

Service Requests by Leeds City Council from 2007 to 2011

Dashboard's Purpose

This dashboard explore Leeds City Council's Environmental Service requests from 01/01/2007 to 31/12/2011, which was obtained from their website: <https://datamillnorth.org/dataset/e61k0/environmental-service-requests>. These include responding to litter and noise complaints, reports of lost, found and stray dogs as well as fly tipping, graffiti and dog fouling amongst others. The data covers when the service request was first raised, what the service request was for, the location of the service request and when it was completed and closed.

This dashboard explores that data, analysing the number of request throughout the years, average time taken to complete each type of requests and the number of requests based on the wards in Leeds.

Data Cleaning: There were minimal errors in the data. 4 values (0.002%) of the dataset had invalid dates, 659 values (0.4%) had dates where Completed/Closed was older than Received and the wards were misspelt, which didn't match with the maps e.g. Adel & Warfedale > Adel & Wharfedale.

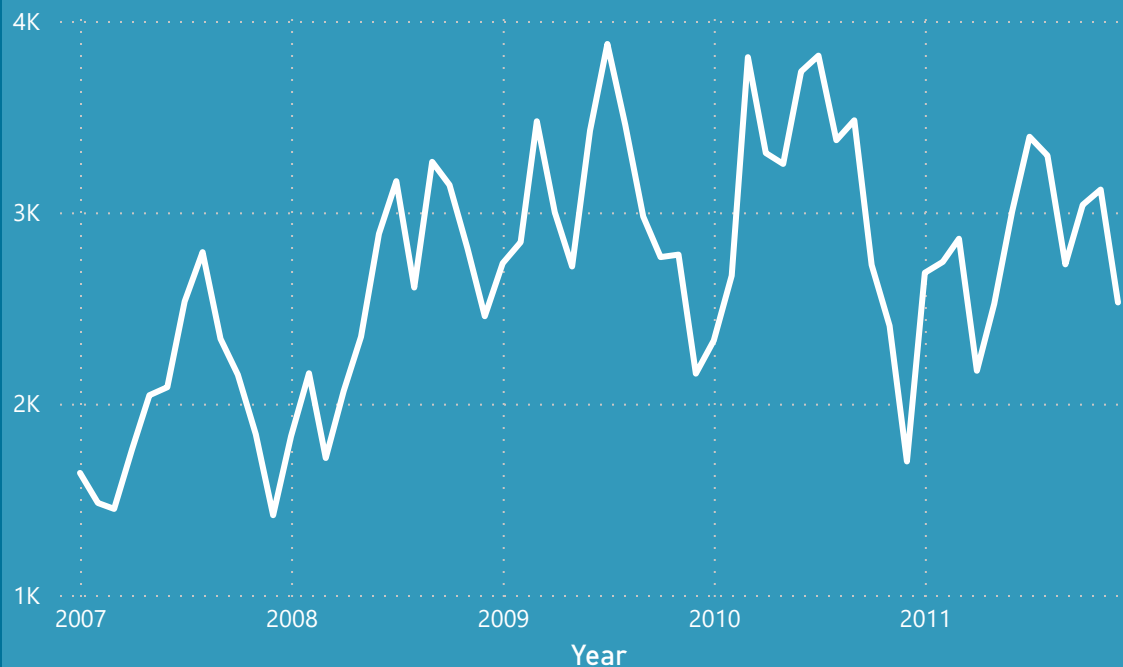


