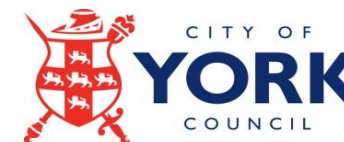


Create Jobs and Grow the Economy 2014/2015

Produced by the Shared Intelligence Bureau February 2015

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Direction of Travel shows the trend of how an indicator is performing against its Polarity over time



	Quarterly Indicators	Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel	
			2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
Benefits	CJGE06	JSA Claimants: % of Working Age Population (16-64)	Monthly	2.70%	2.30%	1.60%	1.20%	1.00%	0.90%	-	-	Up is Bad	Good
		Benchmark - National Data	Monthly	4.00%	3.80%	2.90%	2.40%	2.20%	1.90%	-	-		
		Benchmark - Regional Data	Monthly	5.00%	4.90%	3.80%	3.20%	2.90%	2.70%	-	-		
	CJGE07	JSA Claimants: % of Working Age Population (18-24)	Monthly	3.50%	2.50%	1.50%	0.90%	1.10%	-	-	-	Up is Bad	Good
		Benchmark - National Data	Monthly	8.30%	7.10%	5.00%	3.90%	3.70%	-	-	-		
		Benchmark - Regional Data	Monthly	9.90%	9.00%	6.40%	5.10%	4.90%	-	-	-		
	CJGE08	JSA Claimants: % of Working Age Population (16-64) (Over one year)	Monthly	0.50%	0.50%	0.40%	0.30%	0.30%	0.20%	-	-	Up is Bad	Good
		Benchmark - National Data	Monthly	0.90%	1.00%	0.80%	0.70%	0.70%	0.60%	-	-		
		Benchmark - Regional Data	Monthly	1.10%	1.40%	1.20%	1.10%	1.00%	0.90%	-	-		
	CJGE38	Total Benefit Claimants (Working Age 16-64)	Quarterly	12,210	11,510	10,670	10,180	-	-	-	-	Up is Bad	Good
	CJGE09	% Total Benefit Claimants (Working Age 16-64)	Quarterly	9.20%	8.60%	7.90%	7.60%	-	-	-	-	Up is Bad	Good
Benchmark - National Data		Quarterly	14.80%	14.30%	13.30%	12.90%	-	-	-	-			
Benchmark - Regional Data		Quarterly	16.30%	15.90%	14.90%	14.40%	-	-	-	-			
CJGE39	Lone Parents (Working Age 16-64)	Quarterly	1,100	910	850	840	-	-	-	-	Up is Bad	Good	
CJGE10	% Lone Parents (Working Age 16-64)	Quarterly	0.80%	0.70%	0.60%	0.60%	-	-	-	-	Up is Bad	Neutral	
	Benchmark - National Data	Quarterly	1.50%	1.30%	1.20%	1.20%	-	-	-	-			
	Benchmark - Regional Data	Quarterly	1.50%	1.30%	1.30%	1.30%	-	-	-	-			
CJGE11	Workless Households % of all Households	Discontinued	14.90%	13.20%	-	-	-	-	-	-	Up is Bad	Good	
Business	CJGE22	Number of vacant city centre shops	Monthly	55	40	42	46	45	45	-	-	Up is Bad	Neutral
	CJGE23	% of vacant city centre shops	Monthly	8.16%	5.95%	6.25%	6.90%	6.75%	6.73%	-	-	Up is Bad	Neutral
	CJGE27	Total Businesses	Annual	7,870	8,010	8,135	-	-	-	-	-	Up is Good	Neutral
	CJGE28	Business Births	Annual	655	720	945	-	-	-	-	-	Up is Good	Good
	CJGE29	Business Deaths	Annual	605	635	600	-	-	-	-	-	Up is Bad	Neutral
	CJGE30	GVA per head (£)	Annual	22,390	23,084	23,483	-	-	-	-	-	Up is Good	Good
	CJGE31	Total GVA (£ billion)	Annual	4.43	4.62	4.75	-	-	-	-	-	Up is Good	Good

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				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Centre for Cities	CJGE32	Business Start - ups (YTD)	Quarterly	1,588	1,494	1,155	324	613	-	-	-	Up is Good	Bad
	CJGE33	Employment rate (%) (Rank out of 64)	Annual	6	13	13	-	-	12	-	-	Up is Bad	Bad
	CJGE34	Working age population with qualification at NVQ4+ (%) (Rank out of 64)	Annual	9	11	7	-	-	9	-	-	Up is Bad	Neutral
	CJGE35	Total CO2 emissions per capita (t) (Rank out of 64)	Annual	28	28	28	-	-	-	-	-	Up is Good	Neutral
	CJGE36	Business stock per 10,000 population (Rank out of 64)	Annual	24	21	19	-	-	19	-	-	Up is Bad	Good
	CJGE37	GVA £ per head (Rank out of 64)	Annual	16	14	15	-	-	-	-	-	Up is Bad	Neutral
	CJGE40	Overall Rank (Rank out of 64)	Annual	17	18	17	-	-	-	-	-	Up is Bad	Good
Deprivation and Poverty	CJGE13	Proportion of Children in Child Poverty (HMRC)	Annual	12.50%	11.10%	-	-	-	-	-	-	Up is Bad	Good
Earnings	CJGE14	Average earnings of residents - Gross Weekly Pay (£)	Annual	487.6	523.1	526.5	-	478.7	-	-	-	Up is Good	Bad
		Benchmark - National Data	Annual	500.2	508.3	517.9	-	520.8	-	-	-		
		Benchmark - Regional Data	Annual	461.7	465.2	479.1	-	479.0	-	-	-		
	CJGE15	Average earnings of residents - (% difference York & GB)	Annual	-2.58%	2.83%	1.63%	-	-8.79%	-	-	-	Up is Good	Bad
CJGE16	Earnings gap between the 25 percentile and the median (York)	Annual	216.5	244.1	237.9	-	181.7	-	-	-	Up is Bad	Good	
Education	CJGE17	% of working age population qualified - No qualifications	Annual	6.80%	6.40%	6.90%	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	10.60%	9.70%	9.30%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	11.90%	11.50%	10.40%	-	-	-	-	-		
	CJGE18	% of working age population qualified - to at least L2 and above*	Annual	77.10%	79.80%	80.20%	-	-	-	-	-	Up is Good	Good
		Benchmark - National Data	Annual	69.70%	71.80%	72.50%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	66.60%	68.70%	69.50%	-	-	-	-	-		

