

Appendix 1 – Scrutiny performance update (June 2023)

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**Appendix 1 – Scrutiny performance update (June 2023)**

<b>Rent Collection</b>	<b>2020/21 year-end</b>	<b>2021/22 year-end</b>	<b>2022/23 year-end</b>
<b>City</b>	96.70%	95.63%	95.00%
<b>BITMO</b>	96.51%	96.11%	95.99%
<b>East</b>	96.49%	95.15%	94.17%
<b>South</b>	97.07%	96.14%	95.15%
<b>West</b>	96.58%	95.55%	94.65%
<b>Rent Arrears</b>	<b>2020/21 year-end</b>	<b>2021/22 year-end</b>	<b>2022/23 year-end</b>
<b>City</b>	3.23%	3.70%	4.40%
<b>BITMO</b>	3.46%	3.40%	3.58%
<b>East</b>	3.48%	4.11%	4.85%
<b>South</b>	2.78%	3.22%	3.98%
<b>West</b>	3.38%	3.78%	4.45%

Rent collection performance has dipped over the last 12 months, from 95.63% at the end of March 2022 to 95.00% at the end of March 2023, over the same period, we saw an increase in rent arrears from 3.70% to 4.40%.

This decline in overall performance mirrors experiences of other landlords, particularly larger urban landlords. The main contributor towards this decline in performance is thought to be increasing hardship experienced by tenants on low incomes – high inflationary increases mean that essentials such as home energy, fuel and food are costing tenants more over the last year alongside the removal of enhanced benefit levels that had been in place during the pandemic.

Housing Leeds during the year restated to tenants its supportive stance on rent arrears, emphasising that they will not lose their council home because of financial hardship where they are positively engaging with us and making some payment against arrears. Alongside this we delivered our Winter / Christmas Income Campaign sharing key messages with customers about additional support available, delivering targeted messages to specific customer groups and holding cost of living events with partners in community venues. We also continue to have dedicated Housing Officers who support residents to maximise their income.

We have a robust performance management framework in place to minimise the negative impact on performance. On a positive note, we have seen the gap between last and this year's performance continue to reduce over the 3<sup>rd</sup> and 4<sup>th</sup> quarters, and we will continue to closely monitor the performance trend during this financial year.

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Former tenant arrears % of annual rent					
As at the end of:	Oct 22	Jan 23	Feb 23	Mar 23	ARREARS
<b>City</b>	1.92%	1.94%	1.97%	1.94%	£4.39m
<b>BITMO</b>	2.05%	2.05%	2.03%	2.02%	£0.15m
<b>East</b>	1.93%	1.92%	1.97%	1.91%	£1.29m
<b>South</b>	1.65%	1.71%	1.72%	1.69%	£1.13m
<b>West</b>	2.11%	2.13%	2.18%	2.16%	£1.81m

Former Tenancy Arrears at the end of March 2023 were 1.94% of the overall rent charged, an increase from 1.92% in October 2022.

During the year we collected £789k and wrote off £1.09m.

Void properties				
As at the end of:	Oct 22	Jan 23	Feb 23	Mar 23
<b>City</b>	1,059 (1.96% of stock)		974	948 (1.77% of stock)
<b>BITMO</b>	14		9	8
<b>East</b>	391		397	384
<b>South</b>	374		265	256
<b>West</b>	280		303	300

Reducing the number of void properties in the city remains a key strategic priority for the service, not only to maximise income from rents, but also in the context of the demand for social housing, illustrated by the number of people on the Leeds Homes Register.

Actions Plans remain in place for all service providers in relation to void returns, with the targets set on these plans achieved by all service providers, meaning the trend for the number of voids is positive, reducing on a weekly basis albeit not at the rate originally projected. This is mainly due to the increase in the value of the works required both externally and internally to bring the property back up to standard. This increase in value is largely a result of damp and mould prevention activity as well as an increase in unauthorised DIY requiring making good / removing and tenant / third party damage.

The time taken to resolve energy supplier issues remains a key risk however the service is now able to 'switch' new properties entering the void process which will reduce this moving forward.

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<b>Average re-let times (days) 2022/23 (cumulative)</b>				
	<b>Oct 22</b>	<b>Jan 23</b>	<b>Feb 23</b>	<b>Mar 23</b>
<b>City</b>	<b>146</b>	<b>142.5</b>	<b>141.5</b>	<b>141.8</b>
<b>BITMO</b>	82.7	76.8	73.7	73
<b>East</b>	184.2	179.3	178.5	176.5
<b>South</b>	172.9	168.5	165.3	167.4
<b>West</b>	108.2	103.7	102.6	101.9

Performance does vary across the city, and this performance position is reflective of the void backlog in those areas.

Whilst the number of voids continues to reduce, we project that the impact on relet times will continue into 2023/24 as this is a cumulative measure.

The performance figures include ‘long term void’ properties, for example those that are having major structural works, which increases the average. Further improvement opportunities relating to processes such as key management have also been identified. The service continues to work collaboratively to ensure any efficiencies are implemented at the earliest opportunity.

<b>Claims for disrepair – ‘live’</b>			
<b>Month</b>	<b>Open</b>	<b>Closed</b>	<b>Total</b>
December	57	67	972
January	119	80	1,011
February	108	76	1,043
March	130	112	1,061
April	83	94	1,050
May (as 18/05)	30 (ongoing)	44 (ongoing)	1,036

There are currently 1,036 live disrepair claims.

Whilst we saw a reduction in claims last year due to increased efficiencies in dealing with live claims, we saw a significant spike due to high profile media cases in relation to damp and mould. The implementation of additional resources has now been put in place to capture and focus on damp and mould cases to combat future claims and reduce liability.

Property Management and Legal Services continue to work closely together to manage new claims, ensuring claims are defended / rejected where no claim is warranted, allowing the available resources to be targeted at the homes in most need.

<b>Gas safety inspections – completed on time</b>
As at the end of March 2023, the percentage of the dwelling units owned for which checks were required to have been carried out as at year end was 99.7%. This equates to 127 properties overdue.

<b>Gas safety inspections – completed on time</b>
In all cases, a <b>minimum</b> of 3 appointed visits have been attempted prior to expiry of the Landlord’s Gas Safety Record. Additional ‘cold calls’ and phone calls are also attempted on different days, including weekends and evening. In all cases our well-established legal action is underway.

<b>Housing adaptations</b>	<b>Monthly figures</b>			<b>Cumulative</b>
<b>Major adaptations completed in target</b>	<b>Jan 23</b>	<b>Feb 23</b>	<b>Mar 23</b>	<b>2022/23 year-end</b>
<b>Public tenure</b>	71%	61%	47%	<b>74%</b>
<b>Private tenure</b>	90%	90%	87%	<b>91%</b>

Labour market shortages and manufacturing delays (primarily door renewals for stairlift and ramp adaptations) have continued to impact on contractor performance for the installation of public sector adaptations. Bathing installations have been impacted by sub-contracting issues, but plans are being put in place to bring additional contractor capacity online and Leeds Building Services are projecting that performance will improve from June onwards.

