



Scrutiny - Corporate 2024/2025

No of Indicators = 29 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Business Intelligence Hub August 2025

				Previous Years			2024/2025							
			Collection Frequency	2022/2023	2023/2024	2024/2025	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
01. Business	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£4,887	£3,661	£1,123	£3,896	£4,445	£4,305	£1,123	-	Up is Bad	▼ Green	
	BUR01	Business Rates - Rateable Value	Monthly	£252,801,976	£242,602,745	£242,055,571	£242,054,821	£242,673,321	£243,513,996	£242,055,571	-	Neutral	◀▶ Neutral	
02. Customer Service	CFS01	Overall Customer Centre Satisfaction (%) - CYC	Monthly	72.10%	84.40%	84.90%	83.60%	84.00%	84.60%	87.00%	-	Up is Good	◀▶ Neutral	
	OCC06B	Number of days taken to process Housing Benefit new claims and change events (DWP measure)	Monthly	3.72	4.16	3.88	6.27	6.01	5.09	2.13	-	Up is Bad	◀▶ Neutral	
		Benchmark - National Data	Quarterly	6.32	4.69	(Avail Jul 25)	8.62	9.44	8.52	-	-			
	YCC030a	Footfall in Customer Centre - Average wait time (Minutes)	Monthly	9	9	NA	2	NA	NA	NA	-	Up is Bad	▼ Green	
	YCC057	YCC Average Speed of answer - Operators	Weekly	00:01:42	00:00:13	00:00:42	00:00:42	00:01:05	00:00:25	00:00:22	-	Neutral	◀▶ Neutral	
03. Human Resources	STF01	Staff Headcount - CYC Total (Excluding Schools) - (Snapshot)	Monthly	2,546	2,597	2,694	2,587	2,638	2,659	2,694	-	Neutral	◀▶ Neutral	
		Staff Headcount - CYC Total (Including Schools) - (Snapshot)	Monthly	3,405	3,368	3,434	3,358	3,373	3,400	3,434	-	Neutral	◀▶ Neutral	
	STF08	Staff FTE - CYC Total (Excluding Schools) - (Snapshot)	Monthly	2,148.92	2,212.08	2,334.82	2,205.88	2,249.66	2,297.98	2,334.82	-	Neutral	◀▶ Neutral	
	OCC09	CYC stand-alone apprenticeships (excluding schools) - (Snapshot)	Quarterly	24	21	14	18	20	21	14	-	Up is Good	▼ Red	
	STF100	Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	Monthly	11.96	11.2	12.06	11.49	11.58	11.84	12.06	-	Up is Bad	◀▶ Neutral	
		Benchmark - CIPD (Public Sector)	Annual	10.6	-	-	-	-	-	-	-			
	STF107	Voluntary Turnover (%) - CYC Total (Including Schools) - (Rolling 12 Month)	Monthly	11.38%	8.33%	8.09%	8.70%	8.55%	8.19%	8.09%	-	Neutral	◀▶ Neutral	
04. Risk Manager	CORP02L a	Red rated Large Projects - CYC - (Snapshot)	Quarterly	0	2	2	2	3	2	2	-	Neutral	◀▶ Neutral	
	CORP02L b	Amber rated Large Projects - CYC - (Snapshot)	Quarterly	11	8	12	7	9	6	12	-	Neutral	◀▶ Neutral	
	CORP101	Large Project - Hyperhubs - Union Terrace	Quarterly	-	Amber	Amber	Amber	Amber	(Paused)	Amber	-	Neutral	◀▶ Neutral	
		Large Project - EV Charger	Quarterly	-	Amber	Red	Amber	Red	(Paused)	Red	-	Neutral	◀▶ Neutral	
		Large Project - Carbon Reduction	Quarterly	-	-	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral	
		Large Project - HR System Transfer to Cloud	Quarterly	-	-	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral	
		Large Project - Green Waste	Discontinued	-	-	Complete	Green	Complete	-	-	-	Neutral	◀▶ Neutral	