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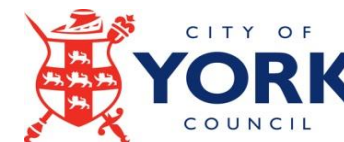
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				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
n (Adult)	CJGE19	% of working age population qualified - to at least L3 and above*	Annual	60.60%	65.60%	65.70%	-	-	-	-	-	Up is Good	Good
		Benchmark - National Data	Annual	52.70%	55.10%	55.80%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	48.00%	51.50%	51.80%	-	-	-	-	-		
	CJGE20	% of working age population qualified - to at least L4 and above*	Annual	40.80%	41.30%	40.60%	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	32.90%	34.40%	35.20%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	27.50%	29.70%	30.00%	-	-	-	-	-		
Employment	CJGE01	Total In Employment	Annual	106,900	104,600	105,400	-	-	-	-	-	Up is Good	Neutral
	CJGE02	Total Employee Jobs	Annual	103,500	101,600	102,400	-	-	-	-	-	Up is Good	Neutral
	CJGE03	York's unemployment rate below the national	Quarterly	1.90%	2.20%	2.40%	1.80	1.50	-	-	-	Up is Good	Bad
	CJGE04	% of Full-time employees	Quarterly	67.50%	67.70%	65.90%	66.10	65.00	-	-	-	Up is Good	Bad
		Benchmark - National Data	Quarterly	74.00%	73.80%	74.10%	74.20	74.30	-	-	-		
		Benchmark - Regional Data	Quarterly	72.70%	72.60%	72.90%	73.20	73.00	-	-	-		
	CJGE05	% of Part time employees	Quarterly	32.50%	32.10%	33.60%	33.20	34.20	-	-	-	Up is Bad	Bad
		Benchmark - National Data	Quarterly	25.80%	25.70%	25.40%	25.30	25.30	-	-	-		
		Benchmark - Regional Data	Quarterly	26.90%	26.80%	26.50%	26.30	26.50	-	-	-		
	CJGE21	% of young people not in education, employment or training	Annual	5.60%	4.90%	4.20%	-	-	-	-	-	Up is Bad	Good
Benchmark - National Data		Annual	6.10%	5.80%	5.30%	-	-	-	-	-			
Benchmark - Regional Data		Annual	7.10%	6.30%	5.70%	-	-	-	-	-			

Build Strong Communities 2014/2015

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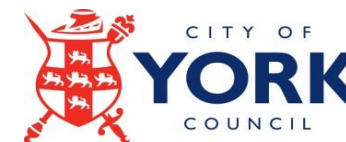
	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Building Works	CAN062	No of council homes in York failing to meet the decency standard	Annual	27	36	15	-	-	-	-	0	Up is Bad	Good
	Crime - Envirocrime												
	CAN008	Average days taken to remove obscene graffiti - (YTD)	Monthly	0.97	0.78	0.69	0.5	2.5	1.95	-	-	Up is Bad	Bad
	CAN009	Average days taken to remove non-obscene graffiti - (YTD)	Monthly	1.04	1.19	0.98	1.06	1.36	2.44	-	-	Up is Bad	Bad
Educational Attainment	102a	%pt gap between Ever6 FSM and non-Ever6 FSM pupils' achievement of Level 4+ Reading, Writing & Maths at Key Stage 2 - (Snapshot)	Annual	24%	26%	19%	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	-	19.00%	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	-	22.00%	-	-	-	-	-	-		
	102b	%pt gap between Ever6 FSM and non-Ever6 FSM pupils' achieving 5+A*-Cs GCSE (or equivalent) including English & Maths at Key Stage 4 - (Snapshot)	Annual	33%	32%	39%	-	-	-	-	22.00%	Up is Bad	Bad
		Benchmark - National Data	Annual	27.50%	26.30%	26.70%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	30.90%	30.60%	30.60%	-	-	-	-	-		
Homelessness	HOU101	Number of homeless households in temporary accommodation - (Snapshot)	Quarterly	93	99	80	65	67	60	-	-	Up is Bad	Neutral
	HOU102	Number of homeless households with dependent children in temporary accommodation - (Snapshot)	Quarterly	53	47	44	32	37	36	-	-	Up is Bad	Neutral
	HOU103	Number of households for whom positive action has prevented homelessness - (YTD)	Quarterly	993	746	683	179	332	509	-	-	Up is Good	Neutral
	HOU104	Number of applicant households for which decisions were taken - (YTD)	Quarterly	215	218	180	37	81	N/A	-	-	Up is Bad	Good
	HOU105	Number of households accepted as homeless and in priority need - (YTD)	Quarterly	151	146	109	20	43	71	-	-	Up is Bad	Good
	HOU106	Number of 16-17 year olds accepted as homeless - (YTD)	Quarterly	20	2	1	0	1	0	-	-	Up is Bad	Neutral

