

Appendix 1 – Performance summary for the Environment, Housing and Communities Scrutiny Board (Latest available data)

1 Main issues

This appendix provides a summary of performance information relating to the following service areas:

- Housing Pages 1 – 11
- Community Hubs and Welfare Pages 12 – 19
- Safer Stronger Communities Pages 20 – 31
- Environmental Services Pages 32 – 32
- Elections and Regulatory Pages 33 – 35
- Parks and Countryside Pages 35 – 36

Section 1: Housing

2 Monitoring of performance in Housing is divided into three areas:

- HRA Business Plan Indicators – measuring the health of the HRA Business Plan
- Housing Strategy Indicators – measuring progress in delivering the Housing Strategy priorities
- Regulator of Social Housing – Regulatory Framework Indicators – measuring performance of council housing in meeting the 4 HCA Consumer Standards

HRA Business Plan Indicators

3 Rent Collection

Indicator	Target	Apr – Sep 2020	Apr – Sep 2021	Change
Rent collection rate	97.25%	96.71%	95.51%	-1.20%

In March 2020, the Government announced a ban on evictions and new possession cases during the Covid-19 pandemic. Normal enforcement of rent collection was suspended, and instead we kept in regular contact, by phone and email, with tenants who were in rent arrears, supporting them to maximise their income and make affordable payments.

Combined with factors such as the temporary uplift to Universal Credit payments, the introduction of furlough and support for the self-employed, lockdown-imposed limits on tenants' spending, and an increased desire by tenants to maintain the security of their tenancy during a time of great uncertainty, the suspension of enforcement action initially had very little impact on rent collection.

When enforcement activity resumed, we adopted a cautious approach, seeking to strike a balance between support and targeted enforcement, and this was slowed still further by our inability to schedule any court dates until January 2022. Alongside our cautious and slow

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resumption of enforcement activity, the factors that may have helped mitigate the impact on collection at the start of the pandemic have now been removed: temporary measures introduced at start of the pandemic have ended; tenants’ spending may have increased following the lifting of lockdown; and levels of uncertainty have reduced to some extent. Together, these factors have led to a small fall in the proportion of rent collected compared to the same period last year.

We are now focusing on next steps. Each of our Area Housing Teams has undertaken a review of their cases case and produced an arrears action plan tailored to local circumstances. We are undertaking a Christmas campaign to support tenants with maintaining their rent payments over the Christmas period and arrears collection will remain a key priority for our teams throughout Quarter 4.

The service has continued to support tenants claiming Universal Credit, and those affected by the benefit cap and the under-occupancy charge.

The benefit cap affected 151 council tenants on Housing Benefit.

There were 2,494 tenants on Housing Benefit affected by under occupation as recorded by the benefit service.

The decrease over time in the numbers affected by the benefit cap and under occupation is mainly the result of tenants moving to Universal Credit.

4 Void Properties

Indicator	End August 2021	End September 2021	Change
Number of void properties	862	915	+53

The key areas that have impacted on the service’s ability to recover to the pre-covid position are:

- ‘Covid-safe’ working practices: These have impacted work within empty properties, including limiting the number of tradespeople permitted in a property at one time. This means that work takes longer to complete than pre-pandemic.
- Material shortages: Globally the supply of construction materials has been significantly impacted. Areas of particular pressure include doors, windows and kitchen supplies.
- Labour market pressures: The ‘boom’ in the construction industry over the last 9 – 12 months has driven up the cost of procuring skilled tradespeople and exposed shortages across some trades that are in particularly high demand, such as plasterers and plumbers. This has made it extremely difficult to obtain additional resources to accelerate service delivery.

The Voids and Lettings teams continue to work closely to address the backlog and reduce the number of void properties.

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5 Right-to-buy sales

Indicator	Apr – Sep 2020	Apr – Sep 2021	Change
Number of right-to-buy sales	213	272	+59

The number of right-to-buy sales fell last year due to the impact of the pandemic, but have now returned roughly to pre-pandemic levels.

6 Disrepair

Indicator	YE 2020/21	End Q2 2021/22	Change
Claims for disrepair – live	878	776	-102

Following a period of reducing numbers during Quarter 1, there was a month-on-month increase in the number of new disrepair claims being received in Quarter 2.

Additional capacity to deliver the works associated with disrepair has been procured with the contract going-live on 1st October 2021. The Fast-Track process continues to be met in 100% of cases.

Although the current trend represents a significant challenge, the total number of live claims continues to fall from the year-end position.

The Disrepair Prevention Board provides a multi-service approach to develop, implement, and monitor the delivery of a 5-year disrepair prevention strategy.

Housing Strategy Indicators

7 Council Housing Growth

Since the last report, the New Build Programme has continued to make good progress. As of November 2021, 6 schemes are on-site, representing a total of 268 homes. We are anticipating the first 12 of these homes to be handed over in around January 2022.

The current programme includes 1,011 new homes, as detailed in the table below:

Status of properties	Number of properties (November 2021)
Homes handed over to tenants	59
Homes in construction	268
Homes awaiting planning determination	49
Homes in design stage	88
Homes in feasibility stage	547
Total	1,011

This represents significant progress towards the target of 1,500 new homes by March 2025, and the service is actively seeking additional sites to bring into the programme.

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All Leeds City Council new build homes will be offered at rents that are genuinely affordable for our tenants, and well below market rates.

The Council Housing Growth programme also includes property acquisitions, through both the re-acquiring of former council houses bought by tenants under the right to buy scheme and “off the shelf” purchases from Strata Homes.

The acquisitions programme has now grown to 181 homes, with 62 more potential acquisitions in the pipeline:

Status of properties	Number of properties (November 2021)
Homes handed over to tenants	120
Homes acquired and being refurbished	32
Homes being acquired	29
Total	181

8 Empty Homes – all sectors

Returning empty homes to occupation remains a priority and is linked to the Core Planning Strategy. Since April 2017, the target has been to maintain the number of long-term empty homes at no more than 3,777 at the end of March each year.

The table below shows the maximum and minimum numbers of long-term empty properties recorded between October 2020 and September 2021, together with the mean:

Indicator	Target	Max Count	Min Count	Mean
Long-term* empty properties (all sectors)	<3777	4,348	3,810	4,021

* Long-term refers to properties that have been empty for six months or longer.

Over the last year the numbers of long-term empty homes have been consistently higher than in recent years, possibly the result of the pandemic, but the trend is now improving compared to the 4,178 empty properties recorded at the end of September 2020. Work is ongoing to reduce the number and ensure we are below the target of 3,777 at the end of March 2022.

9 Private Sector Inspections

During the first half of the year, 1,026 inspections and visits that complied with government guidance and covid-related restrictions were carried out, and 305 hazards were removed. In line with government guidance, initial requests were addressed remotely, and we only visited and inspected properties when it was deemed necessary.

Officers have supported homelessness prevention work throughout the pandemic by continuing to inspect properties put forward as part of the Landlords Letting Scheme. This work, alongside colleagues in Leeds Housing Options, has contributed to an additional 234 new homes so far in 2021/22.

Throughout the year officers have continued to work with others to target known rogue landlords. There were several intelligence-based joint operations with the Police to target

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specific landlords in Armley, Beeston and Harehills which have resulted in vast quantities of cannabis being ceased from privately rented properties.

The council designated Beeston and Harehills as selective licensing areas from 5 January 2020 and, so far, we have received 5,517 live applications. We have rejected just over 300 due to either the non-payment of the fee or a licence not being required. Of the 5,517 applications for licences received, we have issued 4,885 draft licences and a further 4,302 final licences.

Despite covid-related restrictions, the service continued to undertake essential visits to address identified issues. Now that restrictions have been eased, the service has resumed proactively visiting properties to ensure compliance with licensing conditions and to cross the threshold to work with occupiers and partners to address the needs of those in the area.

Whilst the majority of landlords have complied with their duty, we continue to identify properties where no application for a licence has been submitted. This is despite it being an offence to operate without a licence. Currently, 256 properties have been identified as potentially operating without licences and 186 cases against such landlords have been / are being investigated with 160 civil penalties in the process of being issued. The remaining cases are currently in the process of being investigated to determine what if any action may be taken.

10 Housing Association Nominations

The number of Housing Association nominations and lets during the period from April to September 2021 can be seen below:

Total Lets	True Lets*	Nominations	Percentage
225	218	163	75%

* A "True Let" is defined as a genuine new or re-let, discounting such lets as internal transfers, mutual exchanges and decants.

The overall performance percentage is taken from the ratio of "true lets" to Nominations. Any Housing Association lettings made via the council's Emergency Lettings Policy during the pandemic have counted as a nomination.

The result shown is subject to change when outstanding returns are processed.

11 Homeless Preventions

Target	July 2021	August 2021	September 2021	Change
Increase	84%	83%	83%	0%

Leeds Housing Options currently undertakes 2% of all homelessness assessments in England and continue to excel at early intervention. In Quarter 2, 66% of assessments were accepted at the point the applicant was threatened with homelessness, rather than when became homeless. This was considerably higher than the national average of 42%.