For private sector adaptations, overall performance has remained strong and has been less impacted by delays. A slight drop was noted in January and February due to the Xmas closedown period and overall target time therefore shortened. Most March failures were due to staff shortages with one contractor. This was quickly addressed, and performance has since improved.

<b>Annual tenancy check-ins</b>				
<b>Area</b>	<b>Target</b>	<b>Completed (%) – 2022/23 year-end</b>	<b>Number completed</b>	<b>Total Tenancies</b>
<b>CITY</b>	44%	36%	17,093	47,714
<b>BITMO</b>		27%	468	1,725
<b>EAST</b>		38%	5,707	14,956
<b>SOUTH</b>		39%	5,199	13,375
<b>WEST</b>		32%	5,719	17,658

For the 2022/23 Annual Tenancy check-in programme, we planned to visit all residents a minimum of once every 3 years, but with some tenants identified as a priority to be visited annually due to poor property condition or tenant vulnerability.

As at the end of March 2023 we had completed Annual Tenancy check-in to 36% of council homes, against a year-end target of 44%. The main reasons for the target not being reached were delays in resuming the 2022/23 programme and resourcing pressures linked to vacancies and absence in some teams. The 2023/24 programme began in early April and clear weekly targets have been set to support staff in achieving the target this year.

Some key outcomes from the 2022/23 visits were that 2.3% of properties were found to be of unacceptable internal condition and 3.7% unacceptable external condition, support

Annual tenancy check-ins
referrals were made for 523 tenants, 169 safeguarding referrals were made, 457 debt advice referrals and 256 hoarding cases identified.

Homelessness prevention					
Local authority(ies)	Total assessments undertaken	Total opened at Prevention stage	Percentage opened at Prevention stage	Total opened at Relief	Percentage opened at relief
Birmingham	1,481	538	36.3%	861	58%
Bournemouth, Christchurch, and Poole	549	223	40.6%	322	59%
Brighton	441	192	43.5%	229	52%
Bristol	790	141	17.8%	592	75%
Leeds	1,248	810	64.9%	433	35%
Liverpool	372	44	11.8%	326	88%
Manchester	1,620	503	31.0%	1086	67%
Newcastle	599	399	66.6%	168	28%
Sheffield	914	198	21.7%	703	77%

This table compares with core cities Leeds performance during 2022/23 quarter 3 in numbers of homelessness assessments undertaken and importantly how many were opened at prevention stage (before they had become homeless).

This highlights that Leeds is exceeding the average with 65% of cases opened at a stage where we can prevent homelessness. This far exceeds the performance being recorded elsewhere and represents Leeds actively opening cases earlier to obtain good outcomes.

Regarding accommodation outcomes, in 2022/23 we secured more preventions through securing either stay put solution or new accommodation than any other local authority. We also achieved more private sector preventions than our core city comparators.

At the end of Quarter 3 in 2022/23, 166 households were in temporary accommodation placements. These were made up of both families and single households, with only 55 being families placed with dependent children. The below table shows a snapshot for the end of December 2022, which is the most recently published benchmarking data.

Location	Total placements (Dec 22)	Of which have children
Leeds	166	55
Sheffield	441	148
Birmingham	4,213	3,720
Manchester	3,194	1,981
<b>England</b>	<b>101,300</b>	<b>62,410</b>

<b>Reducing rough sleeping</b>
<p>We continue to work proactively via a multi-agency approach to reduce rough sleeping in Leeds, our most recent nationally reported winter count (37 at the end of November 2023) continues to highlight the impact of our approach to supporting and accommodating the rough sleeping cohort.</p> <p>A new Homelessness Strategy has been designed for the next 5 years that puts a focus on early intervention and details the working being undertaken to prevent and relieve homelessness and ensure no one needs to sleep rough. It is currently going through the due governance process.</p>

<b>Housing Customer Complaints</b>					
<b>Indicator</b>	<b>Apr – Jun 2022</b>	<b>Jul – Sep 2022</b>	<b>Oct – Dec 2022</b>	<b>Jan – Mar 2023</b>	<b>2022/23 Total</b>
Stage 1 complaints received	553	535	652	663	2,403
Stage 1 responded to within 15 working days	74%	73%	75%	72%	73%
Stage 2 complaints received	114	118	142	136	510
Stage 2 responded to within 15 working days	61%	67%	67%	64%	65%
<p>Performance overall is below our target of responding to 95% of complaints within timescales (Stage 1 = 15 days, Stage 2 = 20 days), however, a number of management and improvement actions have been put in place over recent months as follows:</p> <ul style="list-style-type: none"> <li>• More regular reporting of complaints performance and improvement activity to Leadership Teams, reinforcing the importance of meeting timescales, giving quality responses, and making sure we communicate effectively with the customer.</li> <li>• A programme of ‘Investigating Officer’ training has been delivered to remind investigating officers on best practice and requirements of the complaints process.</li> <li>• Robust and frequent quality assurance checks are in place for a sample of complaints responses to identify service improvements, training needs and content for regular reminders about good complaints handling in the staff bulletin.</li> <li>• Each December, we complete the Complaint Handling Code Self-Assessment and publish a summary on the website.</li> <li>• The Housing Ombudsman continue to share ‘spotlight’ reports and cases of severe maladministration from social landlords nationally that are reviewed by the service to</li> </ul>					

**Housing Customer Complaints**

identify lessons learnt and integrate this within existing service improvement plans.

From April 2023 the Regulator of Social Housing has placed a greater emphasis on the importance of landlords delivering an effective and customer focused complaints service. The Regulator for Social Housing has confirmed the inclusion of a complaints related satisfaction question within the overall suite of ‘Tenant Satisfaction Measures’ and requires landlords to report on management information related to complaints.

**Welfare rights: customers assisted & total value of benefits gains**

The Welfare Rights Team continues to assist the citizens of Leeds to receive all relevant benefits to alleviate their financial difficulties.

The table below shows a comparison of the clients assisted over the last three financial years. The figures show a significant increase in assistance following the end of the pandemic and reflecting the need for assistance due to the current cost of living crisis.

The number of customers seen in 2022/23 for welfare rights matters is higher than those seen for welfare rights matters in 2021/22, this has resulted in the increase in the ‘Total value of benefit gains’. The 2021/22 ‘Customers assisted’ figure was inflated due to the team providing the helpline service for COVID Self Isolation Payments, these calls did not impact on the benefits gains.