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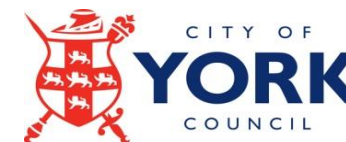
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				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Housing	CAN061	Number of new affordable homes delivered in York - (Year End Forecast)	Quarterly	151	115	50	N/A	185	185	-	-	Up is Good	Good
	CAN200	Number of council homes let by direct exchange (YTD)	Monthly	199	216	247	49	91	116	-	-	Up is Good	Good
	CES09	Net additional homes provided	Annual	321	482	345	-	-	-	-	-	Up is Good	Neutral
	HOU107	Number of active applicants on North Yorkshire Home Choice who are registered with CYC (Waiting List) - (Snapshot)	Quarterly	3972	4692	2306	N/A	1344	1439 (Dec Snapshot)	-	-	Up is Bad	Neutral
Housing - Debt and Arrears	HOU108	Current council tenant arrears as % of annual rent due - (Snapshot)	Quarterly	1.55%	1.62%	1.31%	2.11%	2.34%	1.86%	-	-	Up is Bad	Neutral
	HOU109	% of rent collected (including current arrears brought forward) - (Snapshot)	Quarterly	98.00%	97.90%	98.04%	91.46%	95.27%	97.06%	-	-	Up is Good	Neutral
Housing Satisfaction	BSC06	Tenants' satisfaction with Landlord listening to their views and acting upon them	Annual	65.20%	67.00%	61.60%	-	-	-	-	73.00%	Up is Good	Bad
Libraries	LIB01	Total Library Visits	Annual	1,009,148	1,005,595	1,043,285	-	-	-	-	-	Up is Good	Good
	BSC01	Customer satisfaction that the quality of streets/public places is improving	Annual	N/A	63%	49%	-	-	-	-	Increase	Up is Good	Bad
	BSC02	Customer satisfaction on how we work to improve green spaces	Annual	N/A	60%	48%	-	-	-	-	Increase	Up is Good	Bad
	BSC03	% of residents who feel its important for them to feel part of their local community	Annual	N/A	70%	74%	-	-	-	-	-	Up is Good	Good
	BSC04	% of CYC residents stating it's important residents can influence decisions in their local area	Annual	N/A	75%	86%	-	-	-	-	-	Up is Good	Good

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				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Resident and Corporate Surveys	BYS001	% of residents who agree that they can influence decisions in their local area - Agree (All Responses)	Annual	N/A	29%	24%	-	-	-	-	Increase from 08/09 baseline	Up is Good	Bad
	BYS053	% of residents who are satisfied with their local area as a place to live - Satisfied (All Responses)	Annual	N/A	91%	83%	-	-	-	-	Increase	Up is Good	Bad
	BYS079	% of residents who agree that they belong to their local area - Agree (All Responses)	Annual	N/A	55%	54%	-	-	-	-	Increase from 2008/9 baseline	Up is Good	Neutral
	BYS105	% of residents who agree their local area is a place where people from different backgrounds get on well together - Agree (All Responses)	Annual	N/A	73%	58%	-	-	-	-	Increase from 2008/9 baseline	Up is Good	Bad
	BYS131	% of residents who agree that York is a safe city to live in, relatively free from crime and violence - Agree (All Responses)	Annual	N/A	74%	80%	-	-	-	-	-	Up is Good	Good
	BYS300	% of residents who agree their local area is a safe place to live (All Responses)	Annual	N/A	79%	79%	-	-	-	-	-	Up is Good	Neutral
	BYS301	% that think CYC/partners are doing well at reducing crime and anti social behaviour (This question was worded differently in the Place Survey)	Annual	N/A	56%	48%	-	-	-	-	-	Up is Good	Bad
	BYS302	% of CYC residents think CYC/partners are working well to make communities safer	Annual	N/A	54%	45%	-	-	-	-	-	Up is Good	Bad
	CAN999	Proportion of York Residents who give unpaid help at least once a month	Annual	N/A	26%	12%	-	-	-	-	-	Up is Good	Bad

Protect Vulnerable People 2014/2015

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	Quarterly Indicators	Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel	
			2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
Adult Social Care	PVP01	People supported through personal budgets or direct payments on 31 March 2014 receiving community-based services (%) (ADASS Survey definition)	Monthly	-	-	84.13%	87.92%	91.14%	88.57%	-	85.00%	Up is Good	Good
	ASCOF1E	% of adults with learning disabilities in paid employment	Annual	10.30%	8.70%	7.70%	1.12%	2.71%	4.95%	-	-	Up is Good	Good
		Benchmark - National Data	Annual	7.10%	7.00%	6.70%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	6.80%	6.50%	6.20%	-	-	-	-	-		
	ASCOF1G	% of adults with learning disabilities who live in their own home or with family	Annual	73.10%	63.20%	82.60%	7.37%	24.83%	45.27%	-	-	Up is Good	Good
		Benchmark - National Data	Annual	70.00%	73.50%	74.90%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	76.40%	77.90%	79.20%	-	-	-	-	-		
	ASCOF2A1	Permanent admissions to residential and nursing care homes for younger adults (18-64), per 100,000 population	Annual	7	7.7	11.5	3.1	3.87	7.74	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	19.1	15	14.4	-	-	-	-	-		
		Benchmark - Regional Data	Annual	14.3	15.3	11	-	-	-	-	-		
	ASCOF2A2	Permanent admissions to residential and nursing care homes for older people (65 and over), per 100,000 population	Annual	608.4	617.7	767.5	175.26	316.05	508.55	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	695.9	697.2	650.6	-	-	-	-	-		
		Benchmark - Regional Data	Annual	672.9	680.3	644.1	-	-	-	-	-		
	ASCOF2B1	% of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	Annual	100.00%	69.80%	80.90%	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	82.70%	81.40%	82.50%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	84.90%	81.50%	85.30%	-	-	-	-	-		
	ASCOF2B2	% of older people (65 and over) who were offered reablement services following discharge from hospital	Annual	0.40%	0.70%	1.10%	-	-	-	-	-	Up is Good	Good
		Benchmark - National Data	Annual	3.20%	3.20%	3.30%	-	-	-	-	-		
Benchmark - Regional Data		Annual	2.00%	2.00%	1.90%	-	-	-	-	-			

