



# Scrutiny - Health, Housing and Adult Social Care 2024/2025

No of Indicators = 79 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.  
 Produced by the Business Intelligence Hub September 2024

			Previous Years			2024/2025						
		Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT
ASC01	Number of contacts to ASC Community Team	Monthly	17,275	16,081	15,477	3,968	-	-	-	-	Neutral	◄► Neutral
ASC01a	Number of contacts to ASC Community Team that are resolved with information/advice/guidance (IAG)	Monthly	4,039	2,804	2,783	456	-	-	-	-	Neutral	◄► Neutral
ASC03b	Number of Customers receiving Home Care services - (Snapshot)	Monthly	624	648	770	777	-	-	-	-	Neutral	◄► Neutral
ASC14	Total number of Adults receiving paid packages of care - (Snapshot)	Monthly	2,037	2,090	2,065	2,089	-	-	-	-	Neutral	◄► Neutral
ASCOF1B	Percentage of people who use services who have control over their daily life - Disabled People (ASC User Survey)	Annual	79.00%	78.00%	-	-	-	-	-	-	Up is Good	◄► Neutral
	Percentage of people who use services who have control over their daily life - Older People (ASC User Survey)	Annual	71.00%	77.00%	-	-	-	-	-	-	Up is Good	▲ Green
ASCOF1E	Proportion of adults with a learning disability in paid employment	Annual	7.50%	7.30%	-	-	-	-	-	-	Up is Good	▼ Red
	Benchmark - National Data	Annual	4.80%	4.80%	-	-	-	-	-	-		
	Benchmark - Regional Data	Annual	4.90%	4.80%	-	-	-	-	-	-		
	National Rank (Rank out of 152)	Annual	28	29	-	-	-	-	-	-		
	Regional Rank (Rank out of 15)	Annual	2	2	-	-	-	-	-	-		
ASCOF1G	Proportion of adults with a learning disability who live in their own home or with family	Annual	84.80%	84.40%	-	-	-	-	-	-	Up is Good	◄► Neutral
	Benchmark - National Data	Annual	78.80%	80.50%	-	-	-	-	-	-		
	Benchmark - Regional Data	Annual	79.90%	80.30%	-	-	-	-	-	-		
	National Rank (Rank out of 152)	Annual	56	62	-	-	-	-	-	-		
	Regional Rank (Rank out of 15)	Annual	5	5	-	-	-	-	-	-		
ASCOF2A 1	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (younger adults)	Annual	22.1	16.4	-	-	-	-	-	-	Up is Bad	◄► Neutral
	Benchmark - National Data	Annual	13.9	14.6	-	-	-	-	-	-		
	Benchmark - Regional Data	Annual	17.5	16.8	-	-	-	-	-	-		
	National Rank (Rank out of 152)	Annual	131	97	-	-	-	-	-	-		
	Regional Rank (Rank out of 15)	Annual	12	7	-	-	-	-	-	-		
ASCOF2A 2	Long-term support needs met by admission to residential and nursing care homes, per 100,000 population (older people)	Annual	499	479.5	-	-	-	-	-	-	Up is Bad	◄► Neutral
	Benchmark - National Data	Annual	538.5	560.8	-	-	-	-	-	-		
	Benchmark - Regional Data	Annual	611.4	643.7	-	-	-	-	-	-		
	National Rank (Rank out of 152)	Annual	64	49	-	-	-	-	-	-		
	Regional Rank (Rank out of 15)	Annual	3	2	-	-	-	-	-	-		

			Previous Years			2024/2025							
		Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
ASCOF3A	Comparator Rank (Pre 2019-20 rank out of 16) (Current rank out of 21)	Annual	7	6	-	-	-	-	-	-			
	Overall satisfaction of people who use services with their care and support	Annual	65.10%	66.50%	-	-	-	-	-	-	Up is Good	◀▶ Neutral	
	Benchmark - National Data	Annual	63.90%	64.40%	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	65.10%	65.80%	-	-	-	-	-	-			
	National Rank (Rank out of 152)	Annual	61	49	-	-	-	-	-	-			
ASCOF4A	Regional Rank (Rank out of 15)	Annual	9	7	-	-	-	-	-	-			
	Proportion of people who use services who feel safe	Annual	69.20%	70.40%	-	-	-	-	-	-	Up is Good	◀▶ Neutral	
	Benchmark - National Data	Annual	69.20%	69.70%	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	69.30%	71.90%	-	-	-	-	-	-			