Indicator	20/21	21/22	22/23
Customers assisted	23,416	30,362	29,108
Total value of benefit gains	£14,031,752.18	£21,423,887.41	£24,944,181.70

*Note: The figures represent number of contacts and some customers will have multiple contacts which do not all result in a gain. The figures also include the SIPS stats so to divide by the total number assisted wouldn't truly reflect the average gain, however, it would be some indication. We only log a gain where we expect the assistance provided to result in an award that the client may not have received without our assistance in completing a form or guiding them to claim a benefit. We do ask customers to inform us of the actual outcome but they are not under any obligation to do so and we cannot access this information directly from the DWP. We do adjust our records in terms of gains once we know the actual outcome, so the figure can change as time passes, but it is not possible to be 100% accurate and should only be treated as an informed estimate of the likely gains.*

*To provide a more accurate estimation of ‘the amount of benefits claims gained per person’ we are exploring ways to remove duplicate customer contacts from the calculation.*

One of the main issues for the welfare rights team has been the increase in number of disability related claims. In particular Personal Independence Payment (PIP) for working age claimants and Attendance Allowance for pensioners.

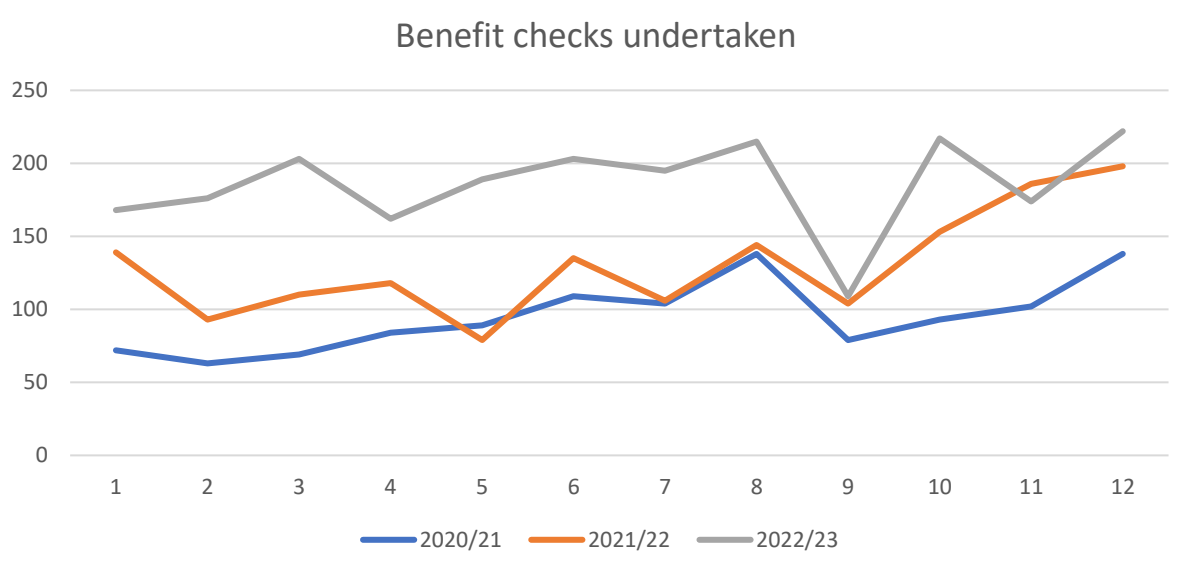
Applications consist of lengthy claim forms which are time consuming to complete, a typical appointment could last up to an hour and a half. It is currently taking around 5 months for a PIP claim to be processed on a new claim.



**Welfare rights: customers assisted & total value of benefits gains**

The government has acknowledged there has been a significant rise in claims for PIP claims. This is caused by two main factors - a significant rise in claims amongst older age groups due to physical conditions and amongst younger age groups due to mental health conditions. According to the Office for Budget Responsibility *‘It is possible that these trends among both age groups could be linked to the rising waiting lists for NHS elective treatments and for mental health treatments in the aftermath of the pandemic’*

Apart from a drop in benefit checks in September 2022, which can be attributed to staff absence and reduced DWP activity during the 10 days of mourning and bank holiday after the Queen’s passing, the welfare rights team continues to receive an increased number of general enquiries. These relate to the cost-of-living crisis where customers will ring to see if they are entitled to any additional help. It is possible that this has also contributed to the increase in number of disability related claims particularly from older persons, who perhaps would not have bothered previously but are now struggling and feel they have no option but to make a claim. The following graph shows how the numbers have increased.



The number of new claims has a knock on, effect on the number of appeals.

The welfare rights team has continued to see an increase in appeals compared to the previous year having helped with 323 appeals for 2022/23 compared to 197 during the same period in 2021/22 (an increase of 39%). This is backed up by the latest quarterly statistics from the Ministry of Justice which reported that the number of appeals made to a tribunal increased for the fifth quarter in a row with PIP appeals increasing by a further 35% compared to the same quarter a year ago.

Because of the volume of cases received there is currently an average 8 week wait for a welfare rights appointment to help with a tribunal appeal. For cases heard in 2022/23 the average waiting period for a case to be heard at a tribunal was around 3 and a half months from receipt of the case by the tribunal.

The success rate for claimant PIP appeals remains high at 69% which continues to show the importance of this work.

It is noted that the DWP is struggling to cope with the demand on its service and the roll out of existing DLA claims to PIP continue to be suspended and the migration of ESA claimants onto Universal Credit has been delayed until 2028. This adds to the complexity of advice being given, as advisors have to retain knowledge of multiple benefit rules and understand the consequences and implications for affected customers.

The DWP has announced that the existing caseload of claimants who get tax credits only (and no other DWP benefits or Housing Benefit) will start to be transferred onto Universal Credit by means of managed migration. No date has been set for Leeds, but this is expected to take place in the next year. The DWP has said 2 months notice will be given before the roll out starts in Leeds.

### **Housing Benefit Caseload**

Housing Benefit (HB) is a means tested benefit to help low-income households pay their rent. HB is administered by the Council on behalf of the Department for Work and Pensions (DWP). HB can be applied for online via the Council's website.