Protect Vulnerable People 2014/2015

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				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
LAPE19	Alcohol-related violent crimes: Persons, all ages (per 1,000 population)	Annual	3.8	3.63	-	-	-	-	-	-	-	Up is Bad	Neutral	
	Benchmark - National Data	Annual	4.15	3.93	-	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	3.62	3.4	-	-	-	-	-	-	-			
LAPE20	Alcohol-related sexual crimes: Persons, all ages (per 1,000 population)	Annual	0.11	0.13	-	-	-	-	-	-	-	Up is Bad	Neutral	
	Benchmark - National Data	Annual	0.12	0.12	-	-	-	-	-	-	-			
	Benchmark - Regional Data	Annual	0.11	0.13	-	-	-	-	-	-	-			
Children's Social Care	CYPL1	Total numbers of out of authority placements reducing due to the provision of enhanced local provision	Quarterly	25	29	22	22	24	26	-	20	Up is Bad	Neutral	
	CYPL30	Total Cost of out of authority placements	Annual	-	£2.5m	£2.3m Forecast	-	-	-	-	-	Up is Bad	Neutral	
	EFL10	Average cost per looked after child	Annual	-	21,277	19,861	-	-	-	-	-	Up is Bad	Neutral	
	65	% of children becoming the subject of a Child Protection Plan for a second or subsequent time - (YTD)	Quarterly	17.00%	19.20%	10.90%	17.60%	13.30%	13.6%	-	9%	Up is Bad	Neutral	
		Benchmark - National Data	Annual	13.06%	13.13%	14.66%	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	10.61%	10.80%	12.43%	-	-	-	-	-	-		
	147	% of care leavers in suitable accommodation ADD 19,20 & 21 - (YTD)	Quarterly	95.00%	100.00%	100.00%	92.30%	92.00%	95%	-	100%	Up is Good	Neutral	
Benchmark - National Data		Annual	90.00%	88.30%	88.00%	-	-	-	-	-	-			
Benchmark - Regional Data		Annual	91.00%	88.20%	89.00%	-	-	-	-	-	-			
CSB38	Number of children provided with one-to-one support by IDAS	Quarterly	-	-	-	130	107	-	-	-	-	Neutral	Neutral	

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		2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target				
Children's Social Care - Adoptions CSS7	% of adopted children who wait less than 20 months between entering care and moving in with adoptive family - (YTD)	Quarterly	-	-	New for 2014/15	59%	33.00%	67.50%	-	-	Up is Good	Neutral	
Children's Social Care - Looked After EFL1	Numbers of Children Looked After (CLA), this figure excludes Short Term Breaks (per 10k shown in brackets) - (Snapshot)	Quarterly	256 (73)	243 (67)	220 (61)	222 (62)	217 (60)	211 (59)	-	190 - 210 (53 - 58)	Up is Bad	Neutral	
Crime - Domestic Violence	CSP18a	Domestic Violence Number of Repeat Incidents	Monthly	683	944	907	263	260	295	-	-	Up is Bad	Neutral
	DOMV1a	Number of Reports of Domestic Abuse Incidents reported to NYP (Known Duplicate)	Monthly	2739	2819	2823	703	694	702	-	-	Up is Bad	Good
	DOMV2	Number of domestic violence incidents involving arrest	Monthly	752	704	645	149	160	95	-	-	Neutral	Neutral
	DOMV2a	% of domestic violence incidents involving arrest	Monthly	27.40%	24.94%	23%	21%	23%	19%	-	-	Up is Bad	Neutral
	DOMV3	Number of domestic violence incidents crimed	Monthly	811	796	787	198	222	155	-	-	Neutral	Neutral
	DOMV3a	% of domestic violence incidents crimed	Monthly	29.54%	27.95%	28%	28%	32%	30%	-	-	Up is Bad	Neutral
	DOMV4	Number of domestic violence incidents where children present	Monthly	447	417	516	173	161	125	-	-	Up is Bad	Neutral
	DOMV4a	% of domestic violence incidents where children present	Monthly	16.32%	14.79%	18%	25%	23%	25%	-	-	Up is Bad	Bad
	DOMV5	Domestic Violence Occurrence Type - Crime Violence	Monthly	579	583	524	136	153	140	-	-	Up is Bad	Neutral
	DOMV6	Domestic Violence Occurrence Type - PSW Domestic Incident	Monthly	1888	1953	2014	497	463	493	-	-	Up is Bad	Neutral
DOMV7	Domestic Violence Occurrence Type - Other	Monthly	278	312	285	70	78	69	-	-	Up is Bad	Neutral	

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Direction of Travel shows the trend of how an indicator is performing against its Polarity over time

	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Personal Attainment	75a	% of pupils achieving 5+ A*-Cs GCSE inc. English & Maths at Key Stage 4 (new First Entry definition) - (Snapshot)	Annual	-	-	62%	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	-	-	52.60%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	-	-	53.10%	-	-	-	-	-		
	102a	%pt gap between Ever6 FSM and non-Ever6 FSM pupils' achievement of Level 4+ Reading, Writing & Maths at Key Stage 2 - (Snapshot)	Annual	24%	26%	19%	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	-	19.00%	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	-	22.00%	-	-	-	-	-	-		
	102b	%pt gap between Ever6 FSM and non-Ever6 FSM pupils' achieving 5+A*-Cs GCSE (or equivalent) including English & Maths at Key Stage 4 - (Snapshot)	Annual	33%	32%	39%	-	-	-	-	22.00%	Up is Bad	Bad
		Benchmark - National Data	Annual	27.50%	26.30%	26.70%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	30.90%	30.60%	30.60%	-	-	-	-	-		
Homelessness	PHOF25	Statutory homelessness - homelessness acceptances (per 1,000 estimated total households)	Annual	1.8	1.64	1.28	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	2.31	2.37	2.32	-	-	-	-	-		
		Benchmark - Regional Data	Annual	2.22	2.13	1.54	-	-	-	-	-		
	PHOF26	Statutory homelessness - households in temporary accommodation (per 1,000 estimated total households)	Annual	1.11	1.11	0.94	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	2.32	2.44	2.59	-	-	-	-	-		
		Benchmark - Regional Data	Annual	0.43	0.39	0.3	-	-	-	-	-		
	HOU280	Households accepted as being homeless and in priority need - % Mental illness or disability - YTD	Quarterly	8.61%	7.53%	17.43%	15.00%	8.89%	9.59%	-	-	Neutral	
		Benchmark - National Data	Quarterly	7.87%	8.13%	8.57%	-	8.01%	8.01%	-	-		

