
Report of the Directors of Resources & Housing and Communities & Environment

Report to Environment, Housing and Communities Scrutiny Board

Date: 28 June 2018

Subject: Performance Report

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. This report provides a summary of performance against the strategic priorities for the council and city and other performance areas relevant to the Environment, Housing and Communities Scrutiny Board.

Recommendations

2. Members are recommended to
 - Note the most recent performance information in this report and Appendices 1 – 3 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.
 - Note that Appendix 1 contains a new format of dashboard for Housing indicators and Members are requested to note that this is still in development.

1 Purpose of this report

- 1.1 This report presents a summary of the most recent performance data, and provides an update on progress in delivering the relevant priorities in the Best Council Plan 2015 – 20.

2 Background information

- 2.1 Members will note that the Best Council Plan (BCP) sets out the Council's key objectives and priorities. This report provides an overview of the relevant Environment, Housing and Communities performance relating to this plan, enabling the Scrutiny Board to consider and challenge the council's performance.
- 2.2 This report includes three Appendices showing a summary of the most recent performance information relevant to the Environment, Housing and Communities Scrutiny Board.

3 Main issues

- 3.1 Appendix 1 shows the most recent performance data relating to Housing priorities. Members will see that some of the indicators are designed to track trends rather than report against specific targets, and for these reasons the trend indicators have not been rated. Appendix 2 relates to Community Safety and Appendix 3 relates to Waste and Environmental priorities. Members will note that there is no appendix in relation to Communities priorities and all information relating to these priorities is contained in the main body of this report. The main performance issues arising from these progress reports are given below:
- 3.2 Members are requested to note Appendix 1 which contains a new format of dashboard that will be used for reporting Housing indicators via the Environment, Housing and Communities Scrutiny Board, Tenant Scrutiny Board and VITAL. This dashboard is a work in progress and members are invited to comment on this format.
- 3.3 ***Housing (Appendix 1)***
- 3.3.1 Members' attention are drawn to the following performance areas:

HRA Business Plan PI's

- Rent Collection

Rent collection remains a key priority for Housing Leeds. Rent collection at the end of March increased to 97.44%, 0.01% higher than last year.

The service has undertaken a range of actions to ensure a strong focus on rent collection and reducing rent arrears. These have included intensive work undertaken by our area housing teams across the City, a pro-active year end staff campaign promoting rent collection and staff well-being, and the Enhanced Income Service has continued to provide a specialist wrap round service to those claiming Universal Credit. We used the suspension of new Universal Credit cases in live service as an opportunity to devote additional resources to rent collection in the final quarter.

We have continued to promote direct debit take up. This is reflected in direct debit payments increasing to 38.4% at the end on March 2018, up from 36.6% in March 2017.

We have continued to support tenants claiming Universal Credit, and those affected by the benefit cap and the under occupancy charge.

- We have had 1,365 tenants claim Universal Credit during live service. Of these 457 are live claims.
- We have had 335 tenants affected by the benefit cap, which has reduced from 385 a year ago.
- We have had 4,351 under occupation cases and were working with 1,867 tenants in arrears and affected by the charge. Both the numbers of tenants in arrears and the amount owing has reduced over the last 12 months.

We have reviewed our UC action plan in preparation for the launch of full service in Leeds in October. This plan is a cross tenure plan which include plans for staff training, tenant communications and awareness and partnership working with other agencies e.g. DWP.

- Former Tenancy Arrears

The trend in recent years has been for the amount of debt owed by tenants terminating their tenancy to increase relative to the previous year. This trend is consistent with the introduction of welfare reform and universal credit, resulting in us having to collect increased amounts of rent from low income tenants, rather than receiving direct payment. We have also found that the courts are responding favourably to tenant's requests to suspend evictions, with some tenants being given a number of additional chances, leading to increased arrears. These factors have impacted on arrears for current tenancies and as a result former tenant's arrears when tenancies terminate. We have worked closely with those tenants affected by welfare reform and universal credit, with specialist officers providing a wrap round service, to ensure tenants can manage their finances and pay their rent.

During the last year we have established a cross service working group, who have developed a wide ranging action plan which delivered measures before and after termination to improve our collection rates further. Key actions include:

- New tenancy termination procedure.
- Improved process for setting up Direct Debits to pay off former tenant debts.
- Improved performance management of the FTA process.

There has been a strong focus on collection in recent years with £495k collected in 2017/18.

The more recent trend has shown a reduction in FTA which is concealed to some extent by the rent reduction. The 1% rent reduction effective from April 2018 has increased the FTA percentage by 0.06% which conceals a 0.05% improvement between March and April 2018.

- Void Properties

Overall the number of voids continue to remain low. The end of year figures for March 2018 stood at 438 voids. We will continue to monitor the number of voids to ensure they continue to remain under target.

- Right to Buy Sales

The projected number of right to buy sales is 530 for 2018-19. We expect this trend to continue for the following three years with a projected 530 sales per year until 2022-23 when the projection is reduced to 450 sales in year.

- Disrepair

In January 2018 there was a backlog of approximately 115 cases that were not being dealt with in line with the 28 day fast track process. Resources have been re-aligned since this date to ensure that all disrepair cases are dealt with in line by Housing Leeds within the fast track process and to ensure that the focus is on disrepair prevention.

We have seen an increase in the number of disrepair cases we are receiving. In order to help reduce the number of claims a Housing Leeds team approach to reducing disrepair is being driven through a Disrepair Prevention Action Group with lead officers from key service areas across Housing Leeds. This is a joint approach involving wider Housing Leeds teams to jointly develop priorities and cross-cutting actions in order to prevent further disrepair. A number of actions have been agreed jointly across the key service areas and have been included in the disrepair prevention action plan. The actions includes:

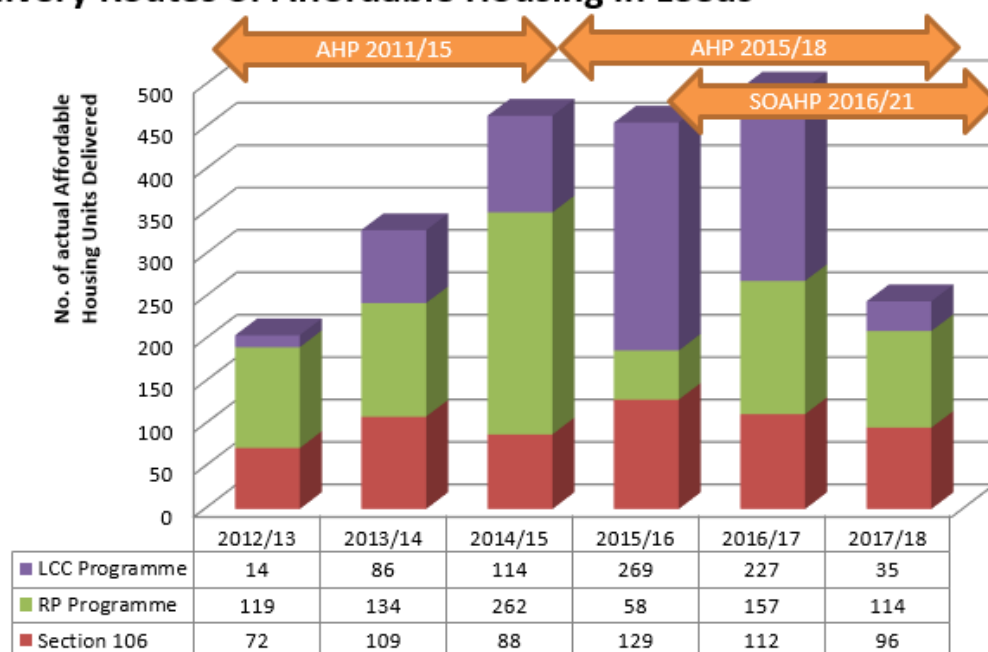
- Introducing damp profiling in voids.
- Housing Leeds will collectively utilise the business intelligence and local knowledge in order to identify hot spot areas to agree preventative disrepair schemes through our planned and capital programmes.
- Training will be provided to all Housing Officers and front facing staff including those in One Stops / Hubs detailing how disrepair should be managed.
- Housing Officers will discuss repair issues with our tenants at the Annual Home Visits and obtain signed confirmation relating to either no current repairs required or assist the tenant in ensuring the relevant repairs are ordered and this information recorded which will assist with any future Disrepair claims.
- In addition to the disrepair structure review, resources have been increased within the Responsive team to specifically target disrepair activity. These resources will prioritise the better management of complex damp cases and develop planned disrepair prevention initiatives based on use of business intelligence.

Further joint working is underway with Legal Services (these cases sit within the 28 day fast track process) and Mears (these cases sit outside the 28 day fast track process) to clear the backlog of cases..

Housing Strategy Pi's

- New Affordable Homes Built

Delivery Routes of Affordable Housing in Leeds



Homes England grant funding programmes operate in a cyclical nature; the arrows on the graph illustrate how delivery increases towards the end of funding programmes. As the 2015/18 Affordable Housing Programme was amalgamated into the Shared Ownership and Affordable Housing Programme stretching to 2021, this has resulted in fewer than expected completions, as there isn't as much of a time criticality to achieve delivery by 31st March 2018. From current figures, it's currently predicted that there will be a lower level of Affordable Housing completions than in the previous financial year due to this. From current forecasts, it is estimated that the outturn position for 2018/19 delivery will be of a similar level to that of 2017/18.

Members are requested to note that the figures for 2017/18 won't be confirmed until late June; a final reconciliation exercise will be completed once year end Homes England data is published.

- Empty Properties – all sectors

The Empty Homes Strategy included a target to reduce the level of empty homes by 2,000 between 2012 and 2017. This was achieved in March 2017 with a reduction of 2,437. From April 2017 the Empty Homes Strategy's aim is to maintain the reduction below the 3,777 figure as per the Core Planning Strategy.

It was anticipated that at any time in the city there would be between 3,300 long term empty homes properties.

At the end of March 2018 the number of empty homes was 3,358, representing a further reduction of 419 during 2017/18.

It is unlikely that this figure will reduce significantly as any housing market operates with some empty homes.

- Homeless Preventions

Leeds has continued during 2017/18 to maximise the number of homeless preventions, by either supporting residents threatened by homelessness to remain in the existing accommodation or to make a planned move into alternative accommodation. Leeds achieved 9180 preventions out of a total of 11291 cases during 2017/18: a prevention rate of 81.3%. In 2005/06 the service made 450 homeless preventions. If we can't prevent homelessness then we assess whether we owe a temporary accommodation duty: a 'homeless acceptance'. We made 271 homeless acceptances during 2017/18 and 238 in 2016/17. Back in 2003/04 the Council made 4,965 homeless acceptances. The Homelessness Reduction Act came into force on 3 April 2018 and makes it a legal duty for local authorities to try to prevent or relieve homelessness for every homeless applicant. Leeds, which has embedded a prevention culture, is therefore well placed to respond to the new legal duties.

- Temporary Accommodation

The Council commissions a number of emergency accommodation options that can be accessed by homeless households on the same day through a referral by Leeds Housing Options. The services are principally, but not exclusively, for statutory homeless households owed a temporary accommodation duty: 'homeless acceptances'. On 31 March 2018, there were 52 households placed in the emergency accommodation units with 31 of these being owed the temporary accommodation duty. The city's temporary accommodation placements continue to be at the lowest level since at least the 1980s and are substantially lower than other comparable authorities. No data has been published yet for the end of March 2018 but published data for 31 December 2017 records that Birmingham had 1951 statutory homeless households in temporary accommodation and Manchester 1500. The Leeds figure was 29. The low level of temporary accommodation placements means that Leeds does not incur significant costs relating to temporary accommodation placements.

