

## Performance Report

Date: 23<sup>rd</sup> June 2022

Report of: Director of Communities, Housing & Environment and Director of Resources

Report to: Environment, Housing and Communities Scrutiny Board

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

### What is this report about?

Including how it contributes to the city's and council's ambitions

- This report provides a summary of performance against the strategic priorities for the council and city and other performance areas relevant to the Environment, Housing and Communities Scrutiny Board.
- This report provides an update on progress in delivering the council priorities in line with the Best Council Plan.
- Appendix 1 to this report is a performance summary relating to Housing; Community Hubs and Welfare; Safer Stronger Communities; Environmental Services; Elections and Regulatory; and Parks and Countryside. This summary includes the latest available performance information most of which pertains to the end of Quarter 4 (31st March 2022).
- Appendix 2 to this report is a performance summary relating to the Board's remit around climate change; sustainable energy and carbon reduction and clean air.

### Recommendations

- a) Members are recommended to note the performance information contained in the appended summaries and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.
- b) Members are asked to note that this is the last report presenting performance linked to the Best Council Plan priorities, future reports will be based on the Three Pillars contained in the Best City Ambition.

### Why is the proposal being put forward?

- 1 That members can consider the performance information contained in Appendix 1 and Appendix 2 to this report and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

### What impact will this proposal have?

#### Wards Affected:

Have ward members been consulted?      Yes      No

- 2 The performance information contained in the appended summaries has been provided for the Board's information.
- 3 This is an information report and not a decision so it is not necessary to conduct an equality impact assessment. However, some of the data provided will link to wider issues of equality and diversity, and cohesion and integration, and there may be occasions when Scrutiny Board members will want to look more closely at these issues, and may request further information to inform their investigations.

### What consultation and engagement has taken place?

- 4 This is an information report and as such does not need to be consulted on with the public. However all performance information is published on the council's website and is available to the public.

### What are the resource implications?

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

### What are the legal implications?

- 6 All performance information is publicly available and is published on the council website. This report is an information update providing Scrutiny with a summary of performance for the strategic priorities within its remit and as such is not subject to call in.

### What are the key risks and how are they being managed?

- 7 There is a comprehensive risk management process in the council to monitor and manage key risks. The council's most significant risks are available and can be accessed via the council's website.

### Does this proposal support the council's 3 Key Pillars?

Inclusive Growth       Health and Wellbeing       Climate Emergency

- 8 This report supports the Council's 3 pillars by providing performance information for Environment, Housing and Communities that relates to the economic growth of a healthy city with high quality services. It demonstrates what action is being taken to affect performance (where relevant) and to allow the board to challenge the same and consider whether any further focus should be given to any particular area in supporting these pillars.
- 9 Climate Emergency – The council declared a climate emergency in March 2019 with the stated ambition of working to achieve net zero carbon emissions by 2030 for the city. In

accordance with the Scrutiny Board's remit, a performance summary relating to climate change; sustainable energy and carbon reduction and clean air is set out in Appendix 2. Parts of the performance information set out in Appendix 1 are also linked to actions taking place to address climate emergency and will feed into an assessment of how on track the council is in achieving the target. Services will provide updates to the Board on specific work they are carrying out with regard to this priority.

## **Appendices**

10 The following appendices are attached to this report:

- Appendix 1 – Performance summary relating to Housing; Community Hubs and Welfare; Safer Stronger Communities; Environmental Services; Elections and Regulatory; and Parks and Countryside.
- Appendix 2 – Performance summary relating to climate change; sustainable energy and carbon reduction and clean air.

## **Background papers**

11 Best Council Plan 2020 to 2025

## 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 – 13
- Community Hubs and Welfare Pages 14 – 21
- Safer Stronger Communities Pages 22 – 26
- Environmental Services Pages 26 – 28
- Elections and Regulatory Pages 28 – 30
- Parks and Countryside Pages 30 – 32

#### **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	YE 2020/21	YE 2021/22	Change
Rent collection rate	97.25%	96.70%	95.63%	-1.07%

Rent collection performance improved by 0.27% during 2020/21, despite the pandemic, and we believe that this was due to lockdown-imposed limits on tenants' spending; an increased desire amongst tenants to maintain their security of tenure during a period of great uncertainty; the temporary uplift in Universal Credit payments; and furlough payments and support for the self-employed. However, during 2021/22, as lockdown measures reduced and the uplift in benefits and other payments ended, we saw a reduction in rent collection performance of just over 1%. The steepest decline was during Quarter 3 up to the end of December (reflecting added financial pressures for customers in the pre-Christmas period) and there was a slight improvement during Quarter 4. This reflects the national picture with many social landlords also seeing a reduction in arrears during 2020/21 and then a significant rise during 2021/22, particularly local authority landlords in large cities.

#### Key

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Measures which we put in place to increase rent collection include the following:

- The ban on evictions and possessions was fully lifted and we remobilised our arrears process. We are working with the courts to reduce the remaining backlog of cases.
- We fully remobilised our arrears process and undertook refresher sessions for Housing Officers to rebuild their confidence in arrears recovery.
- We continued to offer a highly supportive approach, working with tenants to identify issues, and supporting them to maximise their income to enable them to pay their rent. There were only three evictions for rent arrears during 2021/22.
- 15,568 tenants are now in receipt of Universal Credit, that is around 60% of those tenants who are expected to eventually migrate to Universal Credit. All Housing Officers received Universal Credit training during 2021/22 to ensure that they can effectively support tenants who are in receipt of Universal Credit.
- The move to a new housing management system had a slight impact on performance, due to teething problems with the rent module along with the time taken to build staff confidence in using the new system. Ongoing training is available and staff are now becoming accustomed to the system.

#### 4 Void Properties

Indicator	YE 2020/21	YE 2021/22	Change
Number of void properties	730	1,148	+418

The key areas that impacted on our ability to recover to the pre-covid position are:

- ‘Covid-safe’ working practices: These impacted work within empty properties, including limiting the number of tradespeople permitted in a property at one time. This means that work took longer to complete than pre-pandemic.
- Covid related absences: Throughout the pandemic, the number of staff who were unwell or had to isolate or caring for others as a result of Covid-19 remained consistently high. This applied to all elements of the void process, from frontline staff (operatives, tradespeople and housing officers) to management and supervision.
- 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.
- Transfer of delivery arrangements in South: As with any service transfer of this scale and complexity this has impacted performance.

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- Energy Crisis: Arranging for utilities to be live and on supply with a nominated energy supplier with operational meters installed has been a challenge since October 2021 as we have been unable to switch supplier in void properties due to the current difficulties in the UK energy sector.

### 5 Right-to-buy sales

Indicator	YE 2020/21	YE 2021/22	Change
Number of right-to-buy sales	411	546	+135

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

### 6 Disrepair

Indicator	YE 2020/21	YE 2021/22	Change
Claims for disrepair – live	878	911	+33

There are a number of key areas that have impacted the service’s ability to reduce the overall number of disrepair claims:

- Increase in the number of claims received: We have seen a significant increase in the number of new claims received per year. The number of new claims received increased from 826 in 2020/21 to 1,043 in 2021/22.
- Material shortages: Globally the supply of construction materials has been significantly impacted. Areas of particular pressure include doors, windows and kitchen supplies.
- Capacity within teams: Throughout the year, both the internal and external capacity to deliver works has been impacted by a number of factors, most significantly periods of self-isolation.
- 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. This has made it extremely difficult to obtain additional resources to accelerate service delivery.

There is a detailed recovery plan in place for the disrepair service and all service providers feed into the plan. These plans are monitored and updated at weekly review meetings and at the monthly operational meetings with Service Managers and Heads of Service. These plans monitor the overall number of disrepair claims, new claims received, closed claims and the number of returns by each service provider. The quality of work in disrepair also remains a high priority and continues to be monitored.

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

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**Housing Strategy Indicators**

**7 Council Housing Growth**

Since the last report, the New Build Programme has continued to make good progress. As of May 2022, 6 schemes are on-site, representing a total of 268 homes. We are anticipating the first 9 of these homes to be handed over in mid-June, followed by 42 homes being handed over in July and August and another 41 by October. An additional 28 homes are due to start on site in the next month.

