

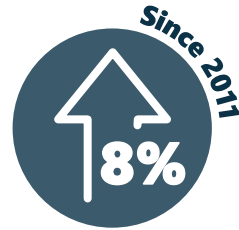
PERFORMANCE REPORT

2022 - 2023

Census Summary - Leeds

811,956

Residents recorded in Leeds in 2021



Christian

343,311

42.3% of the usual resident population.
420k in 2011

13.6%

Percentage point decrease

No Religion

Percentage point increase

12%

326,231

40.2% of the usual resident population.
212k in 2011

Muslim

Percentage point increase

2.4%

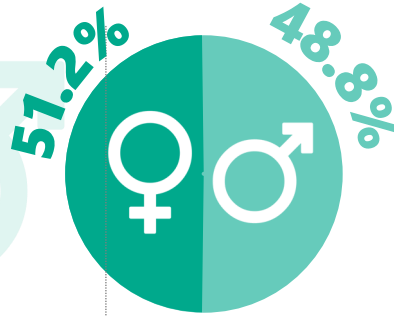
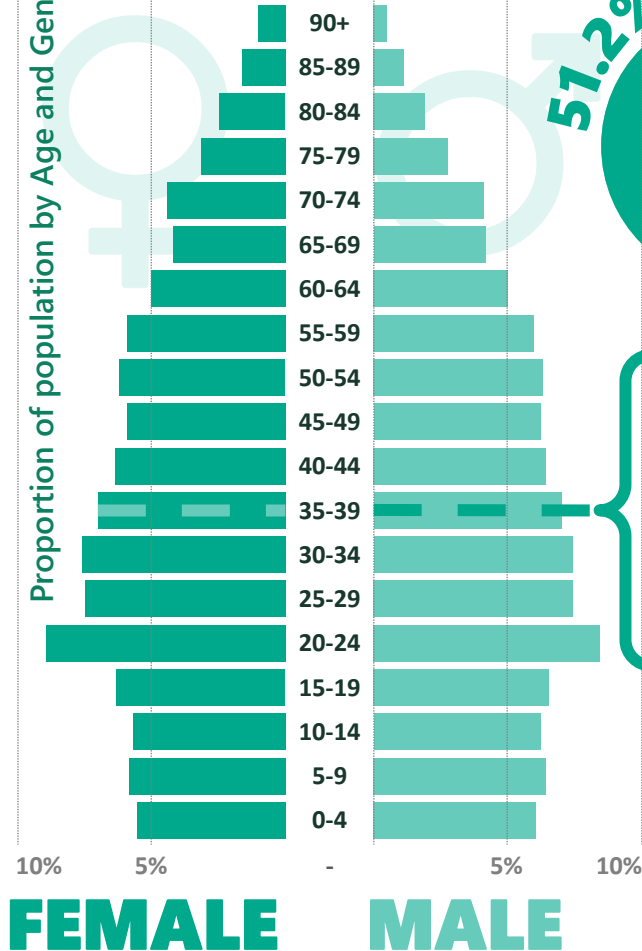
63,054

7.8% of the usual resident population.
41k in 2011

RELIGION

Proportion of population by Age and Gender

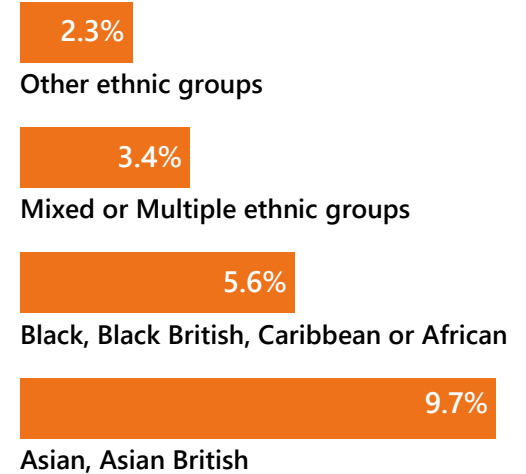
Age Group



The average age of a Leeds resident is

37

ETHNICITY



1 in 6 people living in Leeds are considered disabled under the Equality Act. (16.7%)



SEXUAL ORIENTATION

Gay or Lesbian - 1.9%
Bi-Sexual - 1.9%
Other - 0.5%

4.3%

Leeds residents identify as LGB+

4,754
16+ residents identify with a different gender than at birth

Introduction

The [Best City Ambition](#) is our vision for the future of Leeds and is built on the three pillars of:

- Health & Wellbeing
- Inclusive Growth
- Zero Carbon

Adopting the Ambition marked a shift in focus away from narrower, council-based strategic planning, towards a greater recognition of our collaborative Team Leeds approach where the council works in partnership with others to improve the lives of everyone who calls Leeds home. While the majority of the indicators included in this report examine the council's own performance, it is important to recognise this work often happens in the context of wider partnerships with other organisations, citizens and communities.

2022/23 was a transitional year as the Best City Ambition was introduced across the council and the individual strategies underpinning the three pillars were refreshed to reflect this updated approach.

It will take time to show progress towards the vision described in the Best City Ambition and we have used the transitional year of 2022/23 to develop a new approach for monitoring progress over a longer time period, focusing on factors which affect people at different stages of their lives.



The progress framework underpinning the Best City Ambition will be made up of three strands to be reflected in the 2024 refresh:

- Leeds Social Progress Index
- Joint Strategic Assessment
- Progress measures from supporting strategies and plans

Leeds Social Progress Index

The first Social Progress Index (SPI), designed by the global non-profit Social Progress Imperative, was launched in 2014 and is now used across the world, including by the United Nations. The SPI incorporates three themes of Basic Human Needs, Foundations of Wellbeing, and Opportunity, and is a new way to track the impact of our interventions to provide a comprehensive measure of real quality of life which highlights the social and environmental wellbeing of our citizens and communities. The council's Economic Policy Team has developed a locally tailored version of the SPI for Leeds which was launched in 2022/23 and is currently being updated. Through this update, the SPI will be further integrated into the Best City Ambition.

Joint Strategic Assessment

The Joint Strategic Assessment (JSA) is a statutory analysis of the city completed every three years, with the primary purpose of informing the health and wellbeing strategy and our commissioning priorities. However, in Leeds we take a very broad view and include analysis of all the wider determinants of health including health care and medical conditions, housing, the economy and labour market, transport, educational outcomes, the environment, and more.

The priorities in the Best City Ambition were drawn from the analysis and policy implications in the 2021 JSA. And we have committed to reviewing the BCA after every future JSA, to ensure we continue to focus on the right things

to make the biggest difference to people's lives. The next JSA will be completed in 2024.

Progress measures from supporting strategies

Whilst the BCA provides an overview of our vision, more detailed plans will be given in the individual strategies underpinning each of the three pillars, and it is through these that performance in those areas will be reported. There are also a range of other regular updates and annual reports which capture the work the council and its partners continue to do.

Performance Report 2022/23

Our Performance Report 2022/23 provides a current baseline—to be further developed in the upcoming 2024 Joint Strategic Assessment—for some of the key priorities we have in relation to the three pillars of the Best City Ambition. Most notable of these, was our response to the ongoing cost-of-living crisis which is the most pressing concern for families across Leeds and continues to affect all households and businesses. Executive Board has received a series of reports updating on the city's response to the cost of living crisis over the last year; the latest of which can be found [here](#).