Service Request Summary

Total No. of Service Requests from 2007 to 2011

160,912

Total No. of Service Requests from 2007 to 2011



Average No. of Days from Receiving to Completing and Closing a Service Request

Service Request Process:
RECEIVED to
COMPLETED to
CLOSED

Received to Closed
42

Received to Completed
41

Completed to Closed
1

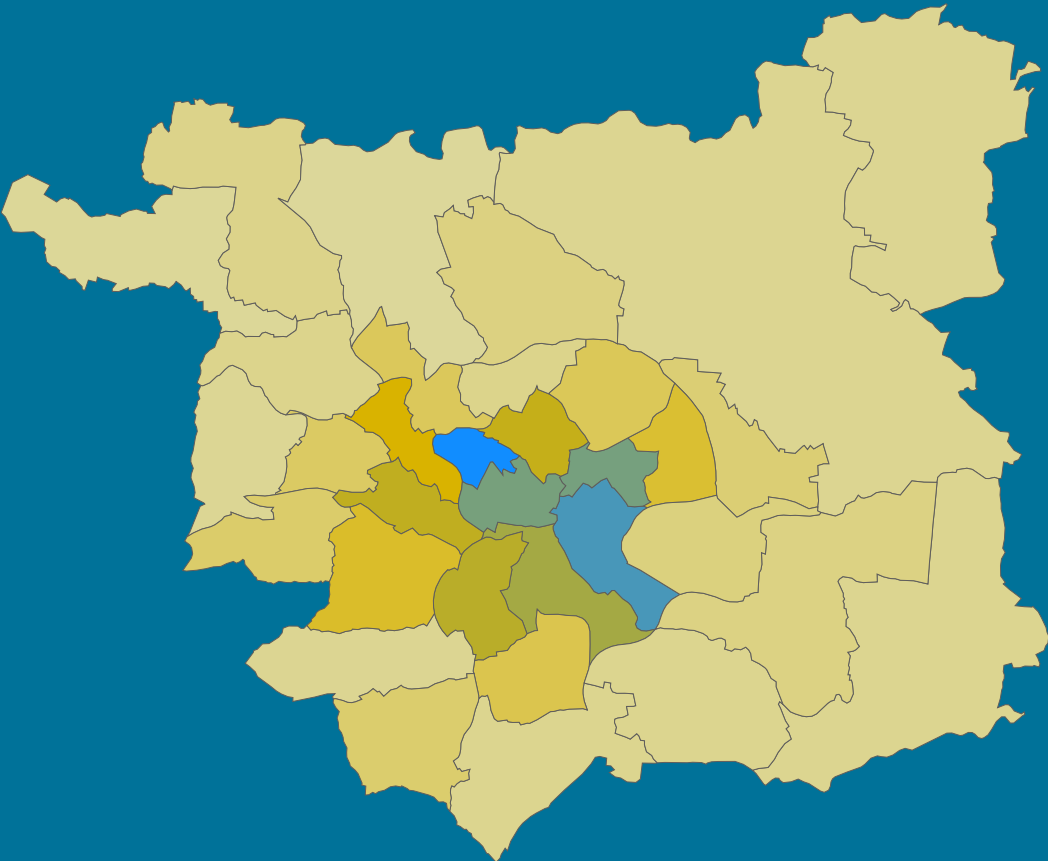
Average No. of Days to Complete and Close Request by Type

Request Type	Received to Closed	Received to Completed	Completed to Closed	Count
⊕ A Board	23.27	22.31	0.96	265
⊕ A1 Permit Referral	14.39	14.32	0.07	145
⊕ Abandoned Caravan/Trailer	35.18	35.14	0.05	133
⊕ Abandoned Trolley	29.00	29.00	0.00	3
⊕ Abandoned Vehicle	17.88	17.62	0.27	60
⊕ Accreditation	57.38	55.73	1.65	638
⊕ ALMO - Rats Inside	21.89	19.57	2.31	632
⊕ ALMO - Rats Inside and Outside	22.17	20.90	1.27	63
⊕ ALMO - Rats Outside	37.74	26.84	10.90	707
⊕ Animal Health	48.59	41.55	7.04	102
⊕ Animal Welfare - Licensable Premises	4.91	3.26	1.65	540
⊕ Ants Commercial	17.58	6.12	11.46	557
⊕ Ants Domestic	14.03	12.78	1.25	518
⊕ Area Letter Drop	5.75	4.51	1.23	220
⊕ Asbestos Notification	57.72	53.09	4.63	90