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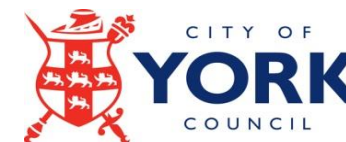
	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
	HOU281	Households accepted as being homeless and in priority need - % Domestic Violence - YTD	Quarterly	3.97%	4.79%	3.67%	0.00%	4.44%	4.11%	-	-	Neutral	
		Benchmark - National Data	Quarterly	2.92%	2.90%	2.83%	-	2.88%	2.88%	-	-		
Life Expectancy	PHOF36	Life Expectancy at birth - Male	Annual	79.4	79.6	-	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	78.91	79.21	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	78.1	78.3	-	-	-	-	-	-		
	PHOF16	Life Expectancy at birth - Female	Annual	83.2	83.2	-	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	82.89	83.01	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	82	82.2	-	-	-	-	-	-		
	PHOF37	Slope index of inequality in life expectancy at birth - Males - (Two year period)	Annual	8.45	7.25	7.4	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	9.42	9.24	-	-	-	-	-	-		
PHOF17	Slope index of inequality in life expectancy at birth - Females - (Two year period)	Annual	5.41	5.91	5.8	-	-	-	-	-	Up is Bad	Neutral	
	Benchmark - National Data	Annual	6.91	6.85	-	-	-	-	-	-			
Mental Health	PHOF39	Emotional wellbeing of looked after children	Annual	14.1	14.3	-	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	13.9	14	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	14.2	14.2	-	-	-	-	-	-		
Obesity	NCMP01	% of reception year children recorded as being obese	Annual	8.53%	8.05%	7.82%	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	9.49%	9.27%	9.48%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	9.05%	8.94%	9.20%	-	-	-	-	-		
	NCMP02	% of children in Year 6 recorded as being obese	Annual	16.13%	16.36%	15.35%	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	19.20%	18.92%	19.09%	-	-	-	-	-		
Benchmark - Regional Data	Annual	19.23%	19.01%	19.22%	-	-	-	-	-				
	PVP02	Permanent admissions to residential & nursing care homes for older people (65+) - numbers of people, by month	Monthly	-	-	-	65	52	70	-	-	Up is Bad	Good

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	Quarterly Indicators	Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel	
			2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
Public Health and Wellbeing	PVP04	Total number of Acute delayed discharges (YDH only) - (Snapshot)	Monthly	-	-	-	25	27	12	-	-	Up is Bad	Neutral
	PVP05	Total number of reimbursable CYC delays (attributable to CYC) (YDH Only) - (Snapshot)	Monthly	-	-	-	12	11	13	-	-	Up is Bad	Neutral
	PVP06	Reablement - assessments to be completed within 6 weeks of referral	Monthly	-	-	-	37.95%	58.49%	34.08%	-	-	Up is Good	Bad
	PVP07	OT/OTA assessments - to be completed within 28 days	Monthly	-	-	-	97.78%	98.70%	97.89%	-	-	Up is Good	Bad
	PVP08	People supported to live independently through social services PACKAGES OF CARE	Quarterly	-	1,784	1,753	1,830	1806	1501	-	-	Up is Good	Good
	PVP09	People supported to live independently through social services PREVENTION	Quarterly	-	2,822	2,570	2,520	2582	2668	-	-	Up is Good	Good
	PHOF21	Injuries due to falls in people aged 65 and over (per 100,000 population)	Annual	2,044.95	1,912.09	2,215.20	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	2,035.18	2,011.01	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	2,016.93	1,913.62	-	-	-	-	-	-		
	PHOF24	The percentage of the population exposed to road, rail and air transport noise of 55 dB(A) or more during the night-time	Annual	5.04	-	-	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	8.01	-	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	6.18	-	-	-	-	-	-	-		
	PHOF29	Cancer screening coverage - breast cancer (% eligible women screened adequately within previous 3 years)	Annual	82.44%	81.42%	80.63%	-	-	-	-	-	Up is Good	Bad
Benchmark - National Data		Annual	76.92	76.32	75.9	-	-	-	-	-			
Benchmark - Regional Data		Annual	77.73	76.69	76.13	-	-	-	-	-			

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Quarterly Indicators	Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel	
		2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
PHOF28 Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-14 years) (per 10,000 resident population)	Annual	99.53	95.84	-	-	-	-	-	-	-	Up is Bad	Good
	Annual	118.22	103.83	-	-	-	-	-	-	-		
	Annual	127.95	109.57	-	-	-	-	-	-	-		
PriFSM_ Primary pupils eligible for and claiming Free School Meals	Annual	16.00%	11.50%	10.20%	-	-	-	-	-	-	Up is Good	Bad
RM3 % of primary schools with 25% or more of their places unfilled - (Snapshot)	Annual	8.00%	10.00%	8.00%	-	-	-	-	-	6.00%	Up is Bad	Neutral
RM5 % of primary schools oversubscribed by 5% or more (@ January school census) - (Snapshot)	Annual	12.00%	13.00%	16.00%	-	-	-	-	-	7.00%	Up is Bad	Bad
RM20 % of 1st preferences secured for the Primary school admission round (relates to the future academic year i.e. 12/13 figure relates to 13/14 academic year) - (Snapshot)	Annual	90.40%	92.00%	93.00%	-	-	-	-	-	90.00%	Up is Good	Good
RM70 Number of primary school places in York	Annual	13,621	13,742	13,914	-	-	-	-	-	-	Neutral	Neutral
RM71 Projected number of primary school aged-pupils in York	Annual	12,513	12,870	13,230	-	-	-	-	-	-	Neutral	Neutral
SecFSM_ Secondary pupils eligible for and claiming Free School Meals	Annual	14.00%	8.40%	7.80%	-	-	-	-	-	-	Up is Good	Bad
RM4 % of secondary schools with 25% or more of their places unfilled - (Snapshot)	Annual	10.00%	25.00%	25.00%	-	-	-	-	-	25.00%	Up is Bad	Bad
RM6 % of secondary schools oversubscribed by 5% or more in years 7-11 (@ January school census) - (Snapshot)	Annual	-	-	0.00%	-	-	-	-	-	12.50%	Up is Bad	Neutral

