

Annex 3 – Performance – Council Plan Outcomes

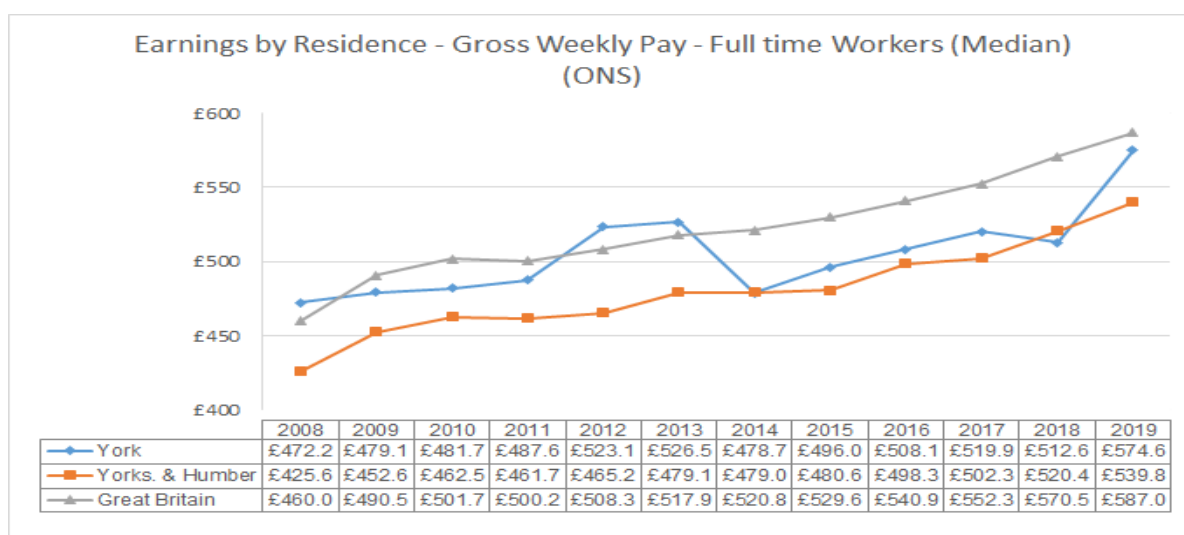
Well paid jobs and an inclusive economy

Well paid jobs and an inclusive economy						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Business Rates - Rateable Value	£255,623,506 (Q1 2019/20)	£255,273,836 (Q2 2019/20)	➔	Quarterly	Not available	Q3 2019/20 data available in February 2020
Median earnings of residents - Gross Weekly Pay (£)	£512.90 (2018/19)	£574.60 (2019/20)	➔	Annual	National Data 2019/20: £587 Regional Data 2019/20: £539.8	2020/21 data available in October 2020
% of working age population qualified - to at least L2 and above	85.00% (2017/18)	83.20% (2018/19)	➔	Annual	National Data 2018/19: 74.90%	2019/20 data available in April 2020
% of working age population qualified - to at least L4 and above	48.90% (2017/18)	47.90% (2018/19)	➔	Annual	National Data 2018/19: 39.30% Regional Data 2018/19: 33.30%	2019/20 data available in April 2020
GVA per head (£)	24,006 (2016/17)	25,130 (2017/18)	⬆️ Good	Annual	Regional Rank 2017/18: 2	2018/19 data available in Feb 2020
% of vacant city centre shops (compared to other cities)	8.13% (Q1 2019/20)	6.70% (Q2 2019/20)	⬇️ Good	Monthly	National Data 2019/20 Q1 11.7%	Q3 2019/20 data available in February 2020
% of working age population in employment (16-64)	78.40% (2018/19)	78.80% (Q1 2019/20)	➔	Quarterly	National Data Q1 2019/20 75.60%	Q2 2019/20 data available in February 2020

The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly.
All historic data is available via the Open Data Platform

Median earnings of residents – Gross weekly pay

- In April 2019, the estimated median gross weekly earnings for full-time resident employees in York were £574.6, which is an increase of 12% from £512.6 in 2018. In recent years, the increase in earnings has been fastest among the lowest paid occupations. However, taking inflation into account, real pay is still some way below its historic level. Nationally the increase was 2.9% and regionally, 3.4% over the same period.