Securing accommodation for at least six months is deemed a positive outcome for people who approach as threatened with homelessness. Through earlier intervention, 83% of applicants had a positive outcome in Quarter 2. This compared positively to other cities and the average in England:

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Location	April – June 2021
Leeds	91%
Sheffield	31%
Birmingham	64%
Manchester	30%
England	58%

For majority of the 17% of customers for whom a positive prevention was not achieved during Quarter 2, this was because they lost contact with the service and were assumed to have resolved their housing difficulty.

Securing positive accommodation outcomes supports our consistently low temporary accommodation placements which at the time of writing stood at 48 households. These achievements were in the context of a continued increase in demand for assessments throughout 2021.

12 Households in Temporary Accommodation

Target	July 2021	August 2021	September 2021
Decrease	47	53	68

All figures refer to the number of households in temporary accommodation, not the number of people

Low temporary accommodation figures reflected our successful prevention activity and our continued efforts to quickly move people from temporary accommodation into longer-term accommodation pathways. The figures shown include both families and single placements.

Emergency accommodation currently consists of commissioned hotels, family accommodation, St George's Crypt and Seacole. Only 11 families are currently in temporary accommodation. Temporary accommodation staff work within the hotels to support move on plans to achieve a reduction in placements and increased availability at key sites.

The table below shows a snapshot for the end of June 2021, being the most recently reported benchmarking data:

Location	Total placements June 2021	Of which have children June 2021
Leeds	34	5
Sheffield	326	57
Birmingham	3,372	2,900
Manchester	2,624	1,713
England	96,600	60,500

All figures refer to the number of households in temporary accommodation, not the number of people

The service continues to work with partners and stakeholders to increase the availability of emergency and supported accommodation in Leeds.

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Close partnership working continues with Street Support and Commissioning Services to reducing the number of rough sleepers found in Leeds

New accommodation provision includes:

- Eight properties procured and fully furnished through the Rough Sleepers Accommodation Programme Phase 1, all of which are now occupied by previous rough sleepers with support packages in place. Phase 2 of the programme will see a further eleven properties with a timescale target of March 2022. This ‘housing first’ style of accommodation is an effective move on option for the cohort.
- NSAP – 9 private rental properties, 7 of which are currently tenanted.
- Kirkstall Lodge – 9 flats providing supported tenancies.
- Ladybeck – Up to 15 bedspaces of female provision, including 2 emergency beds. This service will commence towards the end of November 2021.
- St George’s Crypt – 4 additional spaces being introduced.
- Don Robbins – 17 single flats and 7 family flats with primary nomination rights for LHO.
- Kingston – 23-bed supported emergency access accommodation.

The most recent rough sleeper headcount found 27 people across the whole city which is lower than the September 2019 pre-covid headcount when 38 people were found. The decrease reflects the enhanced variety of available accommodation introduced during the pandemic.

13 Unauthorised Encampments

Location	July 2021	August 2021	September 2021
Council-owned land	9	11	5
Privately-owned land	2	0	1
Total	11	11	6

We saw normal levels of activity over the spring and summer months, but there was a noticeable decrease in the number of caravans on the roadside in the autumn.

There are currently two main family groups with approximately 30 caravans in total. This is a considerable reduction compared to previous years when there were approximately 50-60 caravans.

Since the lifting of covid-related restrictions, travel abroad has become more accessible and traditional events, such as the Appleby Fair, have resumed, which may partially account for the reduction in unauthorised encampments. In addition, two of our larger groups have left the city since September, potentially settling on their own land.

By area, encampments were distributed: North (6%), South (27%), East (56%), West (11%).

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14 Adaptations

Tenure	Target	July 2021	August 2021	September 2021	Variance from target
Public	95%	87%	86%	87%	-8%
Private	95%	78%	86%	89%	-6%

As with many other services, the pandemic has significantly affected the provision of adaptations over the last 18 months. The provision of non-urgent adaptations was suspended for a number of months at the beginning of 2020/21 and since the service was fully re-opened, staff have been working hard to reduce backlogs and bring performance back to pre-pandemic levels. This whole process has taken longer than expected due to restrictions and controls around working practices for both LCC staff and contractors. This has been further exacerbated by the well-publicised problems around obtaining materials/products and the availability of skilled operatives to carry out the work within the building industry.

While recovery has been slower than initially expected, October's performance was close to the levels achieved just prior to the pandemic which is a testament to the hard work and partnership working of both the delivery staff within the Council and the contractors carrying out the installations.

There are still backlogs within the system and issues obtaining products/materials, however, all delivery staff will be working to ensure target dates for completion are met and kept at, or above the levels achieved in October 2021.

Regulator of Social Housing - Regulatory Framework Performance Indicators

15 Decency

Location	YE 2020/21	July 2021	Aug 2021	Sept 2021	Change
Properties meeting the decency standard	96.29%	96.04%	96.06%	96.07%	-

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, the service is aiming to keep the level of decent homes above 90%, although it is accepted that there will be fluctuations year-on-year.

16 Responsive Repairs

Indicator	End March 2020	End June 2020	End March 2021	End Sept 2021
Repairs Outside Target Timescale	463	19,723	14,785	9,225

The repairs service continues to make significant progress in an extremely challenging environment. In addition to the labour and material challenges (see point 6 Voids, above), the service has also undergone some major changes:

- Internalising the South area of the city to LBS on 1st July 2021

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- Introduction of new Cx IT system in August 2021
- Procurement of a new contract for delivery of repairs, voids and cyclical maintenance in the West of the city from 1st October 2021

Whilst we remain on track to recovery to the pre-Covid levels (March 2020) by the end of the financial year, it is acknowledged that the pace at which this recovery is taking place has resulted in an increase in complaints. Work around communications and managing customer expectations continues to be reviewed on an ongoing basis.

17 Capital Works – Satisfaction

Satisfaction surveys are expected to resume in January 2022.

18 Gas Services Completed on Time

Indicator	Result
Target	99.78%
Total dwellings with gas (October 2021)	43,977
Properties with overdue certification	324
Compliance	99.26%

Gas compliance remains stable, albeit with some improvement required to meet pre-covid levels.

Current factors affecting performance include:

- Customer behaviours: Some customers are still reluctant to allow access due to the pandemic. We are working closely with these customers to put their concerns at ease in relation to covid-safe working practices.
- Labour market: Since the easing of lockdown, the labour market has been challenging as subcontractors and staff seek work outside the sector. This is being managed by the Service but has impacted on the efficiency of the programme.

19 Annual Tenancy Contacts

The 2021/22 Annual Tenancy Contact programme introduced a combination of visits, telephone contacts and online contacts, with visits prioritised for tenants where there have been previous concerns about the tenant or property. 2,000 tenants were identified as the highest priority for visits, and these were conducted as soon as covid-risk assessments had been reviewed to enable general visits in Quarter 1. Other annual tenancy visits resumed during Quarter 2.

In total 16,000 tenants were identified for a visit or telephone contact during 2021/22 and telephone contacts continued throughout Quarters 1 and 2.

Alongside the visit and telephone contacts, during Quarter 1 we piloted an online check-in for 1,000 tenants where there were no previous tenancy issues or concerns with property condition. This pilot highlighted that whilst the online approach was popular with some tenants,

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current systems need to be updated to make this approach more effective and efficient. Therefore, a wider roll out of the online check-in has been suspended whilst an online solution is considered.

We are currently assessing what proportion of the tenants identified for an online check-in can instead be contacted by telephone before the end of the year. Any tenants who are not contacted in 2021/22 will be prioritised for contact during 2022/23.

20 Complaints

The corporate target for complaints performance is that 95% of complaints received should be responded to within 15 working days.

This target was not met within Housing during the first six months of 2021/22 which saw a fall in the number of complaints responded to within the prescribed timeframe:

Indicator	Apr – Jun 2021	Jul – Sep 2021	Change
Stage 1 complaints received	633	728	+15.0%
Stage 1 responded to within 15 working days	73.0%	52.5%	-28.1%
Stage 2 complaints received	132	113	-14.4%
Stage 2 responded to within 15 working days	60.6%	54.0%	-10.9%

The fall in performance against target is largely due to the increase in the number of complaints received. The table below illustrates how the volume of complaints received has fluctuated over the last two years, and shows that the volume of complaints has now returned to close to pre-pandemic levels:

Complaints received	Stage 1	Stage 2	Total	In-period change
Oct 2019 – Mar 2020	1411	269	1680	N/A
Apr 2020 – Sep 2020	645	105	750	-930
Oct 2020 – Mar 2021	1,206	187	1,393	+643
Apr 2021 – Sep 2021	1,361	245	1,606	+213

Most complaints, 68.9%, relate to repairs, particularly responsive repairs, which include those carried out by Leeds Building Services. A broad range of Housing Management related issues account for the remainder of complaints received.

Members of the board have previously received an outline of the pressures faced by the repairs service in which it was estimated that it will take until April 2022 to fully clear the current backlog of repairs work. This timeframe is dependent on there being no additional local or national covid-related restrictions that have an impact on the repairs service.

The backlog of repairs, together with ongoing pressures linked to shortages of both materials and skilled tradespeople, has led to significant challenges for the service.

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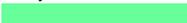
The Housing Ombudsman has acknowledged the pressure across the service. They have also seen an increase in the volume of cases reaching them relating to Housing Leeds as well as to other landlords. The service is currently seeking comparative data, however, early indications suggest that the sector as a whole is experiencing the same pressures with the resulting increase in complaints and fall in handling performance.

