

### Thriving Communities Quarter 4 Performance Report 2006/07

| 1               | 2   | 3                             | 4                   | 5                | 6                | 7              | 8                                | 9                          | 10                             | 11   | 12   | 13   | 14                   | 15   |
|-----------------|---|-------------------------------|---------------------|------------------|------------------|----------------|----------------------------------|----------------------------|--------------------------------|--|--|--|----------------------|--|
| Reference       | Title   | Service                       | Frequency & Measure | Good Performance | 2005/06 Year-End | 2006/07 Target | Current Position as at 31 Mar 06 | Predicted Full Year Result | Year on Year Improvement Trend | All England Top Quartile (Based on 2005/06 Quartile Information) | Core City Average (Based on 2005/06 Year-End data) | Core City position 1 = Top 8 = Bottom (Based on 2005/06 Year-End data) | Data Quality Issues  | Comments   |
| BV-174 CP-CS1   | The number of racial incidents recorded by the authority per 100,000 population   | Community Safety              | Quarterly No.       | N/A              | 249.44           | 256.94         | 183.10                           | 183.10                     | N/A                            | No information supplied by the Audit Commission                  | 170.40   | 1  | Some Concerns        | PROVISIONAL - There has not yet been a full return from Education Leeds although indications are there will not be as many reports from them as last year. The target of 256.94 for 2006/07 has not been achieved. In 2006/07 there were 1324 reported racial incidents compared with 1867 (prov) in 2005/06. Analysis shows this to be a reduction of 29.1% when compared to the previous year, equivalent to 543 fewer reported incidents. The other departments have maintained but not improved performance. Currently LCC is developing a multi-agency hate crime reporting form and developing a business case for introducing a hate crime database. An improvement plan to ensure that departments understand and fulfil the corporate requirements for recording incidents and further action taken will be put in place. Targets for each department will be set and reported corporately. |
| BV-175 CPA-H19  | The percentage of racial incidents that resulted in further action  | Community Safety              | Quarterly %         | Rise             | 96.00            | 98.00          | 94.00                            | 94.00                      | ↓                              | 100.00   | 84.80  | 2  | Some Concerns        | PROVISIONAL: The target of 98% for 2006/07 has not been achieved. This performance can be partially explained by inconsistency of following corporate policy across the authority. Currently LCC is developing a multi-agency hate crime reporting form and developing a business case for introducing a hate crime database. An improvement plan to ensure that departments understand and fulfil the corporate requirements for recording incidents and further action taken will be put in place. Targets for each department will be set and reported corporately.   |
| CP-CS3          | Increase the percentage of local people who feel that they belong to their local area   | Community Safety              | Annually %          | Rise             | N/A              | N/A            | 64.70                            | N/A                        | N/A                            | N/A  | N/A  | N/A  | Some Concerns        |  |
| CP-CS4          | Increase the percentage of local people who feel they can influence decisions affecting their local area  | Community Safety              | Annually %          | Rise             | N/A              | N/A            | 32.90                            | N/A                        | N/A                            | N/A  | N/A  | N/A  | No Concerns          | This figure has been calculated using the results from Q34 of the annual survey and is a total of the respondents who answered yes to Definitely Agree and Tend to Agree. This question was asked for the first time in the 06/07 Best Value General Survey  |
| BV-183a CPA-H14 | The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need  | Homeless and Advisory Service | Monthly Weeks       | Fall             | 0.45             | 0.50           | 0.70                             | 0.70                       | ↓                              | 1.00   | 1.93   | 2  | No Concerns          | Two households placed in bed and breakfast accommodation for an aggregate of 10 days. Average length of stay 5 days or 0.7 weeks.  |
| BV-183b CPA-H15 | The average length of stay in hostel accommodation of households which include dependant children or a pregnant woman who are unintentionally homeless and in priority need   | Homeless and Advisory Service | Monthly Weeks       | Fall             | 0.00             | 0.00           | 0.00                             | 0.00                       | ↔                              | 0.00   | 8.10   | 1  | No Concerns          | No temporary accommodation provision in Leeds that meets the definition of hostel accommodation for families.  |
| BV-202          | The number of people sleeping rough on a single night within the area of the local authority  | Homeless and Advisory Service | Annually No.        | Fall             | 1.00             | 10.00          | 6.00                             | 6.00                       | ↓                              | 0.00   | 6.13   | 1  | No Concerns          | Formal headcount carried out on 30th of March - 6 rough sleepers identified. Although the headcount only applies to the city centre it is recognised that the problem of rough sleepers exists outside this area   |