The performance indicators are presented separately for each of the five directorates into which the council is divided:

- Adults and Health
- Children and Families
- Communities, Housing and Environment
- City Development
- Resources (since April 2023 known as Strategy and Resources)

Peer Review

In November 2022, Leeds City Council hosted a Local Government Association (LGA) Corporate Peer Challenge, which offered a critical look at key areas of our performance and improvement plans. The challenge found that:

“Leeds City Council is a very well-led, ambitious and collaborative council, a beacon of best practice, delivering for and with its communities, partners and stakeholders. A uniform love, passion and ambition for the city shines through the organisation and through its many partnerships. Members, staff, stakeholders and partners speak of their enthusiasm of working in and with the council for the benefit of the city, the region and beyond.” [LGA Feedback Report – Executive Summary]

The Peer Challenge made a number of recommendations covering our values, culture and workforce; locality and community working; transformation approach across the organisation; financial planning; and our role and influence within and beyond Leeds. The findings and recommendations were fully accepted by the council and we have already initiated work to respond to those recommendations.

The Peer Challenge Team plan to make a return visit in September 2023 to review the actions we have taken so far and to inform the refresh of our Best City Ambition to be carried out later in 2023.

Over the next year we will also listen to feedback about the implementation of our Organisational Plan and review our service planning framework to make better links between our strategic priorities and local service priorities. Additionally, we will use data from our 2023 staff survey to understand their experiences at work and to inform our next steps.

Staff views

In Spring 2023 a full Staff Survey, gathering a snapshot of views at the end of 2022/23, was conducted. The survey was sent to 14,729 members of staff, either by email, if they have regular access to a computer at work, or as a paper copy, if they do not. 7,647 staff completed the survey, giving a response rate of 52%, an increase from 48% in 2019. We received responses from 64% of online and 32% of offline staff.

The overall picture revealed by the survey was consistent with the previous survey in 2019. The key question “Overall, if a friend asked you to score your job at LCC out of 10...” receiving an average result of 7.4, which was almost identical to the previous survey (7.5).

Staff were most likely to agree with the following statements:

- I know what is expected of me at work (91%)
- My team supports equality / preventing discrimination (87%)
- I get help and support from colleagues when needed (86%)
- I enjoy my job at LCC (78%)

Whilst the lowest levels of agreement were to the following:

- There are opportunities to progress my career further (54%)
- I have good quality tools, IT and systems (59%)
- I feel prepared and supported through change (61%)
- My workload is manageable (62%)
- I feel valued for who I am and what I can offer (70%)

We are continuing to work hard to tackle these areas of concern and improve the employee experience within the council.



Highlights from 2022/23

Leeds Innovation Arc

In May 2022, at the UK's Real Estate Investment and Infrastructure Forum conference held in Leeds, we set out our ambitions for the Leeds Innovation Arc. This is a series of innovation neighbourhoods, formed around the natural Anchors of our main universities, the proposed adult and children's hospitals, and major private sector partners. Set across 150 hectares of the city centre, the Arc will stitch together some of the most significant innovation assets in the north of England. There will be over 3,000 new homes in and around the Arc and the potential for up to 22,000m² of public realm improvements, as well as space for two new city parks.

Flood Alleviation Scheme (FAS)

Following Phase 1, one of the largest flood alleviation schemes in the country, which opened in October 2017, and introduced state-of-the-art moveable weirs at Crown Point and Knostrop, Phase 2 of the FAS project is made up of a combination of catchment-wide natural flood management, as well as traditional engineering, that stretches for 14km along the River Aire between Leeds Train Station and Apperley Bridge. The works began in Spring 2021 are due to be completed in Spring 2024. 412,000 trees have been planted as part of the scheme so far, with a further 100,000 planned for the coming winter, working towards an overall target of 2m trees by 2025. The council is the lead partner on this project, which is listed on the Government's Major Projects Portfolio.

Public Sector Decarbonisation Scheme (PSDS)

Since 2021, we have used £25.3m of Government PSDS funding to decarbonise 40 publicly owned buildings, reducing the city's carbon emissions by over 4,000 tonnes each year. The sites covered included leisure centres, primary schools, homes for older people, and a host of other council-owned buildings, and measures ranged from the installation of solar photovoltaic panels or heat

pumps, to connections to the low carbon Leeds PIPES district heating network. The programme also helped to stimulate and create skilled local jobs in our growing green economy. In September 2022, the council announced plans for decarbonisation works in another ten buildings.

Future Talent Leeds

Launched in September 2022, the Future Talent Plan for Leeds, presents a bold and ambitious new approach linking the employment, learning and training markets in the city to help connect people to opportunities and jobs. It aims to be adaptable and resilient so it can thrive in the post-pandemic environment, and seeks to help individuals, businesses and the Leeds economy to flourish. It also aims to contribute to the council's climate emergency response by promoting skills and opportunities associated with the green economy through low carbon and sustainable infrastructure.

East Leeds Orbital Route

The council's biggest infrastructure project in 50 years, opened in August 2022, providing 14km of dedicated cycle and pedestrian pathways, and over 40,000 new shrubs and trees, whilst reducing road congestion and unlocking the development of 5,000 new homes and supporting infrastructure.

Freedom to Speak Up Guardian

In July 2022, Leeds City Council became the first local authority to appoint a Freedom to Speak Up Guardian, a role well understood in the NHS but new to local government, and fully embrace a positive speaking up culture. The person speaking up can choose to contact the Freedom to Speak Up Guardian: openly (where their identity is known to the Guardian and others); confidentially (where their identity is known by the Guardian but will only be disclosed to others with their consent); or anonymously (where their identity is not known to anyone). Between September 2022 and the end of March 2023, 90 contacts were made with the Guardian.

Leeds 2023

In January 2023 “The Awakening” kick-started Leeds’s Year of Culture. Thousands joined in celebrating Leeds’s cultural past, present and future at an epic show brought to the stage at Headingley Stadium.

Leeds 2023 is an independent, not-for-profit, Year of Culture supporting hundreds of creative and cultural events across the city and beyond, delivered in partnership with world-class creatives, homegrown talent, local communities and international arts organisations.

Achievements and Awards



Leeds City Council won a prestigious industry award for the success of its flagship low carbon district heating network – ‘Heat and Efficiency: Operational’ trophy at the ADE’s Decentralised Energy Awards in June 2022. (Leeds PIPES District Heating Network has grown from inception to a £49m network within five years, stretching more than 28 kilometres and reducing the city’s carbon footprint by more than 2,000 tonnes - and it continues to expand.)

Our Children & Families directorate remained the only such department in a Core City in England be considered ‘Outstanding’ by Ofsted, having achieved this rating once again in 2022. We have now been consistently Outstanding since 2018. Despite the challenges of the Covid-19 pandemic, inspectors found services in Leeds have continued to be delivered to an exceptionally high standard’



Leeds City Council was reaccredited as a Disability Confident Leader in February 2023.