	National Rank (Rank out of 152)	Annual	78	69	-	-	-	-	-	-			
PVP02	Regional Rank (Rank out of 15)	Annual	12	12	-	-	-	-	-	-			
	Comparator Rank (Pre 2019-20 rank out of 16) (Current rank out of 21)	Annual	12	13	-	-	-	-	-	-			
	Number of permanent admissions to residential & nursing care homes for older people (65+)	Monthly	217	216	205	44	-	-	-	-	Up is Bad	▼ Green	
	Proportion of completed safeguarding S42 enquiries where people report that they feel safe	Quarterly	97.91%	97.34%	97.99%	99.50%	-	-	-	-	Up is Good	◀▶ Neutral	
	Number of customers in long-term residential and nursing care at the period end - (Snapshot)	Monthly	552	584	567	572	-	-	-	-	Neutral	◀▶ Neutral	
	Number of permanent admissions to residential & nursing care homes for younger people (18-64)	Monthly	31	27	11	5	-	-	-	-	Up is Bad	▲ Red	
	Number of NHS Health Checks Completed in York	Quarterly	1,018	2,292	1,956	-	-	-	-	-	Neutral	◀▶ Neutral	
	Number of new clients starting Adult Social Care receiving a paid package of care (PPOC) in period	Monthly	518	665	682	179	-	-	-	-	Neutral	◀▶ Neutral	
	Number of clients starting Adult Social Care in-month receiving a paid package of care (PPOC) that had previously received a PPOC and their service had ended	Monthly	360	322	351	94	-	-	-	-	Neutral	◀▶ Neutral	
	Number of Adult Safeguarding Concerns Received	Monthly	1,715	2,219	2,438	653	-	-	-	-	Neutral	◀▶ Neutral	
	Number of Completed Adult Safeguarding Pieces of Work	Quarterly	1,709	2,290	2,282	592	-	-	-	-	Neutral	◀▶ Neutral	
	EH1	Chlamydia detection rate per 100,000 aged 15 to 24	Annual	1,255	1,829	-	-	-	-	-	-	Up is Good	▲ Green
		Benchmark - National Data	Annual	1,333	1,680	-	-	-	-	-	-		
Benchmark - Regional Data		Annual	1,507	1,917	-	-	-	-	-	-			
Regional Rank (Rank out of 15)		Annual	10	6	-	-	-	-	-	-			
EH2	Proportion of population aged 15 to 24 screened for chlamydia (%)	Annual	19.40%	17.10%	-	-	-	-	-	-	Up is Good	◀▶ Neutral	
	Benchmark - National Data	Annual	14.80%	15.20%	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	15.80%	16.20%	-	-	-	-	-	-			
	Regional Rank (1 is Good) (Rank out of 15)	Annual	3	5	-	-	-	-	-	-			
HV01	% of births that receive a face to face New Birth Visit (NBV) by a Health Visitor within 14 days	Quarterly	66.75%	86.26%	74.20%	70.96%	-	-	-	-	Up is Good	▼ Red	
	Benchmark - National Data	Quarterly	79.20%	80.00%	83.60%	-	-	-	-	-			
	Benchmark - Regional Data	Quarterly	74.60%	77.80%	80.60%	-	-	-	-	-			

			Previous Years			2024/2025							
		Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
02. Health and Wellbeing	HV02	% of face-to-face NBVs undertaken by a health visitor after 14 days	Quarterly	32.21%	12.87%	25.22%	27.12%	-	-	-	-	Up is Bad	▲ Red
		Benchmark - National Data	Quarterly	17.50%	17.80%	14.30%	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	23.00%	20.30%	16.30%	-	-	-	-	-		
	HV03	% of infants who received a 6-8 week review by the time they were 8 weeks	Quarterly	85.44%	86.00%	82.56%	86.19%	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Quarterly	79.20%	79.10%	82.20%	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	82.60%	75.20%	74.90%	-	-	-	-	-		
	HV05	% of children who received a 12 month review by the time they turned 12 months	Quarterly	88.38%	88.95%	92.68%	94.46%	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Quarterly	69.40%	73.40%	78.40%	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	85.20%	88.60%	87.90%	-	-	-	-	-		