It is unlawful to place a statutory homeless family in bed and breakfast accommodation, unless in exceptional circumstances, and then for no longer than six weeks. Leeds has not placed a statutory homeless family in bed and breakfast accommodation since 2013.

- Adaptations

The target timescales are 70 days for high priority cases and 182 days for lower priority cases, with time measure commencing when the case is received following the completion of the social care assessment and ends when the adaptations have been completed. The target, reflecting that set out in government best practice guidance, is to achieve 95% of adaptations within target timescales. Performance is separated out for public and private (including housing associations) sector works. In 2017/18, 94% of council housing and 95% of private sector jobs were completed within target timescales.

- Unauthorised Encampments

From April 2017 to the end of March 2018 there have been 101 encampments (71 on LCC land and 30 on private land). The overall number of encampments has decreased by 9 on the previous year 16/17. Police Section 61 powers have been enforced 14 times and groups have been evicted due to an existing order

being in place on occupied land on 14 occasions (If registration numbers can be linked from a site that has an existing Court order on within a 3 month period with the Travellers moving back onto the land they can be moved quickly).

- Decency

The government's Home Standard does not set out a specific target but refers to a requirement to 'ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance 1 and continue to maintain their homes to at least this standard'. In practice we are aiming to keep the level of decent homes above 90%, although we accept that there will be fluctuations year-on-year.

When the ALMO's were formed decency was monitored by central government and targets were set. As such, decency works were only carried out to properties that were failing in the current financial year. This meant that the decency figure was higher but that work was 'pepper potted' across the city. This resulted in instances where we could be going back to the same streets to do works to other properties in the following year (not the most efficient way of working and not good for customer satisfaction).

In recent years we have planned our investment by area so that focus can be placed on target priority areas where most work is needed. This means that whilst some properties are dealt with a little earlier so that work can take place on the whole area, it avoids the need to return for around 5 years. Decency may also fluctuate due to work slipping i.e. some windows and doors schemes that were planned for last year had to be slipped to this year and so they are showing as failing decency but this will be rectified when the work is done. Also, not getting all asset files relating to boilers from the gas contractors impacts on decency due to the way the system is configured, so whilst not failing decency in reality, it does on the system. This is something we intend to rectify through the new Housing ICT system.

- Responsive Repairs Completed Within Timescale

Citywide performance against this indicator is below the target of 99.0% but there remains a steady increase in performance with January (91.25%) and February (93.33%) performance at the highest since July 2017. March performance has fallen to 91.03% and therefore improvement will continue to focus on learning from failures to maintain a positive direction of travel. The main problems with Leeds Building Services (LBS) performance associated to the roll out of Total Mobile have been resolved. LBS performance has improved during January and February and whilst this remains below target, the positive trend, which aligns to the continued improvement of LBS customer satisfaction, shows performance improving which is impacting positively on the tenants' experience.

- Responsive Repairs Completed Right First Time

Citywide performance against this indicator remains stable and exceeding the target of 90.50% with performance of 94.45% reported in January, 94.13% in February and 93.44% in March.

- Satisfaction with Responsive Repairs Completed

Citywide repairs satisfaction performance continues to steadily improve with February performance (91.67%) and March (91.50%) exceeding the target of 90.00%. Within the overall performance, LBS customer satisfaction has improved in both January and February with February's position of 89.42% of tenants satisfied only just below target. Mears customer satisfaction met the 90.00% target in January and exceeded the target in February (93.20%).

- Capital Works - Satisfaction

The year 2017/18 has been a challenging year for the Planned Works Team. Particularly around customer satisfaction on Kitchen and Bathroom replacements. This year coincided with the end of a long term partnership to undertake these particular elements of works by Mears. The dip in performance would appear to be a direct consequence of the effects of demobilisation, particularly affecting resources due to redundancies and TUPE. A new framework commencing at the beginning of 2018/19 with new contractors should see a reinvigoration of customer satisfaction for this year.

- Gas Services Completed on time

In all cases where dwellings do not have a valid gas safety certificate the external contractors have followed the agreed process and carried out multiple attempts to gain access.

Within this process legal proceedings are undertaken by Leeds City Council to gain a warrant from magistrates which allows us to force entry to carry out the required checks. Legal proceedings cannot commence until expiry of the previous gas certificate which leads to a small percentage of properties being overdue. All cases are less than 45 days overdue from their previous check.

- Average Relet Times

The average re-let time measures the time taken from tenancy termination until the property is re-let. This includes all repairs, advertising, allocation and relet of the property. The target is 30 calendar days and includes Mears (South and West), Leeds Building Services (EAST) and BITMO properties. The figure for March 2018 stands at 34.72 days. We are working collaboratively with Mears and LBS and have a number of monitoring systems for Housing Leeds to manage and monitor all performance targets effectively including the time taken and quality. There has been a general increase in void turnaround times across the city with a number of issues impacting on performance including the delivery of a number of new build properties with specific Local Lettings Policies in place, these policies require a manual approach in terms of shortlisting which can be resource intensive.

A new Housing Management solution is to be delivered in the summer which is hoped will significantly reduce staffing time as we continue to allocate new build properties in the future. There have been some changes across the city in terms of staffing resources which have also impacted on performance and measures are now in place to support those offices, particularly in the South to reduce backlogs and ensure performance is improved. The introduction of our Enhanced MSF's requires more in depth checks prior to allocations which whilst positive in terms of meeting the block objectives can cause a delay in allocating voids.

In addition to this Partnership work between Housing Management and Property and Contracts is now in place with service improvement workshops taking place including 'challenge events' that are being set up which will involve the voids service, housing management and our contractors to ensure that performance is closely monitored and improve working relationships across the areas. From these events we are looking to develop action plans on how we can collectively improve performance and meet the 30 day target.

- Mutual Exchanges

Mutual Exchanges allow two or more tenants to swap homes in order to better suit their needs. We offer an incentive payment of £500 for LCC tenants who are downsizing, have a priority need, or are moving from overcrowded accommodation. Mutual Exchanges save the Council money as there is no void period so no lost rent revenue, there are lower lettings costs, and it promotes sustainable tenancies.

The number of exchanges has risen steadily since 2014 until December 2017, and now remains steady at around 22 exchanges a month.

- Annual Home Visits

During 2017/18 almost 94% of Council tenants received an Annual Home Visit. An action plan is in place to ensure that visits are prioritised during quarter 1 for those tenants who did not receive a visit last year. Outstanding visits will be reviewed at the end of quarter 1 to consider alternative actions to gaining access. The visits provided us with a wealth of information which is now being used to target our support to tenants. 37% of tenants told us that they would not be confident making a benefit online; an increase from 32% in 2016/17. 28% of tenants have told us that they don't have access to the internet. This feedback will be used to tailor our support to tenants who become affected by Universal Credit. We continue to make referrals from visits – over 1000 visits were made to West Yorkshire Fire and Rescue Service to provide fire safety advice and 764 referrals were made to Leeds City Credit Union for support with budgeting / affordable banking. Over 4000 tenants told us that they were interested in helping Housing Leeds improve its services. These tenants are being contacted to find out more about how they would like to get involved.

- Complaints

The complaints figures shown in Appendix 1 are a combination of Housing Management and Property and Contracts. March's figures show 81.48% of Stage 1 and 85.71% of Stage 2 complaints been responded to within timescale. Across both Housing Management and Property and Contracts the vast majority of complaints are managed and resolved at Stage 1 of the complaints process, with a relatively low 12% escalating to Stage 2 during Quarter 4. Escalations to the Ombudsman remain low with an average of 4 initial enquiries received per month for Housing Leeds during Quarter 4 and 2 enquiries progressing to a case review during the same period. During Quarter 4 an average of 53% of stage 1 complaints were either upheld or partially upheld.

We are working across the service to improve the quality of responses and response timescales. Bespoke training has been developed for new starters and refresher training will be offered to all staff.

3.6 Communities

- 3.6.1 Broad high level information is included in relation to Customer Access, Council Tax and Welfare, and Stronger Communities. This is supported by further detailed observations which can be made available should Member's find additional information useful. Members' attention are drawn to the following performance areas:

3.7 Customer Access

- Face to Face

Helping People into Work – We have registered 5,923 new customer at a Jobshop in 2017/18, with 2,835 gaining successful employment. This compares to the previous year when we registered 6,635 with 3,335 customers gaining successful employment. This reduction is due to the improving economic environment which has seen improvements in the job market generally. The number of PWSP customers who gained successful employment was 415, against an annual target of 200, which is an increase on last year.

Enquiries – Due to the decommissioning of Seibel we are unable to provide data on the number of visit to Hubs at this time. Work is ongoing with DIS to ensure that the systems introduced to replace Seibel are fit for purpose and able to provide this information moving forward and we will pick-up reporting once this work is complete. However, the number of unique users of self-serve IT stations in Hubs has increased significantly from 981 in 2016/17 to 8,626 in 2017/18 as more self-serve options have become available and floor walkers have been available to assist customers with on-line services.

Library Usage – There were 2,757,837 visits to Libraries in 2017/18, this is a reduction of 336k. Likewise customers borrowed 2,250,677 from libraries in 2017/18, again this is a reduction of 71k items. Given this it is no surprise that IT usage on library public PCs has also decreased from 547k in 2016/17 to 490k in 2017/18. There are two principle reasons for the decline in these numbers, firstly the reduction continues to reflect the national downward trend in Library usage, but secondly, and specifically for Libraries in Leeds, the Community Hub programme has led to a number of Libraries being closed for refurbishment across the year which has obviously impacted on usage. Whilst we may not get back to being able to compare usage on a like for like basis until the Hub programme is complete, it is important to note that there are positive signs including the above data on increasing IT usage through non-library public PCs in Community Hubs, and the fact that Quarter 4 saw more items borrowed from Libraries (18k), than in Quarter 3.

- Contact Centre

Compared to Quarters 1 & 2, the number of emails received by the contact centre has decreased in Quarter 3 and Quarter 4 by 22%. This is due to the creation of on-line forms that integrate to back office systems and negate the need for e-mail.

Telephone performance has improved each quarter in 2017/18, with 88% of calls being answered and average wait times under 5 minutes by the end of quarter 4, against a target of 90% in 5 minutes. Staffing figures have decreased in line with

a reduced budget, with the average FTE falling from 180 in 2016/17 to 158 in 2017/18.

- Customer Satisfaction in Customer Service

Customer satisfaction remains high with 96% of customer rating the service provided as good or excellent.

- Digital - Web/Online Development

Unique visits to the top ten pages of the LCC Public websites has decreased slightly from 11,957,340 in 2016/17 to 11,807,507 in 2017/18, due to the figures being adjusted to exclude the wi-fi landing page.

3.8 Welfare Rights:

The team continue to see an increase in the number of Disability benefit appeals they are providing support on and work is ongoing to identify how this can be improved further. The University of Leeds Law Students continued to provide assistance with PIP form completion up until Easter which did release some capacity within the team to assist with appeal cases. The team also provided training for the Benefit Buddies at Ebor Gardens. However they have had some issues with staff which has been detrimental to the level of service they have been able to offer. The introduction of the new case management system in Sept (due to Seibel decommissioning) caused a variety of issues, telephone enquiries took longer to deal with and so more resources have had to be allocated to office cover.