Leeds City Council took 70th position in the Stonewall Top 100 Workplace Equality Index and is awarded Gold Standard (February 2023).



In July 2023, the Armed Forces Covenant Employer Recognition Scheme Gold Award was granted to the council in recognition of our support for the armed forces community and our alignment with the values of the Armed Forces Covenant.



Leeds was given the prestigious Purple Flag status for the fifth year running, for achieving excellence in the management of its evening and night-time economy. Awarded by the Association of Town and City Management. (May 2022)

Leeds City Council again received the prestigious Green Flag award for 7 of its parks and green spaces. (July 2022)



HM King Charles III came to Leeds on November 8th as part of a wider Yorkshire trip, to explore cultural institutions in the city including Leeds Central Library and Leeds Art Gallery. As part of his visit, a plaque was unveiled to mark the 10 year anniversary of the Child Friendly Leeds initiative launched by Her Majesty Queen Elizabeth II in 2012.



Breakthrough Priorities

In Leeds, we have successfully used a 'breakthrough' approach to make a change or improvement which has not previously been attainable. This involves bringing together new groups of people from across services and organisations into a focused team with a clear outcome-based goal in mind.

The Best City Ambition launched five new 'breakthrough priorities' for Team Leeds to strive towards. Over 2022/23, breakthrough teams have been identified and priorities shaped. A summary of the progress achieved so far is included below.

Better homes for health and wellbeing

Addressing issues with housing quality, tenure, security, and the local environment is key to breaking the link between poverty and inequality and poor outcomes for health and wellbeing.

During 2022/23, we:

- Improved discharge and integration processes to enable people to move between health care and housing without unnecessary delays
- Made grants to older and disabled people to improve the quality of heating and insulation in their homes, or to undertake repairs
- Provided mental health support to people living in selected high-rise flats to improve their health and wellbeing outcomes
- Expanded selective licensing in the private rented sector to improve the quality of housing and reduce health inequalities

Responding to the cost-of-living crisis

The cost-of-living crisis that has been worsening over 2022/23 has exacerbated long-standing inequalities within Leeds.

We have adopted a coordinated approach to addressing this situation, with actions taken during 2022/23 including:

- Provision of funding to both organisations and people to support their fuel, food and other practical needs
- Development of Warm Space provision across the city
- Extended the scope of the Zero Waste Leeds 'Winter Coat Appeal'
- Improvements in reporting by developing a cost-of-living dashboard so that all those involved have access to, and understand, the evolving story
- Introducing an integrated communications strategy, with a single web-presence, to ensure members of the public can access information
- Issuing revised guidelines for front line workers to help them support customers and signpost appropriately
- Enhancing debt advice within the city

Promoting mental health in the community

Volunteers are holding increased levels of risk and are also susceptible themselves to cost-of-living impacts including financial stresses, mental ill-health, isolation and loneliness. Demand for mental health services continues to increase as more and more people need support. There is a need to ensure

volunteers are supported, not only to protect their own mental health and wellbeing, but also to ensure these valuable services are sustainable. More information and the latest picture on these issues in Leeds is available in the Director of Public Health Annual Report 2022 available [here](#).

In 2022/23, funded by the council, Humans Being piloted an intervention to support those who support others. It aimed to help them:

- To become more resilient
- To look after their own wellbeing
- To provide the skills to support others in a meaningful way
- To maintain healthy boundaries and respect their own needs

Between October 2022 and March 2023, five 6-week courses were run, reaching 57 participants of any gender in five different communities, who offer support to women, and each course led to a significant improvement in wellbeing for the participants measured using SWEMWBs (Short Warwick-Edinburgh Mental Wellbeing Scale).

The course focused on:

- The participants' own areas of concern
- Structured self-care
- Identifying each person's capacity to change
- Removing barriers and embracing opportunities
- Recovery and resilience

Inclusive green jobs

Collaborating as Anchor Institutions to harness our collective capital investments, particularly those aimed at pursuing our shared Net Zero carbon targets.

The labour market in Leeds is too reliant on low skilled/low paid employment; and some businesses/sectors are vulnerable to decarbonisation despite the significant opportunities linked to the green economy. There is a significant risk that a lack of skilled labour will act as a brake on decarbonisation and impede progress towards our net zero ambition.

Discussions in 2022/23 focused on:

- Anchor Institutions utilising their collective forward capital investment more effectively for the benefit of the city economy
- Providing more certainty to education and training providers
- Working with the construction sector to identify local employment/training initiatives and opportunities

Learning outcomes for social mobility

Focusing on early years and working to ensure every child in Leeds has a good start in life.

We face deep-rooted challenges around health and social mobility including the enduring gap in attainment between the poorest children and others, especially at primary age and pre-school, and the growing and increasingly diverse young population in our most deprived communities.

Progress during 2022/23 included:

- Refining the initial approach to focus specifically on pre/early-school age children
- A city-wide push on reading linked to the revised 3 A's strategy (Attendance, Attainment, Achievement)



Adults and Health

Adults and Health provides support for older people; people with mental health problems, sensory impairments, physical disabilities, or learning disabilities; and other people with special needs. This directorate also has a responsibility to protect people from abuse and neglect. Adults and health aims to improve the lives of people who need support and to enable them to access services and live independently in Leeds.

Adults and Health colleagues work as part of Team Leeds with a wide range of partners, providers and community organisations to support to delivery of high quality services which deliver the best outcomes possible for citizens and service users.

Better lives through enterprise – Encouraging existing and new kinds of enterprise to develop in the Leeds care market, including private enterprise, social enterprise, co-operatives, user-led services, and a vibrant voluntary and faith sector.


Better lives through housing, care and support – Working with other parts of the council, private house builders and developers, social housing providers and community, voluntary, faith and enterprise organisations to create housing suited to people's changing needs (including supported and extra care). With new housing options will come care and support to help people to live at home independently, safely and with dignity for as long as possible.




Better lives through integrated services – Adult social care and health services becoming more closely integrated so that people's experience of the support they receive in older age, illness or disability is more positive.

Services within the Directorate:

- **Access and Inclusion** – Assessment and care management, community support, independent living, equipment at home and disability services.
- **Integrated Commissioning** – Safeguarding, commissioning, consultation and involvement and performance quality assurance.
- **Public Health** – Working to improve the health and wellbeing of the people of Leeds.