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Environment	Council	Large Project - Mansion House	Quarterly	-	-	Green	Green	Green	Green	Green	-	Neutral	◄► Neutral
		Large Project - Retrofit One Stop Shop York (ROSSY)	Quarterly	-	-	Green	Green	Green	Green	Green	-	Neutral	◄► Neutral
		Large Project - CRM Replacement	Quarterly	-	-	Amber	-	Amber	Green	Amber	-	Neutral	◄► Neutral
		Large Project - Hyperhubs - Askham Bar	Quarterly	-	-	Amber	-	-	-	Amber	-	Neutral	◄► Neutral
		Large Project - City Leap Accelerator	Quarterly	-	-	-	-	-	-	-	-	Neutral	◄► Neutral
Finance	05.	BPI110	Quarterly	£4,887	£3,661	£1,123	£3,896	£4,445	£4,305	£1,123	-	Up is Bad	▼ Green
06. Resident Surveys	TAP02	% of Talkabout panel satisfied with the way the council runs things	Quarterly	47.30%	43.84%	48.46%	41.47%	-	48.46%	-	-	Up is Good	◄► Neutral
		Benchmark - LG Inform	Quarterly	62.00%	-	0.00%	-	-	0.00%	-	-		
	TAP37	% of the Talkabout panel reporting an 'excellent' experience when they last contacted the council about a service	Quarterly	-	10.92%	11.36%	11.07%	-	11.36%	-	-	Up is Good	◄► Neutral
		% of the Talkabout panel reporting a 'good' experience when they last contacted the council about a service	Quarterly	-	34.86%	27.76%	29.07%	-	27.76%	-	-	Up is Good	◄► Neutral
		% of the Talkabout panel reporting a 'satisfactory' experience when they last contacted the council about a service	Quarterly	-	34.51%	38.17%	37.02%	-	38.17%	-	-	Up is Good	◄► Neutral
		% of the Talkabout panel reporting a 'poor' experience when they last contacted the council about a service	Quarterly	-	19.72%	22.71%	22.84%	-	22.71%	-	-	Up is Bad	◄► Neutral
08. Information Governance	FOI01	FOI & EIR - Total Requests Received	Monthly	1,291	1,640	1,681	427	406	404	444	-	Neutral	◄► Neutral
	FOI02	FOI & EIR - % Requests responded to In time - (YTD)	Quarterly	85.50%	88.99%	95.32%	96.14%	95.50%	95.21%	95.32%	-	Up is Good	▲ Green
		FOI & EIR - % Requests responded to In time	Monthly	85.48%	88.99%	95.32%	96.14%	94.82%	94.60%	95.66%	-	Up is Good	▲ Green
	FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	Monthly	132	175	187	49	93	141	187	-	Neutral	◄► Neutral
		DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	Quarterly	64.39%	72.00%	83.54%	86.05%	85.00%	84.87%	83.54%	-	Up is Good	▲ Green
	IG14da	% of 4Cs Complaints responded to 'In Time'	Monthly	94.56%	85.54%	70.11%	48.28%	71.55%	81.75%	78.34%	-	Up is Good	▼ Red
	IG22a	% of Grade 1 4Cs Complaints responded to 'In Time'	Monthly	86.15%	66.32%	70.64%	46.40%	71.53%	79.76%	78.41%	-	Up is Good	◄► Neutral
	IG35h	Number of EIR Requests which are incomplete ("no response sent" or "ongoing")	Monthly	-	20	20	21	20	15	20	-	Up is Bad	◄► Neutral
	IG35k	Number of FOI Requests which are incomplete ("no response sent" or "ongoing")	Monthly	-	54	45	29	55	40	45	-	Up is Bad	◄► Neutral
	IG36h	Number of EIR Requests which are incomplete ("no response sent" or "ongoing") - > 30 days	Monthly	-	3	1	1	1	3	1	-	Up is Bad	▼ Green
	IG36k	Number of FOI Requests which are incomplete ("no response sent" or "ongoing") > 30 days	Monthly	-	10	9	5	8	4	9	-	Up is Bad	◄► Neutral