

Appendix 2: Delivering our Best City Ambition – Our Directorate KPIs

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HEALTH & WELLBEING

Delivering a safe and welcoming city for people of all ages and from all communities in which residents feel more secure.

Achieving better community safety outcomes - Percentage of residents who say they feel safe in their local area	70.6% - 2023 Survey (71.8% - 2022 Survey)
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The Your Views survey is administered by West Yorkshire Combined Authority (WYCA) to measure and monitor the West Yorkshire public’s perceptions of safety where they reside.

Historically the survey was a postal survey, with households selected randomly and invited to return a questionnaire. Prior to Covid, as many as 1,300 respondents would reply each month to the survey. Since 2022 WYCA has changed their approach to using an online survey which remains live throughout the year, with WYCA providing Community Safety Partnerships and local policing teams with rolling data snapshots bi-annually.

The 2023 survey has attracted 2700 responses across West Yorkshire, which is in line with the volume of responses in the inaugural year of the online survey, with Leeds residents accounting for 50% of all responses. The overall participation in the survey is significantly lower than pre-covid levels and WYCA are progressing work to ensure that a greater number of responses are received in future surveys.

70.6% of surveyed residents in Leeds say they feel safe in their local area compared to:

- Bradford 68.4%
- Calderdale 86.3%
- Kirklees 73.0%
- Wakefield 62.7%

Feedback from the survey highlights the following areas commonly of most concern for residents across West Yorkshire:

- Road Safety and Dangerous Driving
- Anti-Social Behaviour
- Drugs
- Litter and Fly Tipping

Anti-Social Behaviour	Oct 21 to Sep 22	Oct 22 to Sept 23	Change
ASB Incidents (West Yorkshire Police -WYP)	10,622	8,997	-15%

The Anti-Social Behaviour (ASB) Silver Board reporting to the Safer Leeds Executive co-ordinates the partnership response to addressing the impact of anti-social behaviour in Leeds focusing on early intervention, prevention as well as enforcement activity.

There has been a national reduction in the volume of recorded anti-social behaviour (ASB) to the police which is reflected in Leeds. This may be linked to changes in the national crime recording standards overseen and inspected by His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

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Leeds City Council has seen a 6.5% increased volume of reported incidents of ASB. The Police reduction in ASB incidents is due to a HMICFRS crime recording Changes nationally, that had highlighted some ASB records (and particularly ASB personal logs) should be considered as crimes rather than ASB incidents. This has meant that incidents that previously would have been recorded as ASB are now recorded as crime.

Leeds City Council's increase in anti-social behaviour is a result of the authority streamlining the customer contact process making it easier to report ASB via a bespoke telephone line and an online reporting form that can be accessed 24 hours per day.

Public Space Protection Order (PSPO) – Public Space Protection Orders (PSPO) are orders which place restrictions and prohibitions on an area which apply to everyone and can be enforced.

There are five active community safety related PSPOs within Leeds; North West Leeds, Leeds City Centre, All Leeds Vehicle Nuisance, All Leeds Dogs in Public Spaces and Burmantofts. There is one pending approval in Harehills which we are looking to enact at the end of January.

Reflecting the Your View survey and concerns raised in relation to road safety and dangerous driving, the district wide PSPO associated with the anti-social use of motor vehicles was approved in April 2023. Over the last six months, colleagues within West Yorkshire Police have used this most effectively at three key locations regarding "Cruise Car meets". The PSPO also empowers the West Yorkshire Police Leeds Off Road Motorcycle Team to deal with quad and motorcycle misuse where the evidence to utilise existing Road Traffic Act powers are not met.

Dangerous Driving – Safer Leeds has representation on the Leeds Road Safety Partnership, Vision Zero. The partnership work is focuses on 5 subgroups known to contribute disproportionately to fatal accidents: Safe Speeds, Safe Vehicles, Safe Roads, Safe Behaviours and People and Post Collision Learning.

The district wide misuse of Motor Vehicle strategy incorporates partners and colleagues from various agencies including WYP road traffic teams, Leeds Off Road Motorcycle Team, the Safer Roads partnership via Vison Zero, colleagues from neighbouring force areas as well as a 'critical friend' community motorcycle group. The aim of the strategy is to:

- Respond to the communities' concerns relating to the misuse of motor vehicles.
- To reduce the misuse of motor vehicles and keep people and places safe.
- Reduce theft of motorcycles.
- Use legislation effectively.
- Engage, educate, and enforce where appropriate

This relates to all types of mechanically propelled vehicles (MPV): Cars, motorcycles, quads, e bike and scooters where they are deemed to be MPVs.

Otley Run - targeted operations have continued to take place on the "Otley Run" where there is alcohol misuse and related ASB activity. A PSPO was put in place to minimise anti-social behaviour during 'peak' periods. Joint working with NPTs has taken place using this newly developed intervention supported by a Fixed Penalty Notice process. This has been a great success with a number of enforcement notices serviced and a decrease in complaints from the public and ward members relating to the Otley Run.

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The LASBT teams have carried out extensive work in their respective areas including engagement opportunities in local communities and ensuring they use the full range of powers available to address ASB and crime. This includes closure orders relating to premises where drugs are being used and distributed, injunctions, community protection orders etc.

Neighbourhood Improvement Partnerships (NIPs) - we have developed a localised partnership problem solving model to reduce the impact on the communities relating to nuisance and anti-social behaviour perpetrated within neighbourhoods. These are long term plans that are driven via a task and finish process and accountable to the ASB Board. This model is now being replicated in several other neighbourhoods such as Beeston and Holbeck. This approach is assisting in the delivery on the 'Clear, Hold Build' model of neighbourhood problem solving initiatives/process in Harehills. The Police have taken great steps in bringing offenders to justice regarding the distribution of drugs.