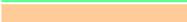
The Customer Relations Team is supporting the service by sending holding responses apologising for the delays in responding to complaints and by attempting to manage customer expectations. We have used our website and email bulletins to advise tenants of current pressures and delays within the repairs service which may help to reduce the number of complaints relating to overdue repairs.

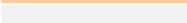
Despite the challenges, we continue to progress actions identified through last year's Housing Ombudsman Complaint Handling Code annual self-assessment, including:

- Undertaking monthly quality assurance checks on 10% of all responses with learning relating to the quality of complaints responses (good or bad) fed back to service leads.
- The service has been proactive in helping to develop a Customer Care e-learning package which all housing staff have been asked to complete by the end of 2021.
- Monthly complaints satisfaction surveys are being sent to customers with recently concluded cases, to obtain valuable insight into the tenant's perspective. Learning from this is then shared with service leads and wider staff.
- Training has been offered to all investigating officers – this is particularly useful for newer team leaders and managers.
- We continue to contribute to Housing Ombudsman investigations and actively engage with them to identify learning opportunities.
- Learning from complaints is now a regular monthly feature in the staff e-bulletin and teams are encouraged to discuss this as part of staff training sessions.
- A regular complaints summary identifying wider trends and potential areas for improvement is shared with the senior management team for review.
- Responsive repairs have adopted an early intervention process when dealing with complaints. This allows simple complaints to be dealt with quickly, in an informal manner, leading to a positive outcome for the customer and reducing the likelihood they will feel the need to access a formal complaints process. This allows officers to focus their time on more complex complaint cases.
- The Chair of the Tenant Scrutiny Board remains a member of the new Housing Ombudsman Resident Panel.
- In accordance with current social housing regulatory framework expectations, we reported 2020/21 complaints performance in the Annual Report for tenants published in October 2021.

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Section 2: Community Hubs and Welfare

Members' attention is drawn to the following performance areas:

Community Hubs

21 Face-to-Face

Community Hub sites re-opened fully to the public during this period. All staff are now on-site, working face-to-face to ensure the usual high quality and comprehensive customer experience is in place. The table below summarises how our customer contact has changed during this period:

Appointment type	Volume	Note
EUSS*	436	01/04/21 – 29/04/21 only
Telephone	31,183	98% between 01/04/21 & 16/07/21 whilst face-to-face closed
Face-to-face	10,125	Resumed 19/07/21
Total	41,744	

* European Union Settlement Scheme

22 Healthy Holidays scheme

A feature of Community Hub delivery during this period was the Healthy Holidays scheme. Despite the challenges brought by the pandemic and with scaling up the programme, it was run throughout the summer school holiday period in partnership with a significant number of schools and third sector groups.

The reach of the scheme can be seen in the table below:

Participants	Number
Schools*	68
Council Community Hubs	26
Third Sector Organisations	51
Breeze camps	5
Youth Service camps	6
Scope	Number
Children & young people reached	14,239
On-site attendances	38,427
Portions of food provided	108,433

* Primary: 54. Secondary: 7. Specialist: 5

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23 Helping People into Work

Indicator	YE 2020/21	YE 2021/22	Change
New people registered with the Jobshop	211	900	+689
New people registered with ESIF*	0	238	+238
Registrations leading to successful employment	310	219	-91

* European Social Inclusion Fund

During this period the service continued the roll out of the European Social Inclusion Fund (ESIF) employment scheme which provided a significant enhancement to the employment support package now on offer across our sites. Funding for a 3-year period was secured, enabling our Jobshop offer to be transformed into a more universal, light touch and short-term option, with ESIF case loaded support introducing a more intensive, longer-term support option.

24 Library Usage

Indicator	YE 2019/20	YE 2020/21	Apr-Sep 21
Items Issued	703,806 *	270,624	444,102
Visits	1,828,609	5,053	41,150
PC Reservations	426,497	37,008	57,897

* Data unavailable for the period 01/04/19 – 30/09/19 due to a change in the library reporting system.

During 2020/21 library usage declined as Community Hubs and Libraries were closed due to the pandemic. However, library services have now resumed offering a click and collect service for borrowing items, as well as the use of pre-bookable PC facilities.

25 Welfare Rights

During the pandemic, the DWP has focused on processing Universal Credit applications. As the contract for assisting with Universal Credit applications was awarded to the CAB, this has in turn led to a significant reduction in the number of benefit applicants assisted by the Welfare Rights Unit.

The Welfare Rights Team continues to assist the citizens of Leeds to receive all relevant benefits to alleviate their financial difficulties. This includes processing Self-Isolation payments and providing telephone assistance to applicants.

Although our workload has not returned to pre-pandemic levels, the figures in the table below reflect its steady increase along with the assistance we have been providing answering Self-Isolation Payments Scheme enquiries:

Indicator	Apr-Sep 2019	Apr-Sep 2020	Apr-Sep 2021
Customers assisted	21,203	12,226	14,314
Total value of benefit gains	£11,892,060.37	£7,563,633.41	£12,263,697.55

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With their focus on Universal Credit during the pandemic, the DWP placed a hold on PIP Migration and delayed PIP decisions, which has led to a reduction in the number of decisions to appeal. The migration from DLA to PIP, and the associated reviews of benefit awards, has now resumed, although still at a very slow pace with decisions on benefit applications continuing to be delayed.

The Tribunal Service is still operating, and we continue to receive appeal cases, although at a much lower level than the previous year, which has led to a significant reduction in the total amount of benefits gained through appeal:

Indicator	Apr – Sep 2019	Apr – Sep 2020	Apr – Sep 2021
Appeals received	444	154	112
Total benefits gained through appeal	£2,420,306.72	£277,125.93	£168,236.34

Whilst the service has been less busy than usual with benefit related enquiries, staff have been assisting with other areas of work including: RUOK, Befriending, Foodbanks, Hub work (once re-opened) and Housing Annual Tenancy checks.

26 Welfare Rights Client Satisfaction

As the service has not been providing a face-to-face service no feedback forms have been handed to clients. Following the resumption of face-to-face contact on 9th August 2021, we have re-introduced daily surgeries at Merrion House and at 5 PCT NHS Doctors surgeries. These appointments assist the most vulnerable clients who are unable to communicate over the telephone or those needing assistance with Universal Credit queries where their journal needs to be accessed. We have now resumed handing out feedback forms at these appointments and we will report again in the next round of performance reports.

As we are now focusing on telephone appointments, we will also introduce a targeted check with a selection of clients to obtain information relating to their satisfaction with this area of assistance.

Welfare and Benefits

27 Housing Benefit

The natural migration of Housing Benefit (HB) claims to Universal Credit (UC) continues to cause a decline in the Housing Benefit caseload for working-age claims. Natural migration occurs when an HB recipient has a change in their circumstances that meets the DWP's criteria to warrant a move to UC. Each change generates additional work to transfer the claim to Universal Credit. Although the HB claim then ends, it should be noted that the majority of claimants who move to UC continue to receive Council Tax Support.

The current process of natural migration to UC will continue until managed migration takes place. This will see all the remaining working-age HB claims move to UC en masse. The Government intends to move all claims to UC by 2025. After this, HB claims will only remain for customers who have been exempted from UC.

Key

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Appendix 1 – Performance summary for the Environment, Housing and Communities Scrutiny Board (Latest available data)

The table below illustrates the reduction in the Housing Benefit caseload since October 2018:

As at	Housing Benefit caseload
October 2018	59,259
October 2021	36,610

Natural Migration to Universal Credit has continued throughout the pandemic, albeit at a slower pace, with the average monthly reduction in our caseload during the first half of 2021/22 being 312 claims compared to 613 per month over the entire period since October 2018.

The number of HB claims made by homeless customers increased at the start of the pandemic due to the Government’s “everyone in” initiative. This has now reduced significantly but remains above pre-pandemic levels, with 42 people currently living in emergency accommodation.

Both the number and value of HB claims related to customers living in Supported Exempt Accommodation continue to increase. This is the only area of expansion in the HB caseload, as these customers are exempt from having their Housing Costs included in Universal Credit.

HB Expenditure for 2020/21 was £189.6m, the current estimate of expenditure for 2021/22 is £174.1m. The reduction primarily being due to the decrease in caseload as people move to Universal Credit.

28 Speed of Processing Housing Benefit

The latest figures demonstrate that Leeds continues to process new claims ahead of the regional and national average speeds, and changes at close to average speeds:

Number of days taken to process cases during Quarter 1 2021/22		
Area	New Claims	Changes
Great Britain	20	7
England	20	7
Yorkshire & The Humber	21	7
West Yorkshire	17	6
Leeds	13	7

29 Council Tax Support

The table below illustrates the impact Covid-19 has had on the Council Tax Support (CTS) caseload as people were affected by furlough, a reduction in hours or loss of employment:

As at	Council Tax Support caseload
April 2020	62,902
March 2021	66,640
October 2021	65,137

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Between March 2021 and October 2021, as the economy started to recover, the CTS caseload gradually reduced although it remains higher than pre-pandemic levels.

Most HB recipients who transfer to Universal Credit, will continue to receive CTS. The maximum CTS award for a household in receipt of Universal Credit continues to be 75% of the liability.