- Welfare Advice

The total number of customers seen from 1st April 2017 to 31st March 2018 was 36,673. This compares to 37,720 seen in the same period in 2016/17, a decrease of 2.78% however with the introduction of the new case management system in Sept 2017 and the issues we have had reporting on the data there will inevitable be discrepancies in some of the data which may account for this reduction.

- Welfare Appeals

The total number of appeals received during the period 1st April 2017 to 31st March 2018 was 1165, this compares to 1,049 received in the same period in 2016/17, an increase of 11.06%. Of these 49.70% are in connection with a PIP claim whilst 44.03% are with regard to an ESA claim.

There continues to be a huge amount pressure on the team due to the increased number of appeals being received. Clients requesting an appeal appointment now are having to wait until September 2018 to be seen. An increasing number of clients are having to be helped over the telephone as we simply do not have an available appointment prior to the appeal hearing.

- Benefits Gains

The total amount of benefit gains for the period 1st April 2017 to 31st March 2018 is £22,012,672.00. This compares to £22,489,470.00 for the same period in 2016/17, a decrease of £476,798.00. Once again this may be attributable to the change in case management system and how data is recorded.

- Welfare Rights Satisfaction Rating – Client Satisfaction

Despite not being able to offer a full service to everyone in relation to appeals, 92.6% of clients using the Welfare Rights Team said the service was excellent whilst 6.7% felt the service was good.

- Looking forward

It is estimated that the number of appeals will remain high due to the ongoing migration of DLA to PIP but also due to the continuous volume of clients on PIP and ESA being reviewed on a very regular basis.

Universal Credit will also move to full service in Leeds on 10th October and whilst the full impact regarding client contact is unknown the team will have to undergo ongoing training to ensure they are prepared in order to advise clients appropriately.

3.9 Financial Inclusion:

- Universal Credit

The full digital service is now being rolled out and Leeds is due to move into this phase from October 2018. This will mean all new claims from any new claimant will be a claim for Universal Credit.

The national migration of existing Housing Benefit claims is expected to start from summer 2019 but there is no date yet for Leeds.

Up to February 2018 there are approximately 5,500 people claiming universal credit in Leeds. Approximately 42% of these will have a rental liability (2,300).

- Leeds Credit Union

Membership for the quarter ending March 2018 in Leeds stands at 31,778 (36,696 total members), an increase of nearly 2.5% on the same period last year. Cash withdrawals total £ 5,022,186 and the value of “financially excluded loans” total £661,170. The total gross loan book for Leeds Credit Union has increased from £8m in 2012 to £9.6m this year.

- Gambling Related Harm

The Council is co-ordinating work to support those suffering from or at risk of gambling related harm. This has included launching the ‘Beat the Odds’ marketing campaign which signposts to the national gambling support helpline and the www.leedsmic.org website. Undertaking a range of training and awareness sessions to frontline staff in council services and partner agencies to increase understanding and referrals, and presentations to range of organisations including the Local Government Association and Gambling Commission about the work being undertaken in Leeds. In addition plans to increase and better integrate the support available locally for those suffering from or at risk of gambling related harm are being considered by GambleAware, which is the charity which funds treatment and support across the country.

- Welfare Rights:

Resources on the team have been stretched during the final quarter of 2017/18 due to long term sickness and staff taking leave. Although training has been provided for the Benefit Buddies at Ebor Gardens they too have had some issues

with staff which has been detrimental to the level of service they have been able to offer. The University of Leeds Law Students continued to provide assistance with PIP form completion up until Easter which did release some capacity within the team to assist with appeal cases. The introduction of the new case management system in Sept caused a variety of issues, telephone enquiries took longer to deal with and so more resources have had to be allocated to office cover.

3.10 **Welfare Benefits:**

- Housing Benefit

The Housing Benefit caseload at March 2018 is 60,414, and the combined Housing Benefit and Local Council Tax Support (LCTS) Caseload is 73,610.

The March figures represent a small increase from the previous month, and this is attributed to DWP legacy benefits having resumed following the DWP's decision to end UC live service from 1 January 2018 to focus on the full roll out of UC full service. Leeds job centres are still on schedule to roll out UC full service from October 2018.

The March 2018 caseload shows an overall decrease for the full year, having been 62,004 HB cases, and 75,565 combined HB and LCTS in April 2017

The full year result for the average speed of processing claims for 2017/18 is 15.78 days, for new claims, and 7.38 days for changes in circumstance. The figures for 2016/17 were 18.46 days for new claims and 9.23 days for changes.

The most recent nationally published performance figures are for the third quarter of 2017/18, and these are summarised below:

	Speed of Processing Qtr 3 2017/18	
Other regions	New Claims	Changes
Great Britain	22	9
England	22	10
Yorkshire & The Humber	22	10
West Yorkshire	21	11
Leeds	16	10

- Discretionary Housing Payments (DHP)

DHP can be awarded to customers in receipt of Housing Benefit, but whose HB doesn't cover their rent in full. Awards are primarily made to customers adversely affected by Welfare Reform.

In 2017/18 the total budget available for DHP, which included both a central government contribution and a contribution from the HRA, was £2.837m

At the yearend 97% of the budget was spent, including all of the central government contribution.

- Local Welfare Support Scheme

For 2017/18 the budget allocation was £800k and 90% of this was spent in year.

The number of eligible applications that sought assistance for 2,841. Of these 76% (2,150) were successful in receiving an award from the scheme.

3.11 Stronger Communities Benefitting from a Strong Economy Breakthrough Programme:

- Locality Working

The new delivery arrangements for the Locality Working Priority Neighbourhoods are in place. Discussions with Scrutiny have helped to shape this approach and the new governance arrangements for the programme include:

- the Community Committees role in overseeing the local implementation and integrating project work into the wider community activity;
- a Neighbourhood Improvement Board consisting of elected members, senior officers and partners to have strategic oversight of the priority neighbourhood work;
- Strategic Delivery Team of senior council officers and partners to provide operational leadership for the programme and support the work of the 6 local Core Teams.

A joint away day on 2 July with the Neighbourhood Improvement Board and the Strategic Delivery Team will ensure progress and develop a jointly agreed forward work plan.

Community work continues to take place in all localities and more details of these can be provided if Members wish to have them

- Migration

Controlling Migration Fund - Leeds was successful in securing further funding from the Ministry for Housing, Communities and Local Government Controlling Migration Fund to develop and deliver a Learning English in Leeds Project. The funding of £400,000 is for two years.

Migrant Access Project - Touchstone has recently been commissioned to deliver a migrant community project across Leeds to help and support migrants and improve migrant health. Part of the project will involve embedding community development workers in GP practices in Armley to help healthcare staff and clinicians offer the best support and medical advice to migrants. Community outreach workers and practice staff have been trained and are starting to commence their work.

Leeds Migration Map - This is being rolled out across the Yorkshire and Humberside regions by Migration Yorkshire as a best practice approach to improve understanding of migration trends in local communities to facilitate local authorities' approaches to understanding, addressing and mitigating against impacts. This will also contribute to nationwide understanding of the impact of recent migration.

Leeds Migrant Health Board - The Leeds Migrant Health Board has been established to address issues impacting on communities under changes to the NHS amendment bill and charging for health services. The board will report to the Leeds Strategic Migration Board and Health and Well Being Board.

- Third Sector

In April Executive Board endorsed the refreshed Compact 2018 which sets out standards of practice around working relationships between the public and third sectors in Leeds. They also endorsed Working Together and a Commissioning Codes of Practice. The latter is particularly significant as it sets out standards that have been developed and agreed with NHS CCG colleagues and this will support greater consistency across Council and CCG commissioning. More information is available from pat.fairfax@leedsgov.uk.

- Funding Leeds

There are now 732 registered users on the Funding Leeds website which providing free and easy access to comprehensive funding opportunities. This cross sector initiative has now developed the Funding Leeds brand which includes regular email funding updates, funding training and funding fairs. This also includes the Council Funding Support scheme delivered by council staff using their 10 hours of employer supported volunteering time to help voluntary groups make better funding applications. More information is available from LCCfundingsupport@leeds.gov.uk.

- Prevent

A review of Channel in Leeds (a programme to safeguard and support vulnerable individuals from being drawn into terrorism) has been completed and a range of recommendations to further improve the programme have been identified. A plan has been drawn up to ensure these are implemented as soon as possible to ensure effective delivery and robust support packages for those referred to the programme.

Leeds has submitted proposals in the region of £250k to the Home Office for the delivery of Prevent projects during 2018/19. These projects will address a wide range of themes, including far right extremism and online radicalisation, and will be aimed at statutory and community partners and will assist in mitigating local risks and vulnerabilities.

A Prevent Education Support Officer has recently been recruited to assist the Prevent Team's work with schools in the city and to support schools with the implementation of the Prevent Duty through development of bespoke lesson plans and training. Prevent activity in, and support to, schools continues to grow with many new offers of training being made available such as 'Challenging Extreme Views' training for teachers and 'It's good to talk' lessons for students.

A CONTEST away Day is planned to take place in July 2018 that will bring together all attendees of the Gold, Silver, and Channel groups. The away day will provide an opportunity for all partners to consider the key risks and vulnerabilities that exist within the city and to formulate appropriate responses to these that will form the foundations of a refreshed action plan for the city.

- Counter Extremism Programme

Round 3 of the Home Office Building Stronger Britain Together Programme was launched in Feb 2018, the community coordinator worked and supported 15 third sector organisations to develop and submit bids. Decisions are expected in June/July.

The Special Interest Group on Counter Extremism (SIGCE), chaired by Cllr Debra Coupar and the leader of Luton Council, held its first seminar in Feb and explored the top of 'Distinct but Complimentary: Differences and overlaps between Prevent, Counter Extremism Strategy, and Cohesion and Integration'.

The Honour Based Abuse and Forced Marriage Steering group is now well established and continues to deliver against the Pledge to make Leeds a Beacon City made in July 2018. We continue to provide platforms for Karma Nirvana to raising awareness of FM/HBA, and since the implementation of the pledge we have seen an increase in calls to the national helpline by 40% (76 additional calls).

We are working closing with the Home Office and MSATCHI to develop a Leeds Local Campaign which is due to be launched early June and will bring additional resources into South Leeds and third sector organisations.

3.12 Community Safety (More detail is provided at Appendix 2)

- Reported anti-social behaviour / nuisance concerns

Nuisance incidents reported to Police in Leeds have increased by 11% in the period to March 2018; 19,727 incidents were reported in the period.

Anti-social behaviour reported to Police in Leeds was predominantly youth nuisance, (38% of all nuisance in 12 months, increasing from 36% in the previous period), or neighbour related, (17% of all nuisance in 12 months, reducing from 19% in the previous period).

- Hate Incidents

The number of Hate incidents reported to Police in Leeds has increased by 11% in the 12 months to March 2018; 2,432 incidents were reported in the period. High volume incidents were typically Race Hate. 257 hate incidents were reported in Leeds in March 2018, (199 hate incidents reported in March 2017). The recent increase may be influenced by international and national events. For example, repeated malicious communications targeting a specific faith group were reported in national media and widely condemned. Activity was undertaken throughout Leeds to reassure communities.

- Increased self-reporting of domestic violence and abuse incidents

The volume of domestic incidents reported to Police in Leeds increased by 9% in the 12 months to March 2018; 20,434 domestic incidents were reported with a repeat victim rate of 46%.