The Dedicated Response to Noise Nuisance - this initiative was developed to minimise complaints about student-related anti-social behaviour in Leeds, and the 'DS1' dedicated service was introduced in February 2022. It is funded by the main universities in the city and continues to deliver on the key priority of reducing noise nuisance and whilst having a positive impact on crime and ASB within the area.

Youth Justice & Early Help - we have improved our partnership links 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 on 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 which assists 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.

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.

Domestic Violence	Oct 21 to Sep 22	Oct 22 to Sept 23	Change
DV Incidents (WYP)	25,774	25,031	-3%

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. 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.

In the last 12 months, there has been a 3% reduction in incidents reported to WYP from October 2022 to September 2023 and numbers of contacts to the Leeds Domestic Violence Service helpline have decreased by 0.5% to 7,211 contacts. Despite this decrease, we have seen an increase in complexity of cases and an impact on the work of the FDSH and the need for support for victims/survivors who are in exceptionally high-risk circumstances. Over the last 12 months, more

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than 6,000 multi-agency safety plans have been developed for high-risk victims of Domestic Violence and Abuse.

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. Between October 2022 and September 2023, there has been a 33% increase in the number of Clare's Law occurrences.

Key areas of work over the last year have been:

Safe Accommodation - 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 and domestic abuse support workers based in supported housing projects so that those people can access support. The Sanctuary Support Scheme continues to provide support to those people who can remain in their homes. The scheme is also reaching people from marginalised communities who might otherwise not access support. Age UK has now provided a worker for the scheme allowing for better engagement with older victim-survivors and recognising the specific challenges they face.

Engagement with victims-survivors - the 'Voices Project' continues to develop connections to those that have experienced DVA. The co-ordinator is employed by Leeds Women's Aid, with other staff working on engagement from Behind Closed Doors (male victims), MESMAC (LGBT+ Victims) and LWA Elevate for children and young people. There is regular engagement from the Women's group at the board. The Voices co-ordinator has been asked to present at regional and national events, with Leeds being seen as a model of good practice in survivor engagement. The Women's group has produced a podcast for agencies; "What I wish they knew" to provide workers with the perspective of victims-survivors to improve how they engage with them.

The Domestic Violence and Abuse Strategy for 2023 -2025 - the strategy is ready to be launched and has been developed using a co-production approach involving victim-survivors and partners. It is supported by arrangements to have a lead board member for each theme and a board forward plan to ensure all areas of the strategy are reviewed and progress updated throughout the year.

Supporting Children - strategic work continues 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. At a recent board meeting, the experience of one young person was presented by workers to the board. This enabled board members to consider their support to children viewed through the lens of her experience and it empowered that young woman to know that her experience was helping to shape future practice. This exercise demonstrated our commitment to recognising and responding to their needs at a high level within the partnership arrangements.

Engagement with Schools - Leeds successfully delivers 'Operation Encompass', a national notification scheme between police forces and schools to ensure that children and families

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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 - Leeds has developed its engagement with perpetrators of domestic abuse through the Integrated Offender Management (IOM) 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 and the focus will be on reducing preparator risk and supporting behaviour change. We are working closely with West Yorkshire 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.

Hate Crime	Oct 21 to Sept 22	Oct 22 to Sept 23	Change
Hate Crime (WYP)	4,122	3699	-10%

The Hate Crime Strategy

The Leeds Hate Crime strategy is led by members of the Hate Crime Strategic Board (HCSB) and driven by the Hate Crime Operational Group (HCOG) who bring together key Leeds City Council teams and partners from across the city. There are five key aims contained in the strategy:

1. Preventing hate crime
2. Increasing reporting of hate crime
3. Improving support for the victims of hate crime
4. Responding to hate crime in our communities
5. Building our understanding of hate crime

A range of activity has taken place this year to help deliver the strategy that includes:

Hate Crime Strategic Board and Hate Crime Operational Group - the HCSB is chaired by Cllr. Abigail Marshall-Katung. The Board is responsible for the strategic management and direction of the Leeds Hate Crime Strategy. The board comprises a broad cross section of senior representatives from the city-wide partnership of services who are committed to tackling hate. The HCOG is co-chaired by West Yorkshire Police with the Safer Stronger Communities team and develops approaches on delivery which are then presented to the Board. Both the board and Operational Group meet quarterly.

Anti-Social Behaviour and Hate Crime Linked Work - the ASB Crime and Policing Act was revised in March 2023. Within this, hate incidents are to be considered within the new ASB case review meetings, previously known as 'Community Trigger'. This ensures entry level hate incidents are reviewed as ASB cases. The guidance document states that although Case Reviews are designed to deal with ASB, ASB can often be motivated by hate and the relevant bodies may wish to include reports of these incidents as part of their procedures. If a hate related case is reviewed under this process and there are significant blockage or barriers, then it can be escalated to a new ASB/Hate Crime MARAC meeting. A process for this in Leeds is currently being developed.

Links to Equality Assembly and Hubs - Leeds City Council's Equality Assembly and the Hubs which are our consultation and engagement forums for the protected characteristics link with Leeds City Council's Hate Crime function. Recent links include the Hate Crime Awareness week launch event

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which was themed this year around LGBT+ Hate Crime (the last two years featured the themes of disability and religion or belief respectively). West Yorkshire Police Hate Crime Coordinators at West Yorkshire Police have also attended LGBT+ Hub meetings this year to talk about their approach to hate crime and hate incidents with attendees. Officers from the Safer Stronger Communities team have presented at the Religion or Belief Hub meetings on campaigns such as Hate Crime Awareness Week and Islamophobia Awareness Month.