Type of Service Requests

Date: Overall

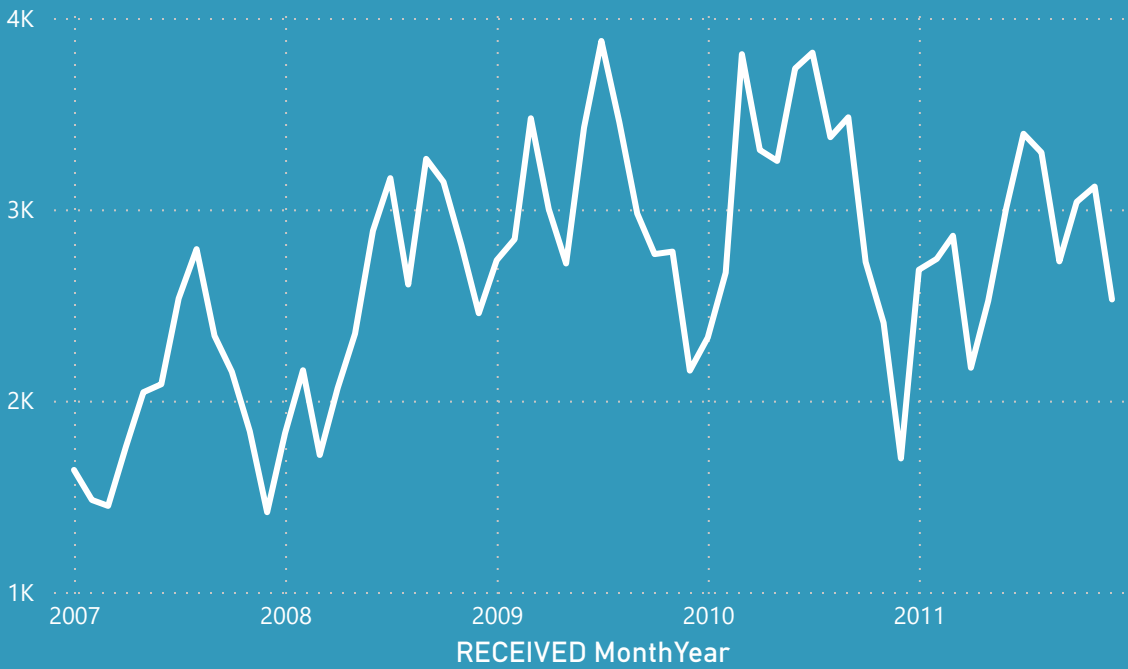
Wards in Leeds



Top 20 Service Requests

Type of Request	Count	% of Top 20 Total
OOH - Noise - Domestic	15588	13.98%
Noise - Domestic	15384	13.80%
Rats Domestic OUTSIDE property	9304	8.34%
Waste in Gardens	7974	7.15%
Flytipping	6928	6.21%
Wasps Domestic	6526	5.85%
Rats Domestic INSIDE property FREE	5720	5.13%
Housing - Defect	5424	4.86%
Domestic Waste Issues	4894	4.39%
Overgrown Vegetation	4840	4.34%
Drainage	4838	4.34%