| BV-203 CPA-H22  | The percentage change in the average number of families placed in temporary accommodation.  | Homeless and Advisory Service | Quarterly %         | Fall             | 3.88             | 5.00           | 23.20                            | 23.20                      | ↓                              | -16.00   | 2.47   | 3  | No Concerns          | Quarterly headcount on 31st of March identified 326 families placed in temporary accommodation. Average across four quarters - 344. Average in 2005/06 - 279 households. Hence, increase of 23.2%. 369 households placed on 31st of December so temporary accommodation project now starting to deliver reduction in numbers.  |
| BV-213 CPA-     | Number of households who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.   | Homeless and Advisory Service | Monthly No.         | Rise             | 1.00             | 2.00           | 1.30                             | 1.30                       | ↑                              | 5.25   | 5.00   | 4  | No Concerns          | Homeless prevention training to be prioritised in 2007/08.   |
| BV-214 CPA-H    | Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last two years.  | Homeless and Advisory Service | Monthly %           | Fall             | 7.12             | 6.00           | 3.72                             | 3.72                       | ↑                              | 0.37   | 6.61   | 6  | No Concerns          | 63 repeat applications out 1722 acceptances.   |
| CP-HAS50        | Reduce the number of homeless people in Leeds per 1000 households, as defined by the Council.   | Homeless and Advisory Service | Monthly No.         | Fall             | 5.85             | 5.64           | 5.30                             | 5.30                       | ↑                              | N/A  | N/A  | N/A  | Some Concerns        | The target was to have less than 1800 acceptances in the year. Achieved 1722 acceptances.  |
| BV-164          | Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the good practice standards for social landlords on tackling harassment included in the code of practice for social landlords: Tackling racial Harassment? | Housing Management            | Annually Yes/No     | N/A              | Yes              | Yes            | Yes                              | Yes                        | N/A                            | No information supplied by the Audit Commission                  | Yes  | 1  | Some Concerns        |  |
| BV-184a CPA-H1  | The proportion of local authority homes which were non-decent at 1st April.   | Housing Management            | Monthly %           | Fall             | 47.54            | 43.50          | 34.39                            | 34.39                      | ↑                              | 16.00  | 55.75  | 3  | Significant Concerns | Provisional result - Development of the new Asset Management System ongoing. Reporting this year from existing systems on the recommendation of KPMG.  |

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| Reference       | Title   | Service                         | Frequency & Measure | Good Performance | 2005/06 Year-End | 2006/07 Target        | Current Position as at 31 Mar 06 | Predicted Full Year Result | Year on Year Improvement Trend | All England Top Quartile (Based on 2005/06 Quartile Information) | Core City Average (Based on 2005/06 Year-End data) | Core City position 1 = Top 8 = Bottom (Based on 2005/06 Year-End data) | Data Quality Issues  | Comments  |
| BV-184b CPA-H2  | The percentage change in the proportion of non-decent LA homes which are not decent between 1st April 2004 and 1st April 2005   | Housing Management              | Monthly %           | Rise             | 9.45             | 19.00                 | 13.38                            | 13.38                      | ↑                              | 28.30  | 9.63   | 3  | Significant Concerns | Provisional result - Development of the new Asset Management System ongoing. Reporting this year from existing systems on the recommendation of KPMG.   |
| BV-212 CPA-H8   | Average time taken to re-let local authority housing.   | Housing Management              | Monthly Days        | Fall             | 63.00            | 40.00                 | 38.59                            | 38.59                      | ↑                              | 29.00  | 58.50  | 5  | Some Concerns        | Performance improved significantly from 05/06 in part due to work undertaken in response to last year's audit findings.   |
| BV-66a CPA-H6   | Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings.   | Housing Management              | Monthly %           | Rise             | 96.15            | 97.10                 | 96.59                            | 96.59                      | ↑                              | 98.59  | 95.42  | 3  | Some Concerns        | YEAR END RESULT IS PROVISIONAL<br>Strategic Landlord has reviewed the specification of the BV66a report to ensure that performance is reported in accordance with the definition. This review is now complete - correct adjustments categories are now included and service charge income has been excluded from the calculation. Strategic Landlord has carried out detailed testing of the report and ALMOs have carried out some further testing. A couple of issues have been raised and so at this stage performance is still provisional. |
| BV-66b CPA-H    | The number of local authority tenants with more than seven weeks of (gross) rent arrears as a percentage of the total number of council tenants.  | Housing Management              | Monthly %           | Fall             | 7.42             | 7.00                  | 7.29                             | 7.29                       | ↑                              | 4.12   | 10.40  | 1  | Some Concerns        |   |
| BV-66c          | Percentage of local authority tenants in arrears who have had Notices Seeking Possession served   | Housing Management              | Monthly %           | Fall             | 30.12            | 27.00                 | 24.84                            | 24.84                      | ↑                              | 17.06  | 33.16  | 3  | No Concerns          |   |
