’ periods. As an example, on Bonfire Night, we work closely with stakeholders to develop multi-agency operational responses which includes implementing diversionary activities across the city during that period.
- **Motorcycle/quadbike related anti-social behaviour** - West Yorkshire Police (Leeds District) Off-Road Bike Team has recently reviewed its tactical intervention plan. Operation ASHFIELD has now been launched in the city which includes dedicated days of action which have led to some good outcomes, not only for vehicle-related offences, but also weapons and drug-related offences.

In Seacroft, a community-based motorcycle project has been established to divert young people away from motorcycle ASB. The project is run by local people and is

Appendix 2 – Scrutiny performance update (January 2023)

Anti-Social Behaviour (continued)
<p>jointly funded from the Inner East Community Committee and Safer Streets Fund and offers young people the opportunity to learn mechanics skills, and to ride motorcycles safely and legally. The project has been very popular and 15 young people have consistently engaged, which is currently the groups maximum capacity.</p> <ul style="list-style-type: none">● Public Spaces Protection Orders (PSPOs) – Vehicle Nuisance - The Safer Leeds Executive has recently endorsed a PSPO to control vehicle nuisance. Implementation of the PSPO will ensure that Leeds City Council and West Yorkshire Police can act against persons who, by their behaviour, cause a detrimental effect in neighbourhoods.● Dedicated Response to Noise Nuisance – to minimise complaints about student-related anti-social behaviour in Leeds, the ‘DS1’ dedicated service was introduced in February 2022, which is funded by the two main universities in the city, University of Leeds, and Leeds Beckett University and is providing a quicker response to noise nuisance in densely populated student areas.● Arson and Nuisance Fires - the area based Anti-Social Behaviour Teams receive the daily calls for service log from West Yorkshire Police for arson and nuisance fires. The teams then engage with the Neighbourhood Policing Team to look at the best way of addressing the behaviour to ensure it is not repeated and offer learning.
Domestic Abuse
<p>Reducing the prevalence and impact of domestic violence and abuse remains a priority in Leeds. Demand for services remains high and there are increasing numbers of cases with greater risk and complexity.</p> <p>The introduction of the Domestic Abuse Act 2021 has placed a statutory duty on the Local Authority to provide support in safe accommodation for victims-survivors and their children. Leeds City Council is supported in delivering this duty by the Domestic Abuse Local Partnership Board (DALPB) - a multi-agency group who all have a role to play in tackling domestic abuse.</p> <p>In the last 12 months, the Police are reporting a 10% increase in reported domestic violence and abuse incidents, which mirrors the national trend of increased incidents and reporting. Linked to this increased demand, the work of the Front Door Safeguarding Hub has seen an increase in the need for support for victim/ survivors who are in exceptionally high-risk circumstances. Over the last 12 months, more than 6,000 multi-agency safety plans have been developed for high-risk victims of Domestic Violence and Abuse. Key areas of work over the last year have been:</p> <ul style="list-style-type: none">● Safe Accommodation - funding from central government means that additional support is now available within safe accommodation. This includes more support in refuge settings, including extra workers to support children and young people, domestic abuse support workers based in supported housing projects so that those people can access

Appendix 2 – Scrutiny performance update (January 2023)

Domestic Abuse (continued)

support. A new Sanctuary Support Scheme has been launched that provides support to those people who are able to remain in their homes. The early feedback from service providers is that this is increasing the safety of victims-survivors and their children.

- **Supporting Children** - Strategic work has taken place with Children’s Services and the Leeds Safeguarding Children Partnership (LSCP) to review how the needs of the child are met both through the Front Door arrangements and through wider partnership structures. Partners successfully bid for Ministry of Justice funding to support a young person’s Independent Domestic Violence Advocate at the Front Door and additional services for children and young people have been commissioned both in the refuge arrangements and through specialist housing providers who work with young people.
- **Engagement with Schools** – Leeds successfully delivers ‘Operation Encompass’, a national notification scheme between police forces and schools to ensure that children and families experiencing domestic abuse receive timely support from school.
- **Enhance the offer of support to perpetrators of domestic abuse** – partners continue to develop this area of work recognising that a perpetrator strategy is expected from the Government. Leeds has developed its engagement with perpetrators of domestic abuse through the Integrated Offender Management arrangements and a commissioned service, Change Grow Live, to ensure that there is closer communication and co-ordination of the measures that are put in place for individuals to reduce their offending. Early indications are that having a coordinator worker at the Front Door Safeguarding Hub is supporting more contact with perpetrators and supporting them to engage in reducing re-offending programmes. It is expected that due to the success of this role the projects will be extended, and the focus will be on reducing preparator risk and supporting behaviour change.

Hate Crime

We are working to improve support for victims of hate crime and increase the reporting of hate crime by making it easier for those affected to report and increasing victim confidence. We aim to do this by improving third party reporting in schools and are exploring opportunities to increase and strengthen hate crime reporting centres in a range of community-based settings, educational establishments, and businesses and by increasing awareness. Key developments are:

- **Support for Victims** - all victims of hate crime are allocated a Hate Crime Co-ordinator (HCC) to make initial contact with them. The HCC offers support from wider partners and agencies depending on the circumstances and can include assistance from victim support, housing colleagues, mental health services or the anti-social behaviour team.

Appendix 2 – Scrutiny performance update (January 2023)

Hate Crime (continued)

Each victim is allocated an investigating officer who will make the appropriate referrals to the services mentioned and will also maintain contact with the victim throughout the investigation. If the victim is a repeat victim, then Neighbourhood Policing Teams are tasked with a visit to offer reassurance to the victim.

- **Hate Crime MARAC** – we are improving support for the victims of hate crime by ensuring effective provision is available at the time of reporting ~ Promoting the Community Multi Agency Risk Assessment Conference (Community MARAC). Agencies supporting hate crime victims are encouraged to make appropriate referrals to access the right support and working with the CJS and Victim Support to ensure victims of hate crime are adequately supported through their involvement with the criminal justice process. The benefits of using the Community MARAC approach have been actively promoted to all partners including those within LCC, third sector support networks, WYP, Victim Support and Stop Hate UK. This approach helps to increase effectiveness of service delivery and creates a better understanding of all partners responsibility in supporting victims and combatting those who perpetrate hate crime.
- **Education** - a new process for reporting hate incidents in schools in partnership with Stop Hate UK with an enhanced wrap around support and information package has been launched. This will provide a more streamlined and accessible process for both students and teachers that will increase confidence in reporting.
- **Hate Crime Reporting Centres** - work is taking place to refresh the support and training offer to hate crime reporting centres, as well as establishing a new cohort of key third party reporting and signposting centres in key localities where we know there is a need to improve accessible means of reporting. This work is due to be completed by the end of 2022 and progress is being monitored by the Hate Crime Strategic Board.
- **Awareness Campaigns** to prevent hate crime by tackling the beliefs and attitudes that can lead to hate, we are undertaking city wide targeted campaigns in line with #LeedsNoPlaceForHate, including messages around 'Upstanders not Bystanders', urging people to stand with those who have experienced hate crime, as well as providing practical tips on reporting, sense of reassurance, solidarity and unity
 - *Hate Crime Awareness Week* – is supported annually in conjunction with partners including West Yorkshire Police and the Third Sector to highlight hate crime prevention during Islamophobia Awareness Month.
 - *World Cup 2022* – during the World Cup 2022, Stop Hate UK & Uber are partnering to improve their safety response via the Uber App for taxi drivers based in Leeds. Stop Hate UK's contact details are being shared so victims of hate crime on the platform can access specialised emotional and practical support.