	HV06	% of children who received a 12 month review by the time they turned 15 months	Quarterly	93.60%	93.13%	95.49%	92.37%	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Quarterly	81.80%	84.30%	88.60%	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	92.40%	93.00%	94.40%	-	-	-	-	-		
	HV07	% of children who received a 2-2½ year review	Quarterly	85.04%	87.19%	91.34%	88.92%	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Quarterly	72.30%	75.30%	79.90%	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	78.50%	85.90%	88.40%	-	-	-	-	-		
	HV10	% of infants totally or partially breastfed at 6-8 weeks (of those with a known feeding status)	Quarterly	59.43%	61.79%	64.52%	64.20%	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Quarterly	54.50%	54.90%	58.80%	-	-	-	-	-		
	LAPE22	% of alcohol users in treatment who successfully completed drug treatment (without representation within 6 months)	Quarterly	26.50%	26.63%	-	-	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Quarterly	36.63%	35.44%	-	-	-	-	-	-		
	PHOF06a	Under 18 conceptions (per 1,000 females aged 15-17) (Rolling 12 Months)	Quarterly	12.2	-	-	-	-	-	-	-	Up is Bad	▲ Red
		Benchmark - National Data	Quarterly	13.7	-	-	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	17.7	-	-	-	-	-	-	-		
	PHOF17	Slope index of inequality in life expectancy at birth - Female - (Three year period)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Benchmark - National Data	Annual	-	-	-	-	-	-	-	-		
Regional Rank (Rank out of 15)		Annual	-	-	-	-	-	-	-	-			
PHOF27	Under 18 conceptions: conceptions in those aged under 16 (per 1,000 females aged 13-15) (Calendar Year)	Annual	1.7	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral	
	Benchmark - National Data	Annual	2.1	-	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	3.2	-	-	-	-	-	-	-			
	Regional Rank (Rank out of 15)	Annual	2	-	-	-	-	-	-	-			
PHOF37	Slope index of inequality in life expectancy at birth - Male - (Three year period)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral	
	Benchmark - National Data	Annual	-	-	-	-	-	-	-	-			
	Regional Rank (Rank out of 15)	Annual	-	-	-	-	-	-	-	-			
PHOF79	HIV late diagnosis	Annual	85.70%	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral	
	Benchmark - National Data	Annual	43.40%	-	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	50.20%	-	-	-	-	-	-	-			
	Regional Rank (Rank out of 15)	Annual	15	-	-	-	-	-	-	-			
PHYS06	% of adults (aged 16+) that are physically active (150+ moderate intensity equivalent minutes per week, excl. gardening)	Annual	66.50%	70.40%	69.80%	-	-	-	-	-	Up is Good	◀▶ Neutral	
	Benchmark - National Data	Annual	61.40%	63.10%	63.40%	-	-	-	-	-			

			Previous Years			2024/2025								
			2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT		
			Collection Frequency											
STF100	Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)		Monthly	11.73	11.96	11.2	-	-	-	-	-	Up is Bad	◀▶ Neutral	
	Benchmark - CIPD (All Sectors)		Annual	NA	7.8	-	-	-	-	-	-			
	Benchmark - CIPD (Public Sector)		Annual	NA	10.6	-	-	-	-	-	-			
	Benchmark - Public Sector (LGA Worker Survey Excluding Teachers)		Annual	NA	-	-	-	-	-	-	-			
	Benchmark - Public Sector (Y&H) (LGA Worker Survey Excluding Teachers)		Annual	NA	-	-	-	-	-	-	-	Neutral	◀▶ Neutral	
03. Health Inequalities	HLTHGap	Health Inequalities in wards		Annual	(See below)	(See below)	-	-	-	-	-	Neutral	◀▶ Neutral	