The table below illustrates the cost of CTS in 2020/21 compared to the current financial year:

Financial Year	Council Tax Support expenditure
2020/21	£55.5 million
2021/22	£55.9 million

30 Free School Meals

The Welfare and Benefits Service are responsible for the administration of free school meals for children enrolled in a Leeds school.

The free school meals award is important to the child and parent, but it is also important to the school. For every child awarded free school meals the school can claim a Pupil Premium from the Government. These premiums are currently valued at:

- £1,345 per child attending primary school
- £955 per child attending secondary school

The Free School Meals caseload has seen a significant growth since the Department for Education introduced transitional protection (TP) on 1st April 2018. TP means that any child who has an existing or new free school meals award will be transitionally protected until the Universal Credit (UC) rollout is complete in 2025. This means that the child continues to be eligible for free school meals regardless of any changes of school or in their parent's income.

TP has brought complexities into the scheme as it can mean that some children within a single household will have a free school meals entitlement, whilst others (often younger siblings) will not. Once we reach UC roll out date, children with a free school meals award in place will continue to qualify up to the end of their Education Phase; that is when they move from Primary to High School, or when they leave High School education altogether.

The current caseload is 31,878, an increase of 1,800 since the last academic year.

31 Discretionary Housing Payments (DHP)

DHP can be awarded to customers in receipt of Housing Benefit whose HB does not cover their rent in full. Awards are primarily made to customers adversely affected by Welfare Reform. DHP can also be awarded to customers who have moved on to Universal Credit where the part of their UC Award in respect of Housing Costs is less than their rent.

In 2021/22 the total budget available for DHP, which includes both a central government contribution and a contribution from the Leeds HRA is £2,179,527. The contribution from the

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HRA remains at the same level as 2020/21 whilst the Government Contribution has been reduced by £497,724.

32 Local Welfare Support Scheme

LWSS can be awarded to customers in receipt of qualifying benefits who face crisis or need essential household items which they cannot afford. Awards are primarily made to customers adversely affected by Welfare Reform. The 2021/22 budget for the scheme remains unchanged from last year at £600k and, by the end of Quarter 2, £297k of this had been spent.

A summary of the uptake of LWSS over the last 12 months can be seen below:

Indicator	Number
Total applications received	5,031
Awards for food and fuel	1,774
Awards for furniture and flooring	1,891
Awards for removals in an emergency*	19
Total awards	3,684
Successful applications	73%

* Those fleeing a property due to Domestic Violence or other emergency, or moving to a property with adaptations.

Demand is expected to rise in Quarter 3, as a result of the removal of the £20 Universal Credit uplift, rising fuel costs and lead-in times for Child Benefit.

A review of the LWSS offer began in August and a working group with representation from Customer Access, Financial Inclusion, Benefits, Housing and the third sector has been established. The group has developed proposals, including customer journey mapping, comparisons with other local authorities, and a review of the wider welfare offer in Leeds, to ensure that efficiencies and improvements are made and that support for customers is maximised by avoiding duplication of support. A report will go to the Environment, Housing and Communities Scrutiny Board for consultation during Quarter 3 before the formal review commences in the winter.

Preparations for a Cash Grant pilot took place between July and September, ready for a launch in October. This included the development of a real time digital form that will enable referrals from third parties to be assessed and awarded within 2 working days. The delivery group are currently working with partners from three Leeds food banks to make the referrals. An independent evaluation of the pilot, commissioned by Trussell Trust and co-funded by Leeds City Council, will be undertaken to assess its viability for permanent inclusion in the LWSS offer. This scheme would be the first of its kind in Leeds.

33 Covid-19 Self-Isolation Support Payment

The Welfare and Benefits service have been administering Self-Isolation Payments since October 2020 and will continue to do so until the planned end of the scheme at the end of March 2022. Qualifying applicants who lose income because of self-isolation receive a payment of £500, funded by the Government. The table below illustrates the position as at 31st October 2021:

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Indicator	Number
Total applications	16,995
Applications assessed to date	16,483
Successful applications	9,599
Unsuccessful applications	6,884
Number of claims paid	9,599
Percentage success rate	58%
Total value of awards	£4,799,000

34 Financial Inclusion

The Financial Inclusion team’s activities are focused on the work needed to mitigate the circumstances of people living in hardship. During Quarter 2 2021/22 the team:

- Delivered the Covid-19 Local Support Scheme alongside cross-council colleagues. The aim of the scheme was to enable Local Authorities to provide help and support to families and individuals with food, fuel and other essential items. An extension to the funding was announced in June 2021, with Leeds City Council receiving an additional £2.67m. This funding was used to provide food vouchers for 36,100 school aged pupils living in low-income households over the summer school holidays, with the council contributing an additional £520,000 to ensure there was sufficient to cover the full six weeks.
- Led the city’s Healthy Holidays programmes – delivered in partnership with Leeds Community Foundation, council services and schools. For 2021, the Department for Education allocated substantially increased funding of £3.8 million, directly to Leeds City Council. Over the summer, Healthy Holidays provision was delivered across a range of settings: 51 third sector groups, 68 schools, 5 Breeze camps, 6 youth service provisions and 26 community hubs, providing engaging and enriching activities with healthy food. Over 14,200 children and young people were reached. Provisions included a wide range of activities such as trips to Lotherton Hall, Temple Newsam and the city centre Jurassic tour, as well as swimming catch-up sessions. Healthy good quality food was provided by Catering Leeds, Fareshare, Rethink Food, Hamara and Give a Gift. In total 108,433 portions of food were provided.
- Provided additional funding for the Leeds Uniform Exchange scheme led by Zero Waste Leeds, to expand and continue their work and link with the Healthy Holidays programme through pop-up shops at schools and projects. Performance data will be available in the next quarter.
- Continued to support the 27 Community Care Hubs which provide emergency support to residents across all 33 Leeds wards and link to the Local Welfare Support Scheme. This work includes regular partnership meetings with Community Care Hubs, VAL, cross-council colleagues and Fareshare, aimed at adapting and improving processes and services to create sustainable support models.

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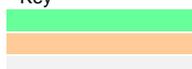
- Worked with colleagues across the council and external partners including Public Health, Adult Social Care, NHS, Leeds & York Partnership Trust, and debt advice providers to monitor and respond to the implementation of national Breathing Space regulations, including providing tailored training and support across multiple services. The Financial Inclusion Team has also liaised nationally with Money and Pensions Service representatives and Rethink Mental Illness to provide feedback and evidence for the Treasury relating to challenges, issues and concerns that have been identified.
- Continued to lead the multi-agency Financial Inclusion Steering Group, along with continued representation and partnership working across multiple external partner meetings including (but not limited to) Leeds Food Aid Network, Welfare Rights Group, Job Centre Plus Liaison, Feeding Britain, and Leeds Debt Advice Network. Work linked to this includes contribution to the call for evidence submission to the All-Party Parliamentary Group’s short inquiry into in-work poverty.
- Continued to support Leeds Credit Union (LCU) to increase their membership rates/numbers and ensuring branches continue to operate, and to support and assist with marketing and promotional campaigns.
- Worked with colleagues and external partners including Public Health, Welfare Rights, Neighbourhood Networks and Leeds Age UK to pilot a Pension Credit Uptake project in the city. The aim of the pilot is to increase uptake of Pension Credit via a targeted contact approach and a tailored support offer for residents identified as potentially eligible through LBS data and intelligence. Outcomes will be monitored and reviewed, with a view that, if successful, the project will then be expanded to a citywide level.
- Following the recent recruitment of engagement staff to the Leeds Community Gambling Service (LCGS), the Financial Inclusion Team have been working with LCGS to develop a targeted engagement and training plan. Communications during key dates in the year continue to be a big focus, with plans in development for Safer Gambling Week in Quarter 3, alongside training for LCC staff. Taking learning from Sheffield City Council, the Financial Inclusion Team and Public Health are working in partnership to develop Gambling Harms Guidance for Leeds City Council. The document will support both staff and managers to offer the most appropriate support for staff experiencing gambling-related harms, whether that be them directly or by the gambling of someone close to them.

Section 3: Safer Stronger Communities

35 This section is divided into five areas:

- Community Safety Services
- Locality Working and LeedsWatch
- Leeds Anti-social Behaviour Team (LASBT)
- Community Relations and Cohesion
- Safeguarding and Strategic Partnerships

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Community Safety Services

36 Safer Leeds

The new Safer, Stronger Communities: City Plan (2021 – 2024) was signed off by the Safer Leeds Executives, endorsed by Scrutiny Board and was on the agenda of the Executive Board on the 17th November. The Plan links directly to the Youth Justice Plan and considers its place within the City Ambition.

The Plan focuses on three strategic outcomes:

- Keeping people safe from harm
- Preventing and reducing offending
- Creating safer and stronger communities

This new approach will guide strategic thinking and operational activity across all the shared priorities.

37 Leeds City Centre

With the easing of restrictions and the return of students in September, the night-time economy weekend #NightSafeLeeds has had two successful on-street and in-premises partnership deployments. Communications and public reassurance measures have focused on the #NoRegretsLeeds campaign.

Extending the work to end Violence Against Women agenda has focused on redesigning and reinvigorating the #AskForAngelaLeeds scheme. There are now approximately 500 licenced premises signed up and the formal launch was planned for early November.