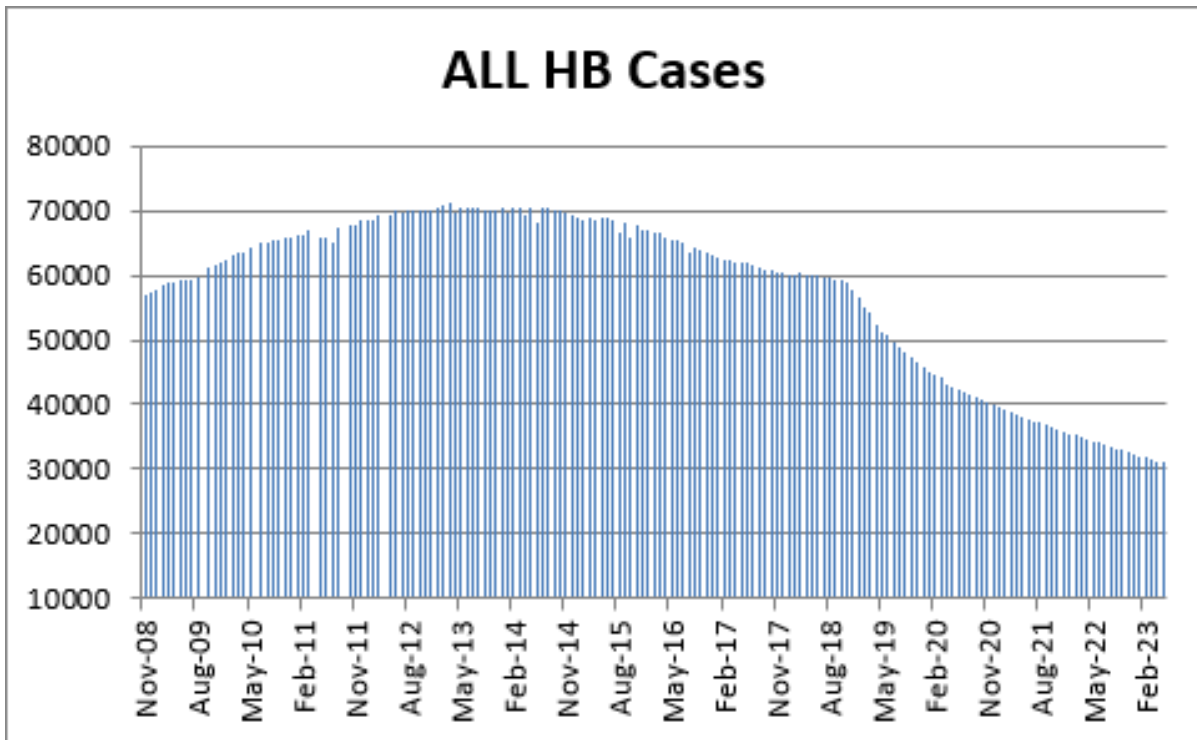
The DWP measure the Council's HB performance in terms of how long it takes to process a new application or a reported change in circumstances. Leeds is among the top performers in the country, on average processing new claims in 14 days and changes in 6 days.

Universal Credit (UC) is gradually replacing HB for working-age residents. Most working-age residents making a fresh claim for support with Housing Costs will now claim UC via the DWP's website. This has led to a reduction in the HB caseload as illustrated. The caseload (along with the subsidy received to administer HB) is expected to decrease at a faster rate when the DWP begin managed migration to Universal Credit.

The DWP have recently confirmed that managed migration for working age HB recipients will be rolled out in Leeds during 2024/25.

Residents can only make a claim for HB if they:

- live in supported/exempt accommodation such as a homelessness hostel, a refuge, sheltered housing or accommodation which includes care, support or supervision
- are a pensioner
- live in temporary accommodation provided by the council



### Council Tax Support

Council Tax Support (CTS) is a council tax discount available to low-income households.

The Council provide CTS to 42,823 working-age households and 19,878 pensioner households. An applicant can apply online and if CTS is awarded, the discount is credited direct to the customers Council Tax account. Based on the current caseload, the total value of discount awarded for 2023/24 is forecast to be approximately £58.1m.

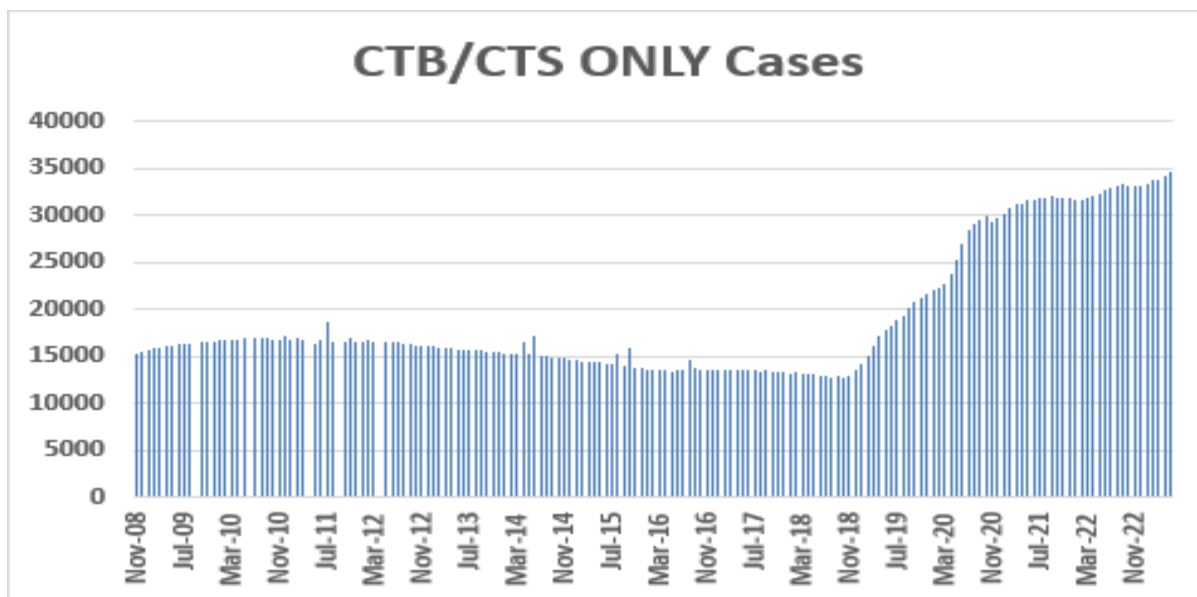
Since April 2013, Local Authorities have been responsible for designing their own working-age CTS schemes, with less funding from central Government.

Pensioners are not subject to the local CTS scheme, but instead have a national scheme prescribed by the Government. Pensioners receive up to 100% support.

The council currently provide CTS to 42,823 working age claimants through the two localised schemes. Under the two schemes, 29,257 households must pay a minimum of 25% towards their council tax, whilst 13,566 General Scheme CTS recipients are protected from the 25% reduction in their support until they claim Universal Credit.

Protected groups are those who receive 100% of their Council Tax Support award rather than having it capped at 75%. The current scheme of protections has been part of the local Council Tax Support scheme since it came into effect in 2013.

The DWP's intention to migrate all remaining working-age legacy benefit claimants to Universal Credit by March 2025 will lead to a sharp rise in the number of households losing their protected group status.



**Local welfare support scheme (applications received and awards)**

Month	Total Applications	Total Awards	Total Award %	Total Refusals
Apr 22 - Sep 22	5,006	3,950	79%	1,056
Oct 22 – April 23	13,519	12,087	89%	1,432

The Local Welfare Support Scheme (LWSS) is designed to support people who are experiencing an emergency or crisis position. The service offers food parcels, fuel vouchers, supermarket vouchers, white goods, furniture and has recently trialled a cash grant scheme. The Council budget for LWSS is £600k. The Council used DWP Household Support Fund money to supplement this by £1.2m in 2021/22 and have done the same for 2022/23, providing a budget of £1.8m.