Table Key



	Target met / Result better than previous year
	No target / Change in result is deemed neutral
	Target not met / Result worse than previous year

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Social care-related quality of life score (maximum score: 24)		N/A	19.7 2019/20	N/A	18.8 2021/22	N/A
Proportion of people who use services who:	Have control over their daily life	N/A	80.2% 2019/20	74.8% 2021/22	61.7% 2022/23	-13.1% points
	Receive self-directed support	N/A	92.7% 2019/20	93.1% 2021/22	95.8% 2022/23	+2.7% points
	Receive direct payments	33.0%	16.2% 2019/20	15.0% 2021/22	14.9% 2022/23	-0.1% points
Proportion of carers who:	Receive self-directed support	N/A	93.4% 2019/20	93.0% 2021/22	93.6% 2022/23	+0.6% points
	Receive direct payments	N/A	83.7% 2019/20	79.4% 2021/22	80.5% 2022/23	+1.1% points
Carer reported quality of life score (maximum score: 12)		N/A	7.5 2018/19	N/A	7.4 2021/22	N/A
Proportion of adults with a learning disability:	In paid employment	N/A	8.1% 2019/20	6.4% 2021/22	5.0% 2022/23	-1.4% points
	Who live in their own home or with their family	N/A	74.8% 2019/20	77.3% 2021/22	78.8% 2022/23	+1.5% points
Proportion of adults in contact with secondary mental health services	In paid employment	N/A	12.0% 2019/20	9.0% 2020/21	5.0% 2021/22	-4.0% points
	Living independently – with or without support	N/A	74.0% 2019/20	15.0% 2020/21	20.0% 2021/22	+5.0% points
Proportion of people who use services who reported that they had as much social contact as they would like		N/A	49.4% 2019/20	40.5% 2021/22	49.0% 2022/23	+8.5% points
Proportion of carers who reported that they had as much social contact as they would like		N/A	32.4% 2018/19	N/A	30.8% 2021/22	N/A



Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Adjusted Social care-related quality of life – impact of Adult Social Care services		N/A	0.4 2019/20	N/A	0.4 2021/22	N/A
Long-term support needs met by admission to residential / nursing care homes, per 100,000 population	Younger adults (aged 18-64)	15.0	16.2 2019/20	12.0 2021/22	11.7 2022/23	-0.3
	Older adults (aged 65 and over)	550.0	561.1 2019/20	516.2 2021/22	479.6 2022/23	-36.6
Proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services		N/A	83.1% 2019/20	79.5% 2021/22	83.4% 2022/23	+3.9% points
Proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital		N/A	2.0% 2019/20	1.1% 2020/21	0.9% 2021/22	-0.2% points
Outcome of short-term services: sequel to service (proportion of people receiving a reablement service who did not go on to receive long term support)		68.0%	65.7% 2019/20	71.4% 2021/22	70.3% 2022/23	-1.1% points
Overall satisfaction of people who use services with their care and support		N/A	66.7% 2019/20	64.4% 2021/22	65.8% 2022/23	+1.4% points
Overall satisfaction of carers with social services		N/A	38.0% 2018/19	N/A	32.5% 2021/22	N/A
Proportion of carers who report that they have been included or consulted in discussion about the person they care for		N/A	73.1% 2018/19	N/A	58.4% 2021/22	N/A
Proportion of people who use services who find it easy to find information about support		N/A	71.5% 2019/20	57.8% 2021/22	71.8% 2022/23	+14.0% points
Proportion of carers who find it easy to find information about services		N/A	65.4% 2018/19	N/A	57.1% 2021/22	N/A
Proportion of people who use services who feel safe		N/A	69.4% 2019/20	71.9% 2021/22	70.4% 2022/23	-1.5% points

Performance indicators	Target	Pre-pandemic result	Previous result	Latest result	Change
Proportion of people who use services who say that those services have made them feel safe and secure	N/A	87.6% 2019/20	83.0% 2021/22	87.7% 2022/23	+4.7% points
Average time taken for phone calls to be answered in the contact centre	N/A	N/A	736 seconds 2021/22	236 seconds 2022/23	-500 seconds
Percentage of referrals for social care resolved at initial point of contact or through accessing universal services	27.0%	33.5% 2019/20	28.4% 2021/22	27.0% 2022/23	-1.4% points
People completing a reablement service (average number of people per quarter)	N/A	231 2019/20	N/A	121 2022/23	N/A
Proportion of long-term service users who have had a service for more than 12 months and have received a review in the last 12 months	56.0%	61.3% 2019/20	51.5% 2021/22	43.5% 2022/23	-8.0% points
Number of Telecare installations	N/A	4,093 2019/20	4,268 2021/22	3,931 2022/23	-337
Average number of carer's assessments carried out per month	N/A	44 2019/20	131 2021/22	126 2022/23	-5 per month
Proportion of Care Quality Commission registered care services in Leeds rated overall as good or outstanding	N/A	87.8% 2019/20	78.7% 2021/22	74.3% 2022/23	-4.4% points
Percentage of people with a concluded safeguarding enquiry for whom their desired outcomes were fully or partially met	93.0%	97.2% 2019/20	94.6% 2021/22	93.7% 2022/23	-0.9% points
Number of safeguarding concerns	N/A	9,785 2019/20	12,205 2021/22	13,527 2022/23	+1,322
Percentage of safeguarding concerns that meet S42 threshold	N/A	35.1% 2019/20	24.5% 2021/22	23.8% 2022/23	-0.7% points
Average Leeds Directory Users per quarter	N/A	7,375 2019/20	8,141 2021/22	10,938 2022/23	+2,797
Percentage of current service users that have accessible information needs record updated	N/A	N/A	95.2% 2021/22	95.6% 2022/23	+0.4% points



Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Ratio of people who receive community-based support vs people who are supported in care homes.		N/A	2.2 2019/20	2.4 2021/22	2.4 2022/23	=
Percentage of individuals lacking capacity who were supported by advocate, family or friend.		N/A	N/A	92.5% 2021/22	92.6% 2022/23	+0.1% points
Life expectancy	Male	N/A	78.3 years 2017 - 2019	78.1 years 2018 - 2020	77.8 years 2019 - 2021 ¹	-0.3 years
	Female	N/A	82.1 years 2017 - 2019	81.9 years 2018 - 2020	81.9 years 2019 - 2021	=
Healthy life expectancy	Male	N/A	60.6 years 2017 - 2019	61.4 years 2018 - 2020	TBC 2019 - 2021	N/A
	Female	N/A	63.9 years 2017 - 2019	63.9 years 2018 - 2020	TBC 2019 - 2021	N/A
Infant mortality (Rate per 1000 births)		N/A	4.0 2017 - 2019	4.6 2018 - 2020	5.0 2019 - 2021	+0.4
Prevalence of obesity (including severe obesity)	Reception	N/A	10.1% 2019/20	14.9% 2020/21	9.9% 2021/22	-5.0% points
	Year 6	N/A	21.0% 2019/20	20.8% 2020/21	25.1% 2021/22	+4.3% points
Under 18 conception (Rate per 1,000)		N/A	22.8 2019	19.8 2020	19.3 2021	-0.5
Breastfeeding maintenance at 6-8 weeks		N/A	49.1 2019/20	39.2% 2020/21	48.4% 2021/22	+9.2% points
Number of under 2s taken into care		N/A	123 2019/20	94 2020/21	96 2021/22	+2
Smoking prevalence (current smokers) in adults (18+)		N/A	15.3% 2019	14.3% 2020	12.1% 2021	-2.2% points

1 - Dates formatted as 2019 – 2021 refer to the average of the three calendar years covered.