Disability Hate Crime - there is a long-standing partnership with United Response who run a disability focused reporting centre in Seacroft with wrap around support from themselves and West Yorkshire Police. There are strong links with our ASB team and our Disability Consultation and Engagement Hub, and further work is planned to ensure new resources are available in accessible formats.

Performance reporting - a new model of performance reporting has been agreed with the Performance and Intelligence team in Safer Stronger Communities with a focus on outcomes and the opportunity to highlight data on groups throughout the year as requested by Hate Crime Strategic Board who receive the reports quarterly. This model now also incorporates data collected by Stop Hate UK from schools. In 2023, reports have been produced on Race hate, LGBT+ related hate and most recently in November, Religion or Belief hate.

Third Party Reporting and Signposting - Third Party Reporting Centres provide people with an alternative way to report a hate crime or incident other than going to the Police. Over the past year, the Safer Stronger Communities team and Stop Hate UK have led on a programme of work to relaunch a few key Reporting Centres in the city as well adopt new Centres. Reporting centres included as part of the refresh include Citizens Advice Leeds, Connect Housing, Unity Housing Association, Leeds City Council Community Hubs, Mesmac and United Response. Third Party Hate Signposting centres are also being launched in addition to the reporting centres. The role of third-party Signposting centres will be to signpost members of the public to the third-party reporting centres or to West Yorkshire Police should they require it. Stop Hate UK is delivering a series of training sessions for existing and new reporting centres. The first training sessions took place in October and November 2023. A Network of Reporting Centres will be established to develop regular contact and sharing of best practice. Stop Hate UK will also be developing a marketing pack for any centres. In early 2024, it is planned that additional reporting centre training is rolled out to partners including older people's organisations and care homes.

Schools Reporting - in November 2022, the Hate Crime Strategic Board (HCSB) implemented a new hate incident and hate crime reporting system in schools. Our work with Stop Hate UK allows schools and learning settings to report hate incident/crimes and is reported to the HCOG and HCSB on a regular basis. Ensuring that accurate, timely and relevant data is available to help determine the types of hate occurring will assist the HCSB to form our tactical response to prevent it. Further development work around the hate agenda in schools has been undertaken jointly between the Safer Stronger Communities Team, Children and Families Services and Stop Hate UK including improving the reporting form that educational settings use to report. There has been a focus on communication with schools including training delivered by Stop Hate UK and a better understanding of how to report.

Hate Crime Awareness Week - a series of training sessions, events and engagements were organised by the Safer Stronger Communities team, West Yorkshire Police and partners to mark Hate Crime Awareness Week in October 2023 including:

- a) A launch event focused on LGBT+ Hate

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- b) Public engagement events such as a Police lead event at Leeds Bus Station and at Leeds Train Station with the Angels of Freedom charity.
- c) In person training sessions such as for the Leeds Migrant Access Project in partnership with the Safer Stronger Communities Team, Stop Hate UK and West Yorkshire Police
- d) A powerful session on Trans People Awareness delivered by West Yorkshire Police.
- e) Online sessions on topics such as Misogyny and Antisemitism.
- f) A special viewing of a virtual tour of Auschwitz at Civic Hall.
- g) A tour of a third-party Reporting Centre in Leeds with the Lord Mayor.

Officers from the Safer and Stronger Communities Team attended Full Council with an information stall and sought the support of Cllrs for the work to tackle Hate Crime with the opportunity to have photos taken with the selfie boards and pull up banners.

Islamophobia Awareness Month - the Safer Stronger Communities and partners across the city have come together to organise a series of events and training during Islamophobia Awareness Month in November. A steering group was established for the first time this year to plan activities during the month. Training sessions included:

- a) A session by the national Islamophobia Awareness Month organisation about the history of the month and its importance with ideas on how organisations can get involved.
- b) An online session on understanding Islam and Muslim Culture.
- c) A session by Stop Hate UK on Islamophobic Hate – how to report it and support available for victims.
- d) An event with partners around Remembrance Sunday on the experiences and stories of Muslims in Europe during the period and the contribution of Muslims in the wars.
- e) A session with the Race Equality staff network exploring Muslim stories, experiences, and contributions to Leeds.

As part of the month, Leeds City Council colleagues, staff from statutory partners and community leaders have also shared their stories about their Faith as part of the Muslim Stories campaign and these have been displayed in council buildings as well as on the hate crime social media accounts. Officers from the Safer and Stronger Communities Team attended Full Council with an information stall and sought the support of Cllrs for the work to tackle Anti-Muslim Prejudice with the opportunity to have photos taken with the selfie boards and pull up banners.

International Day Against Homophobia, Biphobia and Transphobia (IDAHoBiT) – The Council, police and third sector partners held a public engagement event in Leeds City Centre to raise awareness in May 2023 and early plans are being developed for this to be repeated in May 2024.

Conference on Antisemitism and Anti-Muslim Prejudice - a conference on Anti-Semitism and Anti-Muslim Prejudice was held in early December 2023 at the Civic Hall with a focus on work to combat Anti-Muslim Prejudice and Anti-Semitism with a range of speakers and roundtable activity on the agenda. Speakers included the Executive Board Member for Community Safety Cllr Debra Coupar, the chair of the Hate Crime Strategic Board Cllr Abigail Marshall-Katung, Cllrs from Muslim and Jewish backgrounds, lived experience speakers from both faiths, overviews of the history and current make up of both communities in Leeds and work taking place in partner organisations to tackle hate crime.