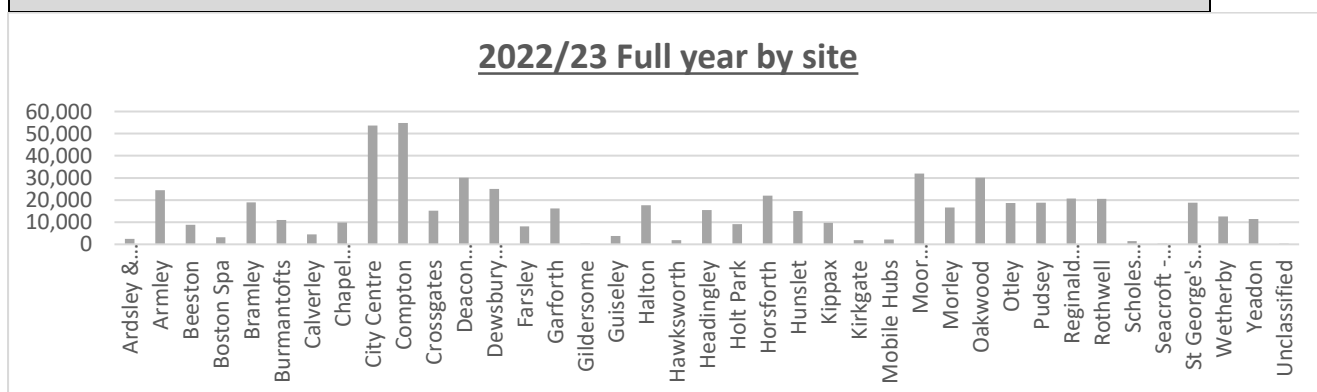
Since October 2022 there has been a significant increase in applications for LWSS. Because of this, and the need to ensure that we remain in budget for 2022/23 and continue to provide financial support to those who need it most, especially over the winter period, we have implemented the following measures:

- Awards of white goods will be limited to two appliances per household (reduced from 3)
- Fuel awards will be reduced by 50% over the spring/summer period to reflect the fact that demand on fuel within households will reduce due to warmer weather
- Eligible applicants will be restricted to 2 Local Welfare Support Awards for Food and 2 for Fuel in a 12-month rolling period (reduced from 3 for Food and 3 for Fuel)

Whilst we do not want to take these steps, we need to manage the budget carefully. We will continue to closely monitor the budget in the coming months, alongside which, we

Local welfare support scheme (applications received and awards)	
continue to do work to ensure the support goes to those who need it and that there is no abuse of the scheme.	
If necessary, further measures may need to be introduced to manage spend so that support continues to be available across the full financial year.	
From October 2022 to April 2023 reasons for refusals are split into the following categories:	
Reason for refusal	Number
<b>No response</b> - Failed to answer at least 2 call attempts	728
<b>No proof received</b> - Asked to provide evidence to support their application but failed to engage from this point	179
<b>Withdrew application</b> - Withdrew application due to no longer requiring assistance	196
<b>Single/couple and not entitled</b> - single or couple's whose application was refused due to a discrepancy in their application	150
<b>Family and not entitled</b> - Family whose application was refused due to a discrepancy in their application	86
<b>Previous award</b> - Had a previous award preventing another which wasn't noted at first point of contact	48
<b>Habitual Residence Test / Genuine Prospect of Work</b> - Subject to immigration control and have no right to public funds	3
<b>Reason left blank</b> - This is where human error occurs as reason is not selected.	42

**Customer contact in Community Hubs**



**Customer contact in Community Hubs**

Customer contacts currently average 52,500 per month, this is an increase of around 5,000 customer contacts per month, compared to earlier in 2022/23. This can be attributed to:

- The cost-of-living crisis which has caused customers to access our essential services.
- More confident customers who may have previously avoided a public environment due to concerns regarding covid.
- A less covid affected work force, meaning we have had more team members in work and not isolating/unwell with covid.
- Recruitment of new team members, filling the vacant posts that we had.

As normal over the same period of the financial year, December was our quietest month, with January, February and March coming in as 3 of our busiest.

**Please see below a breakdown of the contact**

**Customer contact in Community Hubs - Total customer contact for 2022/23 = 586,591**

**By function**

Customer Service	31%
Libraries	56%
Triage (directing customers to the relevant point within the Hub to receive service)	13%

**Customer Service (31%) broken down by Service Area**

Housing	45%
Council Tax	15%
Housing Benefit	9%
Job shop	6%
Council Tax Support	5%
Council Tax £150 energy rebate	4%
Welfare (LWSS, Welfare Rights & Food Vouchers)	4%
Blue Badge	2%
Parking services	1%
Drop off (documentation in support of housing applications/ blue badges/ benefits)	1%
Universal credit	1%
Leeds Housing Options	1%
Adult Social Care	0.5%

*Remaining 5.5% consists of Environments, School Admissions, Electoral Services, LASBT, Ukraine, Waste, Noise nuisance, Highways, Children's Social Care, EU Settlement, Planning, Voter Authority Certificates, Bike library, Covid, Baby Bank, Entertainment Licensing*

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**New people registered with the Jobshop**

In 2022/23, 4,218 customers registered with the Jobshops and 1,953 customers signed up to our JESP (Jobshop Employability Support Programme).

The following table shows a breakdown for each centre, and also includes the total figures of customers who registered on the Jobshop, Employability, Support, Programme (JESP).

These customers have 6-month in-depth support to find employment with help/support from our experienced Senior Customer Service Officers who intensively work with them to look for employment and other related support.

Out of the 1953 customers on our JESP programme we have intensively supported 356 customers into employment. Our JESP ends on the 31 December 2023.

Centre Name	Jobshop registers	Job outcome	JESP Starts	Job outcome
<b>Armley jobshop</b>	361	146	207	83
• Hawksworth jobshop	35	7	25	
• Headingley pop-up	44	8	40	
• Holt Park pop-up	25	5	11	
• Horsforth pop-up	10	2	10	
• Bramley pop-up	34	9	22	
• New Wortley pop-up	7	4	0	
• Otley pop-up	17	4	8	
• Pudsey pop-up	34	15	28	
• Yeadon pop-up	13	8	11	
<b>Dewsbury Road jobshop</b>	592	176	241	46
• Morley pop-up	42	20	24	
<b>Reginald jobshop</b>	344	62	129	19
• Moor Allerton pop-up	25	8	8	
<b>City Centre jobshop</b>	1,314	246	409	100
• Mobile/Peri jobshop	19	9	42	
• Burmantofts pop-up	43	0	14	
<b>Compton jobshop</b>	837	117	516	58

New people registered with the Jobshop				
Seacroft jobshop	132	58	95	16
Hunslet jobshop	204	111	75	25
St Georges jobshop	86	25	36	9
<b>Total</b>	<b>4,218</b>	<b>1,040</b>	<b>1,951</b>	<b>356</b>

Anti-Social Behaviour			
Indicator	Apr-21 to Mar-22	Apr-22 to Mar-23	Change
ASB Incidents (WYP)	12,675	9,537	-25%

Leeds has a well-established Anti-Social Behaviour (ASB) Board that co-ordinates a sustainable, strategic, and tactical partnership response to reduce the impact of anti-social behaviour in the district.