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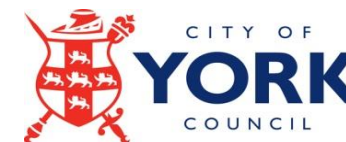
	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
School Strategy and Planning	RM21	% of 1st preferences secured for the Secondary school admission round (relates to the future academic year i.e. 12/13 figure relates to 13/14 academic year) - (Snapshot)	Annual	93.40%	96.00%	94.00%	-	-	-	-	95.00%	Up is Good	Neutral
	RM72	Number of secondary school places in York	Annual	9,165	9,165	9,165	-	-	-	-	-	Neutral	Neutral
	RM73	Projected number of secondary school aged-pupils in York	Annual	8,539	8,425	8,360	-	-	-	-	-	Neutral	Neutral
	RM74	School Ofsted Rating - Primary: Outstanding - numbers	Quarterly	-	-	12	11	11	-	-	-	Up is Good	Neutral
	RM75	School Ofsted Rating - Primary: Outstanding - %	Quarterly	-	-	23.00%	21.00%	21.00%	-	-	-	Up is Good	Neutral
	RM76	School Ofsted Rating - Primary: Good - numbers	Quarterly	-	-	28	33	34	-	-	-	Up is Good	Good
	RM77	School Ofsted Rating - Primary: Good - %	Quarterly	-	-	54.00%	63.00%	65.00%	-	-	-	Up is Good	Good
	RM78	School Ofsted Rating - Primary: Requires improvement - numbers	Quarterly	-	-	9	6	6	-	-	-	Up is Bad	Good
	RM79	School Ofsted Rating - Primary: Requires improvement - %	Quarterly	-	-	17.00%	12.00%	12.00%	-	-	-	Up is Bad	Good
	RM80	School Ofsted Rating - Primary: Inadequate - numbers	Annual	-	-	3	3	1	-	-	-	Up is Bad	Good
	RM81	School Ofsted Rating - Primary: Inadequate - %	Quarterly	-	-	6.00%	4.00%	2.00%	-	-	-	Up is Bad	Good
	RM82	School Ofsted Rating - Secondary: Outstanding - numbers	Quarterly	-	-	3	3	3	-	-	-	Up is Good	Neutral
	RM83	School Ofsted Rating - Secondary: Outstanding - %	Quarterly	-	-	25.00%	27.00%	27.00%	-	-	-	Up is Good	Neutral
	RM84	School Ofsted Rating - Secondary: Good - numbers	Quarterly	-	-	7	7	7	-	-	-	Up is Good	Neutral
	RM85	School Ofsted Rating - Secondary: Good - %	Quarterly	-	-	58.00%	64.00%	64.00%	-	-	-	Up is Good	Neutral

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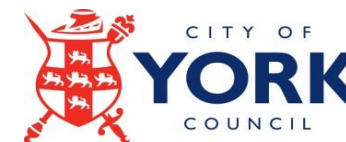
	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
	RM86	School Ofsted Rating - Secondary: Requires improvement - numbers	Quarterly	-	-	2	1	1	-	-	-	Up is Bad	Good
	RM87	School Ofsted Rating - Secondary: Requires improvement -%	Quarterly	-	-	17.00%	9.00%	9.00%	-	-	-	Up is Bad	Good
	RM88	School Ofsted Rating - Secondary: Inadequate - numbers	Quarterly	-	-	-	-	0	-	-	-	Up is Bad	Neutral
	RM89	School Ofsted Rating - Secondary: Inadequate -%	Quarterly	-	-	0.00%	0.00%	0.00%	-	-	-	Up is Bad	Neutral
	RM90	School Ofsted Rating - Overall: Outstanding - numbers	Quarterly	-	-	15	14	14	-	-	-	Up is Good	Neutral
	RM91	School Ofsted Rating - Overall: Outstanding -%	Quarterly	-	-	23.00%	22.00%	22.00%	-	-	-	Up is Good	Neutral
	RM92	School Ofsted Rating - Overall: Good - numbers	Quarterly	-	-	35	40	41	-	-	-	Up is Good	Neutral
	RM93	School Ofsted Rating - Overall: Good -%	Quarterly	-	-	55.00%	63.00%	65.00%	-	-	-	Up is Good	Neutral
	RM94	School Ofsted Rating - Overall: Requires improvement - numbers	Quarterly	-	-	11	7	7	-	-	-	Up is Bad	Good
	RM95	School Ofsted Rating - Overall: Requires improvement -%	Quarterly	-	-	17.00%	11.00%	11.00%	-	-	-	Up is Bad	Good
	RM96	School Ofsted Rating - Overall: Inadequate - numbers	Quarterly	-	-	3	2	1	-	-	-	Up is Bad	Good
	RM97	School Ofsted Rating - Overall: Inadequate -%	Quarterly	-	-	5.00%	3.00%	2.00%	-	-	-	Up is Bad	Good
Youth Offending	PHOF23	First time entrants to the youth justice system	Annual	760.97	498.01	406.82	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	725.57	556.05	440.93	-	-	-	-	-		
		Benchmark - Regional Data	Annual	699.94	536.69	458.66	-	-	-	-	-		