The event was planned months in advance of the current conflict in the Middle East which has resulted in over a 600% increase in Anti-Semitism in Leeds reported to police and significant rises in Anti-Muslim Prejudice but was an important and powerful opportunity to bring communities

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together to tackle shared experience of hate crime. Approximately 120 people attended the event and feedback from the conference is currently being collated and reviewed with the intention of there being post conference feedback and actions to take forward.

Definitions on Antisemitism and Anti-Muslim Prejudice and associated action plans - Leeds City Council undertook a survey in 2020 of all stakeholders on views around Islamophobia. Coventry University were commissioned to analyse the results and produced a report with recommendations that includes adopting a definition on Anti Muslim Prejudice. The definition was approved by the council's cabinet and Executive Board in October 2022. This definition compliments the definition already adopted on Anti Semitism by Leeds City Council in 2018. The council developed an action plan on Anti Semitism at the same time and this is currently being refreshed. Options for training for council staff and partners are currently being considered.

Anti-Muslim Prejudice Working Group and Anti-Muslim Prejudice Community Reference Group - an Anti-Muslim Prejudice action plan has been developed to deliver the recommendations of the Coventry report and is led by an Anti-Muslim Prejudice Working Group bringing together key Leeds City Council services and statutory partners. An Anti-Muslim Prejudice Community Reference Group has been established in 2023 to further guide the delivery of the recommendations in Coventry's report and to track the progress of the Anti-Muslim Prejudice Working Group.

A similar model for tackling Anti Semitism is currently being explored.

Litter and Fly-tipping

A number of local actions have been taken to continue the efforts in Leeds to tackle the national problem of fly-tipping.

This includes the establishment of an innovative, new Serious Environmental Crime Team (SECT), extension of opening hours at the Kirkstall and Seacroft waste disposal sites for trade access, removal of charges for the collection of unwanted household bulky items (proposals to charge for repeat collections from 2024/25) and the development of a Leeds Waste Carriers Accreditation Scheme (to be launched in early 2024).

Working closely with WY Police and other agencies/neighbouring councils, targeting organised criminal activity in particular, the Council's Serious Environmental Crime Team has secured a number of high profile, successful prosecutions over the last 12 months including custodial sentences for flytippers and the seizure and crushing of several vehicles used for fly-tipping. The team's work has also featured on national television, and they have been shortlisted for the national 2024 Keep Britain Tidy Awards. Reported fly-tipping in Leeds has fallen 18% since 2020/21, compared to a 4% reduction in recorded fly-tipping nationally (for 2021/22).

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Working to improve housing and deliver a safe and welcoming city.			
<p>Housing Leeds Tenant Satisfaction Measures - Since April 2023, social housing landlords have been required to collect information against the Tenant Satisfaction Measures (TSM), which are a suite of twenty-two measures designed to give an accurate picture of a landlord's performance.</p> <p>Twelve of the measures are collected via tenant surveys. The remaining ten are collected with reference to our internal data on several areas such as, for example, the number of gas safety inspections that have been conducted.</p> <p>The table below shows how this information is aligned and 2023/24 year to date performance. Commentary on the quarterly tenant survey figures can be found in Appendix 3.</p>			
Management information:		Measured via quarterly tenant surveys - 2023/24	
Unless stated April – November 2023		Q1 – 3 Cumulative (2022/23 result)	
		Overall satisfaction	65% (60%)
Keeping properties in good repair			
Emergency Repairs completed within target timescale (Apr – Oct)	85.63% - Provisional	Satisfaction with overall repairs service received in the last 12 months	70% (66%)
Non-Emergency Repairs completed within target timescale (Apr – Oct)	69.26% - Provisional	Satisfaction with time taken to complete most recent repair	66% (61%)
Homes that do not meet the Decent Homes Standard	3.81%	Satisfaction that the home is well maintained	67% (61%)
		Satisfaction that the home is safe to live in	74% (61%)
Maintaining building safety			
Gas safety checks	99.6%	Satisfaction that the home is safe	74% (61%)
Fire safety checks	97.2%		
Asbestos safety checks	100%		
Water safety checks	100%		
Lift safety checks	100%		
Respectful and helpful engagement			
		Satisfaction that the landlord listens to tenant views and acts upon them	55% (44%)
		Satisfaction that the landlord keeps tenants informed about things that matter to them	66% (53%)
		Agreement that the landlord treats tenants fairly and with respect.	74% (62%)
Effective handling of complaints			
Complaints relative to the size of the landlord	36.76 complaints per 1,000 homes	Satisfaction with the landlord's approach to handling of complaints	29% (24%)
Complaints responded to within target and agreed extended timescales	Stage 1 = 87% Stage 2 = 88%	Satisfaction that your landlord is easy to deal with	66% (56%)