The 12 month victim self-reporting rate was 30%, and this is an indication of victim confidence to report domestic abuse.

- Reduced rate of Serious Acquisitive Crime

The 12 month Serious Acquisitive Crime population rate was 25 ‰ this has increased from 24 ‰ in the previous period. 18,709 offences grouped as Serious Acquisitive Crime were recorded in Leeds in the 12 months to March 2018.

The volume of Serious Acquisitive Crime is stable, and has increased by 2% within 12 months.

These figures are provisional and do not represent official data, provided by the Home Office. Provisional performance figures: Burglary (10,314 offences), Theft from a Motor Vehicle (5,172 offences), and Theft of Motor Vehicle (1,930 offences).

3.13 Waste and Environment (More detail is provided at Appendix 3)

- Missed Bins

The 12 month rolling year average up to the end of period 13 (end of March 2018) stands at 60.92 missed bins per 100,000. This compares with 64.04 for the same period in 2015/16.

(Please refer to the table in Appendix 3 for a breakdown of type of missed bin per period.)

The current collection rate is 99.94% which is a slight increase on the period 8 figure of 99.93%.

- Recycling and Landfill (*Unverified figures – Verification by the Environment Agency to follow after year end.*)

The Council achieved a cumulative recycling rate for the year to date of 39.4% of household waste as at February 2018, which is an increase of 1.1% (i.e. percentage points) compared to the same period in 2016/17, but below the target set for this year.

Garden waste is a significant contributor to the recycling target and is currently 0.2% (i.e. percentage points) ahead of target, although the level of garden waste produced each year can be significantly affected by the weather conditions.

Green bin recycled tonnage was below forecast by around 7% as at February. This can be in part attributed to recent tightening of market requirements for the quality of materials, with the result that a greater proportion of materials are now having to be rejected through processing by our MRF contractor.

All kerbside residual waste is now delivered to the RERF, with a contractual commitment to extract a proportion of materials at the front end of the process through mechanical pre-treatment. Veolia continue to struggle to achieve the full contractual level of recycling due to ongoing mechanical problems at the RERF and issues with securing markets for materials. The Council remains in close dialogue with Veolia over the resolution of these issues.

As well as waste from the kerbside, the total household waste also includes waste arising from various sources including Household Waste Recycling Sites, recycling banks, bulky household item collections, street cleansing and non-recyclable green bin waste removed at the MRF.

Total household waste as at February was 298,664 tonnes which is 2,900 (0.96%) lower than at this point last year, and 1,121 (0.37%) above projection. 113,104 tonnes were recycled, 165,623 went for energy recovery and 8,171 were landfilled, which is lower than forecast and equates to only 2.84% of domestic waste being landfilled.

- Street Cleanliness

This winter's cleaner streets survey results are in and show that of the areas surveyed 91.2% had acceptable litter levels. This combined with the summer results of 92.7% gives a full year 2017-18 result of 92.0%. Please refer to the table in Appendix 3 for details of how this compares with previous years. This shows a good solid result that maintains strong performance in terms of street litter levels.

CNT have a program of mechanical street cleansing using both road and path sweepers as well as staff who undertake manual litter picking. Drivers have routes mapped out for them and visit according to a pre-determined schedule. However they also have the flexibility to vary those routes according to need and not clean a street if it is still clean from their previous visit but also to attend an area more frequently if there has been a sudden build-up of litter or we need to respond to a service request.

This winter has been particularly challenging due to the icy conditions that prevailed in March. This meant there were a few days when we couldn't deploy mechanical sweeping vehicles or litter picking staff. However, we were able to recover the position fairly quickly once the snow thawed

3.14 *Parks and Countryside*

- Grass Cutting

The contractor has undertaken a winter works programme to address around 30 site boundaries that make grass cutting difficult. Fly-tipped waste including garden waste was removed from these sites and the grass surface restored to enable mowing to take place. It is intended to continue this programme during the winter of 2018/19 thus improving the estate environment for local residents. The mowing programme in 2018 has mainly gone well following some weather related challenges in late spring, with particular emphasis placed on addressing quality of finish to grass areas adjacent to residential areas.

Following a safety review the contractor has introduced revised operational practice relating to mowing central reservations alongside dual carriageways with speed limits less than 40mph typically receiving 14 cuts each year. This has proved a significant undertaking with an impact on performance for the first 3 cuts which will be addressed through contract performance management. The planned changes to verge maintenance alongside higher speed routes continue, meeting budget reduction targets whilst providing improved habitats and reducing the impact of associated lane closures. During the introduction period last year no formal complaints were raised in relation to these changes, with a limited number of enquiries received from elected members.

- Leeds Quality Parks

Parks and green spaces in Leeds are assessed annually against the Leeds Quality Park (LQP) standard that is based upon the national Green Flag Award field based criteria. In 2017, all community parks were assessed along with a selection of other sites in line with the three year cycle of judging. In 2017/18, 72 of the 144 green spaces (50% of the total) achieved the standard (exceeding the target of 42%), with 54% in 'Inner' areas compared to 47% in 'Outer' areas. A target in the Parks and Green Space strategy is for all community parks to reach

LQP standard by 2020. In 2017/18, 42 of the 63 community parks (67% of the total) achieved the standard (which is below the target of 81% for 2017/18), with 66% in 'Inner' areas compared to 68% in 'Outer' areas.

4.1 Consultation and Engagement

- 4.1.1 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.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 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.

4.3 Council Priorities

- 4.3.1 This report provides an update on progress in delivering the council priorities in line with the council's performance management framework.

4.4 Resources and value for money

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

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 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 the strategic priorities within its remit and as such is not subject to call in.

4.6 Risk Management

- 4.6.1 There is a comprehensive risk management process in the Council to monitor and manage key risks. This links closely with performance management.

4.7 Conclusions

- 4.7.1 This report provides a summary of performance against the strategic priorities for the council and city related to the Environment, Housing and Communities Scrutiny Board.

5 Recommendations

- 5.1 Members are recommended to:
- Note the most recent performance information in this report and Appendices 1 – 3 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.
 - Note that Appendix 1 contains a new format of dashboard for Housing indicators and Members are requested to note that this is still in development.

7 Background documents¹

7.1 Best Council Plan 2015 - 20

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.

HRA BUSINESS PLAN

Target references target set for service or contractor. Baseline references same position in previous financial year.

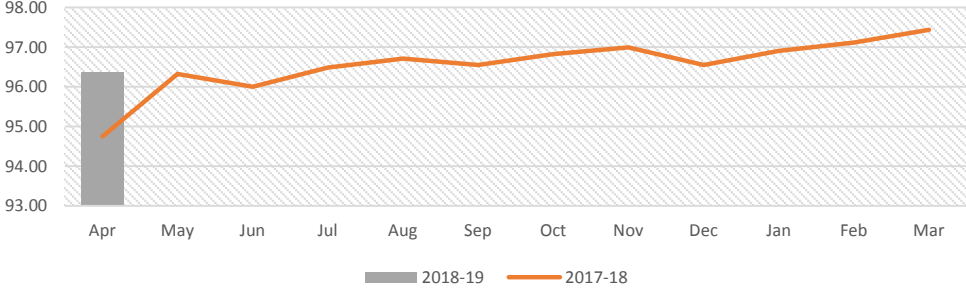
HRA Business Plan narrative

Rent collection

Measurement: Cumulative, Polarity: Higher17-18 YE: 97.44%

Target	Feb 18	Mar 18	Apr 18	Rating
97.50	97.11	97.44	96.36	

Percentage of rent collected on rent account

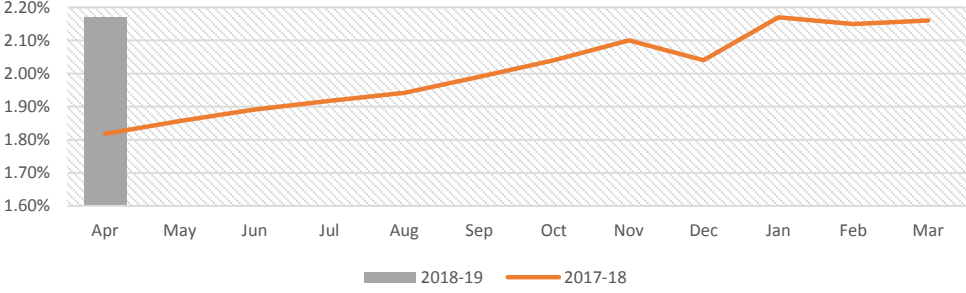


Former tenancy arrears

Measurement: In month, Polarity: Lower17-18 YE: 2.16%

Baseline	Feb 18	Mar 18	Apr 18	Rating
1.82%	2.15%	2.16%	2.17%	

Percentage of former tenancy arrears on rent account

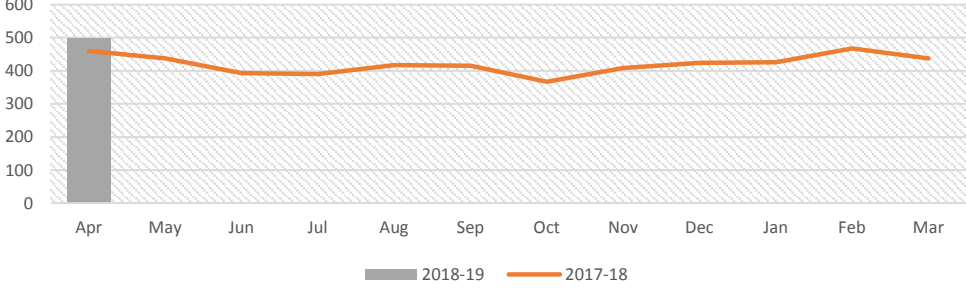


Void properties

Measurement: In month, Polarity: Lower17-18 YE: 438

Baseline	Feb 18	Mar 18	Apr 18	Rating
460	468	438	497	

Number of void properties

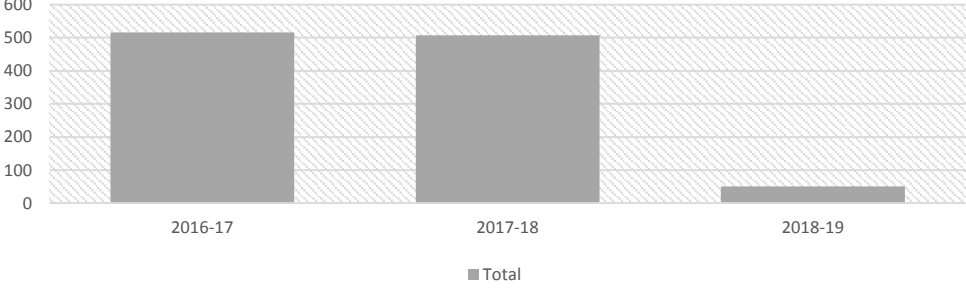


Right to buy sales

Measurement: In quarter and cumulative, Polarity: Higher16-17 YE: 516

17-18 Q2	17-18 Q3	17-18 Q4	17-18 YTD
131	134	113	507

Number of right to buy sales (cumulative YTD)

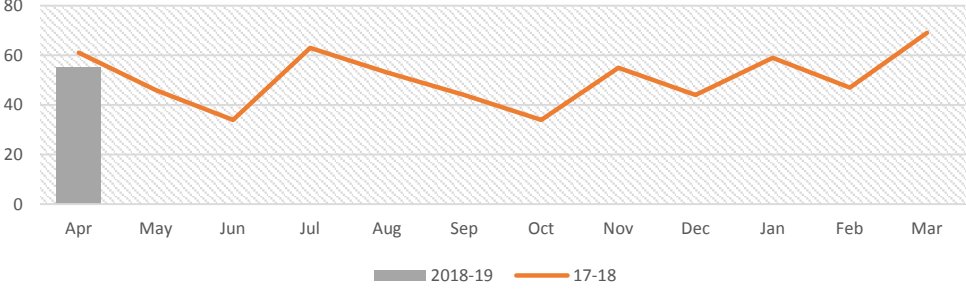


Claims for disrepair

Measurement: In month, Polarity: Lower

	Baseline	Feb 18	Mar 18	Apr 18	Rating	17-18 YE
Live	292	563	525	529		525
New	61	47	69	55		69
Closed	81	26	46	52		46

Number of new disrepair cases



HOUSING STRATEGY

Target references target set for service or contractor. Baseline references same position in previous financial year.