The current programme includes 1,223 new build homes, as detailed in the table below:

Status of properties	Number of properties (May 2022)
Homes handed over to tenants	59
Homes in construction	268
Homes in design and planning stages.	200
Homes in early feasibility stages	696*
<b>Total</b>	<b>1,223</b>

\* These sites are subject to a number of further site investigations and considerations before it can be determined that they are deliverable, so there is a risk that they may not be brought forward.

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.

All Leeds City Council new build homes will be offered at rents that are genuinely affordable for our tenants, and well below market rates. Homes are now being designed with gas-free energy systems to move away from dependence on fossil fuels and reduce carbon emissions.

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 programme also contains a small number of properties which are acquired to provide accommodation alongside a support package for rough sleepers

The acquisitions programme has now grown to 226 homes, with 43 more potential acquisitions in the pipeline:

Status of properties	Number of properties (May 2022)
Homes handed over to tenants	145
Homes acquired and being refurbished	42
Homes being acquired	39
<b>Total</b>	<b>226</b>

This brings the total number of homes in the Council Housing Growth Programme to 1,449, subject to the caveats mentioned above.

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### **8 Empty Homes – all sectors**

Addressing empty homes remains a priority for the council as each is a potential home and returning homes to occupation reduces the need for new homes to be built. Between 2012 and 2017, as part of the Core Planning Strategy, the council reduced the number of empty homes by 2,000 to 3,776. Since then, the council has continued to work with partners in the community-led housing field, and Empty Homes Doctor, to maintain the number below this figure at the end of each financial year. At the end of March 2022, the level of empty homes in the city was 3,810, just 34 above the 3,776 target.

We have monitored the trend in empty homes throughout the pandemic and saw numbers rising above pre-pandemic levels. Whilst it appears most areas of the market continued to fluctuate largely as before, there were increases in the number of empty properties amongst both the student and city centre markets. This is not surprising given that students were learning remotely for much of the past 20 months and the downturn in the appeal of city centre living given the lockdown of amenities and the more general trend towards a desire for outdoor space to help with wellbeing. Both markets are expected to recover over the next 12 months.

### **9 Private Sector Inspections**

In 2021/22, we received 2,293 requests for service, and, despite covid-related restrictions and different ways of working, we managed to carry out 1,295 inspections; serve 595 substantive notices, not including licenses; remove 634 hazards by both formal and informal means; and improve 174 properties, benefiting 564 residents.

Currently, the Leeds Rental Standard has 443 members who between them rent out approximately 5,160 properties, with 40,000 bedspaces, which constitutes around 7% of the private rented sector in the city. Membership is concentrated in the student market, and we continue to try and increase membership. The board continues to promote the scheme to increase membership.

By December 2021, the council had received 6,309 licence applications since the commencement of both the selective licensing schemes, with 2,488 received for Beeston and 3,810 for Harehills. Of these, 699 applications did not progress, 377 due to non-payment of fees and 322 as they did not require a licence.

Of the applications received by December 2021, 4,530 have resulted in licences being issued, (1,936 in Beeston and 2,594 in Harehills), with a further 496 draft licences also issued (148 in Beeston and 348 in Harehills), and there remain 514 outstanding applications to process (113 in Beeston and 401 in Harehills).

Across both areas, there are estimated to be 500/600 properties remaining that require a licence but are potentially operating without one in breach of the designated scheme. Whilst covid-related restrictions have prevented us from proactively looking for these properties, as a result of complaints or intelligence we have investigated 260 rented properties across both areas for operating without a licence.

Mandatory HMO licencing commenced just over 15 years ago, under of the Housing Act 2004, and a maximum 5-year period is allowed for each licence. As a result, between March and

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September 2022, we should receive most of the renewal applications for mandatory HMO licences.

We anticipate 2,000/2,500 licences will need to be processed during this time. Currently we are developing an online renewal and payment process for those wanting to renew prior to the expiry of their licences. The new licensing fee for the next five years (subject to review and any changing circumstances) was approved in December 2021 at £975 (first part £635 and the second part £340 or £190 for members of the Leeds Rental Standard).

### 10 Housing Association Nominations

The number of Housing Association nominations and lets during the period from April 2021 to March 2022 can be seen below:

Total Lets	True Lets*	Nominations	Percentage
1099	992	720	73%

\* 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.

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

### 11 Homeless Preventions

Target	January 2022	February 2022	March 2022	Change
Increase	83%	80%	76%	-4%

Leeds Housing Options currently undertakes 2% of all homelessness assessments in England and continues to excel at early intervention. In Quarter 4 of 2021/22, 67% of assessments were accepted at the point the applicant was threatened with homelessness, rather than when they became homeless. This was considerably higher than the most recently published national average of 46%.

Securing accommodation for at least six months is deemed a positive outcome for people who approach as threatened with homelessness. Through earlier intervention, 80% of applicants had a positive outcome in Quarter 4. This figure continues to compare positively to other cities and the average for England, as seen below in the most recently published national statistics:

Location	April – December 2021
Leeds	83%
Sheffield	32%
Birmingham	37%
Manchester	29%
England	56%

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The majority of the 20% of customers for whom a positive prevention was not achieved during Quarter 4, had lost contact with the service and were, therefore, assumed to have resolved their housing difficulty.

Securing positive accommodation outcomes supports our consistently low temporary accommodation placements which at the end of Quarter 4 stood at 99 households. These achievements were in the context of a continued increase in demand for homelessness assessments and assistance throughout the pandemic and amid rising living costs.

### 12 Households in Temporary Accommodation

Target	January 2022	February 2022	March 2022
Decrease	107	107	99

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

Throughout 2021/22, new accommodation provisions were brought online with some offering specialist and targeted support to households. The figures shown include both families and single placements and, positively, only 10 families were in temporary accommodation at the end of Quarter 4.

Low temporary accommodation figures reflect our successful prevention activity and our continued efforts to move people quickly from temporary accommodation into longer-term accommodation pathways. Emergency accommodation currently consists of commissioned hotels, family accommodation, St George's Crypt, Seacole and Somewhere Safe to Stay. 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 end of lockdown measures has seen an increase in the number of people found on the formal rough sleeping headcount, from 27 to 46 across the whole city. Targeted work is taking place across services with a view to reversing this increase. Every rough sleeper continues to be made an offer of accommodation.

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

Location	Total placements December 2021	Of which have children December 2021
Leeds	67	8
Sheffield	394	100
Birmingham	3,667	3,202
Manchester	2,705	1,772
England	96,410	58,620

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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Through partners such as Don Robbins and Kirkstall Lodge, 33 supported flats became available during 2021/22, with 7 of these units able to accommodate families.

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

New accommodation provision includes:

- Ten properties have been procured and fully furnished through the Rough Sleepers Accommodation Programme, of which eight are now occupied by previous rough sleepers with support packages in place – with the remaining two matched to engaging rough sleepers. Phase 2 of the programme will bring a further seven properties which are currently in the final stages of the process. This ‘housing first’ style of accommodation is an effective move on option for the cohort.
- NSAP – 11 private rental properties, 10 of which are currently tenanted.
- Somewhere Safe to Stay – this is a specialist female only provision which became operational in November 2021. There is on-site targeted supported provided by St Annes. There are ten units and two emergency bedspaces being fully utilised.

### 13 Unauthorised Encampments

Location	January 2022	February 2022	March 2022
Council-owned land	2	5	5
Privately-owned land	7	1	1
Total	9	6	6

We saw normal levels of activity over the spring and summer months, followed by an expected decrease in the number of caravans on the roadside in the autumn. This is consistent with the previous year.

We have one core group of approximately 5-10 caravans who remain in Leeds year-round. During the spring and summer months we saw larger groups of between 10 and 20 caravans, mainly on grassed areas of the city, with up to 4 or 5 different sites across the city at any given time during the height of the season. There was a noticeable increase in groups using leisure centre facilities for unauthorised camping during autumn/winter, especially in Rothwell and Fearnville.

We continued to operate our negotiated stopping policy, although competing demands mean there is a real challenge finding suitable void land. In 2021/22, all our negotiated sites were on land that groups had already occupied.

During 2021/22, we settled two roadside families onto vacant plots at Cottingley Springs and two of our larger groups from previous years continued to settle on their own land, out of area, and are seeking planning permission from another local authority.

