



**Leeds ASB Team**  
**Performance Summary 2012/13**  
**March**

| NEW ENQUIRIES   |  | Target | EAST  |       | SOUTH |       | WEST  |       | LASBT |       |
|---|--|--------|-------|-------|-------|-------|-------|-------|-------|-------|
|   |  |        | Month | YTD   | Month | YTD   | Month | YTD   | Month | YTD   |
| ASB enquiries received (ALMO)                           |  | -      | 70    | 948   | 50    | 631   | 49    | 529   | 169   | 2108  |
| ASB enquiries received (Private)                        |  | -      | 33    | 365   | 54    | 685   | 68    | 516   | 155   | 1566  |
| <b>ASB enquiries received</b>                           |  | -      | 103   | 1313  | 104   | 1316  | 117   | 1045  | 324   | 3674  |
| % of Enquiries attributed to ALMO                       |  | -      | 68.0% | 72.2% | 48.1% | 47.9% | 41.9% | 50.6% | 52.2% | 57.4% |
| SSTD1   | % of Customers contacted within 1 working day (emergency referrals <b>within target</b> )      | -      | 91.9% | 82.7% | 24.1% | 17.5% | 73.1% | 44.6% | 65.2% | 49.4% |
| SSTD2   | % of Customers contacted within 2 working days (non-emergency referrals <b>within target</b> ) | -      | 8.1%  | 16.7% | 72.4% | 82.0% | 11.5% | 54.6% | 29.3% | 49.9% |
| % of Customers Noise Pack Sent ( <b>within target</b> ) |  | -      | 0.0%  | 0.0%  | 0.0%  | 0.0%  | 15.4% | 0.8%  | 4.3%  | 0.2%  |

| NEW CASES                         |  | Target | EAST  |       | SOUTH |       | WEST  |       | LASBT |       |
|-----------------------------------|--|--------|-------|-------|-------|-------|-------|-------|-------|-------|
|                                   |  |        | Month | YTD   | Month | YTD   | Month | YTD   | Month | YTD   |
| New Cases (ALMO Secure)           |  | -      | 12    | 330   | 18    | 177   | 30    | 253   | 60    | 760   |
| New Cases (ALMO IT)               |  | -      | 2     | 43    | 5     | 35    | 1     | 37    | 8     | 115   |
| New Cases (Other Tenure)          |  | -      | 4     | 130   | 21    | 214   | 15    | 158   | 40    | 502   |
| <b>Total New Cases</b>            |  | -      | 18    | 503   | 44    | 426   | 46    | 448   | 108   | 1377  |
| % of New Cases attributed to ALMO |  | -      | 77.8% | 74.2% | 52.3% | 49.8% | 67.4% | 64.7% | 63.0% | 63.5% |

|                                   |   |       |       |       |       |
|-----------------------------------|---|-------|-------|-------|-------|
| <b>Total Active Cases</b>         | - | 210   | 207   | 181   | 598   |
| % of New Cases attributed to ALMO | - | 77.8% | 52.3% | 67.4% | 63.0% |

| CLOSED CASES                  |  | Target | EAST  |     | SOUTH |     | WEST  |     | LASBT |      |
|-------------------------------|--|--------|-------|-----|-------|-----|-------|-----|-------|------|
|                               |  |        | Month | YTD | Month | YTD | Month | YTD | Month | YTD  |
| <b>Total all cases closed</b> |  | -      | 56    | 595 | 33    | 416 | 47    | 535 | 136   | 1546 |