| BV-66d          | Percentage of local authority tenants evicted as a result of rent arrears.  | Housing Management              | Monthly %           | Fall             | 0.27             | 0.26                  | 0.29                             | 0.29                       | ↓                              | 0.21   | 0.63   | 1  | No Concerns          |   |
| BV-74a CPA-H12  | The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.                                    | Housing Management              | Annually %          | Rise             | 75.00            | Year on Year Increase | MD                               | 70.00                      | ↓                              | 84.00  | 74.00  | 3  | Some Concerns        |   |
| BV-74b          | Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord.   | Housing Management              | Annually %          | Rise             | 71.00            | Year on Year Increase | 0.37                             | 58.00                      | ↓                              | 82.00  | 65.33  | 2  | No Concerns          | A fall in result from previous tenant survey of 2003. This result carried a high confidence interval which indicates a less reliable sample. Working with ALMOs to do more localised surveys.   |
| BV-74c          | Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord.  | Housing Management              | Annually %          | Rise             | 75.00            | Year on Year Increase | 1.51                             | 71.00                      | ↓                              | 84.00  | 74.83  | 4  | No Concerns          | A fall in result from previous tenant survey of 2003. Working with ALMOs to do more localised surveys.  |
| BV-75a CPA-H13  | Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord.  | Housing Management              | Annually %          | Rise             | 49.00            | Year on Year Increase | 0.38                             | 57.00                      | ↑                              | 69.00  | 61.67  | 6  | No Concerns          | Applying the deprivation adjustment gives a result of 69.2%. CPA Mid threshold (previously Lower). Working with ALMOs to do more localised surveys.   |
| BV-75b          | Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord. | Housing Management              | Annually %          | Rise             | 43.00            | Year on Year Increase | 0.45                             | 62.00                      | ↑                              | 71.00  | 53.50  | 6  | No Concerns          | Increase in performance since previous Tenant survey of 2003. Working with ALMOs to do more localised surveys.  |
| BV-75c          | Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord.                        | Housing Management              | Annually %          | Rise             | 49.00            | Year on Year Increase | 1.62                             | 57.00                      | ↑                              | 70.00  | 62.67  | 6  | No Concerns          | Increase in performance since previous Tenant survey of 2003. Working with ALMOs to do more localised surveys.  |
| CP-HM50         | Improve the quality of life of people living in the most disadvantaged areas of the city by narrowing the gap between them and the rest of Leeds  | Housing Management              | Annually %          | Fall             | N/A              | Year on Year Increase |                                  |                            |                                | N/A  | N/A  | N/A  | Some Concerns        |   |
| LKI-HMA4 CPA-H5 | The average time taken to complete non-urgent responsive repairs  | Housing Management              | Monthly Days        | Fall             | 16.78            | 12.00                 | 12.68                            | 12.68                      | ↑                              | N/A  | N/A  | N/A  | Some Concerns        | Whilst not meeting the target of 12 days, significant year on year improvement was achieved.  |
| LKI-HMA7 CPA-H4 | The percentage of urgent repairs completed within Government time limits  | Housing Management              | Monthly %           | Rise             | 88.46            | 97.40                 | 96.72                            | 96.72                      | ↑                              | N/A  | N/A  | N/A  | Some Concerns        | Significant improvement on last year's result. This is due to reporting developments and working alongside ALMOs and their contractors.   |
| LKI-LE1 CP-LE50 | The percentage turnout for local elections  | Local Elections                 | Annually %          | Rise             | 42.65            | 37.00                 | 35.90                            | 35.90                      | ↓                              | N/A  | N/A  | N/A  | No Concerns          |   |
| BV-64 CP-PSH2   | The number of private sector dwellings that are returned into occupation or demolished as a direct result of action by the local authority  | Private Sector Housing Strategy | Monthly No.         | Rise             | 1724.00          | 1000.00               | 2361.00                          | 2361.00                    | ↑                              | 76.50  | 498.88   | 1  | Some Concerns        | Contributes to a CPA indicator Upper threshold. Partnership working with Council Tax officers has enabled us to maximise the outcomes for this indicator.   |

|  | 2006/07 Result | 2005/06 Result |  |
|--|----------------|----------------|--|
| Percentage of indicators <b>achieving target</b> at year end | 44%            | 53%            |  |
| Percentage of indicators showing a year on year improvement  | 44%            | 67%            |  |
| Percentage of indicators showing a year on year decline      | 48%            | 22%            |  |
| Percentage of indicators in All England Top Quartile         | 14%            | 12%            |  |
| Percentage of indicators in All England Bottom Quartile      | 28%            | 34%            |  |