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Increased likelihood of current smoking (self-reported) among adults aged 18-64 with a routine and manual occupation		N/A	N/A	3.8 2019	2.7 2020	-1.1
Adults who have a Body Mass Index (BMI) of over 30		N/A	23.5% YE 2019/20	24.0% YE 2021/22	24.2% YE 2022/23 ²	+0.2% points
Physically inactive adults aged 19+ (<30 moderate intensity minutes per week)		N/A	35.3% YE 2019/20	35.6% YE 2021/22	35.0% YE 2022/23	-0.6% points
Prevalence of severe mental illness 18+ (DSR per 100,000) ³		N/A	1,300.9 YE 2019/20	1,305.4 YE 2021/22	1,378.7 YE 2022/23	+73.3
Gap in employment rate with overall employment rate	Aged 18 to 69 in contact with secondary mental health services & on Care Plan Approach	N/A	N/A	63.7% points 2019/20	69.2% points 2020/21	+5.5% points
	Aged 18 to 64 with a learning disability	N/A	N/A	69.6% points 2019/20	67.5% points 2020/21	-2.1% points
Mortality rates (DSR per 100,000)	Circulatory disease – all ages	N/A	264.8 2017 – 2019	245.1 2018 – 2020	236.6 2019 – 2021	-8.5
	Circulatory disease – under 75	N/A	82.2 2017 – 2019	82.7 2018 – 2020	77.9 2019 – 2021	-4.8
	Respiratory – all ages	N/A	91.5 2017 – 2019	89.7 2018 – 2020	84.4 2019 – 2021	-5.3
	Respiratory – under 75	N/A	31.5 2017 – 2019	34.0 2018 – 2020	30.9 2019 – 2021	-3.1
	Cancer – all ages	N/A	289.3 2017 – 2019	285.5 2018 – 2020	277.0 2019 – 2021	-8.5
	Cancer – under 75	N/A	146.4 2017 – 2019	150.8 2018 – 2020	138.2 2019 – 2021	-12.6
	Alcoholic liver disease – under 75	N/A	11.3 2017 – 2019	13.0 2018 – 2020	12.4 2019 – 2021	-0.6

2 - Dates formatted as YE 2022/23 refer to a snapshot at year end, i.e. 31st March.
3 - Directly Standardised Rate makes allowance for age differences between areas.

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Excess under 75 mortality in adults with severe mental illness		N/A	N/A	380% 2017 – 2019	354% 2018 – 2020	-26% points
Under 75 mortality from causes considered preventable (DSR per 100,000)		N/A	195.3 2017 – 2019	200.9 2018 – 2020	186.8 2019 – 2021	-14.1
Recorded diabetes type 1 and 2 (DSR per 100,000)		N/A	6562.63 YE 2019/20	6,583.9 YE 2021/22	6,723.8 YE 2022/23	+139.9
Percentage of NHS Health Checks offered which were taken up		N/A	60.4% YE 2019/20	20.3% YE 2021/22	48.0% YE 2022/23	+27.7% points
Successful completion of drug treatment – opiate users		N/A	7.3% 2019	7.8% 2020	7.9% 2021	+0.1% points
Successful completion of alcohol treatment		N/A	43.5% 2019	45.9% 2020	43.1% 2021	-2.8% points
Admissions for alcohol-specific conditions	All ages (DSR per 100,000)	N/A	710.0 2019/20	639.0 2020/21	633.6 2021/22	-5.4
	Under 18s (Crude rate per 100,000) ⁴	N/A	21.9 2017/18 – 2019/20	18.9 2018/19 – 2020/21	33.4 2019/20 – 2021/22 ⁵	+14.5
Emergency admissions from intentional self-harm (DSR per 100,000)		N/A	194.6 2019/20	164.8 2020/21	117.5 2021/22	-47.3
Emergency admissions due to falls for aged 65 and over (DSR per 100,000)		N/A	2019.3 2019/20	1,697.9 2020/21	1,764.9 2021/22	+67.0
Excess winter deaths		N/A	12.9% 2019/20	5.9% 2020/21	6.7% 2021/22	+0.8%
Suicide Rate (DSR per 100,000)		N/A	12.6% 2017 – 2019	13.3 2018 – 2020	13.9 2019 – 2021	+0.6
New HIV diagnosis rate – all ages (Crude rate per 100,000)		N/A	9.6 2019	7.0 2020	9.1 2021	+2.1
New STI diagnoses (excluding chlamydia aged under 25) – all ages (Crude rate per 100,000)		N/A	602.9 2019	368.4 2020	376.3 2021	+7.9

4 - Crude Rate does not make any allowances for demographic differences.

5 - Dates formatted as 2019/20 – 2021/22 refer to rolling average of financial years.

Children and Families

Leeds is home to 170,600 children and young people under the age of 18. Our ambition is for Leeds to be the best city in the UK for them to grow up in and we aim to do this by putting children at the heart of everything we do.

Child Friendly Leeds is the initiative for everyone who shares this ambition. We aim to make Leeds a city where children are valued, supported, enjoy growing up, and look forward to a bright future. Everyone growing up in Leeds will have a voice and be involved in decisions about their city. If we nurture and support our children today, we'll have a better city tomorrow. This will only be achieved by working in partnership. The Director of Children's Services and Executive Member have a statutory responsibility to ensure that all key partners work together. The Children and Families Trust Board oversees and co-ordinates this partnership.

Our Children and young people's plan sets out the outcomes and priorities that shape the directorate's work, and explains how it will be accomplished. A series of performance measures is used to show the progress against the outcomes and priorities. These measures include the directorate's three 'obsessions':

- Safely and appropriately reduce the number of children looked after
- Young people in Leeds attend school, achieve, and attain well, and continue their route of a sustained education, apprenticeship or employment destination
- Leeds is a healthy place for all children; and improve the timely access to healthcare when needed

Services within the directorate:

- **Learning** – including Learning Inclusion and Learning Improvement
- **Children's Social Work Service** – including Targeted services, Children's Social work services, Safeguarding and Early Help;
- **Resources and Strategy** – including Performance & Intelligence and Learning Systems
- **Transformation and Partnerships** – including Children & Families Transformation Team and Children & Families Commissioning



Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Number of children looked after		N/A	1,344 (79.9 per 10,000) YE 2019/20	1,365 (81.2 per 10,000) YE 2022/23	1,452 (85.1 per 10,000) YE 2022/23 ⁶	+87 per 100K
Number of children subject to a child protection plan		N/A	590 (35.1 per 10,000) YE 2019/20	619 (36.8 per 10,000) YE 2021/22	611 (35.8 per 10,000) YE 2022/23	-8 per 10K
Number of children with a child in need plan		N/A	3,110 (184.9 per 10,000) YE 2019/20	3,349 (199.1 per 10,000) YE 2021/22	2,865 (168.0 per 10,000) YE 2022/23	-484 per 10K
Percentage of parents that have had more than one child enter care at different times		N/A	30.0% 2019/20	25.8% 2021/22	25.9% 2022/23 ⁷	=
Percentage of pupils achieving a good level of development at the end of the Early Years Foundation Stage		N/A	66.4% 2018/19 AY	No results during pandemic	61.0% 2021/22 AY ⁸	N/A
Infant mortality rates		N/A	5.1 per 1,000 2019	4.9 per 1,000 2020	4.9 per 1,000 2021 ⁹	=
School attendance rates	Primary	N/A	96.0% 2018/19 AY	96.4% 2020/21 AY	93.9% 2021/22 AY	-2.5% points
	Secondary	N/A	94.2% 2018/19 AY	94.3% 2020/21 AY	90.8% 2021/22 AY	-3.5% points
Rate of Suspensions (formally fixed-term school exclusions)	Primary	N/A	N/A	0.63 per 100 pupils 2019/20	0.59 per 100 pupils 2020/21	-0.04 per 100
	Secondary	N/A	N/A	7.21 per 100 pupils 2019/20	8.71 per 100 pupils 2020/21	+1.5 per 100
Percentage of pupils reaching the expected standard in reading, writing, and maths at the end of Key Stage 2		N/A	62% 2018/19	No results during pandemic	58% 2021/22	N/A