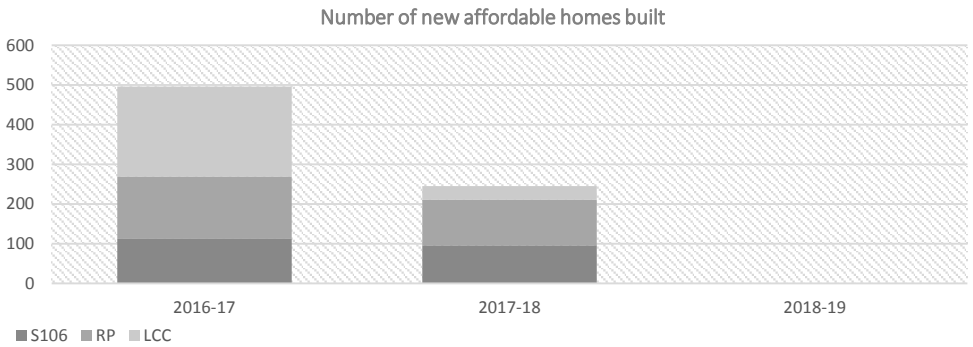
Housing Strategy narrative

New affordable homes built

Measurement: In quarter and cumulative , Polarity: Higher

	17-18 Q2	17-18 Q3	17-18 Q4
S106	13	16	19
RP	19	18	37
LCC	10	9	8
Total	42	43	64

17-18 YTD	16-17 YE
96	112
114	157
35	227
245	496



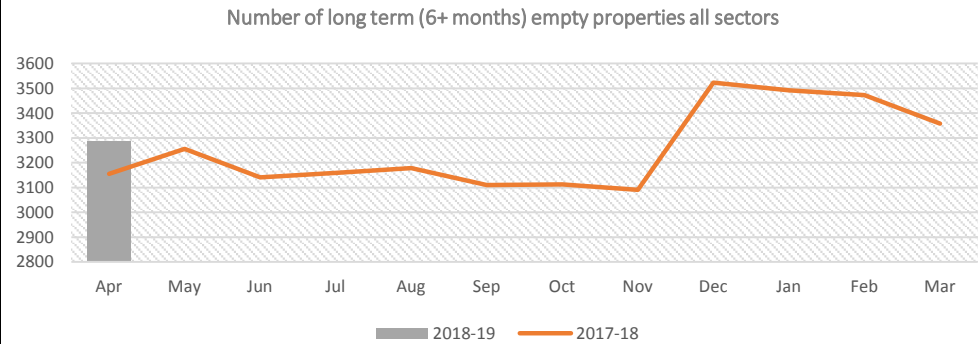
Figures subject to adjustment at year end

Long term (6+ months) empty properties all sectors

Measurement: In month, Polarity: Lower

17-18 YE: 3358

Target	Feb 18	Mar 18	Apr 18	Rating
3777	3472	3358	3286	●

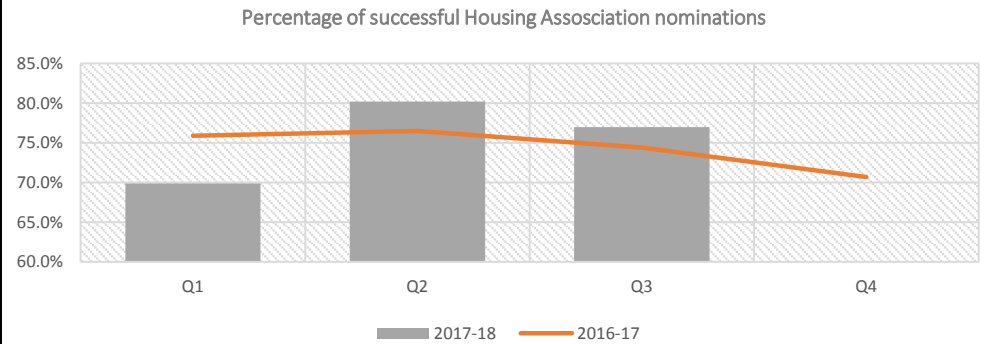


Housing Association nominations

Measurement: In quarter, Polarity: Higher

16-17 YE: 70.7%

Baseline	17-18 Q1	17-18 Q2	17-18 Q3	Rating
74.4%	69.9%	80.2%	77.0%	●



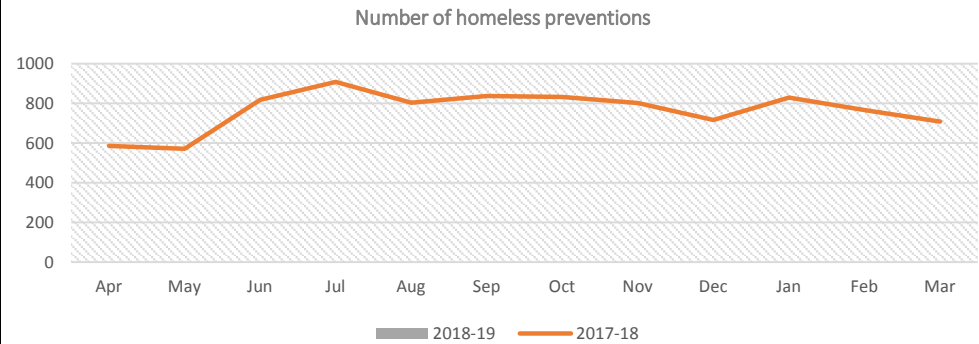
Reported two month in arrears. Figures subject to adjustment at year end.

Homeless preventions

Measurement: In month, Polarity: Higher

17-18 YE: 709

Baseline	Feb 18	Mar 18	Apr 18	Rating
586	766	709	0	●

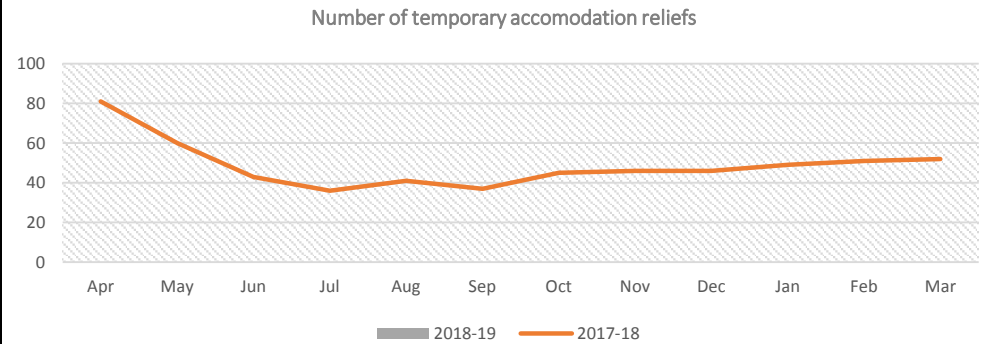


Temporary accomodation

Measurement: In month, Polarity: Lower

17-18 YE: 52

Baseline	Feb 18	Mar 18	Apr 18	Rating
81	51	52	0	●

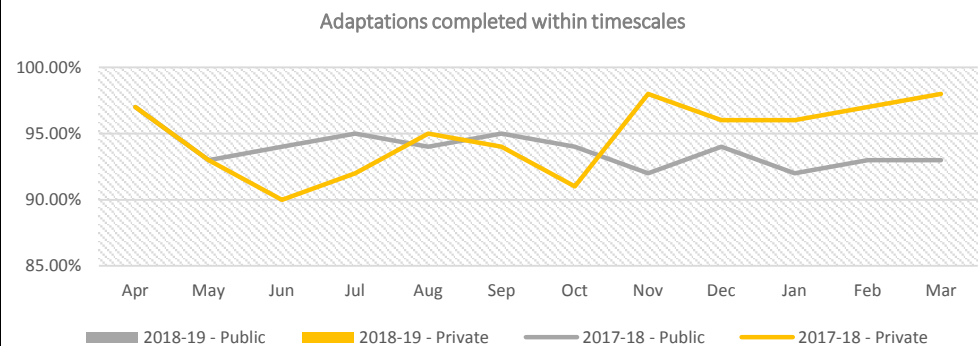


Adaptations completed within timescales

Measurement: In month, Polarity: Higher

17-18 YE: 93.00%

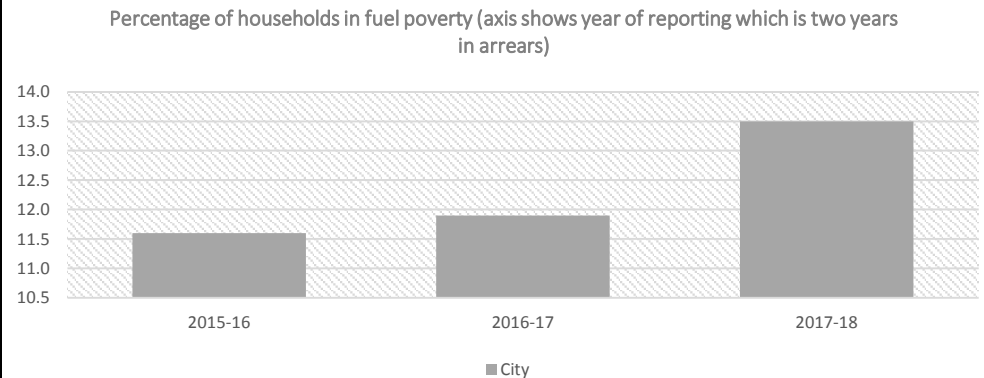
	Target	Feb 18	Mar 18	Apr 18	Rating
Public	95.00%	93.00%	93.00%	0.00%	●
Private	95.00%	97.00%	98.00%	0.00%	●



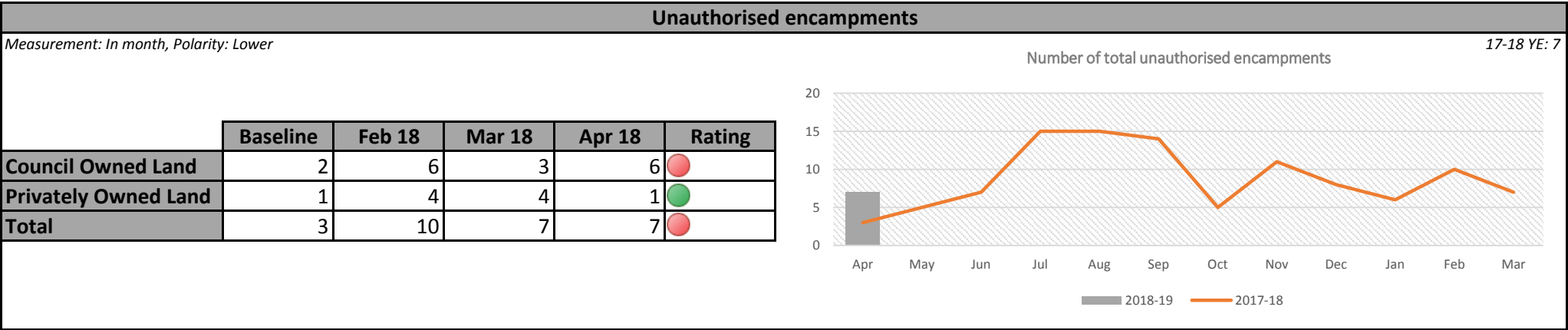
Households in fuel poverty (low income high costs)

Measurement: In year Polarity: Lower

	2013	2014	2015	Rating
Leeds	11.6%	11.9%	13.5%	●



Reported annually in June two years in arrears



HOUSING CONSUMER STANDARDS

Target references target set for service or contractor. Baseline references same position in previous financial year.