| SERVICE STANDARDS |                                  | Target | EAST   |       | SOUTH  |       | WEST   |       | LASBT |       |
|-------------------|----------------------------------|--------|--------|-------|--------|-------|--------|-------|-------|-------|
|                   |                                  |        | Month  | YTD   | Month  | YTD   | Month  | YTD   | Month | YTD   |
| SSTD3A            | Initial Contact % Within Target  | -      | 94.1%  | 90.1% | 100.0% | 99.2% | 100.0% | 98.7% | 99.0% | 96.4% |
| SSTD3B            | Initial Contact % Outside Target | -      | 0.0%   | 7.3%  | 0.0%   | 0.8%  | 0.0%   | 1.0%  | 0.0%  | 2.8%  |
| SSTD3C            | Initial Contact % Target Missed  | -      | 5.9%   | 2.6%  | 0.0%   | 0.0%  | 0.0%   | 0.3%  | 1.0%  | 0.8%  |
| SSTD4A            | Accused Contact % Within Target  | -      | 100.0% | 86.2% | 76.2%  | 95.8% | 100.0% | 91.4% | 89.8% | 90.7% |
| SSTD4B            | Accused Contact % Outside Target | -      | 0.0%   | 12.5% | 23.8%  | 4.2%  | 0.0%   | 8.6%  | 10.2% | 8.8%  |
| SSTD4C            | Accused Contact % Target Missed  | -      | 0.0%   | 1.3%  | 0.0%   | 0.0%  | 0.0%   | 0.0%  | 0.0%  | 0.5%  |
| SSTD5A            | Repeat Contact % Within Target   | -      | 87.2%  | 90.8% | 99.4%  | 99.7% | 98.8%  | 95.4% | 97.1% | 95.9% |
| SSTD5B            | Repeat Contact % Outside Target  | -      | 9.4%   | 8.3%  | 0.6%   | 0.2%  | 1.2%   | 4.3%  | 2.3%  | 3.8%  |
| SSTD5C            | Repeat Contact % Target Missed   | -      | 3.4%   | 0.9%  | 0.0%   | 0.0%  | 0.0%   | 0.3%  | 0.6%  | 0.3%  |

\* CAVEAT Re: **Service Standards Data** above - KPI data generated within Caseworks continues to include KPIs generated at other organisations that no longer apply to LASBT, for example KPIs generated at NHO's. This is less of an issue on a monthly basis where Not Met or Missed KPIs are more easily monitored and corrected for reporting purposes. However this is more difficult for YTD figures. Therefore, cumulative YTD figures are a product of monthly data reported. System generated year to date information will differ from the data correctly reported above.

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| <b>Leeds ASB Team</b>              |
| <b>Performance Summary 2012/13</b> |
| <b>March</b>                       |

|      | 4 Week Case Onset Survey Respondent Satisfaction Measure                     | Target | EAST   |        | SOUTH  |        | WEST   |       | LASBT  |       |
|------|--|--------|--------|--------|--------|--------|--------|-------|--------|-------|
|      |  |        | Month  | YTD    | Month  | YTD    | Month  | YTD   | Month  | YTD   |
|      | 4 Week Surveys Completed   | -      | 9      | 144    | 15     | 175    | 22     | 176   | 46     | 495   |
|      | Q1 % First Reported to LASBT   | -      | 22.2%  | 32.6%  | 40.0%  | 26.5%  | 50.0%  | 49.2% | 41.3%  | 36.8% |
|      | Q2 % Easy to report the problem  | -      | 100.0% | 94.4%  | 100.0% | 92.7%  | 95.5%  | 97.7% | 97.8%  | 95.1% |
|      | Q3 % Initially contacted within 2 days                                       | -      | 66.7%  | 70.1%  | 66.7%  | 74.3%  | 95.5%  | 75.0% | 80.4%  | 73.3% |
|      | Q4 % Visited by a Case Officer within 10 days                                | -      | 77.8%  | 77.5%  | 86.7%  | 83.1%  | 77.3%  | 79.5% | 80.4%  | 80.3% |
| KPI1 | Q5 % Satisfied with the speed in which Case Officer first made contact       | 95.0%  | 100.0% | 93.0%  | 100.0% | 94.8%  | 86.4%  | 89.7% | 93.5%  | 92.4% |
|      | Q6 % Discussed with Case Officer about how they would like case to be solved | -      | 77.8%  | 93.3%  | 93.3%  | 97.6%  | 100.0% | 93.9% | 93.5%  | 95.1% |
|      | Q7 % Agreed that Case Officer discussed options for case resolution          | 100.0% | 100.0% | 95.1%  | 100.0% | 99.4%  | 100.0% | 93.7% | 100.0% | 96.2% |
|      | Q8 % Agreed that Case Officer stated how often they would receive an update  | 80.0%  | 66.7%  | 81.9%  | 93.3%  | 92.0%  | 90.9%  | 85.7% | 87.0%  | 86.8% |
|      | Q9 % Satisfied with the support offered                                      | -      | 77.8%  | 85.2%  | 100.0% | 93.8%  | 90.9%  | 88.5% | 91.3%  | 89.6% |
|      | Q10 % Satisfied with the Case Officers investigation to date                 | 95.0%  | 77.8%  | 86.4%  | 100.0% | 97.1%  | 86.4%  | 91.7% | 89.1%  | 92.1% |
|      | Q11 % Satisfied with service provided by Police                              | -      | 66.7%  | 81.0%  | 100.0% | 87.3%  | 100.0% | 93.3% | 93.3%  | 87.9% |
|      | Q11 % Satisfied with service provided by Arson Task Force                    | -      | 0.0%   | 100.0% | 0.0%   | 100.0% | 0.0%   | 50.0% | 0.0%   | 75.0% |
|      | Q11 % Satisfied with service provided by Victim Support                      | -      | 0.0%   | 33.3%  | 13.3%  | 46.4%  | 0.0%   | 18.5% | 4.3%   | 32.9% |
|      | Q12 % Satisfied with the service provided by LASBT so far                    | 90.0%  | 77.8%  | 85.4%  | 100.0% | 94.3%  | 81.8%  | 89.1% | 87.0%  | 89.9% |