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Progress 8 score for Leeds at the end of Key Stage 4		N/A	+0.03 2018/19	No results during pandemic	+0.12 2021/22	N/A
Percentage of young people with special educational needs at KS4 remaining in education, employment or training		N/A	N/A	86% 2019/20 AY	86% 2020/21 AY	=
Prevalence of children at age 11 who are a healthy weight		N/A	64.4% 2019/20	No results during pandemic	59.4% 2021/22	N/A
Proportion of young offenders who re-offend		N/A	N/A	36.6% 2019/20	40.1% 2020/21	+3.5% points
Teenage conceptions (Rate per 1000)		N/A	N/A	22.8 per 1,000 2019	19.8 per 1,000 2020	-3 per 1000
Alcohol-related hospital admissions for under-18s (Rate per 100,000)		N/A	N/A	27.8 per 100K 2019/20	24.6 per 100K 2020/21	-3.2 per 100K
Level 3 qualifications at 19		N/A	N/A	51.4% 2019/20	53.1% 2020/21	+1.7% points
Young people not in education, employment or training (NEET)	Known to be NEET	N/A	421 (2.6%) YE 2019/20	501 (3.27%) YE 2021/22	719 (4.27%) YE 2022/23	+218
	Status is not known	N/A	520 (3.3%) YE 2019/20	819 (5.02%) YE 2021/22	1,035 (6.15%) YE 2022/23	+216



City Development

City Development provides a wide and diverse range of services which, working alongside our partners, make a significant contribution to shaping the future of the city, and making it a great place to live, visit and do business. City Development comprises the following services:

- **Asset Management and Regeneration** – leads on the delivery of a range of placed based projects and programmes to support regeneration and the city's ambitions. The service is also responsible for the strategic planning of the council's property portfolio, including the disposal and leasing of properties.
- **Culture and Economy** – programmes and supports arts, cultural activities and events across the city and manages all our museums and venues. It leads the work to grow the Leeds economy, including coordinating work aimed at creating new jobs, supporting businesses, growing economic sectors promoting enterprise and developing economic policy. Work is carried out with a range of partners to support local people into work, training or education opportunities, and with businesses to help them recruit, retain and develop a skilled and inclusive workforce and contribute to the city's economic growth.
- **Highways and Transportation** – provides a highway maintenance service, including street lighting and road sign installation, a winter service, a highway traffic management system and road space management.
- **Planning and Sustainable Development** – deals with planning and building regulations applications including enforcement. Deals with dangerous structures, safety at sports grounds, minerals and waste and provides specialist advice on contaminated land, urban design, landscape, conservation, trees and ecology. The service is responsible for statutory development plans and policies, the community infrastructure

levy and facilitating neighbourhood plans.

- **Operations and Active Leeds** – Manages and oversees retail markets and street trading, managing Leeds city centre including co-ordination with Leeds BiD/Leeds 2023 Year of Culture, leading on the directorate's change activity and works with colleagues in Resources, including Human resources, Finance, Performance, and Digital Information Services, to ensure effective support to the directorate.
- **Active Leeds** – provides opportunities for people living in Leeds to enjoy the benefits of an active lifestyle.

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Percentage of planning applications determined on time ¹⁰	Major	60%	82.3% 2019/20	75.0% 2021/22	85.4% 2022/23	+10.4% points
	Minor	70%	79.9% 2019/20	67.3% 2021/22	83.0% 2022/23	+15.7% points
	Other	70%	86.7% 2019/20	72.2% 2021/22	89.7% 2022/23	+17.5% points
Employment Rate (16-64)		Increase	75.5% 2019	78.3% 2021	73.9% 2022	-4.4% points
Unemployment in Leeds		Decrease	4.1% YE 2019/20	4.0% 2021/22	2.9% 2022/23	-1.1% points
Working aged Leeds residents with at least a Level 2 qualification		Increase	75.6% 2019	79.9% 2020	79.1% 2021	-0.8% points
Working aged Leeds residents with at least a Level 4 qualification		Increase	40.1% 2019	46.8% 2020	46.2% 2021	-0.6% points
Number of new business start-ups		Increase	4,626 2019	4,654 2021/22	4,950 2022/23	+296
Number of business scale ups ¹¹		Increase	585 2019	605 2020	470 2021	-135
5-Year business survival rate		Increase	42.9% 2019	40.8% 2020	37.6% 2021	-3.2% points
Number of newly built & converted homes		≥3,247	3,333 2019/20	3,264 2021/22	2,703 2022/23	-561
Number of affordable homes delivered		≥434 +796 ¹²	453 2019/20	556 2021/22	633 2022/23	+77

13 - This indicator is based on Policy H10, Accessible Housing which was introduced into the Development Plan when the Core Strategy Selective Review was adopted in September 2019. (Glossary 1.1)

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Planning permission approvals that are H10 new build homes ⁴	MH (2) Accessible & adaptable dwellings	30%	N/A	Not reported 2021/22	40.9% 2022/23	N/A
	MH (3) Wheelchair user dwellings	2%	N/A	Not reported 2021/22	2.2% 2022/23	N/A
Killed or seriously injured in road traffic collisions	All age groups	N/A	462 2019	413 2021	555 ^P 2022	+142
	Children & young people	N/A	40 2019	51 2021	71 ^P 2022	+20
Satisfaction with transport services		Increase	5.8 out of 10 2019/20	6.6 out of 10 2020/21	6.5 out of 10 2021/22	=
City centre footfall	Monthly visitors	N/A	4,494,255 March 2019	3,653,674 March 2022	3,742,115 March 2023	+88,441
	Change from 2019 ¹⁴	N/A	N/A	-18.7% March 2022	-16.7% March 2023	-2.0% points
Percentage of physically inactive adults ¹⁵		<20.9% inactive	20.9% inactive 12 months to Nov 2019	23.3% inactive 12 months to Nov 2021	24.3% inactive 12 months to Nov 2022	+1.0% point

Communities, Housing & Environment

Communities, Housing and Environment covers a wide range of diverse services working to make Leeds a great place to live:

- **Communities** – Strategic leadership of our localities and communities function. Supporting and enabling local people and communities to engage with us and be involved in local decision-making and helping to shape their communities.
- **Customer access and Welfare** – Customer contact for a wide range of services; made up of the Business support team, Library services and Community Hub services.
- **Elections and Regulatory services** – Provision of the council's statutory elections and regulatory functions including electoral services, entertainment licensing, environmental health (inc public protection, food safety and pest control), land and property search services, parking, registrars and taxi and private hire licensing services.
- **Environmental Services** – This covers a number of front line services all working together to help deliver cleaner neighbourhoods and provide ways for residents to responsibly manage and dispose of their household waste, including recycling more. The services include refuse collection, Cleaner Neighbourhood Teams, Serious Environmental Crime Team, Household Waste and Recycling Centres and City Centre Cleansing.
- **Housing** – Managing and maintaining council homes and providing a range of tenant and property related services for council tenants and leaseholders, private rented sector tenants and homeowners.
- **Parks and Countryside** – Managing green spaces across Leeds, including parks, nature reserves, public rights of way, playgrounds, allotments, cemeteries and crematoria, sports pitches, woodlands and city centre flower beds. Also responsible for visitor attractions such as

Tropical World, Home Farm at Temple Newsam and Lotherton Hall bird garden.

