

			Previous Years			2015/2016							
			Collection Frequency	2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target	Polarity	DoT
1. Waste	<u>CES35</u>	Residual household waste (kg per HH) - (YTD)	Quarterly	541kg	559kg	598.3kg	142kg	278.65kg	-	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	551kg	555kg	558kg	-	-	-	-	-		
		Benchmark - Regional Data	Annual	543kg	534kg	543kg	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	7	9	10	-	-	-	-	-		
	<u>CES36</u>	Household waste recycled / composted- (YTD)	Quarterly	45.96%	43.63%	42.50%	49.39%	49.63%	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	43.22%	43.45%	43.70%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	43.31%	43.85%	43.60%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	6	9	7	-	-	-	-	-		
	<u>CES37</u>	Municipal waste landfilled - (YTD)	Quarterly	53.76%	55.83%	57.40%	50.07%	50.46%	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	33.89%	30.93%	24.50%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	38.17%	34.71%	30.00%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	12	13	14	-	-	-	-	-		
	<u>CES38</u>	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) - (YTD)	Quarterly	97,000	93,830	93,430	26,957	52,647	-	-	-	Neutral	Neutral
	<u>CES39</u>	Tonnes of Landfilled waste - Household (excluding liquid waste) - (YTD)	Quarterly	45,930	46,850	46,740	12,124	23,864	-	-	-	Up is Bad	Neutral
	<u>CES40</u>	Tonnes of Landfilled waste - Commercial collection rounds - (YTD)	Quarterly	6,220	5,620	5,630	1,191	2,411	-	-	-	Up is Bad	Neutral
<u>CES41</u>	Tonnes of Landfilled waste - Combined (excluding liquid waste)	Quarterly	52,150	52,470	52,370	13,512	26,589	-	-	-	Up is Bad	Neutral	
<u>CES42</u>	Cost of landfill tax - Household (excluding liquid waste)	Quarterly	£2,939,520	£3,373,200	£3,739,200	£1,001,938	-	-	-	-	Up is Bad	Bad	
<u>CES43</u>	Cost of landfill tax - Commercial collection rounds	Quarterly	£398,080	£404,640	£450,400	£98,294	-	-	-	-	Up is Bad	Bad	
<u>CES44</u>	Cost of landfill tax - Combined (excluding liquid waste)	Quarterly	£3,337,600	£3,777,840	£4,189,600	£1,100,232	-	-	-	-	Up is Bad	Bad	
<u>CES45</u>	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	98.70%	98.80%	99%	99%	-	-	-	-	Up is Good	Good	
2. Public Realm	<u>CAN008</u>	Average days taken to remove obscene graffiti - (YTD)	Monthly	0.78	0.69	1.34	0.67	1.93	-	-	-	Up is Bad	Bad
	<u>CAN009</u>	Average days taken to remove non-obscene graffiti - (YTD)	Monthly	1.19	0.98	2.05	2.79	2.49	-	-	-	Up is Bad	Bad
	<u>CSPEC1</u>	Calls for Service - Flytipping - Rubbish	Monthly	1683	1841	1358	289	421	408	-	-	Up is Bad	Neutral
	<u>CSPEC2</u>	Calls for Service - Litter	Discontinued	675	NC	NC	-	-	-	-	-	Up is Bad	Neutral
	<u>CSPEC4</u>	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1095	1126	931	254	467	234	-	-	Up is Bad	Neutral



