

EMAP Report

Street Scene	Int Ref	Ext Ref	Measure	Target	Freq	Q4 2004/05	Q1 2005/06	Q2 2005/06	Q3 2005/06	Q4 2005/06							
		VH1	% of Highways of acceptable or high standard of cleanliness	92%	Quarterly	95.13	98.76	91.56	94.4	No Longer Reported							
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06										
		LPI7	AHM % satisfaction – communal areas	80%	Annual	75	74.4										
		LPI8	AHM % dissatisfaction – communal areas	10%	Annual	17	11.3										
			Commercial Services Annual Parks survey, % of visitors thought the Parks were of a good standard	65%	Annual	94%	97.75%										
		BVPI 199	% of relevant land and highways as defined under EPA 1990 Part IV section 86 that is assessed as having combined deposits of litter and detritus	23.60%	Annual	24%	Now split, see below										
		BVPI 199a	% of relevant land & highways that is assessed as having combined deposits of 'litter' and 'detritus' that fall below acceptable levels	23.60%	Annual	New 05/06	22%										
		BVPI 199b	% of relevant land & highways from which unacceptable levels of 'graffiti' are visible	4%	Annual	New 05/06	8%										
		BVPI 199c	The proportion of land & highways (expressed as a %) from which unacceptable levels of 'fly-posting' is visible	1%	Annual	New 05/06	1%										
	BVPI 199d	The year on year reduction in the total number of incidents and increase in total number of enforcement action taken to deal with 'fly-tipping'	3	Annual	New 05/06	3											
	BVPI 119e	% of residents satisfied with the cultural & recreational provision in the city - Parks and Open Spaces	80%	Annual	70%	76%											
	COLI 6	% of tenants satisfied with the maintenance of local open spaces	85.50%	Annual	84.20%	76.70%											
	BVPI 89	% of people satisfied with local cleanliness	62%	Annual	63%	61%											
Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
SS 1a		% of complaints responded to and problem solved within 10 working days	100%	Monthly	No Complaints	100% (2)	No Complaints	100% (1)	100% (1)	100% (1)	50% (2)	No Complaints	100% (1)	No Complaints	No Complaints	100% (1)	No Complaints
SS 2		Number of compliments received	↑	Monthly	2	5	1	5	6	6	0	0	2	1	3	2	2
HR S1		Days lost per FTE	↓	Monthly	1.3	1	0.7	0.83	1.2	1.04	1.22	0.92	1.17	1.55	0.89	0.98	0.93
HR S2		No of working days/shifts lost due to sickness	↓	Monthly	100	75	61	63	93	75	88	68	92	118	68	74	72
		Number of complaints / service requests not resolved in target time of 5 days	10% ↓	Monthly	4.77	3.32	4.07	4.42	3.07	2.78	1.88	3.55	2.86	1.66	3.02	1.93	3.92
	VH 5b	Time taken to remove fly tips (CSO figure)	1 Day	Monthly	1	1	1	1	1	1	1	1	0.87	1.27	1	1.15	1.33

Toilet Cleaning	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	TC 1a		% of complaints responded to and problem solved within 10 working days	100%	Monthly	No Complaints	No Complaints	No Complaints	100% (1)	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	
	TC 1b		Number of Exor complaints	↓	Monthly	2	1	4	3	0	6	3	2	2	5	0		
	TC 2		Number of compliments received	↑	Monthly	0	0	0	0	0	0	0	0	0	0	0		
	HR S1		Days lost per FTE	↓	Monthly	4.8	1.3	0	0	1.19	0.66	0	1.19	0.26	2.92	0.39		
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	42	10	0	0	9	5	0	9	2	22	3		
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06											
			Customer Survey Ops survey Dissatisfied	25%	Annual	No Survey Done	No Survey Done											