By area, encampments were distributed: North (8%), South (29%), East (54%), West (9%).

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### 14 Adaptations

The table below shows the percentage of adaptations that were completed within target timescales across both tenures:

Tenure	Target	January 2022	February 2022	March 2022	Variance from target
Public	95%	87%	84%	81%	-14%
Private	95%	86%	89%	86%	-9%

The recovery of adaptations performance following the pandemic has taken longer than originally anticipated. The effects on the construction industry have been long lasting which has slowed our ability to complete many adaptation schemes in a timely manner. Whilst performance has fluctuated month on month, the trend has been upwards. It is really encouraging that initial reports from April 2022, indicate that performance in private tenure (97%) exceeded the government's target times for the first time since March 2020 and also hit a record high in public tenure completions (92%).

### Regulator of Social Housing - Regulatory Framework Performance Indicators

### 15 Decency

Location	YE 2020/21	Jan 2022	Feb 2022	YE 2021/22	Change
Properties meeting the decency standard	96.29%	95.69%	95.92%	95.98%	-

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 Mar 2020	End Jun 2020	End Mar 2021	End Sep 2021	End Mar 2022
Repairs Outside Target Timescale	463	19,723	14,785	9,225	3,971

The repairs service continues to make significant progress in an extremely challenging environment. The key areas that have impacted on the service's ability to recover to the pre-pandemic position are:

- Material shortages leading to delays in completion of outstanding repairs.
- Labour market currently experiencing a "boom" in the construction industry. This has made it extremely difficult to recruit within the responsive team and our internal service providers leading to significant unfilled vacancies. It has also led to difficulties to our external providers in being able to attract additional resource to accelerate the recovery programme.

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- Storms Dudley, Eunice & Franklin led to repair volumes increasing to circa 1,500 repair orders over the anticipated seasonal volume.

Whilst we remain on track to recover to pre-pandemic levels (March 2020) by the end of the first quarter, 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.

There is a further known risk, which is being managed at present, relating to increased costs in areas such as materials, labour and fuel, potentially impacting the viability of the existing contracts and the affordability of the service.

### 17 Gas Services Completed on Time

Indicator	Result
Target	99.78%
Total dwellings with gas (October 2021)	43,977
Properties with overdue certification	128
Compliance	99.71%

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

Current factors affecting performance include:

- Customer behaviour: Some customers are still reluctant to allow access due to the high infection rates within the city. We are working closely with these customers to ease their concerns in relation to covid-safe working practices.
- Labour market: Continues to be a challenge as subcontractors and staff seek work outside the sector. We are currently managing this risk, but it has impacted the efficiency of the programme.
- Material Supplies: Several factors outside of our control are resulting in a shortage of materials which is impacting the service. This is currently being managed but it remains a medium-term concern if the shortages continue.

### 18 Mutual Exchanges

YE 2020/21	Q2 2021/22	Q3 2021/22	Q4 2021/22	YE 2021/22
240	41	19	15	169

Mutual exchanges have not yet returned to pre-pandemic levels. We are working closely with our external partner, House Exchange, and promoting the service via the Leeds Homes/LCC websites, social media etc. to maximise exchanges and alleviate demand on the housing register.

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### 19 Annual Tenancy Contacts

The 2021/22 Annual Tenancy Check In programme was planned as a mixture of visits, telephone contacts and online contacts. Contacts were planned for 29% of tenants, prioritising those where there have been previous concerns about the tenant or property. However, only 3,590 tenants (7.43% of tenants) are recorded as having received a contact through this programme during 2021/22, with a number of factors contributing towards this low number:

- Covid-19 infection rates continued to be high at points in the year and, when this was the case, we focused on a smaller number of high priority visits for tenants who were identified as vulnerable due to their previous tenancy history or property condition.
- The pilot of the online contact method was not as effective as anticipated. The digital functionality was not adequate and, whilst there was a 40% response rate, a high proportion of tenants required a follow up contact. Further work will be undertaken during 2022/23 to refine this approach.
- The Cx housing management system went live in July, part way through the annual programme, disrupting data recording and affecting the confidence of staff in using the new system. We believe that the number of contacts undertaken is higher than shown, but that not all have been recorded correctly on Cx. Further training on the Cx process has been undertaken and more robust quality assurance is in place to ensure that the system is being fully utilised for the 2022/23 programme.

The 2022/23 Tenancy Check In programme has been primarily planned as a programme of visits with a plan to visit all tenants at least once every 3 years, prioritising those who have not received a visit over the last 2-3 years and newer tenants who have never received a visit under this programme. Some tenants will continue to receive an annual visit, such as where there is a known vulnerability or property condition issue. A decision was taken to primarily undertake visits for the 2022/23 programme because we have not crossed the threshold of many homes since prior to the pandemic. In total we aim to visit 44% of tenants during 2022/23. Alongside this we will continue to carry out further small pilots of the online check in approach. This programme is now underway with robust performance management and quality assurance in place.

### 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 Quarters 3 and 4 of 2021/22, however, there was an improvement in the proportion of stage 1 complaints responded to within timescale compared to Quarter 2 (52%). Stage 2 response rates also improved overall in comparison to Quarter 2 (54%), although there was a drop in performance in Quarter 4 due to a 17% increase in the number of stage 2 complaints:

Indicator	Oct – Dec 2021	Jan – Mar 2022	Change
Stage 1 complaints received	564	677	+20%
Stage 1 responded to within 15 working days	60%	66%	+6%

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Stage 2 complaints received	115	135	+17%
Stage 2 responded to within 15 working days	60%	55%	-5%

The table below illustrates the volume of complaints received 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
Apr 2020 – Sept 2020	645	105	750	N/A
Oct 2020 – Mar 2021	1,206	187	1,393	+643
Apr 2021 – Sep 2021	1,361	245	1,606	+213
Oct 2021 – Mar 2022	1,241	250	1,491	-115

Escalations to stage 2 have increased and currently stand at 19%. This indicates an increase in the proportion of complaints that are not being adequately addressed at stage 1.

Most complaints, 70%, 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 update on the pressures faced by the repairs service, and it is currently estimated that the backlog of repairs work will be cleared by the end of July 2022.

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. Whilst we saw some improvement in the availability of materials and labour during Quarter 4, the steep rise in inflation and the cost of delivering services is significantly impacting the council's supply chain and our ability to increase capacity in the short-term. This is leading to further pressures on service delivery and steep cost increases which the service is working hard to mitigate in-line with the agreed corporate approach.

The Responsive Repairs service continues to operate their Early Intervention team with a focus over the last two quarters on directing issues to Leeds Building Services own customer facing teams to proactively prevent complaints and enquiries from escalating. This 'one team' approach is leading to successful outcomes for tenants and good joint working which is helping to identify improvement measures.

Alongside other housing providers, we continue to see an increase in cases reaching the Housing Ombudsman. Nationally during 2021/22, the Housing Ombudsman saw a 104% increase in enquiries and an 88% increase in formal investigations. Landlords are promoting and signposting the Housing Ombudsman service more proactively in line with the new Complaint Handling Code.