Portfolio - Environment 2015/2016

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Annex E

			Previous Years			2015/2016					Polarity	DoT	
			2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
	Indicator	Collection Frequency											
2. Public Realm	<u>CSPEC5</u>	Calls for Service - Cleansing (includes dog fouling, litter and all other cleansing cases)	Monthly	2558	2225	1729	335	399	516	-	-	Up is Bad	Good
	<u>CSPEC6</u>	Calls for Service - Graffiti	Monthly	395	178	158	61	68	78	-	-	Up is Bad	Bad
	<u>CSPEC7</u>	Calls for Service - Litter bins	Monthly	135	108	107	14	49	25	-	-	Neutral	Neutral
	<u>CSPEC8</u>	Calls for Service - Dog bins	Monthly	82	77	105	19	44	24	-	-	Neutral	Neutral
	<u>CSPEC9</u>	NYP Recorded ASB Calls for Service - Environmental	Monthly	616	722	687	166	-	-	-	-	Up is Bad	Neutral
	<u>CSPMA7</u>	CYC Mobile App - Grand Total	Monthly	432	428	373	97	81	55	-	-	Neutral	Neutral
	<u>SLA02</u>	2 Hour Cleansing cases completed within SLA - (YTD)	Monthly	-	69%	78%	76%	76%	-	-	-	Up is Good	Neutral
	<u>SLA04</u>	Standard Cleansing cases completed within SLA - (YTD)	Monthly	-	91%	90%	77%	82%	-	-	-	Up is Good	Bad
	<u>SLA18</u>	Overall Public Realm cases completed within SLA - (YTD)	Monthly	-	83%	83%	74%	77%	-	-	-	Up is Good	Neutral
3. Satisfaction	<u>BSC01</u>	Customer satisfaction that the quality of streets/public places is improving	Annual	63%	49%	NC	-	-	-	-	-	Up is Good	Bad
	<u>BSC02</u>	Customer satisfaction on how we work to improve green spaces	Annual	60%	48%	NC	-	-	-	-	-	Up is Good	Bad
	<u>BSC03</u>	% of residents who feel its important for them to feel part of their local community	Annual	70%	74%	NC	-	-	-	-	-	Neutral	Neutral
	<u>BYS053</u>	% of residents who are satisfied with their local area as a place to live - Satisfied (All Responses)	Annual	91%	83%	NC	-	-	-	-	-	Up is Good	Bad
	<u>BYS254</u>	% of residents who volunteer at least once a month (All Responses)	Annual	26%	33%	NC	-	-	-	-	-	Up is Good	Good
	<u>BYS302</u>	% of CYC residents think CYC/partners are working well to make communities safer	Annual	54%	45%	NC	-	-	-	-	-	Up is Good	Bad
4. Penalty Notices	<u>FPN01a</u>	Fixed Penalty Notices - Dog Fouling	Monthly	-	2	2	0	0	-	-	-	Neutral	Neutral
	<u>FPN01b</u>	Fixed Penalty Notices - Litter	Monthly	-	16	5	0	4	-	-	-	Neutral	Neutral
	<u>FPN01c</u>	Fixed Penalty Notices - S34 non production of waste transfer notes	Monthly	-	2	2	0	1	-	-	-	Neutral	Neutral
	<u>FPN01d</u>	Fixed Penalty Notices - S46 Household Waste	Monthly	-	0	7	0	0	-	-	-	Neutral	Neutral
	<u>FPN01e</u>	Fixed Penalty Notices - S47 Commercial Waste	Monthly	-	0	0	0	0	-	-	-	Neutral	Neutral
	<u>FPN02a</u>	Community Protection Notices - Dog Fouling	Monthly	-	0	0	1	0	-	-	-	Neutral	Neutral
	<u>FPN02b</u>	Community Protection Notices - Waste accumulation on residential property	Monthly	-	0	0	0	1	-	-	-	Neutral	Neutral
	<u>FPN02c</u>	Community Protection Notices - Other	Monthly	-	0	0	0	0	-	-	-	Neutral	Neutral



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			Collection Frequency	2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target	Polarity	DoT
5. Public Protection	<u>PP05</u>	Number of website users who found the information about air quality easily available	Discontinued	1061	849	NC	-	-	-	-	-	Up is Good	Neutral
	<u>PP06</u>	% of food premises that are classified as broadly compliant	Quarterly	95%	93%	93%	94%	94%	94%	-	-	Up is Good	Neutral
6. Climate Change	<u>CES02</u>	Reduction in CO2 through investing in more efficient street lighting	Annual	-13.64%	-	-	-	-	-	-	-	Up is Bad	Neutral
	<u>CES020</u>	York's CO2 per head of population (tonnes)	Annual	5.3 (2011)	5.6 (2012)	N/A	-	-	-	-	-	Up is Bad	Neutral