School Cleaning	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
				Number of Complaints	100%	Monthly	8	5	No Complaints	No Complaints	No Complaints	No Complaints	4	6	4	4	1	0	0
	HR S1		Days lost per FTE	↓	Monthly	2.92	2.38	1.69	1.86	0.81	1.47	2.07	1.8	2.67	2.54	2.07	2.28	1.3	
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	476	393	133	230	182	220	3.09	291	378	405	344	388	213	
School Cleaning	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06												
			Head Teacher Op survey satisfaction with overall cleaning	85%	Annual	100%	86												
			Head Teacher Op Survey Dissatisfaction with overall cleaning	10%	Annual	0%	14												
Building Cleaning	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
		BC 1a	% of complaints responded to and problem solved within 10 working days	↓	Monthly	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints
		HR S1	Days lost per FTE	↓	Monthly	2.72	2.35	2.91	1.41	1.72	3.79	2.87	3.05	2.97	3.07	2.22	2.6	2.3	
		HR S2	No of working days/shifts lost due to sickness	↓	Monthly	258	222	478	130	157	270	229	274	335	362	251	226	203	
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06												
	C2	% of customers satisfied with cleaning standards	95%	Annual	82%	77%													

Civils	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
	C 1a		% of complaints responded to and problem solved within 10 working days	↓	Monthly	100% (4)	100% (1)	No Complaints	No Complaints	100% (1)	No Complaints	100% (3)	100% (1)	100% (2)	100% (1)	No Complaints	No Complaints	No Complaints	
	C 2		Number of compliments received		Monthly	2	0	1	1	1	2	0	0	0	1	2	1	0	
	HR S1		Days lost per FTE	↓	Monthly	1.8	1.4	1.4	1.59	1.89	2.11	1.56	1.96	1.72	2.26	2.15	2.88	2.79	
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	135	105	107	124	143	160	115	146	131	175	166	223	209	
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06												
		BVPI 187	Condition of footpaths- % of category1, 1a and 2 footpath network where structural maintenance should be considered	15%	Annual	15.81%	To Be Advised												
		VH 37	% of people satisfied with the condition of roads & pavements in York	52%	Annual	51%	To Be Advised												
	Int Ref	Ext Ref	Measure	Target	Freq	Annual Fig 04/05	2005/06												
		COLI 77a	% of 'obscene' graffiti incidents on highways and council owned land responded to within 2 working days	95%	Annual	74.70%	Amended see below												
		COLI 77b	% of 'non obscene' graffiti incidents on highways and council owned land responded to within 5 working days	85%	Annual	76.32%	Amended see below												
		COLI 77a	Average time taken to remove obscene graffiti (days) - amended version	2 Days	Annual	New 05/06	1.98												
		COLI 77b	Average time taken to remove non - obscene graffiti (days) - amended version	5 Days	Annual	New 05/06	3.27												
	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	
		COLI 77a	Average time taken to remove obscene graffiti (days) - amended version	2 Days	Monthly	3.2	1.57	1.3	3.4	1.33	1.61	1	N/A	0.2	2.67	0.5	N/A	N/A	
		COLI 77b	Average time taken to remove non - obscene graffiti (days) - amended version	5 Days	Monthly	3.74	3.52	2.74	2	2.54	4.53	3	3.57	3.67	4.69	1.69	1	1	

Waste Services	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
	LPI 105		Actual Tonnes of Landfilled waste (started reporting Feb 05)	5900	Monthly	6022.46	6090.9	5965.24	5721.52	6870.44	6153.67	5802.48	5688.77	4727.61	4855.74	3329.42	3625.74	4034.29
	C5a		Set out rate	65%	Monthly	51%	51%	52%	52%	51%	52%	52%	53%	53%	53%	54%	54%	59%
	C5b		Kilograms of recyclates per collection	6.0kgs	Monthly	4.26	4.26	4.28	4.17	4.34	4.39	4.53	4.69	4.77	4.92	4.94	5.34	5.94
	LPI 108		Actual Tonnes of Recycled waste (started reporting Jan 05)		Monthly	734.54	584.22	603.56	633.39	598.76	637.44	582.24	818.67	905.56	877.55	875.66	731.02	785.88
	LPI 109		% of Waste Recycled (started reporting Feb 05)		Monthly	10.87	8.75	9.19	9.96	8.01	9.38	9.11	12.55	16.07	15.3	20.82	16.77	16.3
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06											
	LPI11		Res Op dissatisfaction with refuse collection	5%	Annual	7%	22%											
		BVPI 90b	% of people satisfied with waste recycling	72%	Annual	73%	70%											
	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
	WS 1a		% of complaints responded to and problem solved within 10 working days	100%	Monthly	100% (4)	100% (1)	No Complaints	No Complaints	100% (3)	50% (2)	0% (1)	60% (5)	0% (1)	50% (2)	0%(1)	50% (2)	33% (3)
	HR S1		Days lost per FTE	↓	Monthly	2.7	2.4	2.1	2.73	2.49	2.11	2.55	2.39	1.28	1.84	1.71	1.59	1.18
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	244	198	160	214	194	196	222	210	106	149	140	136	97
		COLI 3	No. of missed collections per 100,000	50	Monthly	31	49	51	40	42	54	371	147	99	73	62	86	59
	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06											
	F1		Reduction in annual cost of sick pay	£89,350	Annual	New 05/06	£115,876											
	F2		Reduction in annual cost of agency staff	£70,853	Annual	New 05/06	£173,678											

