

Scrutiny Board - Environment and Neighbourhoods Quarter 4 Performance Report 2007/08

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Reference	Title	Service	Frequency & Measure	Good Performance	2006/07 Year-End	2007/08 Target	Full Year Result	Year on Year Improvement Trend	All England Top Quartile (Based on 2006/07 Year-End data)	All England Bottom Quartile (Based on 2006/07 Year-End data)	Core City Average (Based on 2006/07 Year-End data)	Core City position 1 = Top 8 = Bottom (Based on 2006/07 Year-End data)	Data Quality Issues
1	BV-126 Domestic burglaries per 1,000 households	Community Safety	Monthly Numerical	Fall	25.4	22.3	26.0	↓	5.8	13.2	27.1	5	No concerns
Comments	In 2007/08, there were 8,449 recorded domestic burglaries; an increase of 2.5% against the previous year, (205 more offences) however, trends show a -48.3% reduction from the 2002/03 peak of 16,341 (7,892 fewer offences). The reasons for the slight increase this year are unclear but appear to have followed national trends and can be linked to increased prison releases and the number of prolific offenders in the community. This has required the Police and the Probation Service to manage more offenders resident and active within the community. Approximately 13% of burglary victims are students (based upon complainant coding-22% in North West Leeds reflecting the population). Increases in student population over the last few years has brought a large number of vulnerable young people into high crime areas and thereby increasing the opportunities for offenders to target those at risk. LCC is working with its partners to develop an Integrated Offender Management process, building on the current Drug Intervention Programme and Prolific and other Priority Offenders schemes with the aim of addressing issues contributing to offending behaviour. A burglary problem profile will be presented in June 08, identifying further opportunities to improve performance, including research into student areas within core cities for comparison of performance and activity. Domestic burglary remains a priority (LPSA 2) and is included in the serious acquisitive crime target, within the new LAA.												
2	BV-127 a Violent crime per year, 1000 population in the Local Authority area.	Community Safety	Monthly Numerical	Fall	23.8	22.9	21.6	↑	13.1	22.9	32.8	2	No concerns
Comments	The target for 2007/08 has been exceeded. In 2007/08, there were 15,605 recorded violent crimes, this is down 9.5% against previous year, equivalent to 1639 fewer offences. The reason for this achievement can be partially explained by the effect of the police policy for early intervention to prevent low level violence escalating to more serious attacks and the work of the Tackling Violent Crime Programme in the city centre - examples of good practice from this Programme are being rolled out across the city.												
3	BV-127 b Robberies per year, per 1000 population in the Local Authority area.	Community Safety	Monthly Numerical	Fall	2.3	2.2	2.1	↑	0.3	1.3	4.1	3	No concerns
Comments	The target for 2007/08 has been exceeded. In 2007/08, there were 1,490 recorded robberies, this is down 9.2% against previous year, equivalent to 151 fewer offences. The reason for this achievement can be partially explained by a proactive policing in areas of most concern and the continued use of tactics deployed from the Street Crime Initiative.												
4	BV-128 Vehicle crimes per 1,000 population	Community Safety	Monthly Numerical	Fall	17.3	16.5	14.3	↑	7.0	13.9	23.6	2	No concerns
Comments	The target for 2007/08 has been exceeded. In 2007/08, there were 10,350 recorded vehicle crimes, this is down 17.2% against previous year, equivalent to 2155 fewer offences. Theft of motor vehicle = 2,871 down 13.7% (455 fewer offences). Theft from motor vehicles = 7,479 down 18.5% (1700 fewer offences). The reason for this achievement can be partially explained by improvements to vehicle security and by vehicle crime campaigns raising awareness of potential risks to vehicle owners and help them to reduce their risk of becoming a victim of vehicle crime.												
5	BV-174 CP-CS1 The number of racial incidents recorded by the authority per 100,000 population	Community Safety	Quarterly Numerical	Rise	183.51	256.94	236.30	↑	N.A.	N.A.	N.A.	N.A.	Some concerns
Comments	The target for 2007/08 has not been achieved. In 2007/08, there were 1711 reported racial incidents to the local authority; this is a 29% increase against the previous year, equivalent to 384 more reports. In line with the measurement to increase reporting of racial incidents analysis shows a positive improvement. In 2007/08, Education Leeds submitted 1167 reports compared with 993 in the previous year (up 17.5%) and LCC departments submitted 544 reports compared with 334 in the previous year (up 63%). The main reason why this target has not been achieved is the continued difficulty of turning policy into practice across the whole of the authority. Despite this, service representatives have taken greater responsibility for the collation and accuracy of information and reporting to their respective management teams, there has been a series of training sessions with staff and regular Q/A checks have helped to see positive incremental improvements in performance this year.												
6	BV-175 CPA-H19 The percentage of racial incidents that resulted in further action	Community Safety	Quarterly %	Rise	93.97	98.00	98.90	↑	100.00	100.00	97.81	3	Some concerns
Comments	The target for 2007/08 has been achieved. In 2007/08, of the total 1711 reported racial incidents to the local authority 98.9% resulted in further action. Across LCC departments this was 100%. This reasons for this achievement can be partially explained by an improvement in reporting and Q/A checks throughout the year.												
7	BV-225 Action against domestic violence (DV) provision and effectiveness of LA services designed to help victims of DV and prevent DV	Community Safety	Quarterly %	Rise	100.0	100.0	100.0	↑	N.A.	N.A.	N.A.	N.A.	No concerns

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	Comments The target was already achieved in 2006/07 - all actions have been completed and remained in force in 2007/08													
8	CP-CS3 LAA-SSC19	Increase the percentage of local people who feel that they belong to their local area	Community Safety	Survey %	Rise	N.A.	N.A.	72.00		N.A.	N.A.	N.A.	N.A.	Some concerns
	Comments N.A.													