Protect the Environment 2014/2015

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	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Climate Change	CES01	Assessment of how the council is adapting to climate change	Annual	Level 1	Level 1	Level 1	-	Level 1 (forecast)	-	-	Level 2	Up is Good	Neutral
	CES02	Reduction in CO2 through investing in more efficient street lighting	Annual	-7.50%	-13.64%	-	-	-	-	-	25% Over 5 Years	Up is Bad	Good
	CES020	York's CO2 per head of population	Annual	5.9	5.3	5.6	-	-	-	-	-	Up is Bad	Bad
Natural Environment	CAN028	The maximum Nitrogen Dioxide concentration (at relevant locations) in each area of technical breach	Annual	-	-	-	-	-	-	-	-	Up is Bad	Neutral
	CES11	Active management of local sites to improve bio-diversity in the York area	Annual	-	-	-	-	-	-	-	-	Neutral	Neutral
	CES12	% of conservation areas with an up to date character appraisal	Annual	-	-	-	-	-	-	-	-	Up is Good	Neutral
	CES13	% of new homes built on previously developed land - (YTD)	Annual	68.60%	73.00%	84.00%	93.55%	74.59%	74.15%	-	65.00%	Up is Good	Neutral
Waste	CES35	Residual household waste (kg per HH) - (YTD)	Quarterly	564kg	541kg	559kg	546 Kg (forecast)	547kg (forecast)	549kg (forecast)	-	545kg	Up is Bad	Bad
		Benchmark - National Data	Annual	568kg	551kg	555kg	-	-	-	-	-		
		Benchmark - Regional Data	Annual	570kg	543kg	534kg	-	-	-	-	-		
	CES36	Household waste recycled / composted- (YTD)	Quarterly	46.41%	45.96%	43.63%	44.68% (forecast)	44.58% (forecast)	44.45% (forecast)	-	47.61%	Up is Good	Neutral
		Benchmark - National Data	Annual	43.00%	43.22%	43.45%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	41.93%	43.31%	43.85%	-	-	-	-	-		
	CES37	Municipal waste landfilled - (YTD)	Quarterly	52.92%	53.76%	55.83%	55.51% (forecast)	55.71% (forecast)	55.63% (forecast)	-	51.56	Up is Bad	Neutral
		Benchmark - National Data	Annual	37.38%	33.89%	30.93%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	43.00%	38.17%	34.71%	-	-	-	-	-		
	CES38	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) - (YTD)	Quarterly	101,070	97,000	93,830	94200 (forecast)	93950 (forecast)	94,300 (forecast)	-	-	Neutral	Neutral

Protect the Environment 2014/2015

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Quarterly Indicators	Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel	
		2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
CES39	Tonnes of Landfilled waste - Household (excluding liquid waste) - (YTD)	Quarterly	48,070	45,930	46,850	46550 (forecast)	46620 (forecast)	46,740 (forecast)	-	-	Up is Bad	Neutral
CES40	Tonnes of Landfilled waste - Commercial collection rounds - (YTD)	Quarterly	5,420	6,220	5,620	5730 (forecast)	5720 (forecast)	5,720 (forecast)	-	-	Up is Bad	Neutral
CES41	Tonnes of Landfilled waste - Combined (excluding liquid waste)	Quarterly	53,490	52,150	52,470	52280 (forecast)	52340 (forecast)	52,460 (tonnes)	-	-	Up is Bad	Neutral
CES42	Cost of landfill tax - Household (excluding liquid waste)	Quarterly	£2,691,920	£2,939,520	£3,373,200	3724000 (forecast)	3729600 (forecast)	£3,739,200 (forecast)	-	-	Up is Bad	Bad
CES43	Cost of landfill tax - Commercial collection rounds	Quarterly	£303,520	£398,080	£404,640	458400 (forecast)	457600 (forecast)	£457,600 (forecast)	-	-	Up is Bad	Bad
CES44	Cost of landfill tax - Combined (excluding liquid waste)	Quarterly	£2,995,440	£3,337,600	£3,777,840	4182240 (forecast)	4187200 (forecast)	£4,196,800 (forecast)	-	-	Up is Bad	Bad
CES45	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	99.40%	98.70%	98.80%	99% (forecast)	99% (forecast)	99% (forecast)	-	-	Up is Good	Neutral

Get York Moving 2014/2015

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No of Indicators shown : 17

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	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Highways Maintenance	CES03	% of road and pathway network that are grade 3 (poor condition) - roadways	Annual	16%	15%	16%	-	-	-	-	-	Up is Bad	Neutral
	CES04	% of road and pathway network that are grade 3 (poor condition) - pathways	Annual	5%	5%	4%	-	-	-	-	-	Up is Bad	Neutral
	CES05	% of Principal roads where maintenance should be considered (lower is better) (NI 168)	Annual	2%	2%	2%	-	-	-	-	-	Up is Bad	Neutral
	CES06	% of Non-principal classified roads where maintenance should be considered (lower is better) (NI 169)	Annual	6%	5%	4%	-	-	-	-	-	Up is Bad	Good
	CES07	% of Unclassified roads where maintenance should be considered (old BV224b)	Annual	11%	10%	10%	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	17%	17%	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	17%	17%	-	-	-	-	-	-		
Public Transport	CAN031	LI 3a - Bus journeys originating in the authority area (P&R only) - (YTD - Provisional until financial year end)	Monthly	4.30m	4.38m	4.45m	1.07m	2.22m	3.45m	-	-	Up is Good	Good
	CAN032	LI 3b - Local bus passenger journeys originating in the authority area (excluding P&R) - (YTD - Provisional until financial year end)	Monthly	10.35m	9.70m	10.38m	2.65m	5.22m	7.14m	-	10.45m	Up is Good	Neutral
	CAN032_A	Total Number of Bus Journeys - (Provisional until financial year end)	Annual	14,334,898	14,086,347	14,830,002	3.72m	7.44m	10.59m	-	-	Up is Good	Neutral
	CAN033	LI 22a - Proportion of non frequent scheduled services on time - DfT Published Figure	Annual	81.0%	82.0%	84%	-	-	-	-	-	Up is Good	Good