Waste Services	Int Ref	Ext Ref	Measure	Target	Freq	2004/05	2005/06
		BVPI 82a	% of the total tonnage of household waste arisings which has been recycled (splits into a & b BVPIs from 2005/6 onwards)	13.58%	Annual	12.88%	Now split, see below
		BVPI 82a (i)	% of household waste arisings which have been sent by the Authority of recycling	?	Annual	New 05/06	16.50%
		BVPI 82a (ii)	Total tonnage of household waste arisings which have been sent by the Authority for recycling	12,560	Annual	12,970	16,100
		BVPI 82b	% of waste sent for composting - including waste which has been treated through a process of anaerobic digestion (splits into a & b BVPIs from 2005/6 onwards)	4.93%	Annual	4.89%	Now split, see below
		BVPI 82b (i)	% of household waste sent by the Authority for composting or anaerobic digestion	8.69%	Annual	New 05/06	7.57%
		BVPI 82b (ii)	Total tonnage of household waste sent by the Authority for composting or anaerobic digestion	8,920	Annual	4920	7,390
		BVPI 82d	% of the total tonnage of household waste arisings which have been landfilled (splits into a & b BVPIs from 2005/6 onwards)	81%	Annual	82.23	Now split, see below
		BVPI 82d (i)	% of household waste arisings which have been landfilled	75.98%	Annual	New 05/06	75.92%
		BVPI 82d (ii)	Total tonnage of household waste arisings which have been landfilled	78,020	Annual	87,780	74,070
		BVPI 84	Number of Kg of household waste collected per head	554.4Kg	Annual	546.5Kg	526.78
		COLI 3	Number of missed collections per 100,000 collections of household waste	60	Annual	63.36 (target 50)	97.52
		VW 19	% of missed collections put right by the end of the next working day	95%	Annual	47.02%	60.76%
		BVPI 90a	% of people satisfied with household waste collection	92%	Annual	87%	69%
	BVPI 90b	% of people satisfied with waste recycling	72%	Annual	73%	70%	
	BVPI 90c	% of people satisfied with waste disposal	72%	Annual	69%	67%	

Building	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
	BR 1a		% of complaints responded to and problem solved within 10 working days	↓	Monthly	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	No Complaints	100% (1)	No Complaints	No Complaints	No Complaints	No Complaints	100% (1)
	HR S1		Days lost per FTE	↓	Monthly	1.3	1.3	1.2	2.26	1.73	2.23	1.75	1.84	1.24	1.38	0.99	0.88	0.8
	HR S2		No of working days/shifts lost due to sickness	↓	Monthly	146	142	127	238	179	245	190	199	135	158	115	101	91

General	Int Ref	Ext Ref	Measure	Target	Freq	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
		BVPI 8	% of invoices for commercial goods and services that where paid by the authority within 30 days of such invoices being received by the authority.	95%	Monthly	98.73%	96.87%	92.36%	96.95%	93.74%	90.50%	97%	97.60%	98%	96%	98%	97%	98%
	CP11a		Number of RIDDOR accidents among Council staff (CSO)	↓	Monthly	1	6	0	4	0	2	1	1	1	4	2	2	1
		BVI 12	No of working days /shifts lost due to sickness (Annual Target 12 days)	1	Monthly	2.1	1.7	1.6	1.66	1.5	1.92	1.83	1.86	1.73	2.05	1.56	1.77	1.41