9	CP-CS4	Increase the percentage of local people who feel they can influence decisions affecting their local area	Community Safety	Survey %	Rise	N.A.	N.A.	33.00		N.A.	N.A.	N.A.	N.A.	No concerns
	Comments Figure taken from the 2006 Best Value General Survey, question 34.													
10	CP-CS50 LAA-SSC8 PSA1	Reduce overall crime levels in Leeds by 35% by 2008	Community Safety	Monthly %	Fall	-23.60	-35.00	-32.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments The target of 35% has not been achieved however a 32% reduction is the best performance that Leeds has achieved. The PSA 1 target measures the main offences used in the British Crime Survey against the level of recorded offences in 2003/04. In 2007/08, there were 53,401 PSA 1 offences compared with 78,573 offences in the baseline year of 2003/04. The 32% reduction is equivalent to 25,172 fewer offences and is a significant reduction. Areas of strong performance over the last 4 years includes theft of motor vehicle down 54.4%, theft from motor vehicle down 35.1%, theft from person down 31.6%, personal robbery down 15.2%, criminal damage down 14.3% and wounding down 14.1%. There are a number of reasons why this target has not been achieved including a rising trend in domestic burglary in the last 18 months and changes in recording and legislation relevant to common assaults (power of arrest) which have offset the excellent performance in the other crime types. As at December 2007 Leeds was the second best performing CDRP.													
11	CP-CS51ai LAA-SSC18a	Reduce the number of people who have a fear of crime by: increasing the % of people surveyed that feel safe walking alone in their area during the day	Community Safety	Survey %	Rise	78.00	N.A.	94.00	↑	N.A.	N.A.	N.A.	N.A.	Some concerns
	Comments N.A.													
12	CP-CS51aii LAA-SSC18b	Reduce the number of people who have a fear of crime by: increasing the % of people surveyed that feel safe walking alone in their area after dark	Community Safety	Survey %	Rise	N.A.	N.A.	58.00		N.A.	N.A.	N.A.	N.A.	Some concerns
	Comments N.A.													
13	CP-CS51c LAA-SSC29C	Reduce people's perception of ASB - Reduce the percentage of people who think people using or dealing drugs are a very or fairly big problem	Community Safety	Annually %	Fall	N.A.	N.A.	24.30		N.A.	N.A.	N.A.	N.A.	Some concerns
	Comments N.A.													
14	CP-CS51d (Amended)	Reduce people's perception of ASB - Reduce the percentage of people who think people being drunk or rowdy in public spaces are a very or fairly big problem	Community Safety	Annually %	Fall	N.A.	N.A.	20		N.A.	N.A.	N.A.	N.A.	No concerns
	Comments N.A.													
15	CP-SC51b LAA-SSC16a	Reduce the number of people who have a fear of crime by: b) reducing the % of residents who feel that anti-social behaviour is a very big problem in their area	Community Safety	Survey %	Rise	17	N.A.	See Comments		N.A.	N.A.	N.A.	N.A.	No concerns
	Comments No Comments Supplied													

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16	LKI-CS6 LAA-SSC29a	Total number of drug users in treatment	Community Safety	Monthly Numerical	Rise	3,879	3,727	3,554	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The target for 2007/08 has not been achieved. In 2007/08, there were 3,554 drug users in treatment; this is 5.6% less than the previous year. The reasons for the decrease can be partially explained by the fact that a data cleansing exercise (Between April 06 and March 07) removed 2083 from numbers in treatment. Leeds Addiction Unit showed 1906 in April 2006 with a reduction to 467 in May 2006, a total of 1439. Multiple Choice showed 1049 in April 2006 with a reduction to 405 in March 2007, a total of 644. However, the number of new presentation increased by 5.2% from the previous year (1145 in 06/07 and 1204 in 07/08). The data verification issue from two main service providers at the end of 06/07 hindered the target setting for 07/08; this has impacted on the variation from target. This remains a priority within the LAA with a new focus on drug users in effective treatment.</p>												
17	LKI-CS7 LAA-SSC29b	Percentage of drug users retained in treatment for 12 weeks or more	Community Safety	Monthly %	Rise	79	85	78	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The target for 2007/08 has not been achieved. In 2007/08, the percentage of drug users retained in treatment for 12 weeks or more was 78%, just 1% below the previous year, this slight decline is reflective of the national trend. Waiting times have maintained performance levels and planned discharges have shown an improvement following action plan process with service providers on development of care plans and referral pathways. This remains a priority within the LAA with a new focus on drug users in effective treatment.</p>												
18	LKI-CS8a LAA-SSC13 LPSA2	Addressing domestic violence by: a) increase the number of reported incidents of domestic violence	Community Safety	Quarterly Numerical	Rise	11,180	12,500	9,305	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The target for 2007/08 has not been achieved. In 2007/08, there were 9,305 reported incidents of domestic violence; this is down 16.8% against previous year, equivalent to 1875 fewer incidents reported. The reasons for the fall in reported domestic violence incidents are unclear but appear to have followed regional trends. Domestic violence is hugely under reported and this is still an issue that all partners need to address. A review of domestic violence services has been completed, findings and recommendations for change have been discussed by Safer Leeds and improvement activities have been identified. The improvement priorities will be implemented as part of the refreshed Domestic Violence Strategy for 08/09. During Q1 of this year Safer Leeds will be exploring strategies to promote victim reporting in partnership with the Police and the service providers, in line with the LPSA stretching target.</p>												