		Absolute gap in mortality ratio for deaths from circulatory disease (under 75) between highest and lowest York ward (5 year aggregated)		Annual	(Due May 2024)	(Due May 2025)	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Gap in years in Life Expectancy at birth for Males between highest and lowest York ward (5 year aggregated)		Annual	(Due May 2024)	(Due May 2025)	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Gap in years in Life Expectancy at birth for Females between highest and lowest York ward (5 year aggregated)		Annual	(Due May 2024)	(Due May 2025)	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Absolute gap in hospital admission ratio for self-harm between highest and lowest York ward ( 5 year aggregated)		Annual	(Due May 2024)	(Due May 2025)	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Absolute gap in hospital admission ratio for alcohol-related harm (narrow definition) between highest and lowest York ward (5 year aggregated)		Annual	(Due May 2024)	(Due May 2025)	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Absolute gap in % of Year 6 recorded overweight (incl. obesity) between highest and lowest York ward (3 year aggregated)		Annual	24.40%	24.68%	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Absolute gap in % of children totally or partially breastfeeding at 6-8 weeks between highest and lowest York ward (4 year aggregated ward data)		Annual	36.70%	38.98%	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		Absolute gap in % of children who reach expected level of development at 2-2.5 years of age between highest and lowest York ward (4 yr aggregated)		Annual	13.10%	13.65%	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
04. NHS Health Checks	PHOF31	% of eligible population aged 40-74 who received an NHS Health Check (quarterly from April 2013)		Quarterly	1.90%	4.20%	3.60%	-	-	-	-	Up is Good	◀▶ Neutral	
		Benchmark - National Data		Quarterly	3.50%	7.20%	8.80%	-	-	-	-			
		Benchmark - Regional Data		Quarterly	2.20%	5.40%	6.40%	-	-	-	-			
	PHOF91	% of eligible population aged 40-74 offered an NHS Health Check (quarterly from April 2013)		Quarterly	1.90%	5.30%	4.40%	-	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data		Quarterly	8.60%	18.40%	22.10%	-	-	-	-	-		
		Benchmark - Regional Data		Quarterly	5.50%	12.80%	13.90%	-	-	-	-	-		
PHOF92	% of eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check (quarterly from April 2013)		Quarterly	100.00%	79.80%	81.40%	-	-	-	-	-	Up is Good	◀▶ Neutral	
	Benchmark - National Data		Quarterly	40.50%	38.90%	39.90%	-	-	-	-	-			
	Benchmark - Regional Data		Quarterly	41.00%	42.00%	46.50%	-	-	-	-	-			
05. Substance M	PHOF76	% of opiate users in treatment who successfully completed drug treatment (without representation within 6 months)		Quarterly	4.38%	5.42%	-	-	-	-	-	Up is Good	◀▶ Neutral	
		Benchmark - National Data		Quarterly	5.04%	4.95%	-	-	-	-	-			
	PHOF77	% of non-opiate users in treatment who successfully completed drug treatment (without representation within 6 months)		Quarterly	26.50%	20.00%	-	-	-	-	-	Up is Good	◀▶ Neutral	
		Benchmark - National Data		Quarterly	34.55%	31.99%	-	-	-	-	-			

			Previous Years			2024/2025							
			Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT
Issue and Smoking	PVP33	No. of smokers setting a quit date - (YTD)	Annual	NC	NC	307	-	-	-	-	-	Up is Good	◀▶ Neutral
	PVP34	No. of smokers who had successfully quit at 4 week follow up (self-report) - (YTD)	Annual	NC	NC	224	-	-	-	-	-	Up is Good	▶ Neutral
	PVP35	Percentage of smokers who had successfully quit at 4 week follow up (self-report) - (YTD)	Annual	NC	74.30%	73.00%	-	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - National Data	Annual	NC	54.00%	53.80%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	NC	63.10%	64.70%	-	-	-	-	-		