Through the partnership tasking and co-ordination intelligence led meetings, 'here and now', issues with youth related ASB and safeguarding incidents for young people have increased and plans have been put in place to reduce risk, threat and harm both from a people and place-based approach.

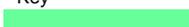
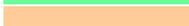
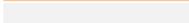
38 Leeds Street Support

The team continue to undertake assertive outreach work, with an operational focus on the targeted priority group, to encourage move-on into accommodation and offer support to address people's needs and behaviours. All customers have a lead professional and assigned key worker.

A need for alternative temporary emergency accommodation was identified and funding has been secured for the use of a hotel near to the city centre until the end of March 2022. Opened during August, it consists of 2 properties next door to each other with each having 12 one-bedroomed units. A team is in place to support individuals and aid personal move on plans.

The four grassroots organisations doing the evening 'in-door' kitchen are working well (with between 40-60 people in need attending each session) and work continues to attract others.

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The female only ‘Stay Safe Hub’ emergency accommodation offer has had some unforeseen contractor delays, but it is expected to open by end of November 2021.

On the enforcement side, the team have increased the use of CPNs and have had some success with CBOs. A review of disruption tactics and use of civil and criminal powers is being undertaken.

Refreshed Rough Sleepers Actions have been co-produced and are going through local governance in advance of being formally approved by the DLUHC.

39 Rough Sleepers’ Count

September’s count took place on the morning of the 21st, 5 teams went out at the usual start time with 2 teams covering the outer areas of the city and 3 concentrating on the city centre. A total of 28 people were found bedded down:

- 2 females and 26 males
- All over the age of 25
- 20 in the city centre and 8 in the outskirts
- Only 3 people identified during the previous month’s count were found again
- Significant reduction compared to September 2019 when 49 people were found

Localities Working and LeedsWatch

40 Priority Neighbourhoods and Targeted Wards

41 Problem Street Drinking

Armley Town Centre/Armley Moor Closure Order – Aims to stop street drinking across a whole area rather than at an individual property and, is the first such order to be issued in the UK. The order focuses on repeat offenders, as the aim is to target those who regularly sit in public areas drinking and engaging in ASB and other criminal acts that cause harm to the community. Improvements were seen after the Order was first granted in July 2021, therefore, on 18th October 2021, magistrates extended the order for a further three months.

Harehills – A multi-agency partnership in Harehills relating to problem street drinking was established in late October 2020 and continues to meet. Focus is on disruption and engaging with this cohort of drinkers to address their needs around addiction. This work has proven challenging for the partnership as there is a conflict between the need to allow time for the outreach work to pay dividends, whilst at the same time demonstrating to residents that this issue is being taken seriously by way of enforcement activity that quickly reduces unacceptable levels of anti-social behaviour.

Allied to this, we have sought to address alcohol supply through the continued defence of the council’s Cumulative Impact Policy (CIP) and by opposing any new off-licences (two

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applications have been declined recently but tens of off-licences remain in an area of less than a square mile). The derelict site on Compton Road, that was a magnet for street drinkers, has also been target hardened by Cleaner Neighbourhoods Team colleagues.

If successful, the 'Closure Order' approach currently being piloted in Armley, could be rolled out in Harehills, although the scale of the issue in Harehills remains a challenge. Given the limitations of the current PSPO, it is widely felt that a Closure Order (which makes street drinking a criminal offence in a designated area) could potentially give the partnership the extra impact it desperately needs.

42 Cliftons and Nowells: Nowell Mount Integrated Children, Youth and Community Hub

Over £250,000 capital funding was sourced to build an extension to Nowell Mount Children's Centre which was completed during lockdown in 2020. The overarching aim of the delivery phase is to create a safe space in which to develop a multi-disciplinary integrated offer for the local community, that will encompass Early Years provision, with a focus on children 0-5 and their families, a multi-agency youth offer, with a focus on youth empowerment, youth work and youth activities.

43 Boggart Hill: Kingsdale Court

In April 2019, the Neighbourhood Improvement Board agreed to consider a long-term comprehensive solution to the challenge of Kingsdale Court, utilising the full powers of the council and partners to tackle this site in the short, medium and long term. In February 2020, Magistrates Court granted a three-month closure order for each flat located in the worst block, Farnley House, with a further extension to this order being kept in place until August 2020. An additional closure order was granted for Gilstead House and extended until November 2020. In securing these orders, this was the first-time wholesale action that had been taken against private sector leaseholders and administrators in one block and the medium-term impact is that issues of ASB and criminality have reduced. In addition, the council agreed to progress a longer-term strategy for the Kingsdale Court site and Executive Board gave permission to acquire a portfolio of around 40 of the 88 flats. Purchase of the original 40 flats has now been completed and these are now in the management of Housing Leeds. Alongside this, the council is also working to acquire the remainder of the site, potentially through CPO.

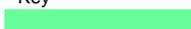
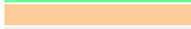
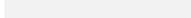
44 Community Resilience Building: Asset Based Community Development

There are a number of ABCD workers across the city working in our priority neighbourhoods, in the Cliftons and Nowells, Lincoln Green, Beeston Hill and Boggart Hill. Community Builders have been organising regular local conversations and a range of events. Further engagement events are planned throughout Autumn and Winter to reset the relationship between residents and the public and third sector services that work in the neighbourhood to jointly deliver activities. There is a long way to go but there has been a shift in how we approach our work in these neighbourhoods, less "doing to" and more "doing with".

45 Seasonal responsive locality working: Halloween & Bonfire Night

Every year over the Halloween and Bonfire period, wards in Leeds suffer violence and anti-social behaviour during one of the busiest times of the year for emergency services in the city. Many wards now have a task-finish multi-disciplinary team that activates in advance and operates over this challenging period to create a programme of activities to offset the anti-social

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behaviour and criminality that occur over this period. This year, following the cancellation of all Leeds City Council bonfires on covid-safety grounds, the Safer Stronger Communities Team was allocated the task of coordinating the upscaling of this offer, working with community committees and key local stakeholders, to ensure there were enhanced youth diversionary activities across Leeds.

46 Community Centres

Community centres began to reopen in June 2021 and the vast majority are now open with no restrictions on use. Take up from previous hirers has been good, although many organisations catering for vulnerable groups remain cautious. Most support schemes using our closed centres during lockdown have either been wound up or moved to conventional lettings. The exception being a Covid-19 testing centre that is still operating at the Mandela Centre, preventing other uses of the main hall.

As part of a council-wide property review, responsibility for revenue budgets, repairs and maintenance now sits with Facilities Management whilst strategic matters remain within Communities. Work is ongoing with Asset Management to develop use of our centres and to form a coordinated approach alongside other council assets in localities.

47 Support to Businesses in Town and District Centres

Traders' groups have been launched in Holbeck and Middleton Park with others in Headingley and Horsforth launching in November. Traders' groups encourage local businesses to develop their potential in order to help local shopping areas. The group in Wetherby are relaunching a partnership with those in Collingham and Boston Spa and are developing wi-fi connectivity for shops in Collingham. In Armley and Kippax, both groups are developing pocket parks and planning strong Christmas window displays to attract shoppers and promote a community spirit.

Through the Government's "Welcome Back Fund", funding for Ambassadors on Armley Town Street to support shoppers and businesses and to improve the shopping experience, has been secured. The fund is also being used in Rothwell, Kippax and Middleton where street furniture is being repainted, and to improve the appearance of Harehills Lane. Enquiries are underway to establish whether Ambassador funding could also be utilised on Harehills Lane.

There are numerous challenges which are already, or will soon, affecting our local centres, including:

- Post-lockdown debt repayment by tenants and by landlords
- Loss of banks and smaller post offices
- The need to provide a fresh draw for both the daytime and evening economies
- Reducing carbon emissions to net 0 in under 9 years
- E Class residential encroachment limits to stop fragmentation
- Increasing effective walking and cycling routes for shopping areas

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- Maintaining bus connectivity
- Adapting to online and staff-less shops

With inputs from the National Association of Town & City Management, council departments, the police, and many other sources including district centre news, each week the Government releases an 'Update' to be circulated to business contacts and others involved in traders' groups in local centres. This reaches businesses in all district centres and acts a conduit for good practice and partnership working and highlights challenges facing business areas.

48 LeedsWatch

49 LeedsWatch

The service has been fully operational throughout the pandemic, with the control room operating in a covid-safe manner. The service has been working closely with West Yorkshire Police in relation to breaches of covid-related restrictions, house parties and business-orientated compliance issues, utilising both Video Surveillance Systems (CCTV) and patrols.

The service underwent a restructure in September 2021, which enabled it to refocus resources, with larger teams working evenings and through the night to deal with out-of-hours noise calls and visits, alarms, and housing emergency response calls. Our current focus is on the successful implementation of this ambitious programme of change and ensuring staff are fully trained in their new roles and the new ways of working.

In future, LBS will be responsible for camera repairs and mechanical work and IDS will manage network configuration and upgrades. Work is due to commence shortly to move the fibre cables from LeedsWatch to Apex House to provide greater business continuity resilience.