19	LKI-CS8b LAA-SSC14 LPSA2	Addressing domestic violence by: b) reduce repeat victimisation as a proportion of reported domestic violence incidents	Community Safety	Quarterly %	Fall	48.20	44.80	46.10	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The target for 2007/08 has been achieved. In 2007/08, there were 9,305 reported incidents of domestic violence of which 4,286 were repeats. Analysis shows a positive reduction in the repeat victimisation as a proportion of domestic violence incidents from 48.2% in 06/07 to 46.1% in 07/08. A review of domestic violence services has been completed, findings and recommendations for change have been discussed by Safer Leeds and improvement activities have been identified. The improvement priorities will be implemented as part of the refreshed Domestic Violence Strategy for 08/09.</p>												
20	LKI-CS8c LAA-SSC15 LPSA2	Addressing domestic violence by: c) increase the number of reported incidents of domestic violence that result in a sanctioned detection	Community Safety	Quarterly %	Rise	16.20	16.00	21.90	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The target for 2007/08 has been achieved. In 2007/08, there was an increase in the number of domestic violence incidents that resulted in sanction detection to 21.9% compared with 16.2% in the previous year. The reasons for this achievement can be explained by an increased attention on this PI by the Police. A review of domestic violence services has been completed, findings and recommendations for change have been discussed by Safer Leeds and improvement activities have been identified. The improvement priorities will be implemented as part of the refreshed Domestic Violence Strategy for 08/09.</p>												

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21	BV-166a CPA-E27	Score against a checklist of enforcement best practice for environmental health	Environmental Health	Annually %	Rise	96.70	96.70	96.70	↔	100.00	90.00	98.50	2	No concerns
	Comments	This indicator is based on a checklist of services. We have maintained the same score as in previous years												
22	BV-166b CPA-E21	Score out of 10 against a checklist of enforcement best practice for trading standards	Environmental Health	Annually %	Rise	100.00	100.00	100.00	↑	100.00	100.00	99.40	1	No concerns
	Comments	This is a best value performance measure that indicates that an enforcement body has an approved enforcement policy and acts in accordance with this. The service has recently been updating this policy and processes are in place to ensure adherence to it.												
23	BV-217 CP-EN51	Percentage of pollution control improvements to existing installations completed on time.	Environmental Health	Quarterly %	Rise	99	90	97	↓	100	93	94	2	No concerns
	Comments	N.A.												
24	LKI-EH3	The percentage of food premises inspections that should have been carried out that were carried out for high-risk premises	Environmental Health	Quarterly %	Rise	52.0	100.0	100.0	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	Food Standards Agency allows 28 days from the target inspection date for inspections to be carried out, effectively allowing until the end of April for all due inspections to be completed therefore the target is being met for all high risk food premises.												
25	LKI-EH8 CPA-H18	Percentage of private sector homes vacant for more than 6 months	Environmental Health	Quarterly %	Fall	2.39	2.69	2.94	↓	N.A.	N.A.	N.A.	N.A.	Some concerns
	Comments	Mid threshold position for CPA City and Hunslet (9.5% empty) Main causes are the high number of private sector 'buy-to-let' properties and 'investment' properties. Since Feb 07 there has been a change in the ownership make-up of city centre developments with the capital growth investors selling on their properties as the slow down in the housing market started to take effect. Headingley (6.9% empty) and Hyde Park & Woodhouse (7.38 empty) are traditionally the areas where students choose to live, however there has been a significant market change due to the availability of purpose built student accommodation in the city centre. The Empty Property Team and the Environmental Action Teams will be instrumental in tackling the issues brought about by properties being left unoccupied.												
26	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	0.0	0.0	0.0	↑	0.0	14.1	6.2	1	No concerns
	Comments	Target set at zero. LCC does not have hostel accommodation. as defined in BV183b. CPA Upper threshold												
27	BV-202	The number of people sleeping rough on a single night within the area of the local authority	Homeless and Advisory Service	Annually Numerical	Fall	7	10	7	↑	0	4	6	3	No concerns
	Comments	This figure is within the target set at < 10. The last formal count undertaken was 09 November 2007. This found 7 (+1) rough sleepers. The +1 is a non EU national sleeping rough but without access to public funds and would not be eligible for any statutory duty.												
28	BV-213 CPA-H24	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 Numerical	Rise	1	3	3	↑	5	2	8	7	No concerns
	Comments	We have continued to achieve excellent results and the year end target has been exceeded by 12.7% with a figure of 3.38 preventions per 1,000 households in 07/08. Preventions that are measured include AST's, Sanctuary installations and Archway / Young person mediations.												
29	CP-HAS50	Reduce the number of homeless people in Leeds per 1000 households, as defined by the Council.	Homeless and Advisory Service	Monthly Numerical	Fall	5.30	5.23	3.50	↑	N.A.	N.A.	N.A.	N.A.	No concerns

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	Comments As with HAS4 the year end target was successfully exceeded by 33% and the year end prediction has been exceeded by 12.5%. Quarterly performance has seen only a slight increase of 0.09 between Q3 and Q4. 224 acceptances in Q4 translates to 0.68 households per 1000 per month (homeless acceptances/ households in Leeds(325,027))*1000 = 0.68.													
