

2012/13 Directorate Scorecard

Reporting Period :

Quarter 4 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 remains strong across the range of priorities being delivered by the Safer and Stronger Communities Board. The year end position on domestic burglary exceeds the stretch target, ASB service delivery feedback is strong and street cleanliness surveys over the year have demonstrated performance which is above target and this good performance is reinforced by feedback from Area Committees and local residents. Work continues to develop the Stronger element of the Board's remit, including issues linked to poverty and domestic abuse, both of which feature in the Board's forward work programme.	Green	N/A	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. The positive impact of these partnership arrangements is evidenced through strong performance across the range of priorities being tackled. At its last meeting in February, the Board initiated a debate about its working arrangements to get a collective view about what is working and how best to focus attention and resources on its priorities. In particular, work has been done to look at ways in which we can engage with those who are feeling the real effects of poverty and involve them in finding ways to improve lives.	Green	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Ensure that local neighbourhoods and central commercial areas 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.	Green	Reduce percentage of streets with unacceptable levels of litter (ANNUAL)	5% improvement by March 2013	86.0% 2011/12	91.5% (new indicator)	91.5% (summer survey data as Q2)	92.4% (winter result)	Environment
Improve the quality of Leeds' parks	The Annual measure shows performance to be above the target set for this year. The service also monitors performance in terms of the condition of the 62 community parks that form part of the wider indicator, and this shows a result of 41. % against a target of 47.5%, giving an Amber rating. The service continues to target investment and resources where possible to community parks and is developing an investment strategy to more effectively target funding and resources to meet the Parks and Green Space target of 100% community parks to Green Flag standard by 2020. With regard to the satisfaction index, the service undertook a residents survey using the Citizen's Panel in summer 2012. Discussions are underway for further resident feedback in 2013.	Green	Percentage of parks and countryside sites assessed internally that meet the Green Flag criteria (ANNUAL)	29.4%	Annually Reported	Annually Reported	30.8% provisional result	30.80%	Environment
Improve Recycling Rates	Qtr 4 cannot be calculated until the final accounts are completed at the end of April. No change to expected outturn 12/13 at 40.4% - however some risk to the figure given the extremely poor weather in March which will affect volumes of kerbside garden waste. Latest YTD is 41.1% (comparable figure 11/12 was 37.7%)	Green	Increase percentage waste recycled	45%	43.0%	44.0% at August 2012	42.9% at Nov 2012	Latest YTD 41.1%	Environment
Improve refuse service reliability	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. However, 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	Amber	Reduce number of missed bins per 100,000 collected	50 (quality standard) - measure under review	106.49	100.79	101.16 (see commentary for breakdown by bin type)	149.00 (see commentary for breakdown by bin type)	Environment
Reduce levels of domestic 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).	Green	Reduce number of burglaries	5999 Stretch target Sept 12	1266 (12 month total 6816 down 24.8%)	1265 (12 month total 5,938 down 36%)	5634(12 months total down 33%)	Y/E=5,305 (12 months total down 30.8%)	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	<p>Corporately, we have provided more QA and support to report writers at draft stage (All Exec Board and some delegated decisions). Toolkits on community engagement are in draft, to be launched through Spring 2013 as part of Community Engagement Operating Framework. Local promotion of the 2012 Budget Consultation contributed to record levels of participation. The Citizens' Panel continues to provide services with Area Committee level survey data, and further recruitment in early 2013/14 will boost membership in key wards.</p> <p>Initial findings from University of Leeds research into Public Involvement to be shared with Area Leaders in April 2013.</p>	Green	Increase percentage of people who feel they are involved in their local community	N/A	A great deal - 5.5% To some extent - 33.1% Not very much - 40.5% Not at all - 20.5% Don't know - 0.4%				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	21.2 (15,933) 12 mth total 67,051 down 9.8%	21.2 (15,387) 12 mth total 54,314 down 13.86%	(16,420) 12 month 64,019 down 11.8%	14, 754 (19.6%) Y/E 62,494 (83.1%) down 12.7%	Neighbourhoods, Planning and Support Services