Leeds Anti-social behaviour team (LASBT)

Indicator	Oct 2019 – Sep 2020	Oct 2020 – Sept 2021	Change
Police reported ASB incidents (count)	17,684	16,598	-7%
<i>Youth related</i>	5,495	5,774	+5%
<i>Nuisance motorcycle / quad</i>	3,126	3,276	+5%
<i>Adult nuisance – non alcohol</i>	3,072	2,635	-17%
<i>Neighbour related</i>	3,077	2,020	-52%
Leeds Anti-social Behaviour team closed caseload	2,258	2,162	-4%
<i>Noise</i>	777	838	+8%
<i>Threats / Actual Violence</i>	292	321	+10%
<i>Rowdy Behaviour</i>	193	147	-24%
<i>Verbal abuse</i>	119	140	+18%

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50 Key achievements: Building on Partnership working.

We are developing strong partnership working processes, The Anti-Social Behaviour Partnership Silver Board is designed to co-ordinate a sustainable, strategic, and tactical partnership response to reduce the impact of anti-social behaviour in the district. It aims to ensure that all the relevant authorities; third sector organisations and community groups are working together towards making Leeds a safer place. The third meeting was to take place mid-November and a SMART complaint task and finish plan is developing well. This will ensure the key deliverables are achieved:

- The North & West Leeds – student ASB Operation group meetings continue and are well-attended by local councillors, West Yorkshire Police, the University of Leeds, Leeds Beckett University, Leeds Conservatoire, Cleaner Neighbourhoods Team and others. Work is ongoing to redefine the terms of reference for the LUCCRP meetings to shift to a more Community Safety focus, and this may see the meetings combined. The start-up meeting for the revamped LUCCRP is to be held early in Quarter 3.

During the latest period, negotiations took place with the Universities partnership to strengthen the partnership approach and look at where further enhancements can be made. This has attracted further large-scale investment from UoL and LBU and plans are in place to implement a more sustainable model in Quarters 3 and 4.

- South Seacroft – Working with NPT, Communities and S.C.O.T. (Seacroft Community On Top) to safeguard significant investment in a new playground adjacent to the Denis Healy Centre which has been repeatedly vandalised by young people during the construction phase, causing concern for the young people living in the immediate vicinity of this amenity who expected to be able to use the completed facility. Strongly worded meetings and interventions by LASBT Case Officers and Police Link Officers with the young people involved, in the presence of their parents, have seen a significant improvement and it is hoped the playground can now be finished without further issues. No further issues at this location, highly successful early intervention by LASBT and partners.
- Middleton – there is an issue with rising youth nuisance in this community. The partnership's Leodis team moved into the area and are following the three Es: Engage, Educate and Enforce. A number of visits were undertaken, and interventions put in place, which have resulted in the team being able to withdraw from the area after successfully dispersing the ASB.
- Belle Isle – two injunctions have been imposed against two persons targeting residents and committing ASB and cuckooing. One of these included a partial closure to moderate the accused's behaviour. Nothing further to report in this area.
- Burmantofts – After the enforcement element had been completed, we took part in the final stages of Operation Backway, by door knocking and other public engagement activities alongside Housing and NPT colleagues to provide information and reassurance. This brought major disruption to drug supply and urban street gangs and

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we will now be following up with civil actions against up to 24 housing tenancies identified through the operation.

This quarter saw the development of the LASBT Triage team with a new supervisor and a new colleague along with support from the talent pool and colleagues offering meaningful work. This has resulted in the backlog of service requests being well-placed to be back on track in the next quarter.

51 Ongoing issues: Legislation and Interventions

LASBT, with our partners, are constantly looking for innovative ways to support the communities we serve using new and existing powers. Below is a summary of some of the work across the three areas. We continue to make very good use of legislation on closure orders, targeting individual dwellings, communal areas of tower blocks, and areas of public or private space.

- An inventive Closure was used to supplement the PSPO in the Armley town centre area, preventing access to the area for people who are in possession of open containers of alcohol.
- Plans for PSPO to tackle nuisance vehicles now widened to include all vehicles on all highways and public land (in line with Bradford MDC). Data gathering stage with consultation to follow.
Draft order to be discussed by Safer Roads Partnership before the formal consultation is launched on LCC website.
- Closure orders in place for open spaces to combat rising youth nuisance in the Ascots area of East End Park.
Further 7 youth injunctions being considered for the East End Park area.
- Halton Moor – five injunctions obtained against young people to try and combat the ongoing activities of a single group responsible for much of the ASB in the area. These include an exclusion zone and non-association orders. All five have been breached and we are now meeting with YOS to consult over returning to court for committal hearings.
- We are engaged in an exercise with Police, Housing and the Communities Team in relation to youth ASB around the Community Centre, and planning work is ongoing around engagement, diversion and enforcement.
- Further PSPO for Holbeck Moor being progressed. The community have reported rising levels of ASB related to alcohol misuse. The PSPO will focus on alcohol consumption in a public place and we are seeking to prohibit drinking or having open containers of alcohol within the defined area. Managed and enforced by the partnership.
We are developing a new system of identifying and facilitating the use of PSPO based on the premise that this is a last resort.
- Swarcliffe community saw a dramatic rise in youth nuisance which now manifests itself as gang activity and crime. There has been negative media coverage regarding some of

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this activity, but the partnership's response has been extensive and intense; including elected member support, West Yorkshire Police, Youth Offending Services and outreach officers. A recent knife crime incident was identified within the community as a signal crime and resulted in the Police operating within the area to offer reassurance, to recover any weapons and deal proactively with offenders, the partnership will follow up with positive outcomes where relevant.

Team Leodis are being deployed in this area to tackle the ongoing incidents of ASB, this team will concentrate exclusively on disrupting and tackling the continued nuisance.

- Holbeck community has seen an issue with suspected cuckooing of vulnerable adults and an increase in sex workers moving into local premises. The team have moved swiftly in obtaining application for full and partial closure orders within the areas identified.
- Work continues to tackle issues around cuckooing, the team are due to be in court imminently for a full premises closure following an adjournment. Another two properties have been highlighted, with investigations and interventions ongoing and LASBT are looking at keeping repeat perpetrators away from the locality and working with those that are frequenting the properties causing the nuisance.
- **Operation Dimplemount** – this is a joint operation with West Yorkshire Police tackling ASB/noise issues in Inner NW Leeds. Weekly task and control meetings have been instigated to debrief on the previous week, and to plan for the forthcoming one. As part of this operation, there has been a lot of community engagement around ASB, noise, and the Inner NW PSPO. In Quarter 2 there were three seizures conducted at student rented properties in partnership with the Police.

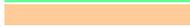
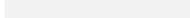
Community Relations and Cohesion

52 Prevent

Following the Taliban takeover in Afghanistan, the Prevent Team has been engaging with and listening to Afghan communities and their concerns about the current situation. Engagement included community sentiment gathering from the Afghan community in Leeds, delivering training to community groups, and taking part in a Leeds City Council led Afghan support working group. Community sentiment gathering included attending and presenting at a meeting organised by Leeds Refugee Forum bringing the Afghan community together. The Prevent Team has also provided regular updates and communications on a range of far-right activities targeting minority groups, asylum seekers and refugees.

Other engagement work has included the delivery of Prevent training to third sector organisations and supporting a Kurdish language school with advice on the inclusion of Prevent within their safeguarding policy. The team also provided reassurance to a mosque following concerns expressed to the Imam in relation to university students potentially being referred to Prevent when speaking about international conflicts/terrorism. We reassured the Imam that Prevent does not aim to stifle freedom of speech in any way within education settings and that holding legitimate political views is not an indicator for extremism provided they are not

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expressed or furthered by statements, deeds or actions which result in harassment, intimidation, or threats of violence against individuals or society itself.

53 Migration and Strengthening Communities

Registration to the EU Settlement Scheme ended on 30 June 2021 as the Government did not change this deadline despite the impact of Covid-19. Covid-related restrictions meant that all services offering EUSS application support were suspended, including those delivered by the Home Office and Leeds City Council's ID scan and Digital Support services. In addition, EU Consulates' passport services were suspended which prevented a number of EU nationals getting a valid ID document to apply to the EUSS.

Since the 1st July, the Home Office has been accepting late EUSS applications (but only from those who were residing in the UK by the 31st December 2020) or alternatively, EU nationals can secure a valid visa under the points-based immigration system. The Government has not given an end date for late applications, but they are asking for reasonable grounds as to why applications are being made late.

To respond to the backlog of EU nationals who struggled to apply, the council continued to deliver virtual drop-ins which helped to overcome barriers such as language, access to IT or lack of knowledge around the scheme. As part of our Exit Strategy, and to support late applications, the Compton Community hub are hosting weekly GRT surgeries along with St Vincent's who provide immigration advice. EU nationals are offered appointments and are encouraged to access a range of support available at the hub. To date, no late EUSS application submitted through the drop-in service have been refused.

All looked after EU children in Leeds were supported with an EUSS application and Leeds was one of only 3 local authorities in the country to complete all the required applications on time.