ASB and ASB related incidents have reduced across Leeds in the last 6 months, predominantly due to increased partnership working between LCC and West Yorkshire Police using a combined approach focusing on early intervention and prevention as well as enforcement tactics.

A number of initiatives to tackle ASB across a number of neighbourhood areas have been really successful.

We have invested in ASB related to the misuse of motor vehicles across the district. This has been assisted by securing Safer Streets surrounding engagement, education, and enforcement.

Harassment crimes, Public Order Crimes and criminal damage have increased in this period. WYP has been focused on CDI compliance within ASB crimes for the last 18 months and this has seen significant improvements as a result.

All ASB related calls are run through the ASVAT tool which highlights any areas of vulnerability. This was highlighted as good practice during the last HMICFRS inspection.

After the festive break we are now seeing the expected seasonal increase in service requests. This has been matched with the creative and intervention work being conducted by the three LASBT teams and NPT partnerships.

Some highlights over the review period:

- **Early Intervention –**



## Anti-Social Behaviour

We have improved our partnership linkages with the Youth Justice Service and Early Help Hubs to divert young people away from the Criminal Justice System at an earlier stage. We have funded programmes such as Parents and Children Together (PACT), which tackles the issue of adolescent to parent violence and the 'BeSmart' programme, an eight-week programme designed for children at risk of involvement in the justice system or subject to an Out of Court Disposal allowing children to explore new ways of thinking and make positive choices in their lives. This is now driven within the ASB board at a strategic level where the full process is being mapped so we can identify other opportunities for partnership intervention.

- Each LASBT team have carried out extensive work in the respective areas including engagement opportunities but also ensuring they use the full range of powers available to redress poor behaviour, ASB and crime. This includes closures orders where drugs are being used and distributed, injunctions on those intent on disrupting communities etc.

- **Neighbourhood Improvement Partnerships (NIPS)–**

This model is being used in 'hotspot' areas. We have developed localised partnerships to problem solve and to reduce the impact on the communities relating to nuisance and anti-social behaviour perpetrated within neighbourhoods mainly instigated by young people. Such as an example is Halton Moor. This model is now being replicated in several other neighbourhoods such as Harehills, Beeston and Holbeck. This approach assists in the delivery on the clear, hold build model of neighbourhood problem solving initiatives/process as well as establishing if PSPOs are the correct tool to reduce ASB. These are long term plans that are driven via a task and finish process and accountable to the ASB Board.

- **Targeted operations –**

Used to minimise anti-social behaviour during 'peak' periods or identified people or placed based problems. As an example, Joint working with NPTs on the Otley run where alcohol misuse and related ASB activity has been tackled using the newly developed intervention and Fixed Penalty Notice process. This has been a great success and we see this as a model for future PSPO engagement, education, and enforcement.

Operation Dieselcrest used as a pilot plan to target individuals in Leeds East regarding misuse of motorcycles utilising the community protection notice (CPN) to moderate their behaviour. This operation has so far delivered:

1. Executed Misuse of Drugs warrants which resulted in the seizure of drugs and 6 motorcycles
2. Seized a further 31 Motorcycles and 8 Quad Bikes
3. Arrested 14 individuals
4. Seized 3 vehicles and recovered 4 stolen vehicles
5. Issued 15 Traffic Offence reports for speeding and other motoring offences
6. Issued 3 Section 59 Warnings

## Anti-Social Behaviour

7. Conducted targeted days of action and an operation, funded by the Inner and Outer East Community Committees
8. Held crime prevention and engagement events, to raise awareness of motorcycle theft and security mechanisms

- **Anti-social behaviour related misuse of motor vehicles-** We were successful in obtaining Safer Streets funding that has assisted in the delivery of three key projects that strengthen the introduction of a new district wide Public Space Protection Order:-

1. West Yorkshire Police (Leeds District) Off-Road Bike Team has recently reviewed its tactical intervention plan. Operation ASHFIELD has now been launched in the city which includes dedicated days of action which have led to some good outcomes, not only for vehicle-related offences, but also weapons and drug-related offences. The Safer Streets funding has been used to train and equip more officers to enable more proactive patrols and interventions.

2. In Seacroft, a community-based motorcycle project has been established to divert young people away from motorcycle ASB. The project is run by local people and is jointly funded from the Inner East Community Committee and Safer Streets Fund and offers young people the opportunity to learn mechanics skills, and to ride motorcycles safely and legally. The project has been very popular and 15 young people have consistently engaged, which is currently the groups maximum capacity.

3. In Middleton we are working with our colleagues within Parks and Countryside to target harden Middleton Park to prevent off road vehicles from entering the parkland whilst ensuring there is still good access to the community.

4. The Safer Leeds Executive has recently endorsed a PSPO to control vehicle nuisance. The order was sealed in April and we are now mapping out key locations for signage and Implementation of the PSPO. This will ensure that Leeds City Council and West Yorkshire Police can act against persons who, by their behaviour, cause a detrimental effect in neighbourhoods.

- **Public Spaces Protection Orders (PSPOs)** – All of the current 15 placed based PSPOs are for a review by November this year. We are looking at each PSPO in detail along with our partners, elected members and communities to ensure they are fit for purpose as well as seeking new innovated ideas to reduce the ever-evolving Anti-social behaviour identified.
- **Dedicated Response to Noise Nuisance** – This initiative was developed to minimise complaints about student-related anti-social behaviour in Leeds, the ‘DS1’ dedicated service was introduced in February 2022, which is funded by the two main universities in the city, University of Leeds, and Leeds Beckett University and is providing a quicker

**Anti-Social Behaviour**

response to noise nuisance in densely populated student areas. We will be moving into year three at the end of July 2023.

- **Arson and Nuisance Fires** - the area based Anti-Social Behaviour Teams receive the daily calls for service log from West Yorkshire Police for arson and nuisance fires. The teams then engage with the Neighbourhood Policing Team to look at the best way of addressing the behaviour to ensure it is not repeated and offer learning.

**Hate Crime**

Indicator	Apr-21 to Mar-22	Apr-22 to Mar-23	Change
Hate Crime (WYP)	4,090	4,071	-0.5%

*Crimes are counted slightly differently to Incidents; Crimes are counted on the date the record had a home office statistical classification applied which identifies it as a crime rather than the date recorded as per incidents. Hate non-crimes make up on average less than 4% of hate incidents which is why the figures are so similar.*

We are working to improve support for victims of hate crime and increase the reporting of hate crime by making it easier for those affected to report and increasing victim confidence.