06 - Housing	BW06	% of dwellings failing to meet the decent homes standard	Annual	4.88%	1.60%	1.90% (Prov)	-	-	-	(Due Sep 2025)	-	Up is Bad	▶▶ Neutral
	BW11	% of Repairs completed on first visit	Monthly	81.63%	79.65%	80.26%	86.08%	-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - Housemark Median (Updated definition 2023-24 LAs <10k Dwellings) Housemark Quartile	Annual	90.80%	86.02%	88.63%	-	-	-	-	-		
			Annual	4	3	4	-	-	-	-	-		
	CAN061	Number of new affordable homes delivered in York	Quarterly	224	109	122	-	-	-	-	-	Up is Good	◀▶ Neutral
	EPC01ac	% of dwellings with energy rating in A-C band in the EPC Register (where A is the most energy efficient and G is the least energy efficient) - (Snapshot)	Monthly	NC	42.00%	44.60%	45.10%	-	-	-	-	Up is Good	▲ Green
	HM03	Net Additional Homes Provided	Quarterly	402	459	528	-	-	-	-	-	Up is Good	▲ Green
	HM07	Net Housing Consents	Quarterly	327	1,559	658	-	-	-	-	-	Up is Good	▼ Red
	HOU242	Number of Void Properties - Standard Voids - (Snapshot)	Monthly	88	67	52	59	-	-	-	-	Up is Bad	◀▶ Neutral
		Number of Void Properties - Major Works Voids - (Snapshot)	Monthly	2	17	6	3	-	-	-	-	Up is Bad	▼ Green
		Number of Void Properties - Capital Projects Voids - (Snapshot)	Monthly	40	18	26	19	-	-	-	-	Up is Bad	◀▶ Neutral
		Number of Void Properties - Total Voids- (Excludes Not Offerable) - (Snapshot)	Monthly	130	102	84	81	-	-	-	-	Up is Bad	▼ Green
		Number of Void Properties - Not Offerables - (Snapshot)	Monthly	47	66	77	77	-	-	-	-	Neutral	◀▶ Neutral
HOU246	Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	Monthly	74.55	78.73	52.13	42.03	-	-	-	-	Up is Bad	▼ Green	
HOU423	Total number of HMOs in York	Annual	-	-	(Avail Jan 2025)	-	-	-	-	-	Neutral	◀▶ Neutral	
HOU424	HMOs as % of properties in York	Annual	-	-	(Avail Jan 2025)	-	-	-	-	-	Neutral	◀▶ Neutral	
HOM112	Homelessness assessment (initial decision) - Threatened with homelessness - prevention duty owed - (YTD)	Quarterly	555	518	485	-	-	-	-	-	Neutral	◀▶ Neutral	
	HOM114	Homelessness assessment (initial decision) - Already homelessness - relief duty owed - (YTD)	Quarterly	247	253	244	-	-	-	-	-	Neutral	◀▶ Neutral
	HOU102	Number of children in temporary accommodation - (Snapshot)	Quarterly	51	63	45	-	-	-	-	-	Up is Bad	▼ Green
		Number of homeless households with dependent children in temporary accommodation - (Snapshot)	Quarterly	28	35	29	-	-	-	-	-	Up is Bad	▼ Green
	Of households in TA - number of which in Bed and Breakfast - (Snapshot)	Quarterly	3	0	0	-	-	-	-	-	Up is Bad	▼ Green	

			Previous Years			2024/2025							
		Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
07. Homelessness	HOU104	Of households in TA - % of which in Bed and Breakfast - (Snapshot)	Quarterly	6.10%	0.00%	0.00%	-	-	-	-	-	Up is Bad	▼ Green
		Benchmark - National Data	Quarterly	10.60%	13.00%	15.00%	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	28.60%	27.00%	37.00%	-	-	-	-	-		
	HOU104b	Households in B&B - Total with children - (Snapshot)	Quarterly	0	0	0	-	-	-	-	-	Up is Bad	▼ Green
	HOU104c	Households in B&B - Total with children and resident more than 6 weeks - (Snapshot)	Quarterly	0	0	0	-	-	-	-	-	Up is Bad	▼ Green
	HOU104d	Households in B&B - Total with children and resident more than 6 weeks and pending review / appeal - (Snapshot)	Quarterly	0	0	0	-	-	-	-	-	Up is Bad	▼ Green
	HOU104e	Households in B&B - Total with 16/17-year-old main applicant - (Snapshot)	Quarterly	0	0	0	-	-	-	-	-	Up is Bad	▼ Green
