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## Report of the Head of Policy, Performance and Improvement

### Meeting: Environment and Neighbourhoods Scrutiny Board

Date: 27 February 2008

Subject: Quarter 3 Performance Report 2007/08

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**Electoral Wards Affected:**

**Specific Implications For:**

Equality and Diversity

Community Cohesion

Narrowing the Gap

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## 1 Executive Summary

- 1.1 This report discusses the key performance issues considered to be of corporate significance identified for the Environment and Neighbourhoods Directorate as at 31<sup>st</sup> December 2007.

## 2 Purpose of the Report

- 2.1 The purpose of this report is to present the key areas of under performance at the end of Quarter 3 (1<sup>st</sup> October to 31<sup>st</sup> December 2007).

## 3 Background Information

- 3.1 This 'highlight report' has been prepared in readiness for the Accountability process, which includes the CLT meeting on 29<sup>th</sup> January 2008, Leader Management Team on 31<sup>st</sup> January 2008, Overview and Scrutiny Committee on 5<sup>th</sup> February 2008 and each of the scrutiny boards for the February cycle of meetings.
- 3.2 The issues discussed in this report have been identified because performance in these areas impacts upon one or more of the following; the delivery of effective services, the delivery of our corporate priorities; our CPA score; or our ability to deliver efficiency savings. This report is supported by detailed PI information.
- 3.3 Any improvement in service assessment scores should potentially have a positive impact on the council's Direction of Travel assessment and overall CPA Star Rating.

## 4 Performance Issues

### **CP-CS50 / LAA-SSC8 / PSA1 Reduce overall crime levels in Leeds by 35% by 2008**

- 4.1 The PSA1 target measures the main offences used in the British Crime Survey against the level recorded for those offences in 2003/04. These offences include Criminal damage, theft from vehicles, domestic burglary, wounding, theft of vehicles, theft from persons, robbery from persons, robbery of personal property, injury without assault, assault without injury and theft of

cycle. In December 2007, the latest figures for Leeds show a 30.5% reduction, which are 24,000 fewer offences. The biggest reductions have been theft of a vehicle (60%), theft from a vehicle (44%), theft from the person (43%) and criminal damage (24%).

- 4.2 In general terms, success in achieving these reductions can be attributed to a number of initiatives, including Operation Champion (a multi-agency project aimed at improving neighbourhoods), the Drug Intervention Programme (which links to changing offenders' behaviour for all crime types), the Tackling Violent Crime Programme and Reducing Offending in Schools.
- 4.3 This reduction in crime figure - one of the highest in the country - marks a real success for Leeds, showing that the Safer Leeds Partnership is working well and making a real difference to people's lives.

#### **LKI-SC6 The average time taken to remove fly tips**

- 4.4 The average time taken to remove a fly-tip is dependent on two factors. First the number of fly-tips reported and second, the time taken to remove. If a fly-tip is proactively spotted by a crew and not reported from the public the fly-tip is effectively removed immediately it is reported, i.e. in zero working days. These proactive removals have a great effect on performance given the zero days figure.
- 4.5 In recent months the number of proactive removals has fallen, likely due to the overall fall in the number of fly-tips and the activity of environmental pride teams, as evidenced by a fall in reports from the public. This effectively means that a greater proportion of fly-tips are those that are reported through the contact centre, having a negative impact on performance against the indicator.

#### **BV-199b The proportion of relevant land and highways (expressed as a percentage) from which graffiti is visible**

- 4.6 Although levels of graffiti were lower in the latest survey results, measured performance still shows a year on year decline. BV-199b is measured on the basis of a sample survey across five wards every four months. As mentioned to OSC in previous quarters, during the first survey, wards which have significant problems with graffiti (Hyde Park & Woodhouse and Headingley) were included in the sample. This led to a significant measured fall in performance in terms of the overall BV-199b figure.
- 4.7 A graffiti strategy, to deal with areas such as the above wards is in production, with the results of these surveys being used to target resources to the areas of greatest need, such as recreation and industrial areas. The strategy will set out the council's plans to deal with and manage graffiti across the city. Consultation on the draft strategy will take place in the coming months and it is envisaged that the strategy will be launched in early 2008/09.
- 4.8 In some areas of the city, there is an issue where graffiti quickly re-appears as soon as it is removed (such as the North West Inner wedge). In an effort to address these issues a hot spot team operates in the North West and deals with graffiti removal accordingly. The council is also examining new ways of working and the graffiti team and the Enforcement Section are working together to see how they can be more pro-active in dealing with anti-social behaviour issues such as graffiti and fly tipping. The teams have purchased some remote wireless CCTV cameras and are in the process of agreeing a service level agreement with Security Services in an effort to catch the perpetrators in action. The cameras will then be deployed in problem areas in an attempt to alleviate the problem of graffiti.
- 4.9 It is important however, to see Leeds' performance in the context of other comparable large cities. Obviously, graffiti is a problem associated with large urban areas and as such the All England results are not comparable. It is worth noting that, even with these challenging wards included in this year's survey results, our performance (7%) compares well with the Core Cities average of 11% and we fully expect to hit our target of 7% for the year.

4.10 In addition, at its meeting on 5 February 2008, the Overview and Scrutiny Committee (OSC) referred this area to the Scrutiny Board (Environment and Neighbourhoods), highlighting the following matters for further consideration:

- The definition of 'visible graffiti';
- The emphasis placed on industrial sites, with no mention of residential areas;
- The number of incidents in the inner North-West area of the City.

**BV-218a Percentage of new reports of abandoned vehicles investigated within 24 hours of notification**

**BV218b Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle**

4.11 Performance in terms of the investigation and removal of abandoned vehicles over the last year has got comparatively worse compared to the 2006/07 position.

4.12 The long-term sickness of the seconded Police Officer who investigates abandoned vehicles led to a deterioration in the speed of investigation of vehicles (BV-218a). Given that the sickness was not covered, the maintenance of performance at a level over 80% has been an achievement for the service involved. The Officer has been back in post since December 2007 and performance improved to 90% in that month.

4.13 As previously reported, performance in the removal of abandoned vehicles has also fallen, largely due to the effects of flooding in June last year. The contractor was unable to maintain its level of performance due to their premises being flooded and the need to provide assistance to local priorities. The council has a contract with Doncaster Motor Spares (DMS) for the removal of abandoned vehicles and it is standard practice to have only one contractor for this type of operation, therefore the option to use another contractor was not available. The contract is due for renewal in 2008 where all interested parties will be able to tender for the new contract.

**5 Recommendation**

5.1 That the Environment and Neighbourhoods Scrutiny Board note the Quarter 3 performance information and highlight any areas for further scrutiny.