We aim to do this by continuing to promote third party reporting in schools via the platform which was adopted from Stop Hate UK in December 2022. We have developed an action plan to increase and strengthen third party hate crime reporting and signposting centres in a range of community-based settings, higher educational establishments, and businesses and by increasing awareness. Significant activity is planned around awareness raising of hate crime and reporting options. Key developments are:

- **Support for Victims** - all victims of hate crime are allocated a Hate Crime Co-ordinator (HCC) to make initial contact with them. The HCC offers support from wider partners and agencies depending on the circumstances and can include assistance from victim support, housing colleagues, mental health services or the anti-social behaviour team. Each victim is allocated an investigating officer who will make the appropriate referrals to the services mentioned and will also maintain contact with the victim throughout the investigation. If the victim is a repeat victim, then Neighbourhood Policing Teams are tasked with a visit to offer reassurance to the victim.
- **Hate Crime MARAC** – we are improving support for the victims of hate crime by ensuring effective provision is available at the time of reporting. Agencies supporting hate crime victims are encouraged to make appropriate referrals to access the right support and working with the CJS and Victim Support to ensure victims of hate crime are adequately supported through their involvement with the criminal justice process. The benefits of using the Community MARAC approach have been actively promoted to all partners including those within LCC, third sector support networks, WYP, Victim Support and Stop Hate UK. This approach helps to increase effectiveness

## Hate Crime

of service delivery and creates a better understanding of all partners responsibility in supporting victims and combatting those who perpetrate hate crime. However, referral volumes over the last six months have been poor and further promotion and conversations with strategic leaders will be continuing to take place.

- **Performance Reporting** -A refreshed and strengthened performance report has been developed for Hate Crime Strategic Board which includes a deep dive into data around different characteristics and across localities at each meeting.
- **Education** - a new process for reporting hate incidents in schools in partnership with Stop Hate UK with an enhanced wrap around support and information package has been launched. This provides a more streamlined and accessible process for both students and teachers that will increase confidence in reporting.
- **Hate Crime Reporting Centres** - work is taking place to refresh the support and training offer to third party hate crime reporting centres, as well as establishing a new cohort of key third party reporting and signposting centres in key localities where we know there is a need to improve accessible means of reporting. This work is due to be completed during 2023 and progress is being monitored by the Hate Crime Strategic Board. An action plan has now been signed off to be delivered jointly by all partners.
- **Awareness Campaigns** - to prevent hate crime by tackling the beliefs and attitudes that can lead to hate, we are undertaking city wide targeted campaigns in line with #LeedsNoPlaceForHate, including messages around 'Upstanders not Bystanders', urging people to stand with those who have experienced hate crime, as well as providing practical tips on reporting, sense of reassurance, solidarity and unity
  - *International Day Against Homophobia, Biphobia and Transphobia (IDAHoBiT 2023)* – The Council, police and third sector partners held a public engagement event in Leeds City Centre to raise awareness.
  - *Hate Crime Awareness Week* – is supported annually in conjunction with partners including West Yorkshire Police and the Third Sector to highlight hate crime prevention. An extensive programme of activity has been developed for October 2023. The launch event for the week will have a focus on sexual orientation and gender identity hate crime (last year's focus was faith and the year before was disability). In addition, a programme of activities is being developed for Islamophobia Awareness Month in November.
  - In December 2023 it is planned to hold a conference focusing on anti-Muslim prejudice and anti-Semitism.
  - We are developing proposals for a city-wide hate crime campaign using city centre advertising and social media.
  - A new range of marketing materials have been designed and are ready for use.

Domestic Violence Abuse			
Indicator	Apr-21 to Mar-22	Apr-22 to Mar-23	Change
DVA Incidents (WYP)	25,005	26,041	+4%
<p>Reducing the prevalence and impact of domestic violence and abuse remains a priority in Leeds. Demand for services remains high and there are increasing numbers of cases with greater risk and complexity.</p> <p>The introduction of the Domestic Abuse Act 2021 has placed a statutory duty on the Local Authority to provide support in safe accommodation for victims-survivors and their children. Leeds City Council is supported in delivering this duty by the Domestic Abuse Local Partnership Board (DALPB) - a multi-agency group who all have a role to play in tackling domestic abuse.</p> <p>In the last 12 months, there has been a 3% increase in incidents reported to WYP from 25,145 to 25,973 and numbers of contacts to the Leeds Domestic Violence Service helpline have increased by 6% from 6,867 to 7,246, which mirrors the national trend of increased incidents and reporting. Linked to this increased demand, the work of the Front Door Safeguarding Hub has seen an increase in the need for support for victim/ survivors who are in exceptionally high-risk circumstances. Over the last 12 months, more than 6,355 multi-agency safety plans have been developed for high-risk victims of Domestic Violence and Abuse.</p> <p>There has been an 11% increase in the number of Clare’s Law occurrences this year.</p> <p>Police forces are allowed to disclose information to a potential victim and have a duty to protect members of the public from domestic abuse under the Domestic Violence Disclosure Scheme - also known as "Clare’s Law". Council teams support this process by promoting it to victims and by chairing the multi-agency discussions where the decision to disclose is discussed. This information is shared as part of an overall safety planning approach.</p> <p>Key areas of work over the last year have been:</p> <ul style="list-style-type: none"> <li>• <b>Safe Accommodation</b> - funding from central government means that additional support is now available within safe accommodation. This includes more support in refuge settings, including extra workers to support children and young people, domestic abuse support workers based in supported housing projects so that those people can access support. A new Sanctuary Support Scheme has been launched that provides support to those people who are able to remain in their homes. The early feedback from service providers is that this is increasing the safety of victims-survivors and their children. The scheme is also reaching people from marginalised communities who might otherwise not access support.</li> <li>• <b>Engagement with victims-survivors</b> - the Voices project has been established to safely engage with victims-survivors to amplify their voices and support them to participate in board meetings and wider board activity. A co-ordinator is employed by Leeds</li> </ul>			

### Domestic Violence Abuse

Women's Aid to support the women's group, and to co-ordinate activity by workers in Mesmac, Leeds Women's Aid children's workers and Leeds Domestic Violence Service male victims' workers. She also works closely with Shantona Women's Project to support the engagement of women from culturally diverse communities. The Women's group are producing a learning resource for agencies; "What I wish they knew" will provide workers with the perspective of victims-survivors in order to improve how they engage with them.