	HOU214a	Rate of people sleeping rough per 100,000 people	Annual	1.98	4.46	7.3	-	-	-	-	-	Up is Bad	▲ Red
	HOU214b	Number of people sleeping rough - local data - (Snapshot)	Monthly	NC	NC	23	22	-	-	-	-	Up is Bad	◄► Neutral
HOU251	Homelessness main duty (decision) - Total (New definition from 2018/19) - (YTD)	Quarterly	115	96	110	-	-	-	-	-	Neutral	◄► Neutral	
08. Resident Surveys	TAP01	% of Talkabout panel satisfied with their local area as a place to live	Quarterly	84.38%	82.18%	79.68%	81.00%	-	-	-	-	Up is Good	◄► Neutral
		% of Talkabout panel dissatisfied with their local area as a place to live	Quarterly	9.74%	10.64%	13.10%	13.18%	-	-	-	-	Up is Bad	◄► Neutral
	TAP02	% of panel satisfied with the way the council runs things	Quarterly	50.58%	47.30%	43.84%	41.47%	-	-	-	-	Up is Good	▼ Red
		% of panel dissatisfied with the way the council runs things	Quarterly	27.80%	30.85%	26.58%	28.08%	-	-	-	-	Up is Bad	◄► Neutral
	TAP37	% of the panel reporting an 'excellent' experience when they last contacted the council about a service	Quarterly	-	-	8.56%	8.42%	-	-	-	-	Up is Good	◄► Neutral
		% of the panel reporting a 'good' experience when they last contacted the council about a service	Quarterly	-	-	27.35%	22.11%	-	-	-	-	Up is Good	◄► Neutral
		% of the panel reporting a 'satisfactory' experience when they last contacted the council about a service	Quarterly	-	-	27.07%	28.16%	-	-	-	-	Up is Good	◄► Neutral
		% of the panel reporting a 'poor' experience when they last contacted the council about a service	Quarterly	-	-	15.47%	17.37%	-	-	-	-	Up is Bad	◄► Neutral
TSS48	% of tenants satisfied that their landlord provides a home that is well maintained - (RSH Return TP04)	Annual	NC	NC	63.58%	-	-	-	-	-	Up is Good	◄► Neutral	
09. Crime	CSP01	All Crime	Monthly	14,235	14,759	14,208	3,759	-	-	-	-	Up is Bad	◄► Neutral
	CSP12	Criminal damage (excl. 59)	Monthly	1,537	1,455	1,337	379	-	-	-	-	Up is Bad	◄► Neutral
		IQUANTA Family Grouping (1 is good) (Rank out of 15)	Monthly	8	2	13	10	-	-	-	-		
	CSP13	NYP Recorded ASB Calls for Service	Monthly	6,394	4,741	4,644	1,197	-	-	-	-	Up is Bad	◄► Neutral
	CSP15	Overall Violence (Violence Against Person Def.)	Monthly	5,675	5,746	5,226	1,252	-	-	-	-	Up is Bad	▼ Green
		IQUANTA Family Grouping (1 is good) (Rank out of 15)	Monthly	10	7	5	2	-	-	-	-		
CSP23	Hate Crimes as Recorded by NYP	Monthly	233	168	199	55	-	-	-	-	Up is Bad	▲ Red	

			Previous Years			2024/2025							
			Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT
		IQUANTA Family Grouping (1 is good) (Rank out of 15)	Monthly	15	12	8	5	-	-	-	-		
	CSP28	Number of Incidents of ASB within the city centre ARZ	Monthly	1,276	994	1,149	336	-	-	-	-	Up is Bad	▲ Red
10. Large Projects	CORP10L	Large Project - Council Housing Energy Retrofit Programme	Quarterly	Amber	Amber	Green	Complete	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Connecting Our City	Discontinued	NA	Green	NC	-	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Reablement Recommission	Quarterly	NA	Green	Green	Green	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Specialist Mental Health Housing and Support	Quarterly	NA	-	Amber	Red	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - CQC Readiness	Discontinued	NA	NA	Closed	-	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Local Energy Advice Demonstrator (LEAD)	Quarterly	-	-	Green	Green	-	-	-	-	Neutral	◀▶ Neutral
11. Finance	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£2,638	£4,887	£3,661	£3,896	-	-	-	-	Up is Bad	◀▶ Neutral