

Performance Report

Date: 20 June 2024

Report of: Director of Communities, Housing & Environment

Report to: Environment, Housing and Communities Scrutiny Board

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

What is this report about?

Including how it contributes to the city and council's ambitions

- The Best City Ambition was adopted by Full Council in February 2022. It sets out the outcomes we want to see for the city, recognising these cannot be achieved by the council alone and that everyone has a part to play – the council, city partners across sectors, citizens, communities, and Government too.
- As part of our Communities, Housing & Environment Directorate Vision, each Chief Officer has identified high level key performance indicators which highlight the vital roles that our services play in contributing towards the delivery of our best city ambitions.
- This report consists of the 2023/24 year-end position and associated commentary for these indicators. The information is broken down by each Best City Ambition pillar: Health & Wellbeing; Inclusive Growth and Zero Carbon.
- In previous, and future months, more in-depth updates are reported to this Scrutiny Board on breakthrough priorities, service/partnership activity etc. These reports provide more context on the work being done and planned across the city and how these activities contribute towards delivering our Best City Ambitions.
- After being requested during the last performance update in January 2024, separate updates have been/will be provided to this Board on each of the transformation projects highlighted in our directorate plan:
 - Housing Digital Improvement Programme, Lettings Policy Review & REEMA – Included in Housing Activity Update (February 2024)
 - Waste Strategy (July 2024)
 - Integrated Locality Working (September 2024)
 - Fleet Review – to be included in Climate Emergency Annual Update (September 2024)
 - Community Committee Review (March 2024 & October 2024)
 - Welfare & Benefits Review (April 2025)
- For other specific information requests made in January:
 - along with inclusion in this report and scheduled Community Safety reports, a 'Tackling Hate Crime' update has also been scheduled for December 2024.
 - Appendix 5 shows the hectares of woodland creation per council ward since 2020.

- As the service moved into the directorate earlier this year, this and future reports will include Customer Contact Centre performance updates.
- To better understand local government performance the Office for Local Government (OFLOG) have developed a basket of performance indicators. This report also provides information on the performance indicators (Waste Management) which fall under this board's remit.
- Included within our Directorate Vision (Appendix 6) is a list of all priority areas of work, along with information on how we maximise the potential of our people to effectively deliver efficient and responsive services and lead strategic programmes to help ensure that our city runs smoothly.

Recommendations

- a) Members are recommended to note the latest performance information contained in this report and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

Why is the proposal being put forward?

- 1 That members can consider the latest performance information contained in Appendix 1 to this report and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

What impact will this proposal have?

Wards Affected:

Have ward members been consulted? Yes No

- 2 The performance information contained in this report and the issues which have been highlighted are provided for the Board's information.
- 3 This is an information report and not a decision, so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity, and cohesion and integration, and there may be occasions when Scrutiny Board members will want to look more closely at these issues and may request further information to inform their investigations.

What consultation and engagement has taken place?

- 4 This is an information report and as such does not need to be consulted on with the public. However, all performance information is published on the council's website and is available to the public.

What are the resource implications?

- 5 There are no specific resource implications from this report, although some performance indicators relate to financial and other value for money aspects.

What are the legal implications?

- 6 All performance information is publicly available and is published on the council website. This report is an information update providing Scrutiny with a summary of performance for areas within its remit and as such is not subject to call in.

What are the key risks and how are they being managed?

- 7 There is a comprehensive risk management process in the council to monitor and manage key risks. The council's most significant risks are available and can be accessed via the council's website.

Does this proposal support the council's 3 Key Pillars?

Inclusive Growth Health and Wellbeing Zero Carbon

- 8 This report supports the 3 pillars by demonstrating what action is being taken to affect performance (where relevant) and to allow the board to challenge the same and consider whether any further focus should be given to any particular area in supporting these pillars.

Options, timescales and measuring success

a) What other options were considered?

9 N/A

b) How will success be measured?

10 N/A

c) What is the timetable for implementation?

11 N/A

Appendices

12 The following appendices are attached to this report:

- Appendix 1 - Delivering our Best City Ambition – Our Directorate KPIs
- Appendix 2 - TSMs generated from management information
- Appendix 3 - Housing Tenant Satisfaction Measures survey analysis
- Appendix 4 - Treatment of Household Waste Collected
- Appendix 5 - Hectares of woodland creation in each council ward (since 2020)
- Appendix 6 - Directorate Vision and Plan 2023-26

Background papers

13 Leeds Best City Ambition

14 Directorate Vision and Plan 2023-26