Total No. of Service Requests from 2007 to 2011



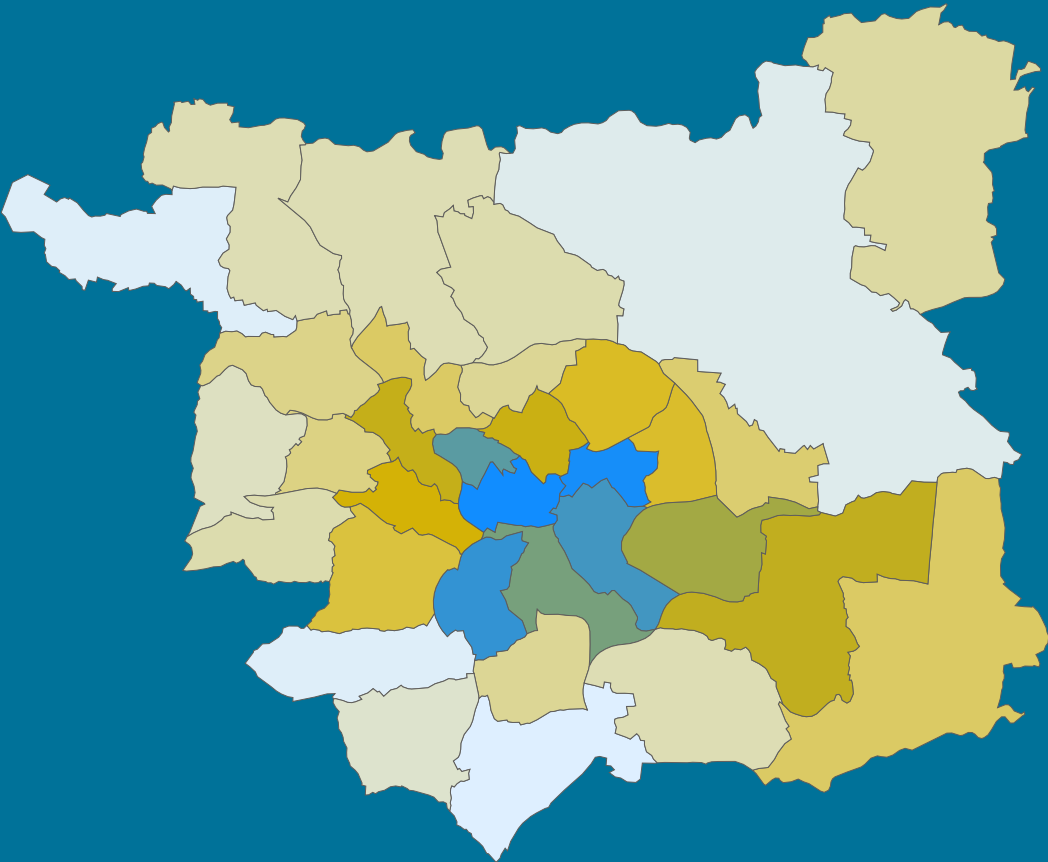
Incomplete and Open Requests

Date

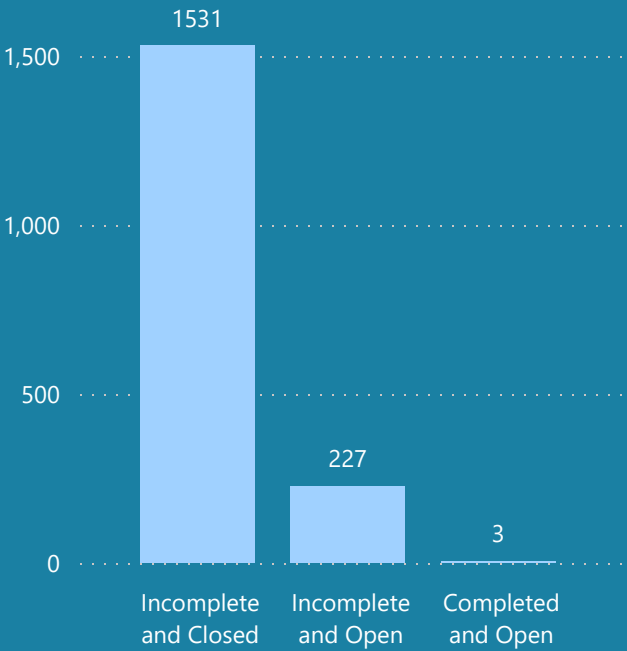
All



Incomplete and Open Requests by Wards in Leeds



Status of Incomplete and Open Requests



Top 10 Incomplete and Open Requests

Request Type	Count	% of Top 10 Total
Rats Domestic OUTSIDE property	438	34.43%
INTERNAL CONTRACT	157	12.34%
HMO- Potentially Licensable HMO	115	9.04%
Wasps Domestic	112	8.81%
Flytipping	94	7.39%
Litter Problems	82	6.45%
Vehicle DOC Inspection NON COMPLIANT	79	6.21%
Rats Domestic INSIDE property FREE	72	5.66%
EXTERNAL CONTRACT	67	5.27%
Rodents	56	4.40%

Total No. of Service Requests from 2007 to 2011