Get York Moving 2014/2015

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No of Indicators shown : 17

Direction of Travel shows the trend of how an indicator is performing against its Polarity over time



	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
	CAN034	LI 22 - Bus Services Running on Time (The average excess waiting time) DfT published figure	Annual	0.8	0.9	0.6	-	-	-	-	-	Up is Good	Neutral
Sustainable Travel	CES26	Index of cycling activity (AM Peak) (Calendar year baseline 2009)	Annual	106%	115%	119%	-	-	-	-	-	Up is Good	Good
	CES27	Index of cycling activity (PM Peak) (Calendar year baseline 2009)	Annual	101%	115%	122%	-	-	-	-	-	Up is Good	Good
	CES28	Index of cycling activity (12 hour) (Calendar year baseline 2009)	Annual	106%	115%	123%	-	-	-	-	-	Up is Good	Good
	CES33	Pedestrians crossing the inner cordon (12hr into & out of city centre) Indexed baseline 2009/10	Annual	97%	104%	108%	-	-	-	-	103%	Up is Good	Good
	CES34	LI 4 - % of customers arriving at York Station by sustainable modes of transport (cycling, walking, taxi or bus - excluding cars, Lift, Motorcycle, Train)	Annual	68.70%	76.40%	72.90%	-	68.30%	-	-	-	Up is Good	Bad

Our Organisation 2014/2015

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No of Indicators shown : 22

Direction of Travel shows the trend of how an indicator is performing against its Polarity over time



	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
02: Do it online	YCC26	Do it Online - Number of service requests	Weekly	-	-	15,037	3133	9737	-	-	-	Neutral	Neutral
	YCC27	Do it Online - Number of new user account created	Weekly	-	-	9,313	2503	5783	-	-	-	Up Is Good	Neutral
11: Phone Statistics - YCC Total	YCC117	YCC % Calls answered in 20 seconds - TOTAL	Weekly	-	-	44.83%	56.67%	31%	49%	-	-	Up Is Good	Neutral
	YCC118	YCC % Calls Answered - TOTAL	Weekly	-	-	-	86.27%	66%	81%	-	-	Up Is Good	Neutral
Finance	OCC01	% of council tax collected in year (cumulative) - (YTD)	Monthly	97.89%	97.94%	97.58%	29.51%	56.69%	85.39%	-	97.80%	Up is Good	Good
		Benchmark - National Data	Annual	97.33%	97.37%	96.96%	-	-	-	-	-		
	OCC02	Council tax receipts collected in year (cumulative) £ million - (YTD)	Monthly	79.84	82.85	87.21	27.65	53.47	79.75	-	-	Up is Good	Good
	OCC03	% of non-domestic rates collected in year (cumulative) - (YTD)	Monthly	98.07%	98.02%	98.02%	29.58%	56.70%	82.84%	-	98.50%	Up is Good	Good
		Benchmark - National Data	Annual	97.81%	97.73%	97.93%	-	-	-	-	-		
	OCC10	Non-domestic receipts collected in year £ million - (YTD)	Monthly	88.7	93.67	96.73	29.69	58.26	85.17	-	-	Up is Good	Good
	OCC05	% reduction in council tax prior year's balances - (YTD)	Monthly	41.41%	35.29%	38.34%	10.05%	15.02%	18.36%	-	42.00%	Up is Good	Good
	OCC04	% reduction in non-domestic rates prior year's balances - (YTD)	Monthly	21.43%	23.03%	47.27%	9.24%	17.52%	22.56%	-	42.00%	Up is Good	Good
	OCC06	Number of days taken to process Housing Benefit/Council Tax Benefit new claims and change events	Monthly	14.03	14.57	18	15	16	15	-	-	Up is Bad	Neutral
OCC07	Benefit Reception Numbers	Monthly	2,482	2,314	1,868	1,771	1,836	1,616	-	-	Up is Bad	Good	
OCC08	Average Benefit Caseload for CYC	Monthly	15,150	15,123	13,919	13,685	13,427	13,331	-	-	Up is Bad	Good	
OCC09	CYC Apprenticeships	Annual	17	20	14	-	-	-	-	18	Up is Good	Neutral	
STF01	Staff Headcount - CYC Total	Quarterly	-	-	7038	-	6200	6172	-	-	Neutral	Neutral	
STF01a	Staff Headcount - CYC Total (Excluding Schools)	Quarterly	-	-	-	-	2959	2906	-	-	Neutral	Neutral	

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	Quarterly Indicators		Collection Frequency	Previous Years			2014/2015					Polarity	Direction of Travel
				2011/2012	2012/2013	2013/2014	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Staffing	STF08	Staff FTE - CYC Total	Quarterly	-	-	4562	-	4060	4043	-	-	Neutral	Neutral
	STF08a	Staff FTE - CYC Total (Excluding Schools)	Quarterly	-	-	-	-	2276	2249	-	-	Neutral	Neutral
	STF32	Turnover - CYC Total	Quarterly	-	-	16.61%	-	7.07	2.6	-	-	Up is Bad	
	STF33	Turnover - CYC Total (Excluding Schools)	Quarterly	-	-	18.10%	-	5.75	2.39	-	-	Up is Bad	
	CYC01	Average sickness days lost per FTE - CYC (YTD)	Quarterly	-	-	6.54	1.5	4	6.5	-	-	Up is Bad	Bad
	EDU03	Average sickness days lost per FTE - Schools - (YTD)	Quarterly	-	-	8.39	2.2	2.5	5.8	-	-	Up is Bad	Bad