30	LKI-HAS11	Number of sanctuary installations completed	Homeless and Advisory Service	Monthly Numerical	Rise	174.00	250.00	305.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments Target exceeded. Of the 305 installations carried out, only 15 subsequently made a homeless application equating to a prevention rate of 95%.													
31	LKI-HAS4	The number of homeless acceptances made in the year (cumulative)	Homeless and Advisory Service	Monthly Numerical	Fall	1722.00	1700.00	1142.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments The 07/08 year end target set at 1,700 homeless acceptances has been successfully exceeded by 32.8%. In Q3 there were 194 Acceptances from 681 decisions (ratio of 1:3.5) whereas in Q4 there were 224 Acceptances from 1065 decisions (ratio 1:4.8) which shows the positive impact the Options and Prevention strategy is having particularly in relation to the increase in ASTs, the increase in Sanctuary installations and the success of the Archway mediation service.													
32	LKI-HAS5 LAA-SSC26	The number of homeless acceptances resulting from parental eviction (cumulative)	Homeless and Advisory Service	Monthly Numerical	Fall	254.00	210.00	106.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments There has been a 50% reduction in homelessness acceptances due to parental eviction between Q3 and Q4 2008. 8.8 per month is the average for all homeless acceptances due to parental eviction. This provides a year end figure of 106 for 07/08. This exceeds the target of 210 in line with the LPSA2.													
33	SP-KPI1	Service users who are supported to establish and maintain independent living.	Homeless and Advisory Service	Quarterly %	Rise	N.A.	99.50	99.00		N.A.	N.A.	N.A.	N.A.	No concerns
	Comments The numerator figure (39013) is the aggregate number of service users who were assisted to establish and maintain independent living arrangements across the four quarters. The denominator figure (39574) is the aggregate number of service users who were supported in services where the aim was to maintain and establish independent living arrangements across the four quarters.													
34	SP-KPI2	Service users who have moved on in a planned way from temporary living arrangements	Homeless and Advisory Service	Quarterly %	Rise	N.A.	76.00	60.00		N.A.	N.A.	N.A.	N.A.	No concerns
	Comments An exercise to determine the effect of St George's Crypt Overnight Centre showed a negative impact of 4% across the year. Intensive contract management work has contributed to an upward trend in performance across the four quarters e.g. Leeds womens Aid Q1=55% Q4=80% Salvation Army Q1=82 Q4=94 Overnight Centre Q1=25% Q4=55%. It is envisaged that such improvements will be achieved in a wider number of services in 2008/09 and that the improvements shown at critical services such as the Overnight Centre will be continued.													
35	BV-184a CP-HM51 CPA H1	The proportion of local authority homes which were non-decent at 1st April 07.	Housing Management	Monthly %	Fall	39.00	33.00	35.02	↑	13.0	42	52	3	No concerns
	Comments This indicator measures the historical position of non-decency i.e. the start of the previous financial year (Apr 1 2007). Performance is slightly below target because it had been anticipated that the updating of decency on schemes from prior to 2007/08 would have more of a positive impact. However, by the end of 2007/08 performance had improved to 22.81%. By the end of financial year 08/09 we are aiming to reduce non-decency to 15% through a spend of circa. £110m (still to be finalised). Performance has improved significantly during 2007/08 due to 2 key factors: - ALMO delivery of decency schemes. - Performance is now reported from Keystone using more accurate methodology and data sources and this has improved the city's overall performance by over 8%.													
36	BV-184b CPA-H2	The percentage change in the proportion of non-decent LA homes which are not decent between 1st April 2007 and 1st April 2008	Housing Management	Monthly %	Rise	14.05	40.00	34.85	↑	31.5	5.2	15.9	5	No concerns
	Comments Performance is slightly below target because it had been anticipated that the updating of decency on schemes from prior to 2007/08 would have more of a positive impact. Performance has improved significantly during 2007/08 due to 2 key factors: - ALMO delivery of decency schemes. - Performance is now reported from Keystone using more accurate methodology and data sources and this has improved the city's overall performance by over 8%. CPA Upper threshold													

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37	BV-212 CPA-H8	Average time taken to re-let local authority housing.	Housing Management	Monthly Days	Fall	41.00	32.00	40.05	↑	26	46	60	2	Some concerns
	Comments	CPA Mid threshold performance. Although the target has not been achieved and performance is worse than 2006/07 this is due to a change in the methodology used to calculate performance. Applying the new methodology, a new target figure of 40 days was set, based on trend analysis. There are significant variations in performance between the ALMOs ranging from WNWHL at 30.4 days to BITMO at 50.52 days. Strategic Landlord closely monitors ALMO performance through quarterly performance meetings. AVHL performance improved considerably during 2007/08 - from 78 to 43 days. This performance improvement was closely monitored by Strategic Landlord through an agreed strategy and regular position updates.												
38	BV-63 CP-HM52 LAA-HCOP21	Energy Efficiency - the average SAP rating of local authority owned dwellings	Housing Management	Quarterly Numerical	Rise	65.00	67.00	75.60	↑	72	65	65	5	No concerns
	Comments	CPA Upper Threshold Performance												
39	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	96.69	97.00	96.53	↓	98.57	97.07	95.32	2	No concerns
	Comments	Year end performance was below target and lower than performance in 2006/07 due to: - impact of review of staffing structures and arrears procedures following ALMO Review. - personal debt levels of tenants reflecting national financial climate. - Impact of Housing Benefit Ongoing Recovery. There are some variances in ALMO performance, ranging from AVHL at 96.29% to WNWHL at 96.81%. BITMO's performance is particularly weak at 94.03% and this is being closely monitored. While AVHL is the weakest ALMO they had the smallest reduction in performance during 2007/08. Strategic Landlord will be undertaking a piece of work during 2008/09 to establish what factors are impacting on Leeds performance and to investigate strategies adopted by other stronger performing local authorities. The scoping of this work is to take place over the next month.												