- **Prevent** – Safeguarding communities against radicalisation.
- **Safer Leeds** – The community safety service supports the Safer Leeds partnership, the city's statutory community safety partnership, which is made up of a range of different organisations who are involved in community safety priorities. Its aim is for people in Leeds to be safe and to feel safe in their homes, in the streets and the places they go.
- **Welfare and benefits** – For help on welfare rights, benefits and council tax processing and customer contact.



Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Council housing rent	Collection rate	N/A	96.91% YE 2019/20	95.63% YE 2021/22	95.00% YE 2022/23	-0.63% points
	Level of arrears	N/A	2.98% YE 2019/20	3.70% YE 2021/22	4.40% YE 2022/23	+0.70% points
Former tenant arrears	Total value	N/A	£4.49 million YE 2019/20	£4.54 million YE 2021/22	£4.39 million YE 2022/23	-£0.15m
	Percentage of total annual rent	N/A	2.19% YE 2019/20	2.07% YE 2021/22	1.94% YE 2022/23	-0.13% points
Void properties	Number	N/A	540 YE 2019/20	1,148 YE 2021/22	916 YE 2022/23	-232
	Percentage of stock	N/A	0.99% YE 2019/20	2.23% YE 2021/22	1.77% YE 2022/23	-0.46% points
Average re-let times		N/A	29.6 days 2019/20	Not available 2021/22	141.8 days 2022/23	N/A
'Live' claims for disrepair		N/A	630 YE 2019/20	911 YE 2021/22	1,061 YE 2022/23	+150
Gas safety inspections	Completed on time	N/A	99.8% YE 2019/20	99.8% YE 2021/22	99.7% YE 2022/23	=
	Overdue	N/A	101 properties YE 2019/20	128 properties YE 2021/22	127 properties YE 2022/23	=
Major housing adaptations completed on time	Public tenure	95%	88% YE 2019/20	81% YE 2021/22	74% YE 2022/23	-7% points
	Private tenure	95%	92% YE 2019/20	86% YE 2021/22	91% YE 2022/23	+5% points

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Annual tenancy check-ins	Completed	N/A	N/A	3,590 2021/22	17,093 2022/23	+13,503
	Percentage	44%	N/A	7.43% 2021/22	36% 2022/23	+28.6% points
Housing complaints	Stage 1 received	N/A	2,542 2019/20	2,504 2021/22	2,403 2022/23	-101
	Stage 1 responded to within 15 working days	N/A	88% 2019/20	68% 2021/22	73% 2022/23	+5% points
	Stage 2 received	N/A	412 2019/20	479 2021/22	510 2022/23	+31
	Stage 2 responded to within 15 working days	N/A	80% 2019/20	61% 2021/22	65% 2022/23	+4% points
Welfare rights	Customers assisted	N/A	35,592 2019/20	30,362 2021/22	29,108 2022/23	-1,254
	Value of benefits gained	N/A	£20.35 million 2019/20	£21.42 million 2021/22	£24.94 million 2022/23	+£3.52 million
Housing benefit caseload	Housing benefit caseload	N/A	44,168 2019/20	35,047 2021/22	31,561 2022/23	-3,486
Council tax support	Council tax support	N/A	62,663 2019/20	63,581 2021/22	62,271 2022/23	-1,310
Local welfare support	Applications received	N/A	N/A	6,268 2021/22	18,525 2022/23	+12,257
	Awards made	N/A	N/A	4,925 2021/22	16,037 2022/23	+11,112



Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Community hubs	Total customer contact	N/A	N/A	424,618 2021/22	586,591 2022/23	+161,973
	Customer service	N/A	N/A	24% 2021/22	31% 2022/23	+7% points
	Libraries	N/A	N/A	63% 2021/22	56% 2022/23	-7% points
	Triage	N/A	N/A	12% 2021/22	13% 2022/23	+1% point
Percentage of people living in relative poverty after housing costs – Leeds estimate		N/A	22.0% 2019	20.0% 2021	22.0% 2022	+2.0% points
Percentage of children living in relative poverty before housing costs		N/A	22.3% 2019	24.5% 2021	22.0% 2022	-2.5 points
Jobshop and Jobshop Employability Support Programme (JESP)	New registrations	N/A	5,042 2019/20	3,538 2021/22	4,218 2022/23	+680
	Job outcomes	N/A	2,494 2019/20	955 2021/22	1,040 2022/23	+85
	JESP starts	N/A	N/A	764 2021/22	1,951 2022/23	+1,187
	Job outcomes	N/A	N/A	158 2021/22	356 2022/23	+198
Leeds residents who feel safe in their local area		N/A	84.0% 2019	81.4% 2020	N/A	N/A
Anti-social behaviour incidents		N/A	15,995 2019/20	12,675 2021/22	9,537 2022/23	-25%

Performance indicators	Target	Pre-pandemic result	Previous result	Latest result	Change
Hate crimes	N/A	3,340 2019/20	4,090 2021/22	4,071 2022/23	-0.5%
Domestic violence & abuse incidents	N/A	22,616 2019/20	25,005 2021/22	26,041 2022/23	+4%
Bin collections achieved	N/A	99.93% 2019/20	99.87% 2021/22	99.88% 2022/23	+0.01% points
Recycling rate	N/A	38.25% 2019/20	35.99% 2021/22	34.9% 2022/23	-1.09% points
Waste sent to landfill	N/A	1.68% 2019/20	0.86 2021/22	0.80% 2022/23	-0.06% points



Resources

This directorate provides organisational leadership on strategy, internal culture, finance, and legal and digital services, through excellent and coordinated professional services that support colleagues, and deliver a wide range of high-quality front-line services making a positive difference to the public. The directorate leads on the major plans that drive the organisation and its key role in the city as part of Team Leeds, such as the Best City Ambition, our Organisational Plan, and the council's financial and people plans.

Strategy and resources, provides strategic leadership, vision and drive for the effective management of change across the council and sets the ambitions and values for the council and the city more broadly. It also works to maximise the resources available to the council and ensure that value for money is achieved.

The directorate supports the rest of the council to deliver our ambitions and values, and also delivers a range of crucial services including passenger transport, fleet services, catering, facilities management and building services.