The focus of the service remains on both responding within timescales and improving the overall quality of complaint responses and customer satisfaction, particularly at stage 1. Since last reporting to the board, we have:

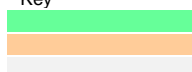
Key

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

- Undertaken our second annual self-assessment against the Housing Ombudsman Complaint Handling Code. We published a [summary of this online](#) and shared this via our monthly tenant email. In March 2022, the Housing Ombudsman published their [updated Code](#), and this has identified further learning and improvement opportunities, such as the expectation that all staff have a complaints-related objective in their annual appraisal
- Continued our 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
- Issued a Customer Care e-learning package to all staff – over 200 staff have completed this training to date
- Recently completed year end analysis of customer feedback through the monthly satisfaction surveys. Between Quarter 2 and Quarter 4, we noted:
  - An increase in overall complaint satisfaction
  - More customers are reporting that someone contacted them to talk about their complaint
  - An increase in the number of customers who believed that staff cared about putting their issue right
  - More customers confirming that staff kept them informed about the progress of their complaint
- Issued our latest general tenant satisfaction survey. This survey includes questions about customer care and residents' familiarity with the complaints process and is being issued on a quarterly basis throughout 2022/23 for us to better track and learn from current customer experiences
- Undertaken further training with investigating officers – this is particularly useful for newer team leaders and managers. We are also offering complaints drop-in surgeries to give individual support to staff
- Continued to contribute to Housing Ombudsman investigations and actively engage with them to identify learning opportunities. In order to build positive relationships with the Housing Ombudsman and to enable repairs and maintenance staff to hear first-hand the expectations of the Housing Ombudsman Service, we have invited the Ombudsman to attend our Property Management staff conference in May.
- Lessons learned from complaints remains a regular monthly feature in the staff e-bulletin and teams are encouraged to discuss this as part of staff training sessions
- Produced a regular complaints summary identifying wider trends and potential areas for improvement which is shared with the senior management team for review

### Key



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

### Section 2: Community Hubs and Welfare

Members' attention is drawn to the following performance areas:

#### Community Hubs

##### 21 Face-to-Face

Community Hub sites have now fully re-opened to the public. During this period footfall was impacted by the pandemic with attendance across sites down, however this is now improving as the public become more used to 'living with covid'. A dedicated campaign has been designed with Corporate Communications with a view to further improving footfall, and to promote support available at the Community Hubs during the cost-of-living crisis.

The table below summarises our customer contact since face-to-face appointments resumed on 19<sup>th</sup> July 2021:

Appointment type	Volume
EUSS*	95
Telephone	2,934
Face-to-face	80,608
<b>Total</b>	<b>83,637</b>

\* European Union Settlement Scheme

##### 22 Healthy Holidays scheme

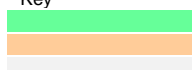
A feature of Community Hub delivery over the Easter, summer and Christmas holidays is the Healthy Holidays scheme. Community hubs across the city utilise funding from the Department for Education to provide healthy food and engaging, fun activities for children eligible for Free School Meals.

The programme is run in partnership with Leeds Community Foundation, Active Leeds, Catering Leeds and others. It is delivered through council providers, schools and third sector organisations. The reach of the scheme for Easter 2022 can be seen in the table below:

Participants	Number
Schools*	120
Council Community Hubs	12
Third Sector Organisations	51
Breeze camps	6
Scope	Number
Children & young people reached (Easter)	6,942
On-site attendances	17,000
Portions of food provided	32,400

\* Primary: 97. Secondary: 18. 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	828	3,530	+2,702
Job outcomes claimed during the period*	1,415	954	-461

\* Jobshop outcomes claimed is higher than registrations as they can also be for customers who registered in the previous 12 months

Indicator	2021 calendar year
New people registered with ESIF*	768
Registrations leading to successful employment	157

\* 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. ESIF delivery commenced in January 2021.

### 24 Library Usage

Indicator	YE 2019/20	YE 2020/21	YE 2021/22
Items Issued	703,806 *	270,624	1,042,187
Visits	1,828,609	5,053	207,145
PC Reservations	426,497	37,008	153,782

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

During the pandemic the public libraries were initially closed, hugely impacting on levels of physical access and use. Within this period the library service moved to a much more digital 24/7 offer and introduced a number of new services to underpin this, including e-Newspapers and increasing our offer for e-books and e-audio books, all supported by a new learning platform, Niche Academy, with guidance on how to get the most from these services as well as our many other online services. We also offered one-to-one digital support by telephone and regular welfare calls to our older customers. Libraries were gradually reopened over time, in line with government guidance, introducing increased levels of access, such as 'click and collect' book reservations and a restricted number of PCs being available once again for essential use.

Libraries have now reopened and are delivering a full range of services, with service users beginning to return. The visits figure is non-representative of the level of use as the majority of counters are non-operable and a replacement programme is being developed.

The Library Service is developing a communications and marketing campaign which will promote the depth and breadth of the library offer to encourage the return of in-person library use by existing customers and to attract new users. We have also been successful with two Arts Council England funding bids, attracting over £267K, and £98K to deliver a refurbishment

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of Leeds Central Library, to be completed early 2023, and a book selection service ‘Ask for a Book’ which will help customers select and get the most from our collections.

### 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 continued to assist the citizens of Leeds to receive all relevant benefits to alleviate their financial difficulties. This included 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	2019/20	2020/21	2021/22
Customers assisted	35,592	23,416	30,362
Total value of benefit gains	£20,354,764.37	£14,031,752.18	£21,423,887.41

With its 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	2019/20	2020/21	2021/22
Appeals received	628	239	197
Total benefits gained through appeal	£4,280,627.10	£1,195,426.97	£520,252.64*

\* 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 9<sup>th</sup> August 2021, we have re-introduced daily surgeries at Merrion House and at five 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.

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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 most claimants who move to UC continue to receive Council Tax Support.

Natural migration to UC will continue until all the remaining working-age HB claims move to UC. The Government have recently announced that they intend to move all legacy benefit claims to UC by 2024 and to achieve this target they plan to encourage legacy benefit claimants who would be better off overall on UC to consider migrating. The DWP also plans to manage the migration to UC for those claimants who have not migrated naturally or voluntarily. After migration is complete, HB claims will only remain for customers who have been exempted from UC.

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
March 2022	35,047

Natural Migration to Universal Credit has continued, albeit at a slower pace, with the average monthly reduction in our caseload during the second half of 2021/22 being 334 claims, compared to 574 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. Numbers remain higher than pre-pandemic levels, with 92 people currently living in emergency accommodation. This has cost implications for the Council as Local Authorities cannot claim full subsidy from the Government for Housing Benefit awarded to this client group.

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 2021/22 was £175.5m, the initial estimate of expenditure for 2022/23 is £163.4m. The reduction primarily being due to the decrease in caseload as people move to Universal Credit.

#### 28 Speed of Processing Housing Benefit

##### Key

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

The latest figures demonstrate that Leeds continues to process new claims more quickly than the regional or national average, and changes at better than average speeds:

Number of days taken to process cases during Quarter 4 2021/22		
Area	New Claims	Changes
Great Britain	19	8
England	19	8
Yorkshire & The Humber	21	10
West Yorkshire	17	9
Leeds	14	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
March 2022	63,581

Between March 2021 and March 2022, the CTS caseload gradually reduced to 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 forecasted cost of CTS in 2022/23 compared to the cost in previous financial years:

Financial Year	Council Tax Support expenditure
2020/21	£55.5 million
2021/22	£55.4 million
2022/23 (Forecast)	£56.1 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.

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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 33,598, an increase of 1,720 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, was £2,179,527. The contribution from the HRA remained at the same level as 2020/21 whilst the government contribution was reduced by £497,724.

### 32 Local Welfare Support Scheme

LWSS can be awarded to customers who face crisis or need essential household items which they cannot afford. The original 2021/22 budget for the scheme remained unchanged from the previous year at £600k. However, when the Covid-19 related Practical Support Grant and Household Support Grants were allocated, spend that passed through the LWSS account was considered to be from these grant funded schemes. Therefore, the total spend against the 2021/22 LWSS budget was £846,225 plus staffing costs of £20k.

A summary of the uptake of LWSS during 2021/22 can be seen below:

Indicator	Number
Total applications received	6,268
Awards for food and fuel	£171,256
Awards for furniture and flooring	£497,622

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Awards for removals in an emergency*	£15,700
Total awards	4,825
Successful applications	77%

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

Demand for fuel support via LWSS has increased significantly since the fuel price cap rose on 1<sup>st</sup> April and is likely to increase again when a further fuel price cap rise is announced in October.

Learning from the discovery phase of the LWSS review has identified a number of key areas for improvement, to enable us to better support customers in the long term, improve processes, create efficiencies and make better use of the budget available. The learning has been compiled and a comprehensive action plan produced that will direct the key areas of focus over the next 12 months. The review is now in the early implementation phase with a number of key schemes having been introduced since April.

The Financial Inclusion Team have negotiated an innovative partnership with Hisense to provide up to 200 free fridges per year to LWSS customers. The money saved from these donations will fund other areas of LWSS support, particularly rising fuel costs, and allocation of these fridges began in April. In addition to this, fuel awards have been increased in line with the fuel price cap rise to better support vulnerable customers and reflect current costs. This is paired with wrap around support from Leeds-based charity Green Doctor, which provides advice on improving energy efficiency within the home, helping to identify longer-term savings for customers.