Housing Consumer Standards narrative

HOME STANDARD

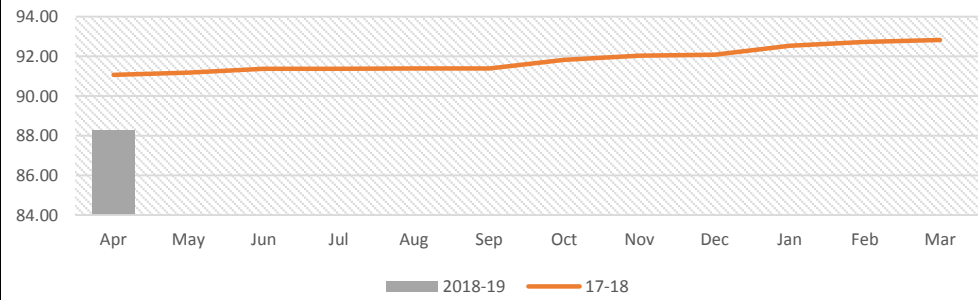
Properties meeting the Decency Standard

Measurement: In month, Polarity: Higher

17-18 YE: 92.82%

	Baseline	Feb 18	Mar 18	Apr 18	Rating
	91.06%	92.72%	92.82%	88.25%	●

Percentage of properties meeting decency standard



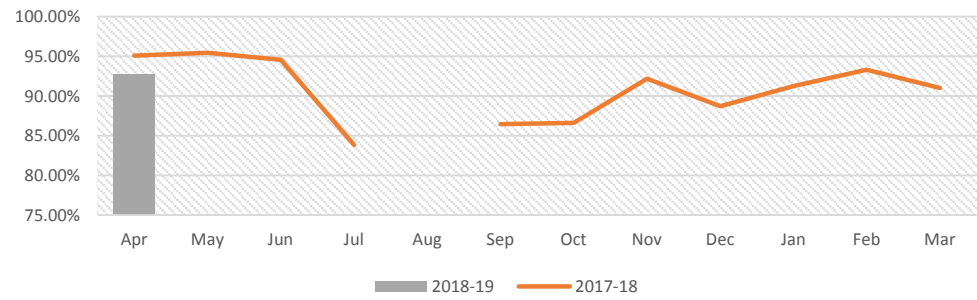
Responsive repairs completed within timescales

Measurement: In month, Polarity: Higher

17-18 YE: 0.9103%

	Target	Feb 18	Mar 18	Apr 18	Rating
Percentage	99.00%	93.33%	91.03%	92.72%	●
Total jobs		16511	16372	16016	
Jobs competed		15409	14904	14850	

Percentage of responsive repairs completed within timescales



Excludes adaptations

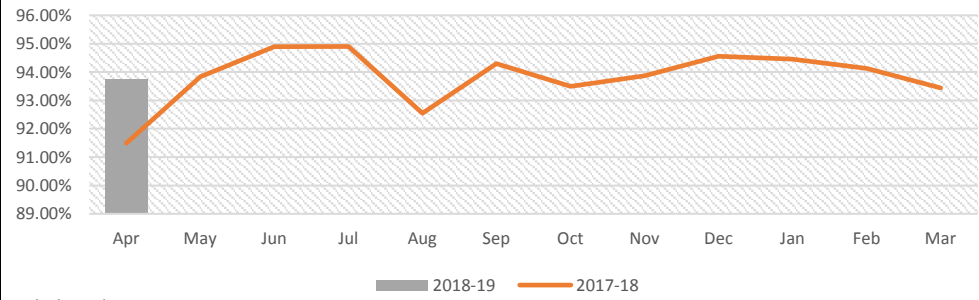
Responsive repairs completed right first time

Measurement: In month, Polarity: Higher

17-18 YE: 0.9344%

	Target	Feb 18	Mar 18	Apr 18	Rating
Percentage	90.50%	94.13%	93.44%	93.75%	●
Total jobs		12229	11591	11680	
Jobs competed		11511	10831	10950	

Percentage of responsive repairs completed right first time



Excludes adaptations

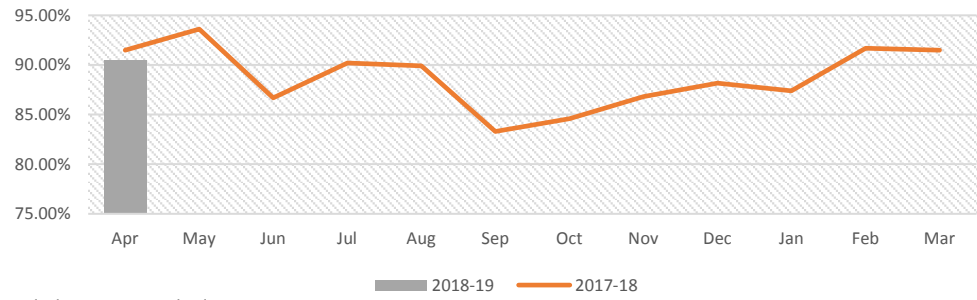
Satisfaction with responsive repairs completed

Measurement: In month, Polarity: Higher

17-18 YE: 0.915%

	Target	Feb 18	Mar 18	Apr 18	Rating
Percentage	90.00%	91.67%	91.50%	90.42%	●
Total surveys		468	494	428	
Postive responses		429	452	387	

Percentage satisfied responses for responsive repairs completed



Excludes BITMO and adaptations

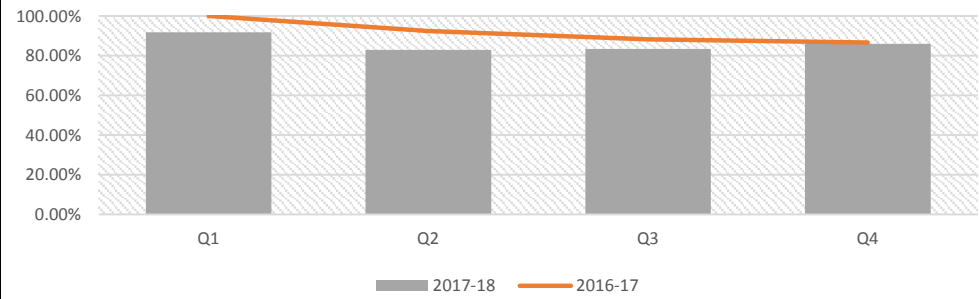
Satisfaction with capital works completed

Measurement: In quarter, Polarity: Higher

16-17 YE: 86.67%

	Target	17-18 Q2	17-18 Q3	17-18 Q4	Rating
Percentage	90.00%	82.89%	83.38%	85.99%	●
Total surveys		76	668	257	
Postive responses		63	557	111	

Percentage satisfied responses for capital works completed



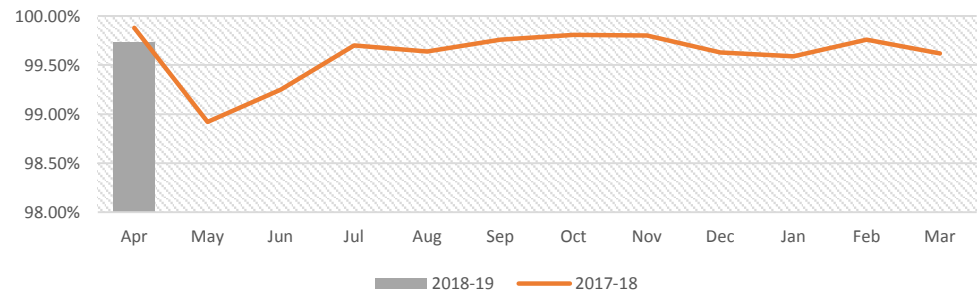
Gas services completed on time

Measurement: In month Polarity: Higher

17-18 YE: 99.62%

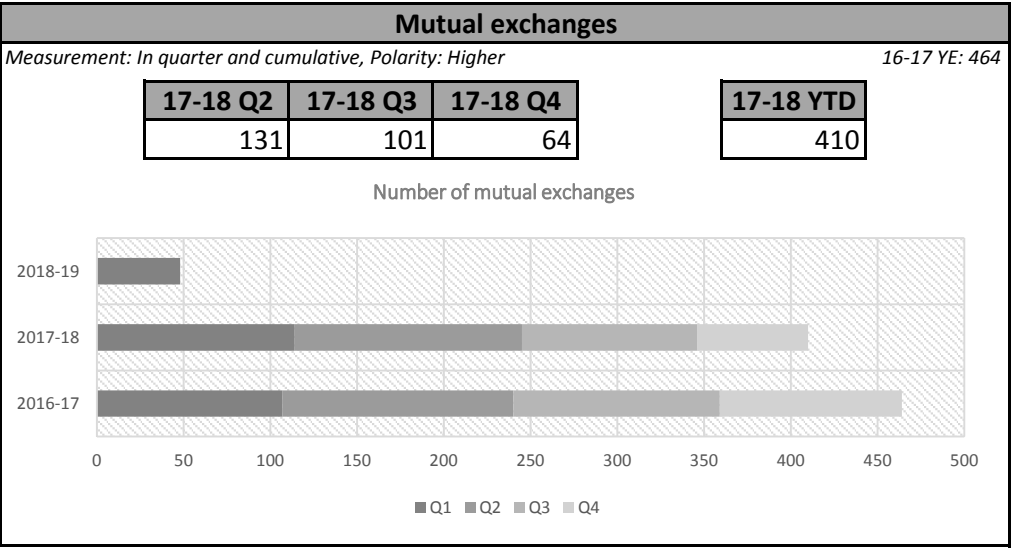
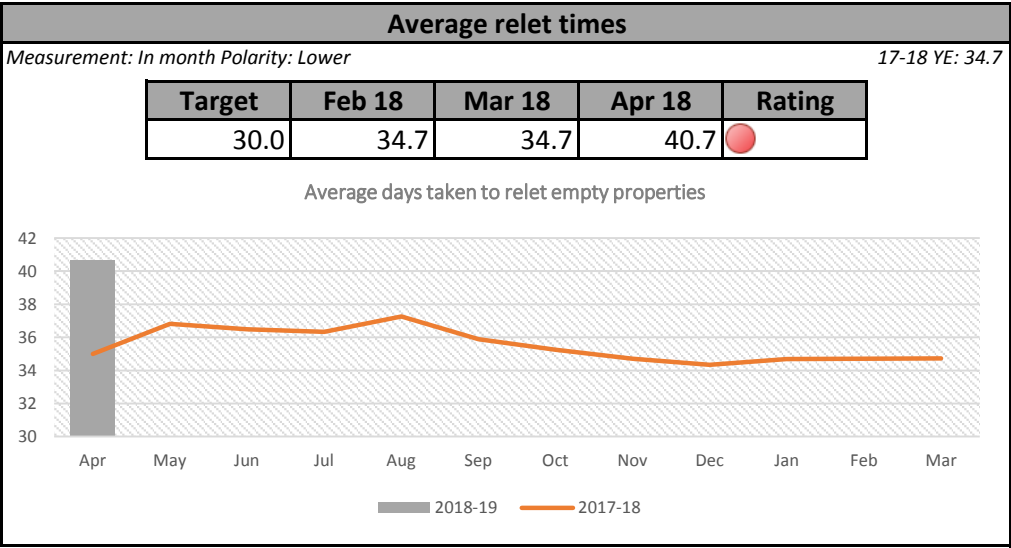
	Target	Feb 18	Mar 18	Apr 18	Rating
Percentage	99.78%	99.76%	99.62%	99.73%	●
Dwellings with gas		44617	44739	44659	
Dw. with valid cert.		44512	44567	44539	

