

2012/13 Directorate Scorecard

Reporting Period :

Quarter 2 2012/13

Environment & Neighbourhoods Directorate Priorities	Progress Summary	Overall Progress	Supporting Measures	Target	Q1	Q2	Q3	Q4	Executive Portfolio
Deliver the Safer and Stronger Board City Priority Plan, with a focus on reducing burglary levels, increasing confidence in relation to Anti Social Behaviour and improving cleanliness	Performance is strong across the range of priorities being delivered by the Safer/Stronger Board, including consistent reductions in Domestic Burglary, good performance on ASB service delivery and maintaining public confidence, and improving conditions and confidence in relation to environmental cleanliness.	Green	N/A	N/A	N/A	N/A	N/A	N/A	
Create the environment for effective partnership working	The Safer Stronger partnership remains strong and effective in tackling its priorities and has in place a number of sub-boards driving delivery of specific actions. The positive impact of these partnership arrangements is evidenced through strong performance across the range of priorities being tackled.	Green	N/A	N/A	N/A	N/A	N/A	N/A	
Ensure that local neighbourhoods and central commercial areas are clean	The way in which we measure performance has changed but our new baseline position reflects good performance. On the whole, confidence in the service has increased and there is a recognition that the service is more accessible and accountable than it has been in the past. This is a view shared by Members and residents as complaints have turned into dialogue and we are continuing to adopt strategies that respond to specific needs and issues in localities.	Green	Reduce percentage of streets with unacceptable levels of litter (ANNUAL)	5% improvement by March 2013	86.0% 2011/12	91.5% (new indicator)			Environment
Improve the quality of Leeds' parks	The service is using the information gathered through surveys to calculate the performance indicator and target investment and direct site developments to address the issues identified. This approach has led to continuous improvement since the indicator was introduced in 2004 and we are on track to meet this year's target. Site inspections are currently being undertaken to inform the latest performance data against this target and the results will be reported as part of the service's annual report to Area Committees in December.	Green	Percentage of parks and countryside sites assessed internally that meet the Green Flag criteria (ANNUAL)	29.4%	Annually Reported				Environment
Improve Recycling rates	YTD to August 2012 shows recycling at 44% (comparable figure in 11/12 was 41%) so improvements continue to be made. Expected outturn performance in 12/13 is currently projected to be around 41%, up from 37.4% last year. The pilot of fortnightly collections of recyclables which should improve future recycling rates has been delayed into 13/14. In addition, we are currently waiting to hear back from DCLG whether the Food Waste bid has been successful.	Amber	Increase percentage waste recycled	45%	43.0%	44.0% at August 2012			Environment
Improve refuse service reliability	The residual waste collection performance (54.88) is now exceeding the best performance achieved over recent years and is approaching the service's quality standard. Garden waste (181.03) and SORT (180.36) collections are achieving better than the historical average performance, but remain a focus for further improvement. This, combined with the best ever recycling rate for the city at 48% for July, and 44% in August, demonstrates a continuing performance improvement trend. Current performance also needs to be set against the delivery of an increasingly complex service for Leeds residents. For example, there are 2 million collections per month, when compared to 2007/08, which include around a further 37,000 households receiving SORT collections including the more difficult to access properties and a further 85,000 garden households receiving waste collections and 9,000 properties with food waste collections.	Amber	Reduce number of missed bins per 100,000 collected	50 (quality standard)	106.49	100.79 (see commentary for breakdown by bin type)			Environment
Reduce levels of domestic burglary	In the 12 months to the end of September, there were 5,938 recorded offences, down 36% (3276 fewer victims).	Green	Reduce number of burglaries	7056	1266 (12 mnth total 6816 down 24.8%)	1265 (12 mnth total 5,938 down 36%)			Neighbourhoods, Planning and Support Services

Other Directorate Priorities	Progress Summary	Overall Progress	Supporting Measures	Target	Q1	Q2	Q3	Q4	Executive Portfolio
Deliver an approach to locality working with improved community engagement and more local decision making (Customer Access and Performance)	<p>Area Working - Next Steps review is underway to report to the Executive Board in December 2012 setting out recommendations against a series of objectives aimed at improving the effectiveness of locality working, in particular, Area Committees. The review is considering: powers, responsibilities and delegations; community and partner engagement; local partnership arrangements; geography and boundaries; funding; and links between the Executive Board and Area Committees. The Way Forward on Community Engagement project sets out a range of improvement actions to develop further the council's approach to community engagements and consultation by developing support, guidance, training and co-ordination of engagement activities across the council; improving the effectiveness of the corporate consultation group; clarifying the roles of local elected members and the locality teams. Major consultations such as the citizen's panel and budget consultation surveys are reported at a area committee level</p> <p>Initial survey results capturing public views on involvement in their local community have been received - further analysis is planned over the next few months with a more detailed update provided at Q3.</p>	Amber	Increase percentage of people who feel they are involved in their local community	N/A		<p>A great deal - 5.5%</p> <p>To some extent - 33.1%</p> <p>Not very much - 40.5%</p> <p>Not at all - 20.5%</p> <p>Don't know - 0.4%</p>			Neighbourhoods, Planning and Support Services

Other Relevent Indicator				Target	Q1	Q2	Q3	Q4	Executive Portfolio
Reduce the overall crime rate (per 1000 population)				N/A	<p>21.2 (15,933) 12 mnth total 67,051 down 9.8%</p>	<p>21.2 (15,387) 12 mnth total 54,314 down 13.86%</p>			Neighbourhoods, Planning and Support Services