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Responsible neighbourhood management			
Anti-social behaviour cases relative to the size of the landlord	15.27 cases opened per 1,000 homes	Satisfaction that the landlord keeps communal areas clean, safe, and well maintained	65% (56%)
	40 out of the overall number of cases (814) were hate crime related	Satisfaction that the landlord makes a positive contribution to neighbourhoods	61% (44%)
		Satisfaction with the landlord's approach to handling of anti-social behaviour	53% (42%)
Housing Leeds Tenant Satisfaction Measures - Management information commentary			
Repairs completed within target timescale			
<p>We are still trying to fully understand the new TSM on this category and we still feel that there is opportunity to improve the figures reported previously based on the FAQs released in September. Areas being reviewed at present –</p> <ul style="list-style-type: none"> • Completed works where there has been no access • Appointments arranged outside of the target dates • Jobs logged as repairs which are planned / batched works. Couple of examples below. <ul style="list-style-type: none"> ○ Works raised following annual fire risk assessments where works are completed under repairs banner ○ High value works such as replacement items in kitchens and bathrooms ○ Improvement works identified after the repair has been satisfied • Linked to above should this be restricted to right to repair <p>At the moment the figures include the above. Once we have determined whether these things should be in or out of the calculations, we will review previous datasets with any explanations of variations to previous reported figures documented for audit purposes.</p>			
Meeting the Decent Homes Standard			
<p>The Council's capital investment programme set out a plan to deliver over £100m of renewable heating and energy efficiency projects over the five-year period 2020-2025.</p> <p>The core programmes of work to improve housing quality have continued and 96.19% of homes currently meet the Government's Decent Homes Standard. Work due to take place during the 2023/24 financial year includes £1.7m of roofing replacements, £2.5m of kitchen and bathroom upgrades, and £1.2m of window and door replacements.</p> <p>An update on the government's review of the Decent Homes Standard will be provided in the February 2024 Housing Activity report to this Board.</p>			
Gas Safety Checks			
<p>For each of the properties overdue a minimum of three appointed visits have been attempted prior to expiry of the Landlord's Gas Safety Record, in-line with our gas access procedure. In all cases, our well-established legal process is underway to ensure that access is achieved, and the gas safety check is completed.</p>			

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Fire Safety Checks

100% of all higher risk sites (high rise, Retirement Life, Extra Care, community centres and offices) completed. Lower risk sites (e.g., A1F archetypes, converted Victorian properties) where access was previously an issue now accessible due to updated key management programme. Forecast to be 100% by end of financial year.

Housing Complaints Handling

Whilst being compliant with the requirements of the Housing Ombudsman’s complaints handling code, we continue to strengthen our levels of compliance in some key areas, namely:

- Improving and being consistent with our performance and the application of extensions for those outside timescale where more time is needed for complex cases.
- Providing information on complaints trends and themes to our Tenant Board.
- Promoting internally and externally, as well as reporting to the board, how we are learning from complaints and developing a positive complaint handling culture.

We have also updated our Complaints Policy, so that:

- The complaint definition in the policy matches the exact wording in Housing Ombudsman’s complaints handling code.
- We refer to considering reasonable adjustments in how we manage and respond to complaints.
- There is more clarity on how we maintain a person’s confidentiality and how we handle complaints received through social media.
- More guidance is available on dealing with persistent and vexatious complainants.

Other related activity has been to:

- update our complaint response templates to ensure continued compliance, improve the customer friendly tone, and assist Investigating Officers in providing consistent quality in their responses.
- the provision of staff training on the Investigation Officer role and Customer Care.

Whilst we have had to meet the obligations within the Code since it was introduced three years ago, from April 2024 it is proposed that we will have to demonstrate we are meeting the requirements of the revised Code, including submitting our completed self-assessment to the Housing Ombudsman.

A copy of our most recent self-assessment is due to go to the Leeds Housing Board on the 23 January for their review.

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Working with our tenants - Tenancy check-ins	
Percentage of tenancy check-in visits made	34.76%
<p>The 2023/24 Annual Tenancy check-in (ATCI) programme has continued on the basis that we plan 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.</p> <p>As at the end of November, almost 35% of Council tenants had received an ATCI during 2023/24, and we are on target to visit around 52% of tenants by the end of March. Since April 2022 when the 3-year ATCI programme was introduced 47% of tenants have been visited via the programme. All tenants will have been visited via the programme by March 2025.</p> <p>Some key outcomes from the 2023/24 visits were that 3% of properties were found to be of unacceptable internal condition and 4% unacceptable external condition, support referrals were made for 468 tenants, 188 safeguarding referrals were made, and 126 hoarding cases identified.</p>	
Providing Quality Housing - Reducing the number of void properties	
Percentage of void properties	1.37%
<p>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.</p> <p>Positive trend continues in reducing the overall number of voids, despite the significant service pressures in doing so. The rate of reduction has slowed in the last quarter, predominately down to the continued high value of work required in void properties.</p> <p>Action plans remain in place with operational teams meeting weekly to ensure the full end-to-end void process is considered.</p> <p>The improvements brought about by the new energy supply contract continue to provide efficiency and contribute to the continued improvements.</p>	
Delivering a clean & welcoming city - Waste collections	
Cumulative collections made on scheduled date	99.88%
<p>Please note that 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.</p> <p>This 2023/24 year-to-date figure is the same as the 2022/23 year-end position.</p>	
Delivering a safe city - Food business hygiene ratings	
95% of our food businesses have hygiene ratings of satisfactory to very good	98%
<p>The Food and Health Team within Environmental Health Services support delivery of the Best City Ambitions and outcomes relating to Health and Wellbeing by delivering the Council's statutory</p>	

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functions relating to food safety and public health protection. This includes inspection of food premises to assess compliance with legal requirements that protect public health.

Following an inspection, food business supplying food to the financial consumer are assessed using the Food Standards Agency’s Food Hygiene Rating Scheme and rated from 5 – hygiene standards are very good to 0-urgent improvement is required. Premises rated 3 – hygiene standards are generally satisfactory and above are considered broadly compliant with legal requirements and satisfactory to very good.