The Covid-19 Community Champions Programme led by the council, was delivered in partnership with Voluntary Action Leeds, Forum Central and Hamara, and worked closely with Public Health and Leeds CCG. The programme, funded by the Ministry of Housing, Communities and Local Government (now Department for Levelling UP, Housing and Communities) until July 2021, built upon the work that was already taking place in Leeds and responded to local feedback that people needed more information about Covid-19, and in particular vaccinations, to be able to share accurate information with communities. 75 people were recruited as community champions to support their friends, family, neighbours and community in Leeds with information about Covid-19 and the vaccine to enable them to make informed choices and stay safe. Champions were provided with training, regular Q&As with health professionals, ongoing support, and opportunities to feedback local issues and concerns, to ensure they had access to up-to-date information and continued to feel confident having conversations about Covid-19 and the vaccine and signposting people towards support. The programme was extended through DLUHC underspend and funding from Public Health to March 2022 and delivered by Voluntary Action Leeds and Forum Central. The programme will continue to recruit and work with:

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- Covid-19 community champions to provide covid-related support, and wider key health messages, through engagement/communication with their family, friends, neighbours and their networks
- Covid-19 community engagement champions to engage in more formal community engagement activities, including supporting a range of partners (such as LCC and NHS), in response to Covid-19 outbreaks, vaccination clinics/sites to promote health messaging and the design and delivery of their own community engagement activities/events
- Covid-19 community champions organisations who will support the sharing of covid-related and other health messages

The Covid-19 community champions micro grants provided funding of up to £1,000 to 37 projects up to the end of August 2021, to support grassroots level groups and organisations to create materials and/or spaces for sharing key health messages around Covid-19, vaccinations, government guidance and restrictions in ways that were appropriate and accessible for their communities. The community champions programme increased outreach, engagement and communication with all communities living in Leeds, and identified priority groups who have been disproportionately impacted by Covid-19, including but not limited to, older people, younger people, disabled people and Black, Asian and minority ethnic communities. Working with trusted local voices we were able to increase confidence in Covid-19 messaging and the testing and vaccine programme, and address barriers to accessing accurate health information.

The Cultural Food Hub continued to support communities citywide with culturally appropriate food parcels and worked closely with frontline organisations who support vulnerable people in need. Funding for the cultural food hubs was confirmed until the end of the year and transitioned to the Community Care Hub model to ensure consistency. This includes approaches toward sustainable models, reducing reliance and fostering self-dependency, balanced this against a recognition of the additional barriers experienced by some communities, such as those who have no recourse to public funds.

The Afghan Relocations and Assistance Policy (ARAP): the UK has been running a scheme to support Locally Employed Staff (LES) in Afghanistan, often in dangerous and challenging situations, in recognition of their commitment and bravery in supporting UK forces since 2013. ARAP was launched in April 2021 to reflect the changing situation in Afghanistan, and the increased risks faced by LES. As a compassionate city we are already working to rehouse Afghan refugees alongside other councils across the region through the existing Afghan Relocation Scheme coordinated by Migration Yorkshire.

54 Hate Crime

Indicator	Oct 2019 – Sep 2020	Oct 2020 – Sep 2021	Change
Police reported Hate incidents (count)	3,346	3,654	+9%
<i>Race Hate Incidents*</i>	2336	2,475	+6%
<i>Sexual Orientation Hate Incidents*</i>	420	514	+22%

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<i>Disability Hate Incidents*</i>	333	420	+26%
<i>Faith Hate Incidents*</i>	240	274	+14%
<i>Transphobic Hate Incidents*</i>	88	116	+32
Racially / Religiously aggravated offences (count)*	1773	1817	+2%

* Comparing Aug 2019 – Jul 2020 with Aug 2020 to Jul 2021

Extensive work took place in the quarter to develop the priorities of the Hate Crime Operational Group which delivers the work programme for the Hate Crime Strategic Board. This included developing early proposals to relaunch the third-party reporting centres, reviewing the current schools reporting system, considering how the Group can launch the Islamophobia Report produced by Coventry University, and supporting the anti-racism workstreams.

Preparatory work also took place towards Hate Crime Awareness Week 2021 when, alongside partners such as LUFC and Leeds Rhinos, we plan to deliver an #UpstanderNotBystander campaign, and other awareness activities including a joint conference with United Response focusing on disability hate crime, and street activity in the Freedom Quarter around homophobia, biphobia and transphobia.

Safeguarding and Strategic Partnerships

55 Domestic Violence and Abuse

Indicator	Oct 2019 – Sep 20	Oct 20 – Sep 21	Change
Domestic incidents	22,012	21,789	-1%
High risk domestic incidents (DASH) with repeat victims	1,540	1,438	-6%

The Best Council Plan currently includes the DVA self-reporting rate as a performance measure, but this is no longer possible due to changes in Police recording practices. In this report we are reporting the total number of recorded Domestic Violence and Abuse crime incidents in the city.

The partnership is currently considering which indicator to use in future and, pending further discussion, one of these four indicators could be adopted:

- Total number of domestic abuse-related crimes
- Percentage of all crimes that were domestic abuse-related
- All domestic abuse-related crimes (rate per thousand population)
- Violence against the person domestic abuse-related offences (rate per thousand population)

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A full update of DVA work and performance was reported to Scrutiny in July 2021. The trend of increased levels of domestic violence and abuse crime has continued and the number of high-risk cases coming to the Front Door Safeguarding hub remains higher than normal. Despite high volumes and challenging workforce issues due to the pandemic, all daily DVA meetings have continued to take place either through the Daily Risk Assessment Meeting (DRAM) or the Bi-weekly Multi Agency Risk Assessment Conference (MARAC). The figures are monitored daily and weekly to track demand challenges and manage resources accordingly.

The council and partners have responded to the new statutory framework for DVA outlined in the Domestic Abuse Act, including developing a new statutory DVA Board, commissioning additional DVA Support for people who access Safe Accommodation and developing a Support in Safe Accommodation Strategy.

56 Community Safeguarding Developments

Ending Violence Against Women and Girls and Women’s Safety – a review of existing work has been completed and a small development group, led by Cllr Coupar, has been established to establish partnership governance arrangements, explore the city’s response to the Government VAWG strategy and support the Mayoral pledge. The West Yorkshire Mayor’s Office has been successful in accessing Safer Street 3 Funding and there are some smaller scale local projects being developed in two parks to support improvements to women’s safety in public spaces. Several work streams have been developed through the City Centre Partnership to address Women’s Safety specifically in relation to recent issues relating to drink spiking and needles.

Violence Reduction – work is taking place with the West Yorkshire Violence Reduction Unit to prepare for the potential new statutory duty in relation to serious violence, outlined in the Sentencing Bill. The aim is to ensure local partners can work together to develop a Leeds response to the new serious violence duty including developing a needs assessment, a serious violence strategy and appropriate governance arrangements. No guidance from the Government is available currently. Safer Stronger Communities supports on-going work in the city linked to VRU project, including several community youth projects. Work will also take place with the VRU to review the current partnership operational delivery response to serious youth violence over the next 6 months in preparation for the new duties.

Community Safety Strategy – the Community Safety Partnership recently approved a revised Community Safety Strategy that had been discussed and endorsed by Scrutiny board and was due to go to the Executive Board on the 17th November.

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Section 4: Environmental Services

57 Bin Collection Rate

Indicator	Apr – Sep 2020	Apr – Sep 2021	Change
Cumulative collections made	99.92%	99.86%	-0.06%

Despite the continued pressures on the service and increase in waste presented since the pandemic started, Leeds City Council has successfully picked up a minimum of 99.84% of all planned collections in each 4-week period during 2021/22 to the end of September.

The cumulative position of bins collected to the end of September 2021 was 99.86% which is a slight decrease compared to the 99.92% cumulative position for the equivalent period last year. covid-related sickness and self-isolation has continued to have an impact on the service.

58 Recycling

Indicator	Apr – Jun 2020	Apr – Jun 2021	Change
Cumulative recycling rate (household)	35.27%	39.25%	+3.98%
Target for period	48.96%	50.05%	N/A

Recycling rose in Quarter 1 2021/22 compared to 2020/21 but remains significantly below our target for this point in the year. It is also lower than at the same point in 2019/20 when the cumulative rate of recycling was 42.86%. The fall is due to the impact of Covid-19 on service provision and the increase in residual waste seen since the pandemic began.

Members are advised that the amount of waste being recycled is stable. The recycling rate has fallen due to the large and sustained increase in residents' residual tonnage.

59 Landfill

Landfill of domestic waste continues to reduce, particularly compared to last year, when unprecedented levels of residual waste caused our contractors to use landfill as a last resort. It remains below target and the tonnage was similar to pre-covid levels in Quarter 1 2019/20.

60 Street Cleanliness

The service was hit particularly hard by the Covid-19 pandemic – at one point nearly 50% of staff were either shielding, self-isolating or absent due to the virus. Although the situation has much improved, staffing levels remain variable as a result of covid-related staff absences, including self-isolation. However, the service is able to deliver the full range of functions, albeit sometimes at a reduced capacity.

Mechanical sweeping was suspended for a significant period of time due to the disproportionate number of drivers impacted by Covid-19, and also to the service's Covid-19 business continuity plan which required sweeper drivers to be redeployed to other higher priority services across the council. We are working to return this part of the service to normal and are currently catching up with programmed cleansing. Leaf clearance and related sweeping will be a priority for the cleansing service between the months of October 2021 and January 2022.