40	BV-66b	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	7.29	7.00	6.95	↑	3.89	7.6	10.2	2	No concerns
	Comments	N.A.												
41	BV-66c	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	Housing Management	Monthly %	Fall	24.93	23.50	20.64	↑	16.55	32.99	29.94	3	No concerns
	Comments	N.A.												
42	BV-66d	Percentage of local authority tenants evicted as a result of rent arrears.	Housing Management	Monthly %	Fall	0.29	0.26	0.29	↔	0.2	0.49	0.54	6	No concerns
	Comments	It has been necessary during 2007/08 to increase the level of evictions in order to address arrears cases which are contributing to poor performance on BV66a.												
43	CP-HM53	Reduce the percentage of Leeds households that are vulnerable and suffer from fuel poverty.	Housing Management	Annually %	Fall	27.50	13.50	22.00	↑	N.A.	N.A.	N.A.	N.A.	Some concerns
	Comments	Although fuel costs for both electricity and gas have seen significant rises (up to 80%) there has been a 5% + reduction through the application of energy grants.												
44	LKI-HMA3	Percentage of rent lost through Local Authority dwellings becoming vacant	Housing Management	Monthly %	Fall	1.60	1.50	1.26	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	N.A.												
45	LKI-HMA4 CPA-H5	The average time taken to complete non-urgent responsive repairs	Housing Management	Monthly Days	Fall	12.70	11.00	9.76	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	Performance exceeds CPA Upper threshold												

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46	LKI-HMA7 CPA-H4	The percentage of urgent repairs completed within Government time limits	Housing Management	Monthly %	Rise	96.72	97.35	98.54	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	Performance exceeds CPA Upper threshold												
47	LKI-NR4 LAA-SSC32A	Percentage of local authority homes which meet the governments decency standard	Housing Management	Monthly %	Rise	70.22	80.00	77.19	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	This indicator represents the decency situation at the end of the financial year. See comments against BV184a.												
48	BV-64 CP-PSH2 CPA-H23	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 Numerical	Rise	2377.00	1500.00	2989.00	↑	95	8	561	1	No concerns
	Comments	N.A.												
49	BV-82a(i) CP-RC50 CPA-E6	Percentage of household waste arisings which have been sent by the authority for recycling	Refuse Collection & Waste Management	Quarterly %	Rise	15.83	18.07	17.81	↑	22.88	15.79	15.14	3	No concerns
	Comments	<p>Since 2006/07, the service has increased levels of recycling across the city by approximately 2%. This has been achieved through a 9% increase in SORT tonnages, a 17% increase in the amount of glass recycled, and a 68% increase in the amount of timber tonnes recycled (although the actual amount of timber recycled was 17% less than original estimates).</p> <p>Although this is a significant achievement, the service has missed its year end target by 0.26%. A number of factors have contributed to this including; the rising price of scrap metal (which has led to a 26% reduction in the amount of metal recycled) and a 24% reduction in the number of fridges recycled, believed to be as a result of the producer responsibility legislation which came into force in the summer.</p> <p>However, the service's main focus is on increasing combined levels of recycling and composting. This is currently monitored through LKI-82 A&B(i) (see below) and will be monitored in future as part of the new national indicator set (NI 192).</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>												
50	BV-82a(ii) CPA-E6	Total tonnage of household waste arisings which have been sent by the authority for recycling	Refuse Collection & Waste Management	Quarterly Numerical	Rise	53486.00	61435.00	58808.00	↑	16862.25	6951.73	34060.22	2	No concerns
	Comments	Please see comments for BV82a(i).												
51	BV-82b(i) CP-RC51 CPA-E6	The percentage of household waste sent by the authority for composting or treatment by anaerobic digestion	Refuse Collection & Waste Management	Quarterly %	Rise	6.47	7.39	8.11	↑	15.53	5.49	7.22	6	No concerns
	Comments	<p>The target set for levels of waste composted has been exceeded. This can be attributed to the higher than expected tonnage collected as part of the garden waste pilot (tonnage was up 36% on original estimates) and green tonnages collected at household waste sites being higher than forecast.</p> <p>Overall, the service's main focus is on increasing combined levels of recycling and composting. This is currently monitored through LKI-82 A&B(i) (see below) and will be monitored in future as part of the new national indicator set (NI 192).</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>												
52	BV-82b(ii)	The tonnage of household waste sent by the authority for composting or treatment by anaerobic digestion	Refuse Collection & Waste Management	Quarterly Numerical	Rise	21845.00	25125.00	26776.00	↑	10795.86	2616.12	15921.85	2	No concerns

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Comments	Please see comments for BV82b(i).												

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53	BV-82c(i)	Refuse Collection & Waste Management	Quarterly %	N.A.	0.53	0.02	0.35		11.66	0	26.92	5	No concerns
	Comments	<p>This indicator is reported in four parts and part 'c' only applies to authorities who use an incinerator. As such, the quantity of contaminated recyclate LCC dispose of in this way is negligible and therefore the colour coding and 'good performance' column is irrelevant.</p> <p>This indicator does not form part of the new indicator set and therefore Leeds will not be reporting on it in future.</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>											
54	BV-82c(ii)	Refuse Collection & Waste Management	Quarterly Numerical	N.A.	1775.00	72.00	1160.00		25480.64	1.36	77180.97	4	No concerns
	Comments	Please see comments for BV82c(i).											