The Cash Grant Pilot ended on 31st March and the interim report indicates several key successes with learning points for any future schemes. The final evaluation report is currently underway and expected to be published in July.

### 33 Covid-19 Self-Isolation Support Payment

The Welfare and Benefits service administered self-isolation payments from their introduction in October 2020, so that qualifying applicants who lose income because of self-isolation receive a payment of £500, funded by the Government. The table below illustrates the final position at the end of the scheme in April 2022:

Indicator	Number
Total applications	27,295
Applications assessed	27,295
Successful applications	15,247
Unsuccessful applications	12,048
Number of claims paid	15,247
Percentage success rate	56%
Total value of awards	£7,623,500

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### **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 4 2021/22 the team:

- Delivered the Household Support Fund alongside cross-council colleagues. The aim of the scheme was to enable local authorities to provide help and support to vulnerable families and individuals with food, fuel and other essential items between October 2021 and March 2022. Leeds City Council received £7.1 million, and the support provided included:
  - Food support for approximately 38,000 children and young people eligible for free school meals and in low-income households for October, Christmas and February school holidays
  - Food support for families on low income with children aged between 0 and 4 (4,000 children)
  - Support for 700 care leavers on low income
  - Fuel support for over 16,000 families in receipt of Council Tax Support
  - Funding for charities and food aid providers supporting an estimated 30,000 people
- Led the city's Healthy Holidays programmes – delivered in partnership with Leeds Community Foundation, council services and schools. For 2021, Leeds City Council received £3.8 million in funding from the Department for Education and across the year provision reached 27,000 children and young people and 202,000 portions of food were provided. For 2022 the Council will receive £3.5million. Provisions at Easter included a wide range of activities such as trips to Lotherton Hall, Temple Newsam and Planet Ice, as well as swimming catch-up sessions. Healthy, good quality food was provided by Catering Leeds, Fareshare, Rethink Food, Hamara and Give a Gift.
- After consultation with a wide range of council services, gambling support partners and people with lived experience of gambling related harms, the Financial Inclusion Team and Public Health have created Harmful Gambling Guidance for Leeds City Council staff. The guidance aims to support managers, union representatives/stewards, staff champions and all staff to enable them to direct Leeds City Council colleagues to the most appropriate support as early as possible, so that they can ultimately be well at work. The Financial Inclusion Team also worked with the NHS Northern Gambling Service and Leeds Community Gambling Service to run a communications campaign using the 'Beat the Odds' branding during Cheltenham Festival week, signposting Leeds residents to gambling treatment. Early analysis indicates that this resulted in increased referrals to the treatment providers. Planning is now taking place for the World Cup later this year.

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

### 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

#### Community Safety Services

##### 36 Leeds City Centre

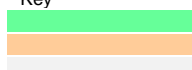
With the reopening of the city centre, a range of community safety demands have seen an increase during the day, evening and night-time economies. Over recent months #AskForAngelaLeeds has been redesigned, reinvigorated, and relaunched (c600 premises signed up), a mobile #Women’sSafeSpace’ ran in March and the use of seasonal street marshals as a high visibility on-street capable guardian has been piloted in the night-time economy. A new accreditation scheme was launched in April, and is being offered to 60 licenced premises initially, as part of the drive to raise standards in and around licenced premises. There remains a significant challenge around the ‘youth offer’, particularly around safeguarding and young people displaying risky behaviours. The partnership is currently implementing a new, intelligence led city centre community safety strategy to add value to existing work.

The Leeds Street Support partnership team has continued its operational ‘high support / high challenge’ approach, with all services flexing to support people in need or with complex needs, on the streets. The work of the ‘Navigators’ in supporting people to sustain their tenancies is having an impact with attrition rates very low. The plan is to extend this exemplary work through funding via the DLUHC (Department for Levelling Up, Housing & Communities). In December 2021, the female only, ‘Somewhere Safe to Stay’ emergency accommodation was opened in the city centre offering a gender informed provision and will be extended through a new ‘Somewhere Safe to Live’ pathway during 2022.

##### 37 Rough Sleepers’ Count

There are often seasonal increases in rough sleeping at key times of the year; however, over the last three years we have seen a reduction in the numbers of people identified during the annual rough sleeper count, taken in November. The figures recorded on the November count by all local authorities are published by the DLUHC. For Leeds, these show an annual downwards trajectory of the numbers counted and a reduction in the total number of individuals seen. The November count took place on the morning of 23rd and a total of 25 people were found bedded down. For comparison, this was a 29% reduction from the previous annual counts (November 2019: 40, November 2020: 35, and November 2021: 25).

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In addition to the nationwide count in November, we also conduct monthly counts. In March 2022, the total number of people found bedded down was 36.

- 5 females and 31 males
- 1 under the age of 25, 32 over 25 and 3 age unknown (at the time)
- 33 in the city centre and 3 on the outskirts

We recognise the challenges for people who face multiple disadvantages, including access to appropriate and timely accommodation, and access to mental health services when thresholds are not met, often linked to substance misuse treatment. In addition, the current social and economic climate is bringing additional pressures. Work is progressing to further improve the offer and pathways.

### Localities Working and LeedsWatch

#### 38 Locality Working

The new Locality Working model was approved by Executive Board on 16th March 2022. The model will support greater partnership working between Council Services and key stakeholders to help tackle inequality and poverty in the city's most deprived communities. Building on the Locality Working 'proof of concept' model that commenced in 2017 in six of the city's most deprived neighbourhoods, the new Locality Working approach will now operate across all twelve of the most disadvantaged neighbourhoods in Leeds (1%), with a more focused approach across the six most disadvantaged wards where these neighbourhoods are located. Work is now taking place to develop Local Area Plans which set-out the key issues for each of these wards before work starts to gather information about how, through working better together, the city will seek to address these.

Led by the Executive Member for Communities, work is progressing to strengthen our whole city approach through the council's city-wide community committee structure. This includes implementing a prioritisation framework where committees will approve a set of clear local priorities on an annual / bi-annual basis; development of a clear work programme for each of the themed community committee champions linked to their agreed local priorities; a review of the community committee delegated functions; and a review of committee meetings and governance arrangements.

### Leeds Anti-social behaviour team (LASBT)

Indicator	YE 2020/21	YE 2021/22	Change
Police reported ASB incidents (count)	19,177	12,650	-34%
<i>Youth related</i>	5951	4,244	-29%
<i>Nuisance motorcycle / quad</i>	3714	3,049	-18%
<i>Adult nuisance – non alcohol</i>	3275	1,838	-44%
<i>Neighbour related</i>	3089	1,345	-56%
Leeds Anti-social Behaviour team closed caseload	2236	1915	-14%

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Noise	777	726	-7%
Threats / Actual Violence	320	337	5%
Rowdy Behaviour	172	140	-19%
Verbal abuse	138	119	-14%

Leeds City Council’s Anti-Social Behaviour Strategy 2019-22 has very recently been reviewed and sets out our priorities for preventing and tackling anti-social behaviour for the next three years, with the aim of ensuring that residents in Leeds are safe and feel safe. Partnership working has long been at the heart of our city’s approach to preventing and tackling anti-social behaviour. We are committed to continuing to develop our community safety partnership recognised nationally as “Safer Leeds”. Our strategy advocates an approach to ASB based on prevention, ideally delivered through effective community engagement. The strategy provides a framework for our work that incorporates five strategic themes - prevention, intervention, enforcement, community empowerment and integrated intelligence.

The Anti-Social Behaviour Partnership Silver Group is now in place to drive the strategy forward and will co-ordinate a sustainable, strategic, and tactical partnership response to reduce the impact of anti-social behaviour in the district. It aims to ensure all the relevant authorities, third sector organisations and community groups are working towards making Leeds a safer place, responding to the strategic themes. The group will deliver a strategic needs assessment based on the collective understanding of the strategic threat and risk assessments and look to develop multi-agency problem solving opportunities to better support individuals and communities who are experiencing ASB.