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Section 5: Elections and Regulatory

Members' attention is drawn to the following performance area:

61 Parking Functions

The service has 3 main areas of responsibility:

- Parking administration including permit schemes
- Enforcement of parking and bus lane restrictions
- Managing the council's on and off-street parking operation

62 Parking administration including Permit schemes

In Leeds there are currently 137 Resident Permit areas. Each resident in a zone is entitled to a permit for each vehicle registered to the address plus a transferable permit for visitors. Residents' permits are free. They are issued for 3 years and renewed on a rolling cycle to ensure the administration work is spread throughout the year. There are 10,272 residents and 10,588 visitors permits at present.

The council runs a permit scheme for ULEV (ultra-low emission vehicles) which gives free parking in all our spaces. There are currently 1,429 permits. There are also 12 charging points at Woodhouse Lane Car Park which are free to use.

The service also runs chargeable permit schemes for businesses who need to access residents' zones and for essential workers such as health visitors. These are £80 a year reduced to £60 for charities. There are 735 of these permits.

The volume of both telephone calls and correspondence is closely related to the issuing of penalties. The numbers have reduced significantly as below:

Contact	YE 2019/20*	Q1 2021/22	Q2 2021/22	Projection	Potential variance	
Telephone calls	47,130	8956	9041	26,953	-20,177	-58%
Correspondence	34,880	5370	6648	18,666	-16,214	-46%

* Latest results compared to 2019/20 as the most recent "normal" year and the basis of the budget.

63 Enforcement of parking and bus lane restrictions

The number of parking and bus lane offences reduced dramatically during the pandemic and remain considerably lower than previous years. This reflects reduced city centre footfall:

Offences	YE 2019/20*	Q1 2021/22	Q2 2021/22	Projection	Potential variance	
Parking	96,240	13,650	17,498	73,148	21,850	-23%
Bus lane	41,893	2953	4124	19,077	24,617	-56%

* Latest results compared to 2019/20 as the most recent "normal" year and the basis of the budget.

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The number of operational bus lanes was reduced significantly throughout the year due to the extensive remodelling of the bus lane network under the Leeds Passenger Transport Improvement Project. When the works are complete, the bus routes and the camera network will be different and the effect on the number of bus lane offences is not known. Six new cameras have been installed around the Headrow and a further 25 are planned.

The trend for increased complaints regarding parking at schools is continuing. More pupils are being driven to school, perhaps due to parental concerns about Covid-19, and there are more people at home during the day than previously, meaning that their cars are still in situ and therefore there is less capacity for parking. Additional resources have been allocated and several officers are deployed every school day, but we do not have the capacity to cover the number of requests received.

64 Managing the council's on and off-street parking operation

The service operates 55 car parks. Thirteen of these are pay car parks in the City centre with the remainder located in district centres. Apart from 3 chargeable car parks in Otley parking in district centres is free, there are 2,947 free spaces in total. On street parking is also free in the districts with some controls for maximum stay in central areas to ensure turnover.

The service has installed 26 free to use electric vehicle chargers in the district car parks with further installations planned. We have also provided additional space for motorcycles and bicycles, without losing capacity for other vehicles. In general, the district car parks are very well used and provide essential capacity for their local area.

The council controls 2,407 on street pay parking spaces and 2,373 spaces in car parks with budgeted revenue of £8.8m. This is split between cash payment in parking machines and card payment through the mobile phone payment system. The phone system is increasingly popular and now accounts for 62% of revenue, up from 51% in 2018/19.

During lockdown, parking was completely free for 4 months and the service operated several schemes offering free or reduced parking to help support the recovery of the City. More recently we offered free weekend parking in April 2021. The impact of these schemes was mixed with very little difference in usage seen during the promotional periods. Full charges have been in place since April and usage and revenue is climbing although still some way short of pre-covid levels. Short stay is more popular than long stay with September showing usage at about 90% of pre-covid levels compared to 70% for long stay. This suggests that there is a significant and ongoing reduction in the number of commuters coming into the City.

There has been a temporary loss of capacity in the City Centre due to extensive roadworks which have affected pay and display spaces. There will also be a permanent loss of capacity due to the sale of car parks for building development and the changes required for the City Centre park. Four car parks with 493 spaces are scheduled to close in 2021/22. From a budget point of view this means that the service is increasingly reliant on Woodhouse Lane multi-storey which will provide 66% of our car park capacity.

Although revenues are recovering, they are well below budgeted levels and we are predicting a very significant shortfall:

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Location	Budget	Current projection	Shortfall	As percentage
Woodhouse Lane	£2,438,270	£1,204,200	£1,237,870	51%
Other car parks	£1,439,730	£1,326,596	£113,134	8%
On-street	£4,349,510	£3,458,435	£891,075	20%
Total	£8,227,510	£6,022,020	£2,205,490	27%

Together with the revenue from parking and bus lane penalties the projected position for parking services in 2021/22 is a shortfall of £3m. Whilst income trends are improving steadily there seems to be a continuing reduction in demand for long stay parking, especially at Woodhouse Lane, which means that the service is likely to continue to face very significant budget pressures. These pressures are included within the monthly financial health report to Executive Board and are refined to reflect latest trends and projections.

The ongoing forecasted impact on parking income will also be addressed as part of the 2022/23 budget process.

Section 6: Parks and Countryside

Members' attention is drawn to the following performance areas:

65 Parks and Green Spaces

“Love Parks Week” commenced at the end of July and was an opportunity to celebrate the vital and important role that parks and green spaces play in the day-to-lives of communities and residents. This is particularly appropriate this year given how crucial they have been during the pandemic in providing people with opportunities for exercise and connecting with nature. To support this programme, a new “Love Exploring” app was launched to bring parks across the city alive, engaging adults and children with their local parks and green spaces, and inspiring them to get outdoors and be active. The “Love Parks Week” initiative also provided an opportunity to remind people of the importance of respecting their local green spaces and keeping them clean and tidy by removing rubbish and waste in an appropriate manner. Parks and Countryside helped establish the “Love Leeds Parks” organisation which is now fully registered as an independent charity. They aim to work in partnership with the council and the “Leeds Parks and Green Spaces Forum” to support the provision of quality parks and green spaces across Leeds.

Due to covid-related government guidance, the six annual bonfire and firework events did not take place this year. A key aspect of the guidance was the need for people who attended the events demonstrate that they are at a lower risk of carrying Covid-19 and transmitting it to others, as well as imposing a limit on numbers attending. To ensure these requirements could be met, the council would have needed to introduce ticketing arrangements for each event and, in addition, a substantial amount of supplementary infrastructure would have been necessary to control access and check Covid-19 status and tickets.

In line with our climate change aspirations, plans are in place to replace seasonal bedding on roundabouts and highway verges (often large traffic islands) with more natural annual wildflower displays which provide colour as well as benefiting pollinating insects. It was necessary earlier this year to replace seasonal bedding in community parks with wildflower displays due to

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operational issues associated with Covid-19. Where this has worked well, it will be considered as an ongoing alternative to seasonal bedding displays. Bedding in major parks, cemeteries and crematoria will largely remain unchanged.

66 Woodland Creation

The seed collection initiative once again commenced in September this year and has now drawn to a close. It is hoped that the number of seeds gathered will exceed the 40,000 collected in 2020. This year there were 12 collection points around the city for people to gather acorns, beech nuts, chestnuts and conkers. The ranger team worked with 300 volunteers and 1,000 children as part of organised collection activities. Preparations are in place to commence tree planting from the end of November with 52 sites, ranging from 0.1 hectares to 10 hectares in size, identified for whip planting following consultation with local ward members, community groups and residents. Rangers will be working with volunteers to help plant trees through to the end of February and, together with planting by gardening teams, this will account for around 200,000 trees towards our plan to plant 50 hectares each year on council land. This will help mitigate the effects of climate change, as well as benefit pollinators and wildlife, and enable people to connect with nature with enhanced recreation value. “The Arium” continues with a sapling growing programme using the seeds collected by volunteers and members of the public and has the capacity to grow 1 million saplings each year.

67 Street Scene Grounds Maintenance

In common with the whole council, our workforce has been reduced as a result of staff being required to isolate, shield or restrict mixing. Together with a challenging labour market, this has impacted on operations. During the summer of 2021, our priority was on maintaining larger areas of grass situated within residential areas so these areas could be used for exercise and recreation, thereby reducing pressure on formal parks and open spaces.

For the mowing season 2021, changes to arrangements for the cutting of grass adjacent to high-speed roads have been expanded. This most affects the mowing frequency of primary network roads which typically have a speed limit above 40mph and therefore require by law extensive traffic management each time operatives work adjacent to the carriageway. Grass cutting is now undertaken as an annual visit in late summer timed to reflect seasonal growth patterns aiming to encourage the formation of native wildflower species seed stock within the verge. Interpretive signs will be introduced in readiness for the 2022 growing season seeking to provide information regarding the benefits to biodiversity, particularly pollinators. Safety sight lines remain unchanged, and a review is underway to ensure that all sensitive locations have been addressed. These measures will improve the sustainability of the mowing operation, moving closer to alignment with the national “Plant Life” campaign whilst providing improved habitats for urban pollinator insects and small mammals.

68 Hard Surface Weed Control

The control of weeds growing in highway and housing hard surface areas is undertaken by specialist contractors through a contractual arrangement renewed in Quarter 1. As part of procurement for these services, an options appraisal was undertaken that identified herbicide-based control as the most appropriate treatment approach. In Quarter 2, the second of two applications undertaken each year was delivered with any required follow up work progressing.

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