The KPI target is for 95% of food businesses to have hygiene ratings of 3 to 5. As of 14/12/2023, 98% of inspected food premises are rated 3 to 5 and broadly compliant with legal requirements that protect public health.

ZERO CARBON

In 2030 Leeds will have made rapid progress towards carbon neutrality, reducing our impact on the planet, and doing so in a fair way which improves standards of living in all the city’s communities.

Percentage reduction in citywide carbon emissions against 2005 baseline	38% (As at Dec 21)
Percentage reduction in council’s operational emissions against 2005 baseline	62.9% (As at April 2023)
Percentage of premises at EPC C or better, by tenure	Social rent – 54.83% Owner-occupied – 26.45% Private rent – 35.45% ALL – 38.81% (As at March 2022)
Independent rating of the city’s climate action by the Carbon Disclosure Project	A grade (November 2023)

The Climate, Energy and Green Spaces team produce the Climate Emergency Annual Report to update on the progress towards the net-zero ambition.

The latest report will be published and discussed at Executive Board in September 2024 and every 12 months from this point thereafter. It will include updated emissions statistics, the 2024 Carbon Disclosure Project (CDP) submission and an updated narrative covering progression throughout 2023/2024 in achieving net-zero. [For information, please see the 2023 report.](#)

The Climate Emergency Advisory Committee (CEAC) was introduced following the declaration of the Climate Emergency in March 2019. It is a cross party advisory committee authorised to consider and make recommendations regarding climate change and sustainability.

The Committee has an integral role to check, challenge, and support the relevant work of different council departments as appropriate to help ensure that the council is leading by example

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and making progress as fast as practical towards its net-zero ambition, with reasonable community and stakeholder engagement and support.

A report is produced annually to update on the work of the Climate Emergency Advisory Committee and its working groups. [Please see the last report published in January 2024.](#) This report does not provide an update on all climate work undertaken by the council – this will be covered in the annual report that is taken to Executive Board in September 2024, as previously mentioned.

Since 2021, Leeds has submitted a public disclosure to the Carbon Disclosure Project detailing the city's annual emissions, as well as the projects, programmes, and policies relating to climate change. This provides a useful, independent, robust check on the city's climate action. In 2022, Leeds was one of 121 cities that received an 'A grade' for the first time. The grading used by CDP is updated every year to require more stringent action. On 14th November 2023, it was confirmed that Leeds was one of 119 cities that received an 'A grade' in 2023. [Please see details of the submission.](#)

Officers from Climate, Energy and Green Spaces will be meeting with representatives from Carbon Disclosure Project (CDP) in January 2024 to receive feedback on the 2023 submission. This feedback will inform the 2024 submission as well as the forward plan for the Climate Emergency Advisory Committee (CEAC).

Supporting the net zero ambition is the work being done through Woodland Creation – Hectares of trees planted

This year's tree planting 23/24 planting season is under way.

This year the focus has been to review previously planted sites from 2020 to 2022 and establishing replanting schemes, themes of successes and challenges across the initiative. We have also developed several new sites for standard tree planting and whip planting as well as Environmental Impact Assessments sites carried over from 2022/23 planting season.

We are replanting approximately 37ha of sapling planting as part of the establishment management of our woodlands planted between 2020 and 2022.

We have 12ha of new planting including two sites which required Environmental Impact Assessments approved by the Forestry Commission carried over from 2022/23 planting season.

We have 5ha of new planting of standard trees across the city. These are in areas where woodland planting is not appropriate and larger standard trees to increase tree canopy cover is the most suitable for the locations such as green spaces within housing estates.

We expect the planting to be complete by the end of February 2024.

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Percentage all household waste the council manages across Leeds re-used, recycled, composted, or used to create energy (electricity and heat)			
Household waste collected: July 2022 – June 2023			
Waste stream	Tonnes Collected	Kg/Household/Week	Kg/Household/Year
Kerbside Dry Mixed Recycling	32,998	1.82	94.53
Kerbside Garden	30,320	2.67	139.01
Kerbside Residual	171,375	9.11	473.98
HWRCs	40,941	2.18	113.23
Banks	11,772	0.63	32.56
City-wide services*	13,820	0.74	38.22
Overall Household waste	301,225.63	16.02	833.11
Residual Household waste	195,690.67	10.41	541.23
<p><i>* Street sweepings, litter picking and bins, and bulky collections</i> <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>			
<p>Leeds is one of the best performing councils in terms of ensuring as little waste as possible ends up in landfill.</p> <p>Only 0.29% 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).</p> <p>99.71% of all household waste the council manages across Leeds is either re-used, recycled, composted, or used to create energy (electricity and heat).</p> <p>Please see Appendix 4 for a full breakdown.</p>			

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INCLUSIVE GROWTH

Helping to provide job opportunities

From 1 January to 30 November 2023, 4,710 customers have registered with the Jobshops across the city and up until the end of June we had 1,113 customers registered to the Jobshop Employability Support Programme (JESP) - new registrations to JESP stopped in June 2023.

The following table shows a breakdown for each centre, including the total figures of customers who registered to the Jobshop and to the JESP. JESP 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.

The table also shows that we have supported 1,025 customers into work through the Jobshop support and 513 customers on the JESP programme into employment as well. The JESP programme comes to an end on 31st December 2023.

