

Report of Director of Environment and Housing

Report to Safer and Stronger Communities Scrutiny Board

Date: 11 November 2013

Subject: 2013/14 Quarter 2 Performance Report

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| Are specific electoral Wards affected? If relevant, name(s) of Ward(s): | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Are there implications for equality and diversity and cohesion and integration? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Is the decision eligible for Call-In? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number: | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |

Summary of main issues

1. In the light of the changes to corporate performance reporting and the outcomes of work done by a working group of the Board, the Safer and Stronger Communities Scrutiny Board has recently agreed revised arrangements for reporting performance across its remit. This includes receiving on a quarterly basis a report which highlights good performance as well as performance in service areas where trends are changing and/or performance is showing signs of deterioration. It also allows the Director an opportunity to identify any emerging areas of concern or risks. This report sets out the position at Quarter 2 in relation to the performance areas that fall within the Director of Environment and Housing's responsibilities.
2. The Board has also agreed to receive on an alternate quarterly basis separate reports covering the Safer and Stronger aspects of the Board's remit. This will include reports from both the Directors of Environment and Housing and Citizens and Communities.
3. Arrangements are also being made for the Board to receive the minutes of the Safer Leeds Executive and the Communities Board.

Recommendations

Members are invited to consider the Director of Environment and Housing's Quarter 2 highlight report which is provided as an appendix to this covering report, and also provide feedback on the format and content of the report in order to inform future reports.

1 Purpose of this report

- 1.1 The purpose of the report is to provide the Board with a Quarter 2 highlight report from the Director of Environment and Housing, showing areas of good performance as well as performance issues linked to changes in trends or where performance has dipped. It also provides an opportunity for the Director to identify any other emerging areas of concern or risks.

2 Background information

- 2.2 This is a new way of reporting performance that has recently been agreed by the Board and reflects the outcomes of discussions between officers and members of a working group of the Board. It also takes account of the changing corporate reporting arrangements. In addition to receiving a quarterly highlight report, Members have asked for separate more detailed alternate quarterly reports covering the Safer and Stronger aspects of the Board's remit from the Directors of Environment and Housing and Citizens and Communities.
- 2.3 The Board has also requested sight of the minutes of meetings of the Safer Leeds Executive and the Communities Board so that they can be made aware of the issues being discussed by these partnership boards and determine whether there were issues that would benefit from further enquiry. These will be provided separately.

3 Main issues

- 3.1 The highlight report is given as an appendix to this report.
- 3.2 Areas of performance to highlight include:
- Domestic Burglary which is showing year on year improvement and an improvement in core city rankings, but trends continue to be tracked on a monthly basis
 - Anti-social behaviour which is continuing to achieve high levels of customer satisfaction and showing continual improvement. Volumes of cases are showing as having increased which is attributed to the full integration of the Noise Nuisance Service.
 - Domestic Violence which is showing signs of improvement in terms of repeat victimisation rates (other success measures are being developed based on a new emerging strategy)
 - Drugs and Alcohol programmes which are showing that Leeds has moved into the top quartile and is showing a general improving trend. The challenge will be to maintain and improve performance during a period of change following implementation of the outcomes of a strategic review of services.

- Missed bins performance which was mixed in Quarter 1 but has improved significantly over the last month. Numbers of complaints are also falling.
- Recycling which, although showing an improving trend after a dip in April, and exceptionally good performance in June, is currently slightly off track in relation to meeting the year end target of 46.4%
- Tonnage to landfill which is also showing a year on year improvement but is currently slightly off track to meet the 142,000t minimum target.

3.3 Two potential emerging risks/issues have also been highlighted:

- The threat from the spread of Ash Tree Dieback which has not yet impacted on Leeds. The situation is being closely monitored.
- The need to strengthen safeguarding arrangements linked to Domestic Violence to ensure that both children and adults are safeguarded.

3.4 As this is a new report and a new method of reflecting performance, Members are also invited to give general feedback on the exception report in terms of its format and content in order to inform future reports.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 This is a performance report for the Board's information and as such there is no need for wider consultation. If the Board determines that any performance area requires further investigation, then it may be decided that the views of interested parties should be sought or that existing information reflecting the views of customers and others stakeholders should be provided to the Board.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 This is not a decision-making report and as such there is no need for an EIA screening document to be completed.

4.2.2 The business of the Safer and Stronger Communities Scrutiny Board is to consider the extent to which the corresponding Partnership Board is delivering City Priorities and also to review and challenge the Council's own performance in relation to the Safer/Stronger agenda. As part of this role, the Scrutiny Board will consider the extent to which the partnership board and the Environment and Housing directorate are addressing cross-cutting issues, including equality and diversity and cohesion and integration. This will be taken into account when determining the performance information the Scrutiny Board may require. Specifically, the Board's remit also includes scrutiny of cohesion and integration matters under the Stronger Communities element of its work.

4.3 Council policies and City Priorities

- 4.3.1 The performance information received by the Board allows it to assess and challenge performance in relation to the delivery of specific city priorities and priorities within the Best Council Business Plan.

4.4 Resources and value for money

- 4.4.1 The Board has specifically asked that the performance information provided is based on information that is already available, and has determined that it will only require more detailed reports where it wants to examine performance areas in more depth, thereby ensuring that reporting arrangements remain efficient and effective.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 The report is provided within the context of the formal role of Scrutiny Boards within the Council's constitution. There is no decision being made and there is therefore no call-in requirement.

4.6 Risk Management

- 4.6.1 The provision of performance information to the Board is designed to enable the Board to fulfil its role effectively and as such will minimise the risks of non-delivery of City Priorities and Best Council Business Plan Priorities. Care is being taken to make use of existing data rather than create an additional reporting burden.

5 Conclusions

- 5.1 Performance in Quarter 2 across the areas of responsibility of the Director of Environment and Housing is generally good, with improving performance trends across the majority of services. Recycling and Tonnage to Landfill are areas where performance is improving but there is a risk that performance may not reach the performance targets set for 2013/14. Burglary trends are also worth watching given the pattern emerging over the last three months.

6 Recommendations

- 6.1 Members are invited to consider the Director of Environment and Housing's Quarter 2 highlight report which is provided as an appendix to this covering report, and also to provide feedback on the style and content in order to inform future reports.

7 Background documents¹

- 7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.