- **Supporting Children** - Strategic work has taken place with Children's Services and the Leeds Safeguarding Children Partnership (LSCP) to review how the needs of the child are met both through the Front Door arrangements and through wider partnership structures. Partners successfully bid for Ministry of Justice funding to support a young person's Independent Domestic Violence Advocate at the Front Door, this funding has now been extended to 2025 and additional services for children and young people have been commissioned both in the refuge arrangements and through specialist housing providers who work with young people.
- **Engagement with Schools** – Leeds successfully delivers 'Operation Encompass', a national notification scheme between police forces and schools to ensure that children and families experiencing domestic abuse receive timely support from school. We are working towards a fully digitalised approach to notifying schools to improve responses for children and young people.
- **Enhance the offer of support to people causing harm/perpetrators of domestic abuse** – partners continue to develop this area of work recognising that a perpetrator strategy is expected from the Government. Leeds has developed its engagement with perpetrators of domestic abuse through the Integrated Offender Management arrangements and a commissioned service, Change Grow Live, to ensure that there is closer communication and co-ordination of the measures that are put in place for individuals to reduce their offending and change their behaviour. This approach has now been mainstreamed through existing service delivery the focus will be on reducing preparator risk and supporting behaviour change. We are working closely with Combined Authority following an evaluation across West Yorkshire to look at other opportunities to engage with perpetrators where they are not subject to statutory supervision such as the Probation Service.

**Bin collections**

The Council collects data and reports on a city-wide level (in-line with the previous performance indicator historically required by government) in 4-weekly periods to reflect the service provision, with a total of 13 periods per year.

The data provided is the number of occasions that bins were reported to the Council that were not emptied on their scheduled day of collection, irrespective of whether they were then collected within the 48 hours recovery target.

The cumulative end of year 2022/23 (13 periods) position of bins collected was 99.88%. This was a slight improvement on the 2021/22 equivalent cumulative YTD position of 99.87%.

Data from the first 2 4-weekly periods of (2023/24), showed that Leeds City Council has successfully picked up a minimum of 99.89% of all planned collections cumulatively in the year to date. This is slightly lower than the previous year's equivalent position at 99.9%.

**Recycling rate**

The recycling rate at the end of 2022/23 is expected to be 34.9%, which is slightly lower when compared that the year-end result from 2021/22 of 35.99%.

This is partly due to garden waste, with the hot dry summer months in 2022 and associated hosepipe bans, which led to a large decrease in the expected levels of garden waste. The increase in glass throughout COVID has now reduced to near normal pre-COVID levels, resulting in a decrease when comparing to the previous financial year. The reduction in recycling inevitably reduces the net carbon benefit of the service, however, due to the reduction being mainly caused by garden waste, this has a lower net impact than if reductions were coming from other recycling streams.

**Future reporting proposal: Nothing goes to waste in Leeds**

The way we have historically reported the "recycling rate" has meant that there has been no explanation as to either how that recycling rate is split into the different material/elements or clarity on what happens to the remainder of the waste collected; in particular the benefits gained from incinerating household waste for energy recovery and the amount that ends up in landfill. This has been raised in Scrutiny as something Members would like to see provided in the performance reports in the future and to help them track progress/changes.

Leeds is one of the best performing councils in terms of ensuring as little waste as possible ends up in landfill. Only 0.8% of all household waste collected in the black, green and brown bins and at the 8 household waste and recycling sites ends up in landfill (including contents of litter bins and bulky collections). 99.2% of all household waste the council manages across Leeds is either re-used, recycled, composted or used to create

**Future reporting proposal: Nothing goes to waste in Leeds**

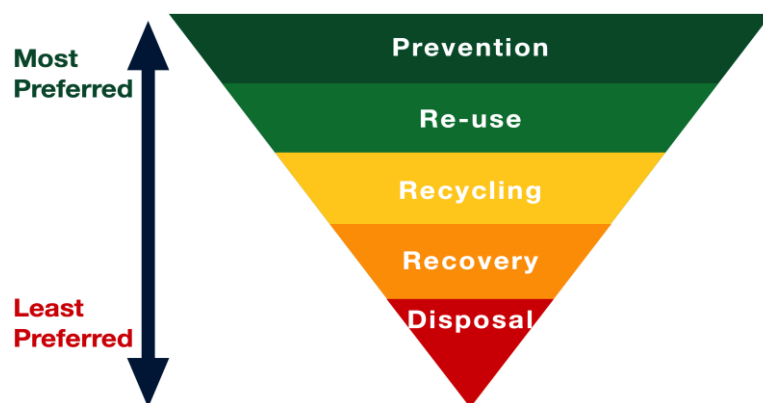
energy (electricity and heat). Nationally, Leeds is ranked 27th out of 132 councils in terms of the least waste sent to landfill and is the best performing core city.

**Appendix 2 – Treatment of Household Waste** is provided for comment as a proposal for inclusion in all future performance reports. The service would also like to provide these graphs online to improve accountability and transparency in what happens to our city’s household/domestic waste, with the ability to drill down into more detail for each category (e.g., by clicking on “kerbside dry mixed” the user would be shown a breakdown of all the recyclable materials sorted for recycling at HW Martins from the green bin waste we take to them). There are two versions of the graph – one showing percentages, the other tonnages.

The service will also look at how this information could be converted into carbon benefits, though that is quite complex as it needs to consider how each category of waste is collected, processed and disposed of.

**Future reporting proposal: Prevention and Reuse**

Another area of development asked for by Scrutiny was a way of measuring how much waste material is being produced by households – with the assumption being that if that figure goes down then households are reducing the amount of waste they are creating and therefore making a more significant environmental contribution as set out in the following waste hierarchy.



It isn’t possible to provide meaningful, measurable performance information that summarises how much households are reducing consumption, reusing items, selling/donating items etc, but by providing an analysis of the total amount of waste presented by each household to the council (including at bring banks/HWRCs etc) we can at least track the overall direction of whether more prevention and re-use must be happening.

The following table shows the amount of waste per household in 2022/23 and the proposal is to provide this in all future performance reports to track change.



Appendix 1 – Scrutiny performance update (June 2023)

<b>Future reporting proposal: Prevention and Reuse</b>				
<b>Waste stream/collection method</b>	<b>Tonnes Collected</b>	<b>Property Numbers</b>	<b>Kg/Household/Week</b>	<b>Kg/Household/Year</b>
<b>Kerbside Dry Mixed Recycling (green bins)</b>	33,942	347,912	1.88	97.56
<b>Kerbside Garden (brown bins)</b>	29,111	217,620	2.57	133.77
<b>Kerbside Residual (black bins)</b>	171,457	360,369	9.15	475.78
<b>Household Waste and Recycling Centres</b>	43,204	360,369	2.31	119.89
<b>Bring Banks (e.g. glass)</b>	11,864	360,369	0.63	32.92
<b>Cleaner Neighbourhood Services*</b>	9,408	360,369	0.50	26.11
<b>Overall Household waste</b>	<b>299,894.86</b>	<b>360,369.00</b>	<b>16.00</b>	<b>832.19</b>
<p><i>* street sweepings, litter picking and bins, and bulky collections</i></p> <p><i>Additional note: the weight per household is calculated based on the number of properties that particular service/waste stream is available to/collected from. The city's overall average per household is based on the total tonnes collected across all waste streams divided into the total number of Leeds properties.</i></p>				