### Community Relations and Cohesion

#### 39 Ukraine Crisis

The Safer Stronger Communities Team is leading and coordinating the development of a Leeds response to the Ukraine crisis and is providing operational support to co-ordinate activities and services across the council. A strategic cross council/partner steering group has been established to co-ordinate the local administrative response and provide practical support to people arriving from Ukraine under the Homes for Ukraine and the Family Visa schemes. Whilst national guidance for this work continues to develop with events, the SSCT is supporting arrivals from Ukraine to settle into their new life in Leeds by providing ongoing support and guidance. This includes advice to sponsors and potential hosts.

Several workstreams are emerging to be able to deliver a coordinated and comprehensive response, including financial support, education, social care and safeguarding, some health provision such as potential vaccination, housing, access to employment, fundraising and allocation of grants through Leeds Community Foundation, engagement with the Ukrainian community, business engagement, community cohesion, communications, risk management, and council implications, e.g. financial and digital. The SSCT role in leading this work contributes towards the council’s ambition of a compassionate city and builds upon the processes that already exist across the council and with partners, aiming to embed best practice and maximise the benefits of engagement across the partnership.

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**40 Hate Crime**

Indicator	YE 2020/21	YE 2021/22	Change
Police reported Hate incidents (count)	3,315	4,046	22%
<i>Race Hate Incidents</i>	2282	2,732	20%
<i>Sexual Orientation Hate Incidents</i>	430	604	41%
<i>Disability Hate Incidents</i>	364	430	18%
<i>Faith Hate Incidents</i>	232	292	26%
<i>Transphobic Hate Incidents</i>	102	129	27%
Racially / Religiously aggravated offences (count)*	1683	1954	16%

\* Comparing Jan 2020 – Dec 2020 with Jan 2021 – Dec 2021

**Safeguarding and Strategic Partnerships**

**41 Domestic Violence and Abuse**

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. Instead, we report the total number of recorded Domestic Violence and Abuse crime incidents in the city:

Indicator	YE 2020/21	YE 2021/22	Change
Domestic incidents	21,789	23,268	+7%
High risk domestic incidents (DASH) with repeat victims	1,487	1,415	-5%

**42 Developing arrangements to support the serious violence agenda**

Safer Stronger Communities and the Safer Leeds Executive have been working with the West Yorkshire Violence Reduction Unit to develop a partner response to the new serious violence duty outlined in the Police and Sentencing Act which gained Royal Assent at the end of April 2022. This is still a relatively new piece of legislation, and the government has outlined that it intends to consult on the new statutory guidance over the summer which will include deadlines for partners to have local arrangements in place. It is likely that this may follow the same trajectory as the Domestic Abuse Act with implementation from early 2023.

West Yorkshire is one of 18 regions to have a Violence Reduction Unit (VRU) and, although it does not have a statutory duty, there are strong indications in the interim government guidance that partners are encouraged to work with VRUs where they exist. Leeds is fortunate that good working relationships have been established over the initial few years of the West Yorkshire VRU and the Safer Leeds Community Safety partnership has worked with other regional partners to develop the West Yorkshire Serious Violence Response Strategy. In April 2022, the West Yorkshire VRU was awarded £5,863,803 to continue its response to serious violent crime, with an added guarantee for funding for the next 3 years. A further £1,651,943 has been allocated to support the operational policing response to knife crime. Early indications are that

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there will be no other additional resources for local partners, although there may continue to be various bidding opportunities in response to specific initiatives.

Over the next few months Safer Leeds partners and officers will work with the VRU to develop the regional delivery arrangements for the revised programme agreed with the Home Office. The Safer Leeds Executive will also be introducing new strategic partnership arrangements through a revised silver board that will focus on serious violence. Working with the VRU, this group will take forward the local partner response to the serious violence duty. Safer Stronger Communities continues to take every opportunity to bid for resources with both the VRU and through the West Yorkshire Combined Authority including funding for domestic violence; the city centre safety work focused on reducing violence against women and girls; and the community programme for youth projects linked to preventing youth violence.

### Section 4: Environmental Services

43 This section is divided into two areas:

- Refuse & Household Waste Recycling Centres
- Environmental Action Services

#### Refuse & Household Waste Recycling Centres

44 Bin Collection Rate

Indicator	YE 2020/21	YE 2021/22	Change
Cumulative collections made	99.90%	99.87%	-0.03%

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.

The cumulative position of bins collected to the end year 2021/22 was 99.87% which has decreased compared to the 99.90% cumulative position for the equivalent period last year. The impacts of covid-related sickness and self-isolation have continued to effect the service during this reporting period.

45 Recycling

Indicator	Apr – Dec 2020	Apr – Dec 2021	Change
Cumulative recycling rate (household)	37.18%	37.68%	+0.50%
Target for period	46.18%	47.21%	N/A

The recycling rate for the first three quarters of 2021/22 showed improvement and was higher than that achieved by the same point in 2020/21. This was despite the continued effects of the pandemic on household waste, particularly the disproportionately large and sustained increase in residents' residual tonnage, which has a negative impact on the recycling calculation.

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### **46 Landfill**

Landfill of domestic waste by the end of Quarter 3 remained low at less than 1% of total domestic waste, which is lower than the pre-pandemic tonnage in 2019/20. However, it is higher than that achieved by the end of Quarter 3 2020/21 due to partial use of landfill during the maintenance shutdown of the RERF in 2021 and the increase in residual tonnes experienced throughout the pandemic and the consequently reduced capacity at other treatment facilities.

### **Environmental Action Services**

### **47 Cleaner Neighbourhoods Team**

The service continues to recover from the impact of the pandemic, especially in terms of our mechanical street sweeping program. We are now delivering the full range of cleansing and enforcement services, including seasonal services such as our successful leaf clearance programme conducted between October 2021 and January 2022, and planning for student change-over cleansing in partnership with the universities and our re-use partner.

Bulky refuse charges have recently been removed and we are responding to the resultant increase in bookings and allocating additional resources accordingly. In addition, we continue to enforce Public Space Protection Orders (PSPOs), in order to manage waste in Armley, Inner North West Leeds and Harehills, and have recently added an additional PSPO covering parts of the Burmantofts and Richmond Hill ward following extensive consultation with ward members and local communities.

We continue to with the growing numbers of local Litter Free Leeds groups across the city and support their tremendous efforts to keep local areas free of litter. We provide these groups with litter picking equipment and purple litter bags and we collect these bags once full.

Our Environmental Enforcement Officers have had some excellent enforcement results, most notably with Noor Foods who were recently fined a total of £6,800 by magistrates for not adequately containing their commercial waste.

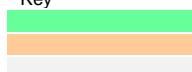
### **48 City Centre Team**

With the re-opening of office spaces, retail outlets and eating establishments, following the end of covid-related restrictions, one of our main focuses has been providing reassurance to the public in relation to the cleanliness of the city centre. Measures include:

- enhanced street washing programme including both street furniture and the public realm
- enhanced cleaning of litter bins and the fitting of foot pedals (in addition to the handles) on our solar compacting bin stocks
- procurement of a scrub vehicle to enhance the cleaning regime on the new and widened footways in key areas of the city centre including the Corn Exchange, Call Lane, Park Row, The Headrow, Cookridge Street and New Briggate

We continue to support the expansion of the South Bank area and are working closely with investors, local businesses and internal LCC partners to ensure the area is kept to a high

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standard of cleanliness to encourage further investment. The visit by staff from the British Library and the recent UKREIIF event at the Royal Armouries site being examples of this partnership working successfully.

We also work with the Street Support and Community Safety Teams on key issues such as begging, busking, street preachers, perfume sellers and other on-street activities.

We recently completed a procurement exercise in relation to issuing Fixed Penalty Notices for littering offences committed within the city centre and South Bank areas. 3GS were awarded the new, enhanced contract, which gives greater scope for the cleansing team and other LCC partners to provide on-street intelligence and proactive patrols to address the wider on-street environment issues mentioned above.

### **Section 5: Elections and Regulatory**

Members' attention is drawn to the following performance area:

#### **49 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

#### **50 Parking administration including Permit schemes**

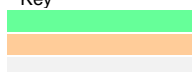
51 In Leeds there are currently 158 resident permit areas. Each resident in a zone is entitled to a permit for each vehicle registered to the address plus a transferable permit for visitors. Residents' permits are free. They are issued for up to 5 years and renewed on a rolling cycle to ensure the administration work is spread throughout the year. There are 10,313 residents and 11,251 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 also 12 charging points at Woodhouse Lane car park which are free to use. We have introduced a £30 charge for this permit for the first time. There were 1,429 applications when they were free, this has now fallen to 591. An annual season ticket is £1,520 so if each permit was used for regular commuting the cost to the Council would be nearly £900,000 per year.