Percentage of gas services completed on time

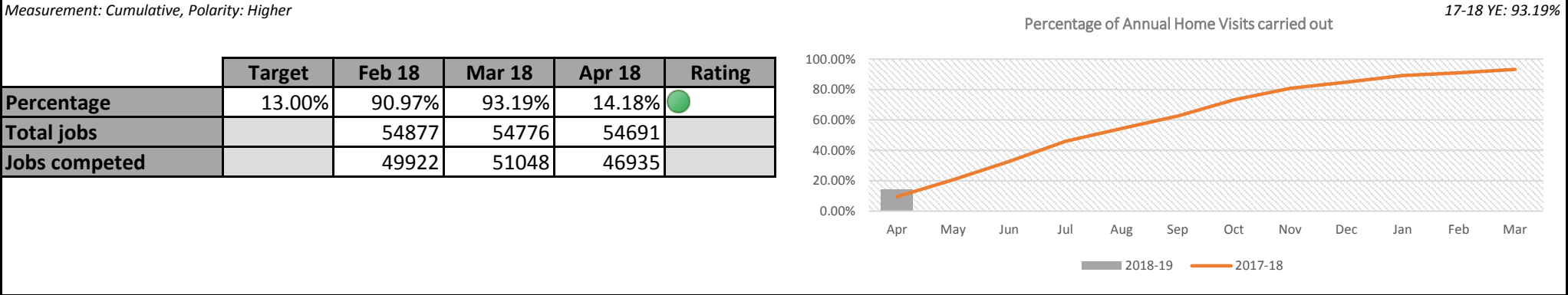


TENANCY STANDARD

Satisfaction with advice and guidance whilst moving home indicator is being developed and will be reported under the tenancy standard

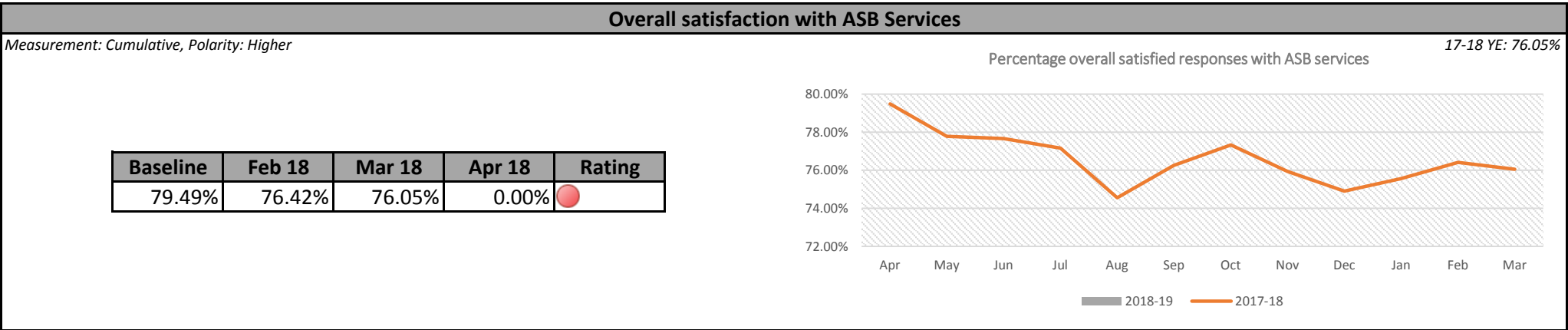


Annual Home Visits

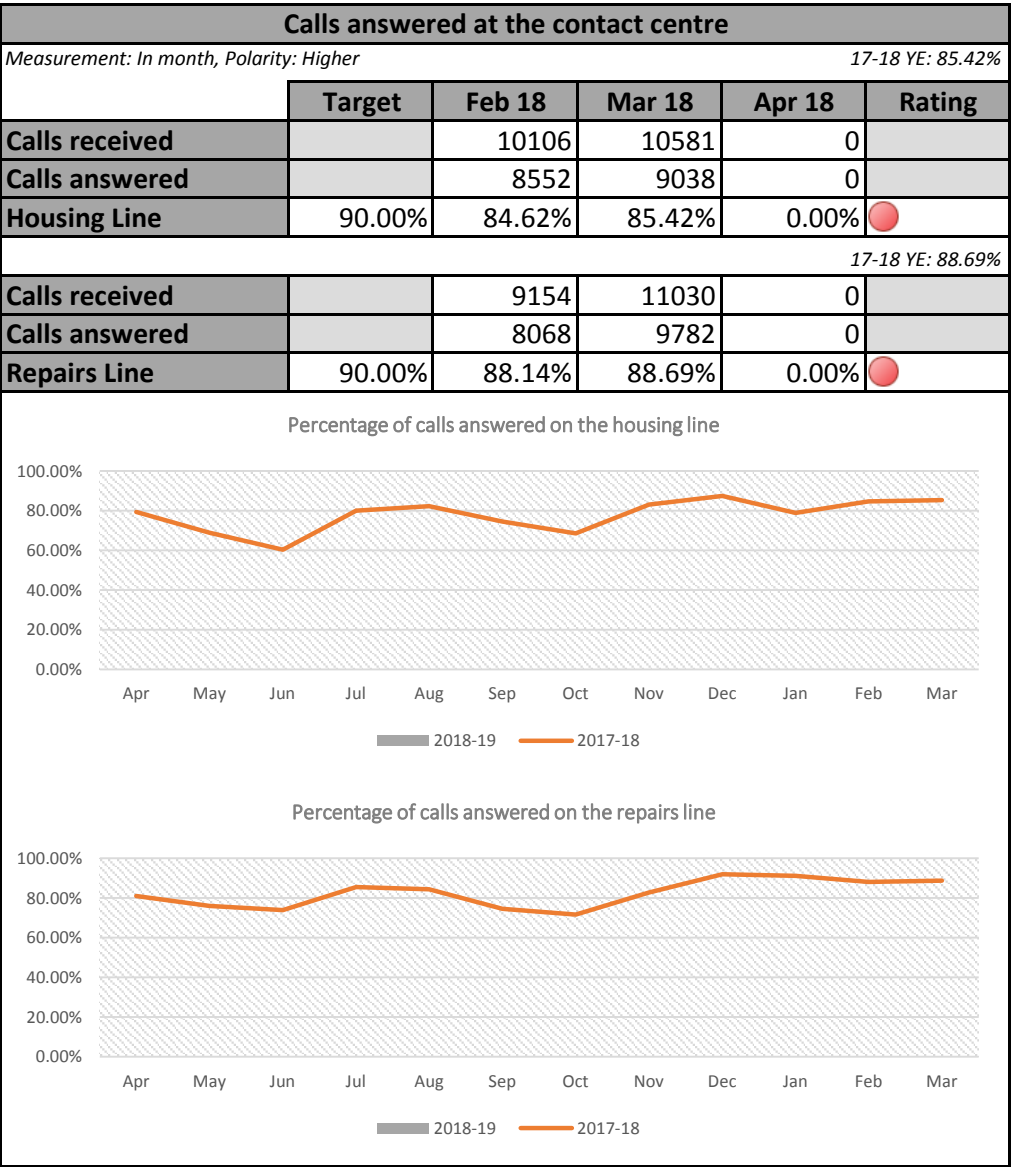
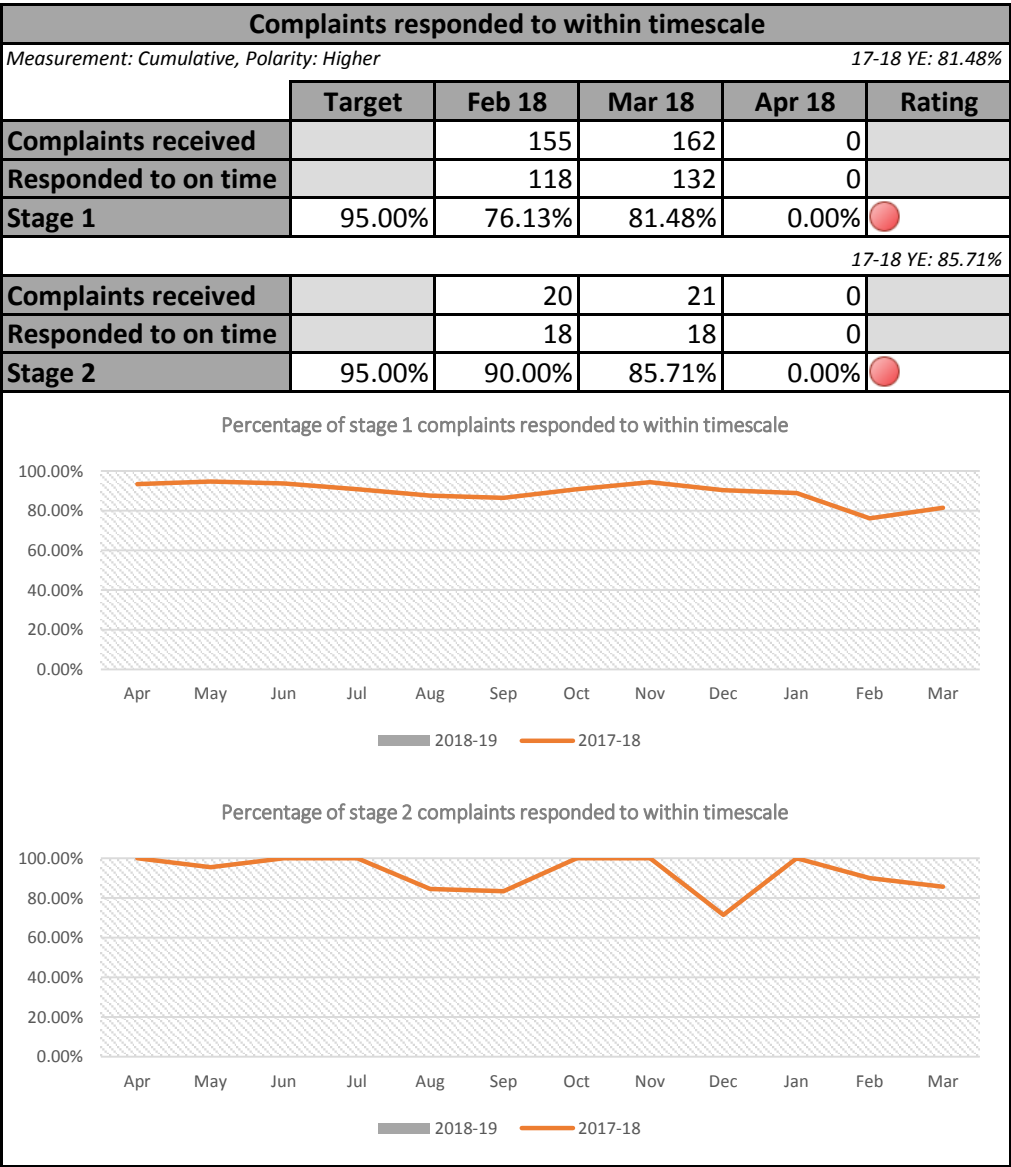


NEIGHBOURHOOD AND COMMUNITY STANDARD

Estate walkabouts completed indicator is being developed and will be reported under the neighbourhood and community standard.