Centre Name	Jobshop registers	Job outcomes	JESP starts	JESP job Outcome
West				
Armley	409	123	109	69
Hawthornthwaite	26	3	9	4
Headingley	113	15	31	11
Holt Park	31	3	7	2
Horsforth	5	4	5	1
Bramley	25	4	7	2
New Wortley	0	0	0	0
Otley	11	7	4	4
Pudsey	33	9	15	8
Yeadon	3	4	3	1
South				
Dewsbury Road	592	148	164	83
Morley	24	9	4	2
Hunslet	226	133	54	37
St Georges	82	14	13	5
East				
Compton	940	143	265	70
Reginald	321	47	37	19
Moor Allerton	36	6	8	0
Seacroft	138	75	45	26
Burmantofts	98	4	18	2
City Centre				
Merrion	1564	266	282	143
Mobile	33	8	33	25
TOTAL	4710	1025	1113	513

Appendix 2: Delivering our Best City Ambition – Our Directorate KPIs

Tackling poverty – Managing Housing Benefit Caseload

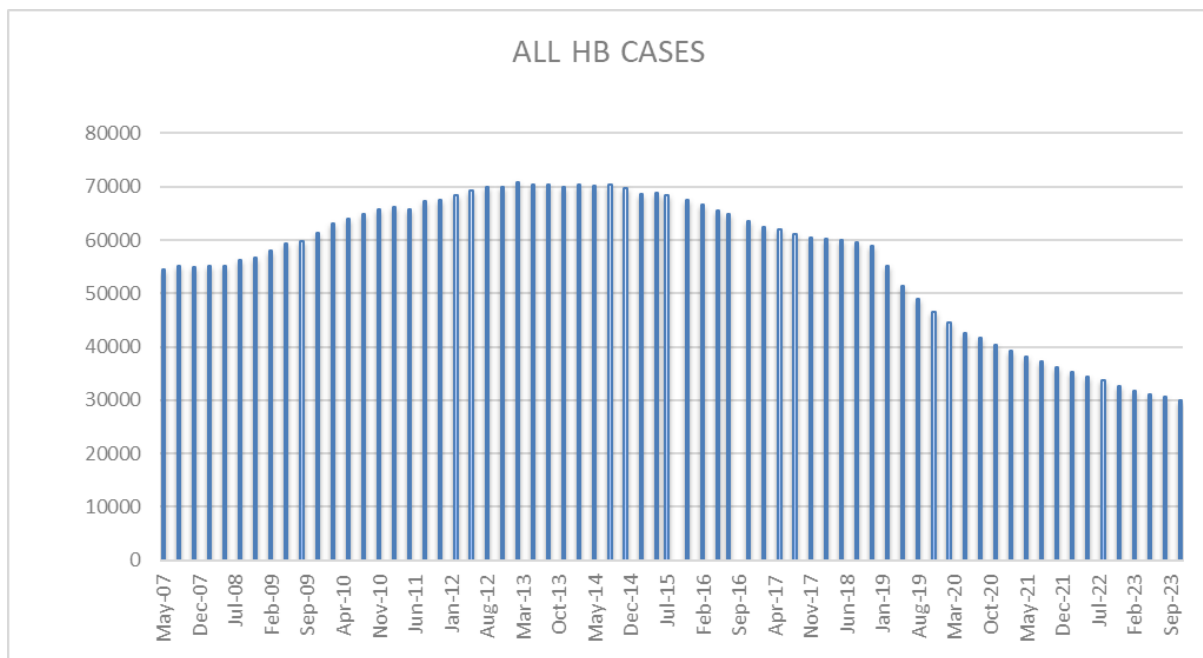
Housing Benefit (HB) is a means tested benefit to help low-income households pay their rent. HB is administered by the Council on behalf of the Department for Work and Pensions (DWP). HB can be applied for online via the Council’s website.

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 in the chart below. 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, or
- live in temporary accommodation provided by the council.



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Tackling poverty – Council Tax Support Scheme

Council Tax Support (CTS) is a council tax discount available to low-income households. As at the start of December 2023, the Council provide CTS to 42,577 working-age households and 19,700 pensioner households.

An applicant can apply online and if CTS is awarded, the discount is credited direct to the customers Council Tax account.

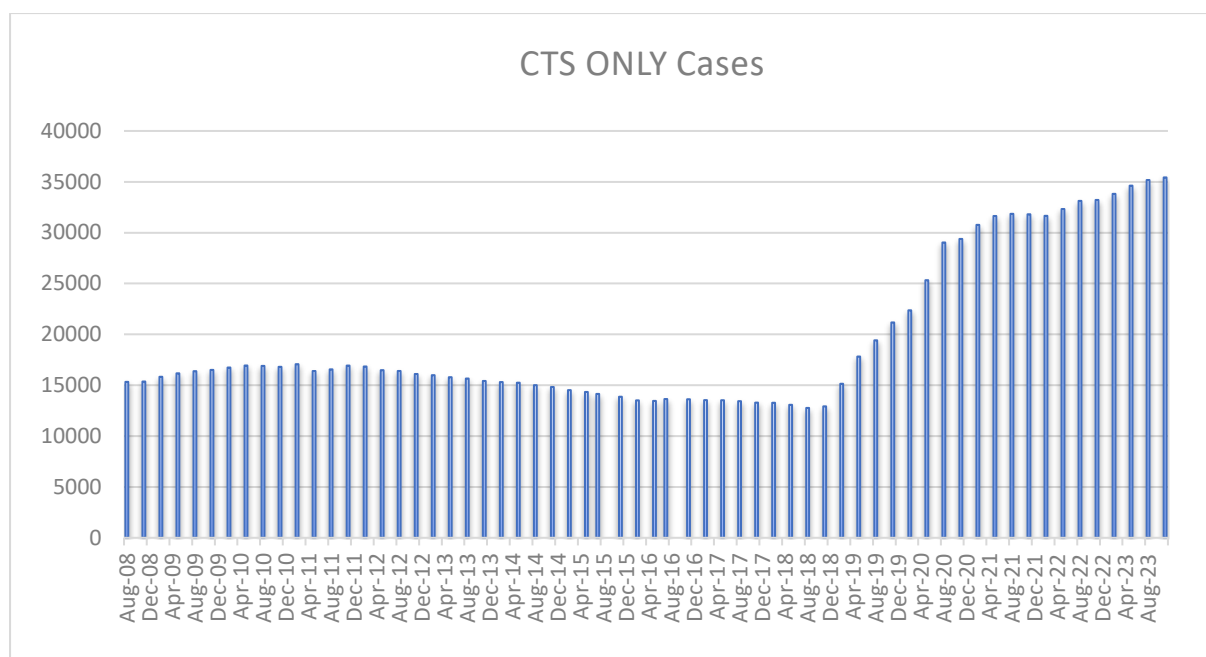
Based on the current caseload, the total value of discount awarded for 2023/24 is forecast to be approximately £57.6m.