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 1,410 of these permits.

The volume of both telephone calls and correspondence is closely related to the issuing of penalties. The numbers have reduced significantly, although volumes began to rise in the last quarter as several new bus lanes were introduced.

#### Key



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Contact	YE 2019/20*	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Total	Variance	
Telephone calls	47,130	8,956	9,041	8,789	9,701	36,487	-10,643	-23%
Correspondence	34,880	5,370	6,648	9,195	10,592	31,805	-3,075	-9%

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

## 52 Enforcement of parking and bus lane restrictions

The number of parking and bus lane offences reduced dramatically during the pandemic and remains considerably lower than previous years, which reflects reduced city centre footfall. Most city centre bus lanes were also disconnected for much of the year to enable changes to the road network as part of the LPTIP project:

Offences	YE 2019/20*	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Total	Variance	
Parking	96,240	13,651	17,618	20,094	20,154	71,517	24,723	-26%
Bus lane	41,893	2,953	4,124	11,306	5,021	23,404	18,489	-44%

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

A number of new bus lanes have now been introduced with 25 more still to be implemented. Early indications are that this will increase the number of offences significantly. The number of parking offences has also begun to increase.

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.

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

The service operates 54 car parks. Twelve 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 2,013 on street pay parking spaces and 2,334 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.

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

The revenue figures are significantly below budgeted levels, as shown below, although the trend is improving, and the shortfall is less than predicted at the end of Quarter 3:

Location	Budget	YE 2021/22	Shortfall	As percentage
Woodhouse Lane	£2,438,270	£1,225,432	£1,212,838	50%
Other car parks	£1,439,730	£1,396,109	£43,621	3%
On-street	£4,349,510	£3,525,000	£824,510	19%
Total	£8,227,510	£6,146,541	£2,080,969	25%

The number of on street pay parking spaces in the central area has been permanently reduced by over 200 spaces (about 20%) since 2018 due to building development and the remodelling of the road network. These spaces have historically generated the most revenue at about £4,000 a space, and they also generate a higher number of Penalty Charge Notices than other restrictions. Therefore, although on street revenue has reduced by 19% this is mostly explained by the reduction in capacity and the income per space is comparable with pre-covid levels.

In most car parks revenue has nearly recovered to pre-covid levels. Although there is significant over-capacity in the private car park sector in Leeds, council facilities are priced competitively and remain popular. However, there will be a permanent loss of capacity due to the sale of car parks for building development and changes on the road network, two car parks with 400 spaces are scheduled to close early in 2022/23.

The main issue in the budget is the Woodhouse Lane multi-storey car park. Due to the loss of other spaces, the service budget is increasingly reliant on Woodhouse Lane which now provides 66% of our car park capacity and 20% of the total parking budget. However, due to its location the car park is not suitable as a shopper's car park and relies mostly on the commuter market. City centre footfall statistics suggest that there has been a sustained fall in people coming into the city on weekdays with a shortfall of about 20% compared to pre-covid levels. In addition, current usage includes 200 permits for NHS staff displaced from the LGI car parks by building work. This revenue, representing 22% of the current total, will be lost when the work is complete.

In summary, 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. A contingency of £2.45m has been agreed for 2022/23, and the ongoing forecasted impact on parking income will also be addressed as part of the 2023/24 budget process.

### Section 6: Parks and Countryside

Members' attention is drawn to the following performance areas:

#### 54 Parks and Green Spaces

“Love Parks Week” commenced at the end of July 2021 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

#### Key

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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.

With the lifting of Covid restrictions there has been considerable interest in event applications ahead of an anticipated full programme for summer 2022. Local ward members will have been sent a calendar of events relevant to individual wards, updated as appropriate. Many of these events are community led building on the increased level of recognition of the value of parks and green spaces to local communities during the pandemic period.

In line with our response to climate change issues, seasonal bedding on roundabouts and highway verges (often large traffic islands) has been replaced with more natural annual wildflower displays aiming to provide colour as well as benefiting pollinating insects. Following consultation, our approach to temporary floral decorations has changed to focus on civic and cultural areas of the city centre. Last year due to operational issues associated with Covid-19, it was necessary to replace seasonal bedding in community parks with wildflower displays. Where this has worked well, it will be considered as an ongoing alternative to seasonal bedding displays thus providing further environmental benefits.

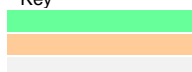
### **55 Woodland Creation**

The seed collection initiative once again took place in autumn 2021 with a good response from the public and local schools. Over 40,000 seeds were collected to help provide new trees for the city which will be grown in “The Arium”. Collection points were available around the city for people to deliver the acorns, beech nuts, chestnuts and conkers they had collected. The ranger team worked with 300 volunteers and 1,000 children as part of organised collection activities. Tree planting activity commenced in late November and was completed early in March 2022 with a range of sites, from 0.1 hectares to 10 hectares in size, identified for whip planting following consultation with local ward members, community groups and residents. Consultation has been taking place with local ward members to discuss future opportunities as well as reflect on progress made to date. All this activity is contributing to our plan to plant 50 hectares each year on council land, to help mitigate the effects of climate change, 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.

### **56 Street Scene Grounds Maintenance**

During the summer of 2021, mowing activity was focused on maintaining larger areas of grass situated within residential estates so these could be used for exercise and recreation, thereby reducing pressure on formal parks and open spaces. Furthermore, changes to arrangements for the cutting of grass adjacent to high-speed roads were expanded. This affected the mowing frequency of primary network roads which typically have a speed limit above 40mph and

Key



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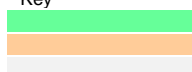
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therefore require by law extensive traffic management each time operatives work adjacent to the carriageway. Grass cutting now continues to be undertaken as an annual visit in late summer timed to reflect seasonal growth patterns aiming to encourage the formation of native wildflower species seed stock within the verge. Interpretive signs are being introduced across the city providing information regarding the benefits to biodiversity, particularly pollinators, from this approach. Safety sight lines remain unchanged, and a review has been undertaken to ensure that 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.

**57 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 2021. As part of procurement for these services, an options appraisal was undertaken that identified herbicide-based control as the most appropriate treatment approach. The city receives two applications each year, that commenced towards the end of April 2022 with the second application planned for late summer. The approach to herbicide use in the city specifies the lowest possible concentration of active ingredient to achieve the desired outcome and the council does not use tank additives that could potentially harm pets and wildlife.

Key



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## Appendix 2 – Performance summary for the Environment, Housing and Communities Scrutiny Board (Sustainable Energy and Carbon Reduction)

### Council Emissions – Performance overview

The table below illustrates the council’s progress in reducing scope 1 and 2 emissions year-on- year to date since 2018/19, just ahead of the declaration of the climate emergency. Scope 1 emissions are those that the council makes directly whilst running its boilers or vehicles. Scope 2 emissions are those that the council makes indirectly through the electricity or heat that it consumes.