The directorate incorporates the following services:

- **Civic Enterprise Leeds** – Providing direct services to the public, across the council and to external organisations. Services include cleaning, catering, fleet management, facilities management, passenger transport and Leeds Building Services. External clients include some schools in neighbouring authorities, the health service, the magistrates court and social housing providers.
- **Financial Services** – Providing devolved financial services to the five main directorates, schools and the corporate centre. The service includes financial planning and management functions (revenue, capital, treasury management, finance business partners), internal audit, procurement and commercial services, a large revenues service area, insurance services and leadership for Core Business Transformation.

- **Human Resources** – Working in close partnership with a range of stakeholders (including trade unions, staff networks, leaders and managers and elected members) the Human Resources team is responsible for our people strategy, employment policies and practice, and delivery of HR services, including recruitment & resourcing, pay & benefits, staff wellbeing, EDI, training & development, health & safety, employee relations, and HR business partnering.
- **Integrated Digital Services** – Providing leadership to the council and NHS on the full range of information and digital services, from the website to automation, all our major systems that support service delivery and information governance.
- **Legal and Democratic Services** – Administering the democratic process and ensuring the law is correctly applied. Providing the full range of legal support for council services from adults to children's to planning and property, as well as governance services to all the council's committees, members and the Lord Mayor.
- **Shared Services** – Comprising of the Business Support Centre and business administration; providing these support functions across the council.
- **Strategy and Performance** – Leading on achieving our Best City Ambitions for Leeds through the interlinked functions of Communications and Marketing, Corporate Support (including Chief Executive's office, resilience and emergencies and customer relations) and Intelligence and Policy (including performance, risk and consultation); Including the Freedom to Speak Up Guardian role.

Since April 2023, this directorate has been known as **Strategy and Resources**.

Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Demographic comparison of the council workforce against the Leeds working age population from Census 2021	Female	50.1% Census 2021	N/A	60.6% YE 2021/22	60.9% YE 2022/23	+0.3% points
	Aged 41 and over	45.2% Census 2021	N/A	64.4% YE 2021/22	65.0% YE 2022/23	+0.6% points
	Ethnically diverse	26.6% Census 2021	N/A	14.6% YE 2021/22	15.2% YE 2022/23	+0.6% points
	Disabled	16.7% Census 2021	N/A	6.0% YE 2021/22	6.1% YE 2022/23	+0.1% points
	Carer	8.0% Census 2021	N/A	8.9% YE 2021/22	8.8% YE 2022/23	-0.1% points
	LGBTQ+	4.6% Census 2021	N/A	3.0% YE 2021/22	3.7% YE 2022/23	+0.7% points
	Gender identity not as assigned at birth	0.2% Census 2021	N/A	0.3% YE 2021/22	0.4% YE 2022/23	+0.1% points
"How likely would you be to recommend working for Leeds City Council?" ¹⁶		N/A	7.5 out of 10 2019 full staff survey	60% feeling fairly or very happy Feb 2022 Pulse survey	7.4 out of 10 2023 full staff survey	N/A
Average number of days sick per Full Time Equivalent member of staff	LCC	8.5 days	11.46 days 2019/20	14.73 days 2021/22	12.84 days 2022/23	-1.89 days
	Schools	8.5 days	8.23 days 2019/20	11.28 days 2021/22	9.49 days 2022/23	-1.79 days
	Combined	8.5 days	10.12 days 2019/20	13.27 days 2021/22	11.42 days 2022/23	-1.85 days

16 - In years where no full staff survey has been conducted, an alternative result will be provided..



Performance indicators		Target	Pre-pandemic result	Previous result	Latest result	Change
Percentage of council staff who feel their manager looks out for their general health and wellbeing ¹⁷		N/A	77% 2019 full staff survey	76% happy with support Feb 2022 Pulse survey	76% 2023 full staff survey	N/A
Gender pay gap across council staff ¹⁸	Mean hourly pay	5.0%	6.0% YE 2019/20	4.9% YE 2020/21	3.8% YE 2021/22	-1.1% point
	Median hourly pay	N/A	10.4% YE 2019/20	9.5% YE 2020/21	9.4% YE 2021/22	-0.1% point
Percentage of staff appraisals and mid-year reviews completed		100%	Mid-year: 93.42% Year-end: 98.12% 2018/19	Mid-year: 93.55% Year-end: 89.72% 2021/22	Mid-year: 92.00% Year-end: TBC 2022/23	N/A
Percentage of staff who agree there are opportunities to progress their career		N/A	New indicator	New indicator	54% 2023 full staff survey	N/A
Workplace safety: ¹⁹ LCC	Specified (major) injuries	Decrease	4 2019/20	4 2021/22	12 2022/23	+8
	Over 7 days injuries	Decrease	23 2019/20	3 2021/22	12 2022/23	+9
	Reportable diseases	Decrease	0 2019/20	44 2021/22	0 2022/23	-44
Workplace safety: ¹⁹ Schools	Specified (major) injuries	Decrease	2 2019/20	9 2021/22	13 2022/23	+4
	Over 7 days injuries	Decrease	5 2019/20	13 2021/22	17 2022/23	+4
	Reportable diseases	Decrease	3 2019/20	9 2021/22	0 2022/23	-9

Performance indicators	Target	Pre-pandemic result	Previous result	Latest result	Change
Percentage of budget overspend	0%	0.85% 2019/20	0% 2021/22	2.38% 2022/23	+2.38% points
Percentage of directorate budget action plans delivered	100%	N/A	93.67% 2021/22	67.93% 2022/23	-25.74% points
Council tax collection rate	96.11%	95.93% 2019/20	95.67% 2021/22	94.32% 2022/23	-1.35% points
Business rates collection rate	98.00%	97.29% 2019/20	94.71% 2021/22	95.94% 2022/23	+1.23% points
Customer complaints responded to within target timescale	N/A	82% 2019/20	Not available 2021/22	72% 2022/23	N/A
Overall satisfaction with the service customers received through the contact centre	N/A	Not collected	Not collected 2021/22	82% 2022/23	N/A
Percentage of subject access requests received responded to within statutory timescales ²⁰	88%	83.4% of 949 requests 2019/20	69.48% of 751 requests 2021/22	74.67% of 926 requests 2022/23	+5.19% points
Percentage of FOI and EIR requests received responded to within statutory timescales ²¹	90%	91.4% of 2,535 requests 2019/20	77.26% of 2,024 requests 2021/22	84.35% of 2,039 requests 2022/23	+7.09% points
Percentage of orders placed with suppliers based in Leeds	Over 51.97%	49.16% or £438.6m 2019/20	49.0% or £526.79m 2021/22	46.7% or £522.49m 2022/23	-2.3% points
Invoices paid within 30 days of receipt or according to supplier payment terms	92%	93.87% 2019/20	93.14% 2021/22	95.02% 2022/23	+1.88% points

20 - The UK General Data Protection Regulation (UK-GDPR) stipulates that Subject Access Requests must be responded to within one calendar month from receipt of the request. (Glossary 1.20)

21- The Freedom of Information Act 2000 (FOI) and Environmental Information Regulations 2004 (EIR) set the statutory timeframe for responding to requests at 20 working days from receipt of the request.

