

Report of Deputy Chief Executive

Report to Safer and Stronger Communities Scrutiny Board

Date: 10th June 2013

Subject: 2012/13 Q4 Performance Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

This report provides a summary of performance against the strategic priorities for the council and city related to Safer and Stronger Communities Scrutiny Board.

Recommendations

Members are recommended to

- Note the Q4 performance information and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

1 Purpose of this report

- 1.1 This report presents to Scrutiny a summary of the quarter four performance data for 2012-13 which provides an update on progress in delivering the relevant priorities in the Council Business Plan 2011-15 and City Priority Plan 2011-15.

2 Background information

- 2.2 The City Priority Plan 2011 to 2015 is the city-wide partnership plan which sets out the key outcomes and priorities to be delivered by the council and its partners. There are 17 priorities which are split across the 5 strategic partnerships who are responsible for ensuring the delivery of these agreed priorities.
- 2.3 The Council Business Plan 2011 to 2015 sets out the priorities for the council - it has two elements - five cross council priorities aligned to the council's values and a set of directorate priorities and targets.
- 2.4 Members will note that the delivery of City Priority Plan priorities are shared with partners across the city while the Council Business Plan sets out the Council's contribution to these shared priorities. This report provides an overview of the performance relating to both plans enabling the Scrutiny board to directly challenge the council's performance as well as seeking to influence and challenge partners contributions through existing partnership arrangements.
- 2.5 This report includes 2 appendices:
- Appendix 1 – Performance Reports for the City Priority Plan Priorities
 - Appendix 2 – Directorate Priorities and Indicators relevant to the Board

3 Main issues

Quarter 4 Performance Summary - City Priority Plan

- 3.1 There are 4 priorities in the City Priority Plan relevant to Safer and Stronger Communities Board and of these 3 are assessed as green and 1 amber. The amber priority is:

Increase a sense of belonging that build cohesive and harmonious communities – The performance report states that whilst the overall picture is that Leeds communities are generally resilient and tolerant; the significance of intercultural tensions in some of our communities must not be underestimated. The picture nationally is that tensions between different communities of identity are increasing, and Leeds is conscious of staying ahead of that trend. There are a number of areas across the city where multiple concerns co-exist (higher levels of poverty, unemployment, truancy or substance misuse) and the slight increase in tensions reported in these areas, which include small numbers of racial hate incidents, is a cause for concern that is being monitored robustly through a joint partnership community safeguarding approach. There has been a drop in the percentage of people who think their local area is a place where people from different backgrounds live together harmoniously with these at the lowest level since the end of 2008/9. Progress therefore continues to be rated Amber to reflect

these challenges in the context of the challenging economic conditions in communities, the funding available to partners to support the approach and the expected continued challenge as the impact of welfare reform begins to hit.

Other Key Performance Highlights

- 3.2 Burglary: In 2012/13 there were 5,305 recorded domestic burglaries in Leeds; down 30.8% when compared with the previous year ~ equivalent to 2357 fewer victims. This is the best outturn that Leeds has ever achieved and beyond the revised stretched target set in September 2012. All three policing divisions have achieved their targets with significant improvements realised. Overall crime also continues to fall.
- 3.3 Ensure that local neighbourhoods are clean: Winter survey results show an improvement in performance and when taken together with summer performance, shows an overall cleanliness level of 92% for the year. This exceeds the target of 90.2%. Performance is monitored by Area Committees and local issues are dealt with at ward member meetings. Locality teams report a reduction in formal complaints about the service and an increase in Member confidence. There is more engagement than ever with Members and residents, giving them an opportunity to influence where and how street cleansing services are delivered as well as where to target enforcement activities.

Council Business Plan

- 3.4 Directorate Priorities and Indicators – there are 8 directorate priorities relevant to the Board of which 1 is amber and 7 are green. The amber priority is:
- Improve refuse service reliability
- 3.5 In terms of performance indicators 4 are green, 1 is amber and 1 is red. The red indicator is:
- **Number of missed bins per 100,000** collected (149): Qtr 4 results have been affected by adverse weather conditions and changes to routes. Residual rose significantly during January and February and has come down to 156.26 in March. SORT continued to improve in January, achieving 139.58 but saw a significant peak in February but which has fallen to 198.63 at end March. Garden waste collections resume in Spring and the March performance figure is 80.38. The roll out of Alternate Weekly Collections present further challenges over this year, but the first phase of the roll out is going well. New technology is being introduced which will enable the service to manage operational issues more effectively and resources are being aligned and supplemented to further strengthen customer service aspects. The missed bin measure and target is being reviewed in order to find a more effective way of measuring continual service improvement

Performance reporting going forwards

- 3.6 We are currently reviewing our performance arrangements to ensure they continue to remain fit-for-purpose. This brings opportunities to streamline a range of intelligence arrangements in the wider area of strategy and improvement and reduce bureaucracy but we are mindful that this needs to be balanced with ensuring proper accountability, decision-making and assurance. To allow time to develop, consult on and implement any new arrangements, we are proposing that we suspend Q1 performance reporting to CLT and members.

4 Corporate Considerations

4.1 Consultation and Engagement

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

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 This is an information report and not a decision so due regard is not relevant. However, this report does include an update on equality issues as they relate to the various priorities in the report card in appendix 1.

4.3 Council policies and City Priorities

- 4.3.1 This report provides an update on progress in delivering the council and city priorities in line with the council's performance management framework.

4.4 Resources and value for money

- 4.4.1 There are no specific resource implications from this report.

4.5 Legal Implications, Access to Information and Call In

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

4.6 Risk Management

- 4.6.1 The Performance Report Cards include an update of the key risks and challenges for each of the priorities. This is supported by a comprehensive risk management process in the Council to monitor and manage key risks. These processes also link closely with performance management.

5 Conclusions

- 5.1 This report provides a summary of performance against the strategic priorities for the council and city related to Safer and Stronger Communities Scrutiny Board.

6 Recommendations

6.1 Members are recommended to:

- Note the Q4 performance information and the issues which have been highlighted and consider if they wish to undertake further scrutiny work to support improvement over the coming year in any of these areas.

7 Background documents¹

7.1 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.