	Tonnes CO <sub>2</sub> e			
	2018/19	2019/20	2020/21	Tonnes of CO <sub>2</sub> forecast position 2023/24*
Streetlighting	13,816	11,772	9,481	3,827
Buildings (Gas & District Heating)	29,217	27,986	26,952	21,990
Buildings (Electricity)	19,911	19,074	14,313	14,284
Fleet	10,274	10,360	9,209	9,000
<b>Total</b>	<b>73,218</b>	<b>69,192</b>	<b>59,956</b>	<b>49,102</b>

*\*includes all decarbonisation measures delivered or fully funded and currently in delivery. This position could improve as further schemes are developed over the next two years.*

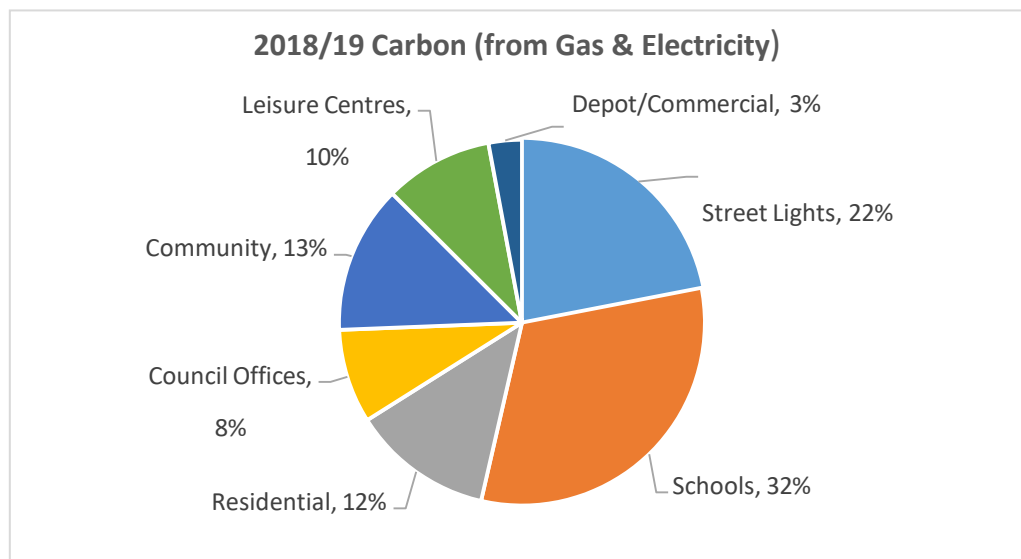
As well as looking at scope 1 and 2 emissions, the council is committed to looking at how it can reduce its scope 3 emissions. Scope 3 emissions are those emissions that the organisation is indirectly responsible for from buying products or services from its supplier or mileage completed by employees in their own vehicles. With an annual external spend of almost one billion pounds, there is significant potential to use our buying power to reduce wider emissions associated with council services. Measuring scope 3 emissions accurately is very challenging and labour intensive. However, we have started to capture more accurate data for some of our spend categories as shown in the table below and this will enable us to monitor specific areas and develop action plans to reduce scope 3 emissions.

	Tonnes CO <sub>2</sub> e 2018/19	Tonnes CO <sub>2</sub> e 2019/20	Tonnes CO <sub>2</sub> e 2020/21
Grey Fleet	1,232	1,246	587
Business Travel	173	199	24
Water	n/a	229	158

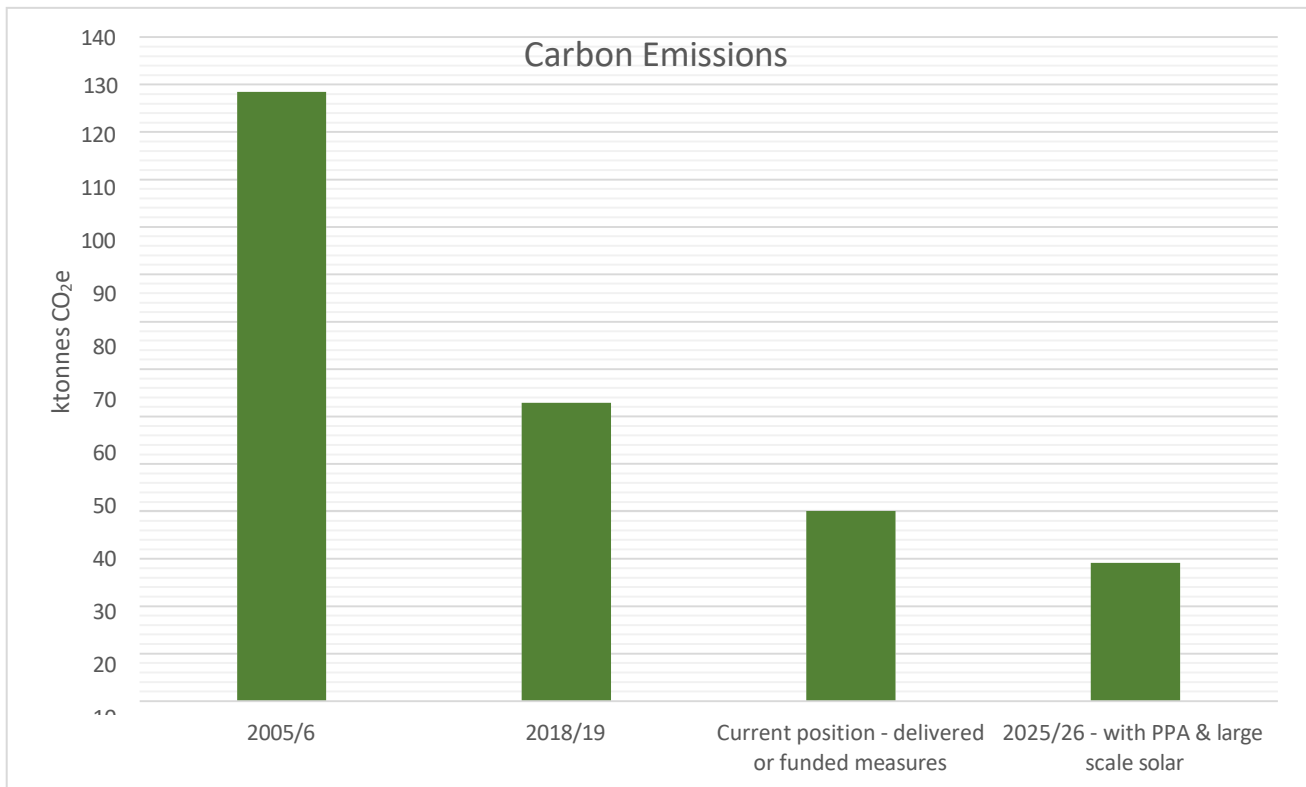
The table below shows the food emissions data (scope 3) that has been collated and analysed to date:

Food:	Tonnes CO <sub>2</sub> e 2018/19 <sup>6</sup>	Food weight (Tonnes)	Tonnes CO <sub>2</sub> e 2019/20 <sup>8</sup>	Food weight (Tonnes)	Tonnes CO <sub>2</sub> e 2020/21 <sup>8</sup>	Food weight (Tonnes)
Frozen food	1,811	543	1,645	526	908	281
Fresh Meat	2,235	170	1,726	153	519	40
Meals at home <sup>7</sup>	228	62	255	69	335	91
Groceries & provisions	2,387	859	2,005	763	1,115	388
Dairy & Fresh Bread	2,010	1,107	1,904	983	1,197	582
Fruit and Veg					916 <sup>8</sup>	756
Food total	8,671	2,741	7,535	2,494	4,990	2,138

The chart below illustrates the carbon impacts across the main site groups or service areas including the schools for which the council manages the energy supply arrangements:



The [Energy Strategy and Action Plan \(ESAP\)](#) quantifies the council's energy related carbon reductions achieved to date and through currently planned and funded improvements, which are illustrated in the chart below:



### Air Quality – Performance overview

The main pollutants of concern within Leeds are Nitrogen Dioxide (NO<sub>2</sub>) and particulate matter (PM). The main source of nitrogen dioxide is from vehicle emissions. There are a number of sources of particulate matter. A small proportion of the concentrations of PM that people are exposed to come from naturally occurring sources such as pollen, sea salt and airborne dust. A third of all PM in the UK is from sources outside of the UK. However, around half of UK concentrations comes from domestic wood burning and road transport which includes diesel engine vehicles, tyre, brake, and road surface wear.

Leeds has declared six air quality management areas (AQMA's) in response to exceedances of NO<sub>2</sub> objectives. Monitoring within these AQMA's shows a generally reducing trend in pollution levels. In 2021, five of our AQMA's have shown annual mean concentrations within the UK objective.

In addition, a number of roadside city centre locations, not declared as AQMA's, have shown exceedances of the annual average for NO<sub>2</sub>. It should be noted that these are road side monitoring locations and are not relevant receptor locations as defined in the LAQM TG16. Relevant receptors' are defined as locations representative of human (or ecological) exposure to a pollutant over a time period relevant to the air quality objective being assessed and would include facades of houses, schools, elderly people's homes and hospitals.

Monitored levels of particulate matter, both PM<sub>10</sub> and PM<sub>2.5</sub> are well within UK air quality objectives.