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 the 42,577 working age claimants through the two localised schemes.

Under the two schemes, 29,885 households must pay a minimum of 25% towards their council tax, whilst 12,692 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.



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Tackling poverty – Welfare Support

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 as at the end of November of each year. The figures show a considerable increase in the expected financial gain following a client contacting the service for assistance and guidance. This can be linked to the increased number of people contacting the service to see if they are entitled to any additional help as the cost-of-living crisis escalates.

Indicator	21/22	22/23	23/24
Customers assisted	19,756	19,602	20,232
Total value of benefit gains	£ 14,415,595.49	£18,458,024.41	£19,549,403.34
Disability benefit related advice	3,485	4,824	5,102

Within the contact received from clients we have seen an increase in disability / sickness related benefit enquiries as evidenced above.

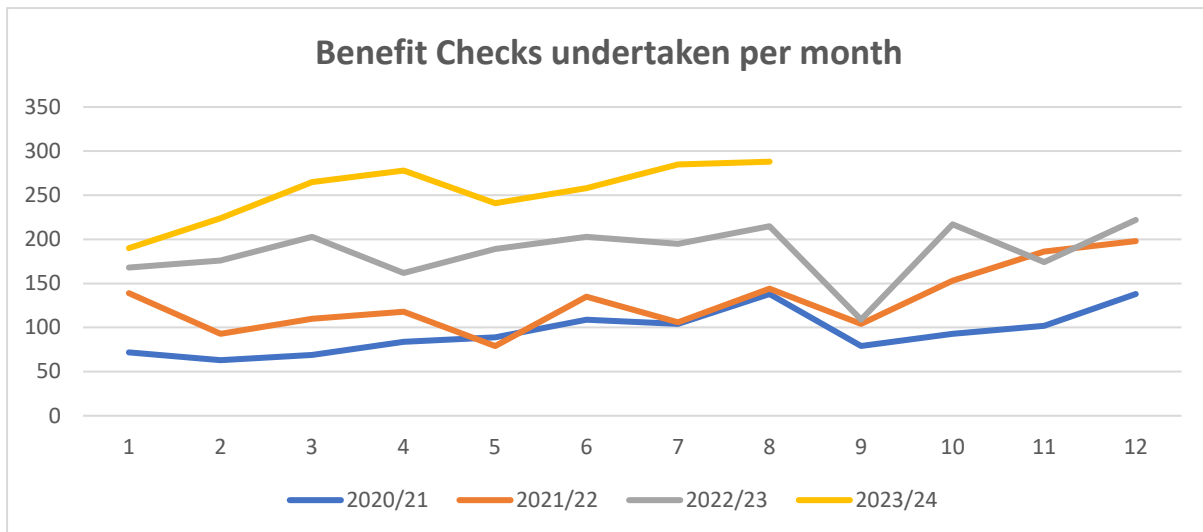
One of the main issues for the welfare rights team continues to be the increase in number of disability related claims, particularly Personal Independence Payment (PIP) for working age claimants and Attendance Allowance for pensioners. Applications consist of lengthy claim forms which are time consuming 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. 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'*.

As detailed above the level of anticipated benefit gains continues to increase year on year as customers contact us to see if they are entitled to any additional help. During this contact we will check a client's circumstances in full to maximise their incomes and ensure they are receiving all that they are entitled to. This can lead to an increase in disability related claims particularly from older persons, as they may not have considered making an enquiry previously but are now struggling and feel they have no option but to make a claim. The following information shows how the numbers continue to increase.

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As in previous years the number of new claims has a knock on, effect on the number of appeals.

The number of appeals being received remains consistent to last year with 272 appeals received as at the end of November 2023. These are the appeal papers that have been received from the Tribunal Service. A further 62 appeals have been submitted on behalf of clients and we await the relevant appeal bundle papers to assist the clients. We are finding that it can take on average 7 weeks to receive the appeal paperwork and a further 7 weeks before a client's appeal appointment to assist them. Therefore, within this period clients face the added stress and pressure due to a shortfall in their income.

Because of the volume of cases received there is currently an average 7 week wait for a welfare rights appointment to help with a tribunal appeal. For cases heard in 2023 the average waiting period for a case to be heard at a tribunal was around 4 and a half months from receipt of the case by the tribunal.

The success rate for claimant PIP appeals remains high at 68% 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 must retain knowledge of multiple benefit rules and understand the consequences and implications for affected customers.