55	BV-82d(i) CP-RC52	Refuse Collection & Waste Management	Quarterly %	Fall	77.09	74.52	73.72	↑	55.63	71.69	47.81	6	No concerns
	Comments	<p>The amount of waste sent to landfill in 2007/08 was over 17,000 tonnes lower than the amount sent to landfill in 2006/07. This is a considerable achievement considering that the population of Leeds has increased on the previous year. This reduction can be directly attributed to the improvements made in part a and b of this indicator.</p> <p>In terms of our performance against other waste disposal authorities it is not valid to compare our performance with the All England Quartiles as the figures are skewed by the fact that a number of authorities have incinerators. Also, with regard to the core cities, 2 of the authorities are not waste disposal authorities and 3 have incinerators and as such their performance will be markedly better than Leeds on this indicator and, until Leeds makes a decision on its waste strategy our performance will continue to appear not as good.</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>											
56	BV-82d(ii)	Refuse Collection & Waste Management	Quarterly Numerical	Fall	260416.00	253357.00	243374.00	↑	49145.76	177636.4	108737.97	6	No concerns
	Comments	Please see comments for BV82d(i).											
57	BV-84a CPA-E26	Refuse Collection & Waste Management	Quarterly KG	Fall	467.18	467.21	440.04	↑	395	480.1	452.9	7	No concerns
	Comments	<p>The kilograms of waste per head of population has reduced by 27.14kgs compared to 2006/07. Two factors have contributed to this. Firstly, our waste arisings have reduced suggesting that our strategies to try and reduce the amount of waste Leeds produces are working. Secondly, the population figures provided by the Office of National Statistics estimate that the population of Leeds has increased, which has a positive impact on this indicator as there are more people to divide the total waste arisings between.</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>											
58	BV-84b	Refuse Collection & Waste Management	Quarterly %	Fall	1.08	0.01	-5.81	↑	-1.78	2.51	-1.24	7	No concerns
	Comments	<p>The kilograms of waste generated per head of population has reduced by 5.81% since 2006/07. This is a significant achievement compared to the performance of other authorities during 2006/07 (the most recent data available). Based on this data, Leeds would in the top quartile.</p> <p>Please see part a of this indicator for further comments.</p>											

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59	BV-86 Cost of waste collection per household	Refuse Collection & Waste Management	Annually £	Fall	63.49	64.23	0.00	↑	42.04	55.81	44.42	8	No concerns
Comments	The figures for this indicator are produced by Finance and were not available at the time of running this report.												
60	BV-87 Cost of waste disposal per tonne for municipal waste	Refuse Collection & Waste Management	Annually £	Fall	31.12	38.37	See Comments		40.45	54.24	42.23	2	No concerns
Comments	No Comments Supplied												
61	BV-90a CPA-E8A Percentage of people expressing satisfaction with household waste collection	Refuse Collection & Waste Management	Survey %	Rise	82.00	N.A.	See Comments		85	74	77.25	2	No concerns
Comments	No Comments Supplied												
62	BV-90b CPA-E8B Percentage of people expressing satisfaction with waste recycling	Refuse Collection & Waste Management	Survey %	Rise	70.00	N.A.	See Comments		75	66	59	1	No concerns
Comments	No Comments Supplied												
63	BV-90c Percentage of people expressing satisfaction with waste disposal	Refuse Collection & Waste Management	Survey %	Rise	86.00	N.A.	See Comments		85	77	78.875	1	No concerns
Comments	No Comments Supplied												
64	BV-91 CPA-E7A Percentage of population resident in the authority's area serviced by a kerbside collection of recyclables	Refuse Collection & Waste Management	Quarterly %	Rise	92.40	95.00	92.64	↑	100	95.4	91.4	3	Some concerns
Comments	<p>A slight improvement on this performance indicator has been made since 2006/07 but the service has not achieved its year end target for 2007/08. However, the service is still above the core city average for access to kerbside recycling which, considering the size of Leeds in an achievement.</p> <p>Throughout the year, the service has tried to increase access to kerbside recycling through a number of projects which will be accounted for in the figures reported in 2008/09. This includes a pilot undertaken by the Education & Awareness Team which targets the Woodhouse area of Leeds, and a project to increase the number of high rise buildings and sheltered housing centres able to recycle.</p> <p>The 'some concerns' in relation to data quality issues relate to the mapping of properties onto Superbase (the computer system used by the service). A programme to resolve this is currently underway.</p>												
65	BV-91b Percentage of households resident in the authority's area served by a kerbside collection of at least two recyclables	Refuse Collection & Waste Management	Quarterly %	Rise	92.40	95.00	92.64	↑	100	93.5	74.9	2	Some concerns