\* Figures in 'Red' currently below target

|      | Closed Case Survey Respondent Satisfaction Measure                           | Target | EAST   |       | SOUTH  |       | WEST   |       | LASBT  |       |
|------|--|--------|--------|-------|--------|-------|--------|-------|--------|-------|
|      |  |        | Month  | YTD   | Month  | YTD   | Month  | YTD   | Month  | YTD   |
|      | Closed Case Surveys Completed  | -      | 13     | 202   | 6      | 161   | 13     | 165   | 32     | 528   |
| KPI2 | Q8 % Satisfied with the Case Officers investigation into the complaint       | 90.0%  | 100.0% | 93.0% | 83.3%  | 93.8% | 92.3%  | 95.8% | 93.8%  | 94.1% |
| KPI3 | Q4 % Spoke with Case Officer about how they would like the case to be solved | 90.0%  | 100.0% | 97.4% | 83.3%  | 98.1% | 100.0% | 93.9% | 96.9%  | 96.5% |
| KPI4 | Q6 % Satisfied they were kept up to date during the case                     | 85.0%  | 100.0% | 92.0% | 100.0% | 95.6% | 100.0% | 94.0% | 100.0% | 93.8% |
| KPI5 | Q9 % Satisfied with the outcome of the case                                  | 80.0%  | 84.6%  | 89.1% | 83.3%  | 88.1% | 84.6%  | 91.0% | 84.4%  | 89.4% |
| KPI6 | Q10 % Contacted prior to case closure  | 100.0% | 100.0% | 98.6% | 100.0% | 98.8% | 92.3%  | 97.6% | 96.9%  | 98.3% |
| KPI7 | Q7 % Satisfied with the support offered during the case                      | 80.0%  | 61.5%  | 78.6% | 100.0% | 89.4% | 100.0% | 83.7% | 84.4%  | 83.5% |
| KPI8 | Q12 % satisfied with the overall service provided by LASBT                   | 85.0%  | 92.3%  | 91.0% | 100.0% | 95.6% | 100.0% | 95.2% | 96.9%  | 93.7% |

\* Figures in 'Red' currently below target

|                                   |   |  |  |  |  |  |  |
|-----------------------------------|---|--|--|--|--|--|--|
| Compliments Received              | - |  |  |  |  |  |  |
| Complaints Received (All stages*) | - |  |  |  |  |  |  |

\* i.e. Complaints that progress from stage 1 to 2 will be included twice