TENANT INVOLVEMENT AND EMPOWERMENT STANDARD



APPENDIX 2 – Community Safety Performance Information (latest available 2018)

Performance area	Performance Reports / Data	BCP Priority?	Summary comments drawing out performance issues for noting/discussion																									
Anti-social behaviour / nuisance concerns	Partnership quarterly report card and monthly service level data	BCP – Resilient Communities – Decrease in reporting anti-social behaviour / nuisance concerns.	<table><tr><th>Annual Comparison</th><th>Apr-16 to Mar-17</th><th>Apr-17 to Mar-18</th><th>Change</th><th>%</th></tr><tr><td>Youth Related</td><td>6,436</td><td>7,568</td><td>1,132</td><td>18%</td></tr><tr><td>Neighbour Related</td><td>3,379</td><td>3,354</td><td>-25</td><td>-1%</td></tr><tr><td>Nuisance Motorcycle</td><td>2,493</td><td>2,228</td><td>-265</td><td>-11%</td></tr><tr><td>Anti-Social Behaviour</td><td>17,807</td><td>19,727</td><td>1,925</td><td>11%</td></tr></table> <p>Key Issues:</p> <ul style="list-style-type: none">Recent increases in recorded anti-social behaviour were observed in City & Hunslet (City), Gipton & Harehills and Pudsey. These wards reported an annual change in excess of 25%. 12 month high volume wards include City & Hunslet ‘City’ (1,543 ASB incidents), Killingbeck & Seacroft (1,431 ASB incidents) and Gipton & Harehills (1,155 ASB incidents).Partnership reports for high volume Anti-Social Behaviour wards predominantly highlighted issues connected to youth nuisance. Areas within Gipton and Harehills ward were highlighted as being of high demand with complex ongoing issues.	Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%	Youth Related	6,436	7,568	1,132	18%	Neighbour Related	3,379	3,354	-25	-1%	Nuisance Motorcycle	2,493	2,228	-265	-11%	Anti-Social Behaviour	17,807	19,727	1,925	11%
Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%																								
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Anti-Social Behaviour	17,807	19,727	1,925	11%																								

Performance area	Performance Reports / Data	BCP Priority?	Summary comments drawing out performance issues for noting/discussion																																			
Hate Incidents	Partnership quarterly report card and monthly service level data	BCP – Resilient Communities – Hate incidents.	<table><tr><th>Annual Comparison</th><th>Apr-16 to Mar-17</th><th>Apr-17 to Mar-18</th><th>Change</th><th>%</th></tr><tr><td>Race Hate Incidents</td><td>1,541</td><td>1,892</td><td>351</td><td>23%</td></tr><tr><td>Sexuality Hate Incidents</td><td>229</td><td>280</td><td>51</td><td>22%</td></tr><tr><td>Disability Hate Incidents</td><td>135</td><td>258</td><td>123</td><td>91%</td></tr><tr><td>Faith Hate Incidents</td><td>98</td><td>168</td><td>70</td><td>71%</td></tr><tr><td>Transgender Hate Incident</td><td>19</td><td>51</td><td>32</td><td>168%</td></tr><tr><td>Hate Incidents</td><td>2,192</td><td>2,432</td><td>240</td><td>11%</td></tr></table> <p>Key Issues:</p> <ul style="list-style-type: none">• The number of Hate incidents reported to Police in Leeds has increased by 11% in the 12 months to March 2018; 2,432 incidents were reported in the period.• High volume wards include City & Hunslet (City), Burmantofts & Richmond Hill, and Gipton & Harehills.	Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%	Race Hate Incidents	1,541	1,892	351	23%	Sexuality Hate Incidents	229	280	51	22%	Disability Hate Incidents	135	258	123	91%	Faith Hate Incidents	98	168	70	71%	Transgender Hate Incident	19	51	32	168%	Hate Incidents	2,192	2,432	240	11%
Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%																																		
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Transgender Hate Incident	19	51	32	168%																																		
Hate Incidents	2,192	2,432	240	11%																																		
Increased self-reporting of domestic violence and abuse incidents	Partnership quarterly report card and some police data	BCP – Resilient Communities – Increased self-reporting of domestic violence and abuse incidents.	<table><tr><th>Annual Comparison</th><th>Apr-16 to Mar-17</th><th>Apr-17 to Mar-18</th><th>Change</th><th>%</th></tr><tr><td>Domestic Incidents</td><td>18,785</td><td>20,434</td><td>1,649</td><td>9%</td></tr><tr><td>Repeat Victim Rate</td><td>43%</td><td>46%</td><td>3%</td><td>-</td></tr><tr><td>Victim Self-Reported Rate</td><td>32%</td><td>30%</td><td>-2%</td><td>-</td></tr></table> <p>Key Issues:</p> <ul style="list-style-type: none">• The volume of domestic incidents reported to Police in Leeds increased by 9% in the 12 months to March 2018; 20,434 domestic incidents were reported with a repeat victim rate of 46%.• The 12 month victim self-reporting rate was 30%, and this is an indication of victim confidence to report domestic abuse.	Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%	Domestic Incidents	18,785	20,434	1,649	9%	Repeat Victim Rate	43%	46%	3%	-	Victim Self-Reported Rate	32%	30%	-2%	-															
Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%																																		
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Performance area	Performance Reports / Data	BCP Priority?	Summary comments drawing out performance issues for noting/discussion																									
Serious Acquisitive Crime	Partnership quarterly report card and burglary ward performance overview	BCP – Resilient Communities –Reduced rate of Serious Acquisitive Crime																										
			<table><tr><th>Annual Comparison</th><th>Apr-16 to Mar-17</th><th>Apr-17 to Mar-18</th><th>Change</th><th>%</th></tr><tr><td>Burglary</td><td>9,810</td><td>10,314</td><td>504</td><td>5%</td></tr><tr><td>Theft From Motor Vehicle</td><td>5,457</td><td>5,172</td><td>-285</td><td>-6%</td></tr><tr><td>Theft of Motor Vehicle</td><td>2,077</td><td>1,930</td><td>-147</td><td>-7%</td></tr><tr><td>Serious Acquisitive Crime</td><td>18,334</td><td>18,709</td><td>375</td><td>2%</td></tr></table>	Annual Comparison	Apr-16 to Mar-17	Apr-17 to Mar-18	Change	%	Burglary	9,810	10,314	504	5%	Theft From Motor Vehicle	5,457	5,172	-285	-6%	Theft of Motor Vehicle	2,077	1,930	-147	-7%	Serious Acquisitive Crime	18,334	18,709	375	2%
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			<p>Key Issues:</p> <ul style="list-style-type: none">Recent increases in recorded Burglary were observed in City & Hunslet ‘Not City’, and Headingley, both wards reported an annual change in excess of 60%. 12 month high volume wards include City & Hunslet ‘Not City’ (552 burglary offences), City & Hunslet ‘City’ (504 burglary offences) and Headingley (466 burglary offences).Partnership reports for high volume burglary wards highlighted that methods to gain entry included unsecured doors/windows, smashed windows, and ‘snap lock’. Offences typically occurred during the evening and overnight, peaking between 22:00 and 04:00. Laptops continue to be the most common item of property stolen, particularly Apple MacBook’s.Recent increases in recorded Theft from Motor Vehicle were observed in Cross Gates & Whinmoor and Headingley, both reporting an annual change in excess of 40%. 12 month high volume wards include City & Hunslet (659 Theft from Motor Vehicle offences), and Armley (307 Theft from Motor Vehicle offences).Partnership reports for high volume wards highlight that offences primarily occurred overnight.																									

APPENDIX 3 – Waste & Environment Performance Information (2018)

Performance area	Performance Reports / Data	BCP Priority?	Summary comments drawing out performance issues for noting/discussion													
Missed bins per 100,000	Monthly trend report		Latest Available Data – 2017/18 Period 13 (26 th February to 25 th March 2018):													
				2016/17				2017/18								
				1	2	3	4	5	6	7	8	9	10	11	12	13
			Residual Black	73.16	59.03	57.60	56.89	68.29	73.28	50.00	80.17	62.95	95.84	108.08	84.09	155.46
			SORT - Green	36.40	29.68	28.84	37.94	39.48	42.70	37.52	40.60	40.46	48.16	74.06	49.56	120.54
			Garden - Brown	98.58	83.49	87.74	128.07	90.57	102.36	71.93	103.54	94.58	8.96	0.00	0.00	38.44
			Overall	65.34	53.68	53.68	65.29	62.67	68.47	50.19	70.90	61.61	60.04	72.76	53.63	53.83
			Previous Year	70.85	58.88	90.49	65.29	72.06	75.75	80.59	55.19	56.66	44.01	53.27	56.10	53.38
Recycling	Monthly trend report	BCP – Low Carbon – Percentage of Waste Recycled.	Latest Available Unverified Data – Verification by the Environment Agency to follow after year end.													
				October	November	December	January	February								
			2017/18 Monthly Achieved	40.4%	36.2%	28.4%	29.8%	29.9%								
			2016/17 Monthly Achieved	38.4%	36.4%	28.5%	29.8%	29.5%								
			2017/18 YTD Target (cumulative)	47.2%	46.9%	46.2%	45.5%	45.0%								
			2017/18 YTD Achieved (cumulative)	43.0%	42.2%	40.9%	40.2%	39.4%								
			2016/17 YTD Achieved (cumulative)	41.9%	41.2%	39.9%	39.0%	38.3%								

Performance area	Performance Reports / Data	BCP Priority?	Summary comments drawing out performance issues for noting/discussion					
Tonnage to Landfill (domestic waste only)	Monthly trend report		Latest Available Unverified Data – Verification by the Environment Agency to follow after year end.					
				October	November	December	January	February
			2017/18 Monthly Target	806.0t	713.5t	723.4t	916.2t	714.1t
			2017/18 Monthly Achieved	657.1t	639.5t	614.4t	559.0t	547.8t
			2017/18 YTD Target (cumulative)	6189.5t	6904.0t	7626.4t	8542.5t	9257.5t
			2017/18 YTD Achieved (cumulative)	5810.8t	6450.3t	7064.6t	7623.6t	8171.4t
			2016/17 Achieved (cumulative)	9657.0t	10262.0t	12957.0t	13323.0t	13954.0t
Street Cleanliness	Bi-annual							
			% of sites that have acceptable litter levels					
			Winter 16/17			Summer 16/17		
			96.1%			89.7%		
			Winter 17/18			Summer 17/18		
91.2%			92.7%					

% sites with acceptable litter levels