Comments	<p>A slight improvement on this performance indicator has been made since 2006/07 but the service has not achieved its year end target for 2007/08. However, the service is still above the core city average for access to kerbside recycling which, considering the size of Leeds in an achievement.</p> <p>Throughout the year, the service has tried to increase access to kerbside recycling through a number of projects which will be accounted for in the figures reported in 2008/09. This includes a pilot undertaken by the Education & Awareness Team which targets the Woodhouse area of Leeds, and a project to increase the number of high rise buildings and sheltered housing centres able to recycle.</p> <p>The 'some concerns' in relation to data quality issues relate to the mapping of properties onto Superbase (the computer system used by the service). A programme to resolve this is currently underway.</p>												

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66	LKI-82 A&B (I) Percentage of household waste arisings sent by the authority for recycling or composting	Refuse Collection & Waste Management	Monthly %	Rise	22.30	25.46	25.92	↑	0	0	22.6	4	No concerns
	<p>Comments</p> <p>Since 2006/07, the service has increased the amount of waste recycled and composted by 3.63%. The target set for 2007/08 has been exceeded by 0.47%.</p> <p>For further information please see comments for BV82a (I) and BV82b(i).</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>												
67	LKI-82A&B (ii) Total tonnage of waste arisings sent for recycling and composting	Refuse Collection & Waste Management	Monthly Number	Rise	74971.00	88211.00	85584.00	↑	0	0	49982.07	4	No concerns
	<p>Comments</p> <p>The tonnage of waste sent for recycling and composting has increased by over 10,000 tonnes since 2006/07. The greatest improvement has been made in the composting of waste, which should continue to increase in future years through the roll-out of a garden waste collection service and the food waste collection service.</p> <p>Please note these figures are provisional until verified by Waste Data Flow.</p>												
68	LKI-RC1 Number of household collections missed per 100,000 collections	Refuse Collection & Waste Management	Quarterly numerical	Fall	85.00	95.00	67.98	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	<p>Comments</p> <p>For the third year running, the number of household waste collections missed per 100,000 collections has reduced. Throughout the year, the service has worked hard to ensure that new properties built within the city are included in the black bin routes and the service has exceeded the target set for 2007/08.</p>												
69	LKI-RC1b Percentage of household waste collections, collected per 100,000 collections	Refuse Collection & Waste Management	Quarterly %	Rise	99.90	99.90	99.93	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	<p>Comments</p> <p>The percentage of collections completed on schedule has increased for the 3rd year running. Throughout the year, the service has worked hard to ensure that new properties built within the city are included in the black bin routes and the service has exceeded the target set for 2007/08.</p>												
70	BV-199a CP-SC50 CPA- E4 LAA- SSC4 The proportion of relevant land and highways (expressed as a percentage) that is assessed as having combined deposits of litter and detritus that fall below an acceptable level	Street Cleansing	Quarterly %	Fall	17.30	16.00	13.00	↑	7	17	16.3	6	No concerns
	<p>Comments</p> <p>Levels of litter across the city continue to decrease, with the biggest improvements being made in areas with high density housing (18% reduction) and recreational areas (9% reduction). This can be attributed to the intensive work undertaken in Super Output Area's (SOA's) by the Environmental Pride Teams. The SOA's work is funded through NRF but the pace of change will be difficult to maintain as these NRF resources are being removed on a sliding scale over the next two years. Levels of detritus have also reduced throughout all the land use classes across the city but most noticeably in recreation areas and 'other' highways. Further improvements may be difficult due to the continued requests for manual sweepers which are not as effective as mechanical methods. With regard to future developments, the service is considering the benefits of employing individuals with a specific responsibility to perform these cleanliness surveys.</p>												
71	BV-199b The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of graffiti are visible	Street Cleansing	Quarterly %	Fall	6.00	7.00	5.00	↑	1	5	11	3	No concerns
	<p>Comments</p> <p>Our performance on this indicator has improved since last year. Across the city, a reduction in the amount of graffiti has been achieved in four of the ten land use types and maintained in other areas. Improvements were most noticeable in recreation areas and 'other' highways, although the usual 'hot spot' areas remained a concern. In an attempt to further improve performance in these areas, the Enforcement section is engaging other partners and stakeholders (such as the Police) to work together and pro-actively prevent graffiti as opposed to just removing it when it occurs. This forms part of the graffiti strategy of the Council. In addition to this, the roll out of new hand held devices to surveyors should improve communication and our ability to react to issues such as graffiti. The issues related to the withdrawal of NRF funding also apply to this indicator.</p>												

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72	BV-199c	The proportion of relevant land and highways (expressed as a percentage) from which unacceptable levels of fly-posting are visible	Street Cleansing	Quarterly %	Fall	1.00	1.00	1.00	↔	0	1	2	1	No concerns
	Comments	Our good performance on this indicator continues. The flyer drums sited throughout the city and the enforcement action undertaken has enabled us to maintain this score for three years running.												
73	BV-199d	The year-on-year reduction in the total number of incidents and increase in total number of enforcement actions taken to deal with fly tipping	Street Cleansing	Quarterly Level	Fall	3.00	2.00	1.00	↑	1	3	3	2	No concerns
	Comments	<p>Our performance on this indicator is measured on a scale between 1 and 4. A spreadsheet provided by the Environment Agency is used to calculate this score. The score we achieve relates to the following:</p> <p>1 - 'Very Effective' 2 - 'Effective' 3 - 'Good' 4 - 'Poor'</p> <p>As such, '1' is the best score possible and '4' is the worst.</p> <p>Since 2006/07 we have improved our performance from 'good' to 'very effective' through significantly increasing the number of enforcement activities undertaken. As a result we have exceeded the target set for 2007/08.</p>												
74	BV-218a	Percentage of new reports of abandoned vehicles investigated within 24 hours of notification	Street Cleansing	Quarterly %	Rise	92.54	92.50	88.31	↓	98.55	82	87.85	2	Some concerns
	Comments	<p>Although performance has improved during quarter 4 (the service achieved an average of 93.04%) the issues which have adversely affected performance reported previously, means that the service hasn't achieved its year end target.</p> <p>To ensure that the service's performance won't be adversely affected in future, the service has negotiated with the police additional resource to cover any absence of the dedicated officer. This is something that previously wasn't available. In addition, the re-structuring of the service has enabled another officer to be trained up to deal with abandoned vehicles, which should minimise the risk of cover not being available.</p> <p>Overall, performance is still above the 'All England' average which stands at 87.39%. Although there are some data quality concerns in relation to this performance indicator, it is believed that the new IT system currently in development should assist in addressing them.</p> <p>Although this indicator no longer forms part of the national set, the service will continue to monitor it locally.</p>												
75	BV-218b LAA-SSC57	Percentage of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle	Street Cleansing	Quarterly %	Rise	92.17	90.00	82.96	↓	97.87	75.5	87.73	5	No concerns
	Comments	<p>Over the last two months performance has improved and averaged 93.34% however, the poor performance over previous quarters has pulled the year end score down, and consequently Doncaster Motor Spares (DMS) have not met their target. Ongoing problems relating to the flooding have hindered the performance of DMS as they are based in Tollbar and were forced to move site as a result of the floods. Their performance has been closely monitored by the Highways Enforcement Manager and regular dialogue takes place to ensure issues are addressed promptly and lessons are learned. Their performance on this BVPI will be a focal point when the contract is reviewed at the end of the year.</p> <p>As well as the flooding, there have been issues in terms of the specialist equipment which is sometimes required to move a vehicle which delays DMS.</p> <p>Although this indicator no longer forms part of the national set, the service will continue to monitor it locally.</p>												
76	BV-89 CPA-E38, LAA-SSC56	The percentage of people satisfied with cleanliness standard	Street Cleansing	Survey %	Rise	63.00	N.A.	See Comments		73	62	59.875	2	No concerns
	Comments	No Comments Supplied												

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77	LKI-SC6	The average time taken to remove fly tips	Street Cleansing	Quarterly Days	Fall	1.11	1.15	1.66	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The average number of days taken to remove a fly tip has increased by 0.55 days compared to 2006/07. This is due to a reduction in the number of 'crew spots' included in the calculation of this indicator. Crew spots are fly tips which have been 'spotted' by LCC and picked up on the same day, as opposed to a fly tip which has been reported to LCC by a member of the public.</p> <p>The reduction in spots has a negative impact on the indicator. It is thought that this reduction is as a result of the Environmental Pride Teams (EPTs) and the varied work they undertake. The EPTs perform a number of cleanliness and improvement services in the most deprived areas of the city. Amongst other things this includes uncovering fly tips. As their work moves on in an area, the number of fly tips they uncover will reduce, leading to fewer fly tips for the crews to spot.</p> <p>As such, although the service didn't meet its year end target, this will have a minimal impact on the actual service the customer receives.</p>												
78	TS-E30	Consumer satisfaction with trading standards service	Trading Standards	Annually %	Rise	85.00	80.00	83.60	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>The top quartile figure is 75%. The target is 80% with a projected target of 83% (at the end of quarter 3).</p> <p>The measure uses a questionnaire that is sent to complainants (who have contacted Consumer Direct and been referred onto trading standards) year end total based on 161 returns.</p>												
79	TS-E31	Business satisfaction with trading standards service	Trading Standards	Annually %	Rise	91.00	80.00	90.80	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>cumulative total at year end: 90.8 (44 returns)</p> <p>The top quartile figure is 75%. The target is 80% with a projected year end performance of 90% (at the end of quarter 3). The year end performance was 90.8% (rounded up to 91%).</p> <p>The measure uses a questionnaire that is sent to traders who have had contact with trading standards and is sent on a quarterly basis.</p>												
80	TS-E32	Trading standards, visits to high risk premises	Trading Standards	Quarterly %	Rise	100.00	100.00	100.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>Cumulative total at year end: 110 (100%)</p> <p>High risk premises are identified using a national schema. The top quartile figure, target and projected year end performance is 100%. This has been achieved.</p>												
81	TS-E33a	Trading Standards - levels of business compliance - high risk premises	Trading Standards	Quarterly %	Rise	100.00	95.00	100.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>This performance measure identifies those premises that are generally compliant with trading standards legislation. Non compliant premises are those where there is a major infringement. Premises that have been brought back into compliance through advice and follow up enforcement visits or where prosecutions have been instigated are deemed to be compliant for this measure.</p> <p>The top quartile figure and target is 95% - 100, 99.4 and 100% compliance for high, medium and low risk premises respectively.</p>												
82	TS-E33b	Trading Standards - levels of business compliance - medium risk premises	Trading Standards	Quarterly %	Rise	100.00	95.00	99.40	↓	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>This performance measure identifies those premises that are generally compliant with trading standards legislation. Non compliant premises are those where there is a major infringement. Premises that have been brought back into compliance through advice and follow up enforcement visits or where prosecutions have been instigated are deemed to be compliant for this measure.</p> <p>The top quartile figure and target is 95% - 100, 99.4 and 100% compliance for high, medium and low risk premises respectively.</p>												
83	TS-E33c	Trading standards - levels of business compliance - low risk premises	Trading Standards	Quarterly %	Rise	97.10	95.00	100.00	↑	N.A.	N.A.	N.A.	N.A.	No concerns
	Comments	<p>This performance measure identifies those premises that are generally compliant with trading standards legislation. Non compliant premises are those where there is a major infringement. Premises that have been brought back into compliance through advice and follow up enforcement visits or where prosecutions have been instigated are deemed to be compliant for this measure.</p> <p>The top quartile figure and target is 95% - 100, 99.4 and 100% compliance for high, medium and low risk premises respectively.</p>												