% of working age population qualified – to at least L2 and above

- In 2018-19, 83.2% of the working age population were qualified to at least L2 and above (GCSE grades 9-4), which is higher than the national and regional figures (74.9% and 71.8% respectively) and above the target rate of 83%. This result ranks the city of York first regionally. The 2018-19

figure is a slight decrease from 2017-18 (85%) but higher than in the years prior to that. Data for 2019-20 will be available in April 2020.

% of working age population qualified – to at least L4 and above

- 3 In 2018-19, 47.9% of the working age population were qualified to at least L4 and above (certificate of higher education or equivalent), which is higher than the national and regional figures (39.3% and 33.3% respectively). This result also ranks the city of York first regionally. The 2018-19 figure is a slight decrease from 2017-18 (48.9%) but higher than in the years prior to that. Data for 2019-20 will be available in April 2020.

GVA (Gross Value Added) per head (£)

- 4 In 2017-8 (the latest available data), the GVA per head in York was £25,130 which was the second highest figure regionally. Apart from a slight dip in 2015-16, the GVA per head has been increasing annually since 2009-10 where it was £22,066 per head. Data for 2018-19 will be available in late January 2020.

% of vacant city centre shops compared to other cities

- 5 At the end of Q2 2019-20 (the latest available data), there were 43 vacant shops in the city centre which is a reduction from 53 at the end of Q2 2017-18. The number of vacant shops equates to 6.7% of all city centre shops, which is lower than the national benchmark in Q1 2019-20 of 11.7%. The York figure hasn't fluctuated a great deal in the past 10 years, with a high of 9.16% in 2016-17 and the national benchmark figure has remained fairly stable too, with a high of 12.3% in 2013-14. The challenges faced by York city centre are the same as those faced nationally due to changing consumer behaviour.

% of working age population in employment (16-64)

- 6 In Q1 2019-20, 78.8% of the working age population were in employment, which is higher than the national and regional figures (75.6% and 73.8% respectively). The York score gives the city a ranking of first regionally and represents a continued yearly upward trend. Q2 2019-20 data will be available in February 2020.

Getting around sustainably

Getting around sustainably						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
P&R Passenger Journeys - (YTD)	4.25m (2017/18)	4.24m (2018/19)	➡	Quarterly	Not available	2019/20 data available in July 2020
Local bus passenger journeys originating in the authority area (excluding P&R) - (YTD)	12m (2017/18)	12m (2018/19)	➡	Quarterly	Not available	2019/20 data available in July 2020
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - roadways	24.00% (2017/18)	20.00% (2019/20)	↓ Good	Annual	Not available	2020/21 data available in October 2020
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - pathways	3.00% (2018/19)	3.00% (2019/20)	➡	Annual	Not available	2020/21 data available in October 2020
Area Wide Traffic Levels (07:00 -19:00) (Excluding A64) from 2009/10 baseline (2.07m)	2.17m (2017/18)	2.15m (Prov) (2018/19)	➡	Annual	Not available	2019/20 data available in October 2020
Index of cycling activity (12 hour) from 2009 Baseline (31,587)	116.00% (2017)	120.00% (2018)	➡	Annual	Not available	2019 data available in July 2020
Index of pedestrians walking to and from the City Centre (12 hour in and out combined) from 2009/10 Baseline (37,278)	110.00% (2017/18)	126.00% (2018/19)	↑ Good	Annual	Not available	2019/20 data available in July 2020
% of customers arriving at York Station by sustainable modes of transport (cycling, walking, taxi or bus - excluding cars, Lift, Motorcycle, Train)	71.00% (2017)	73.00% (2018)	➡	Annual	Not available	2019 data available in October 2020

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P&R Passenger Journeys

- 7 In 2018-19 there were a total of 4.24 million Park and Ride passenger journeys into and out of the city. This is lower than in 2017-18 (4.25m) and the lowest in the previous 6 years (with a high of 4.61m in 2015-16).

Local bus passenger journeys

- 8 In 2018-19 there were 12 million local bus passenger journeys that originated in the local authority area. This is the same number of journeys as in 2017-18 and there has been a steady increase over the previous 5 years (from 9.7m in 2012/13).

% of ROAD and pathway network that are grade 4 (poor condition) or grade 5 (very poor condition) - Roadways / Pathways

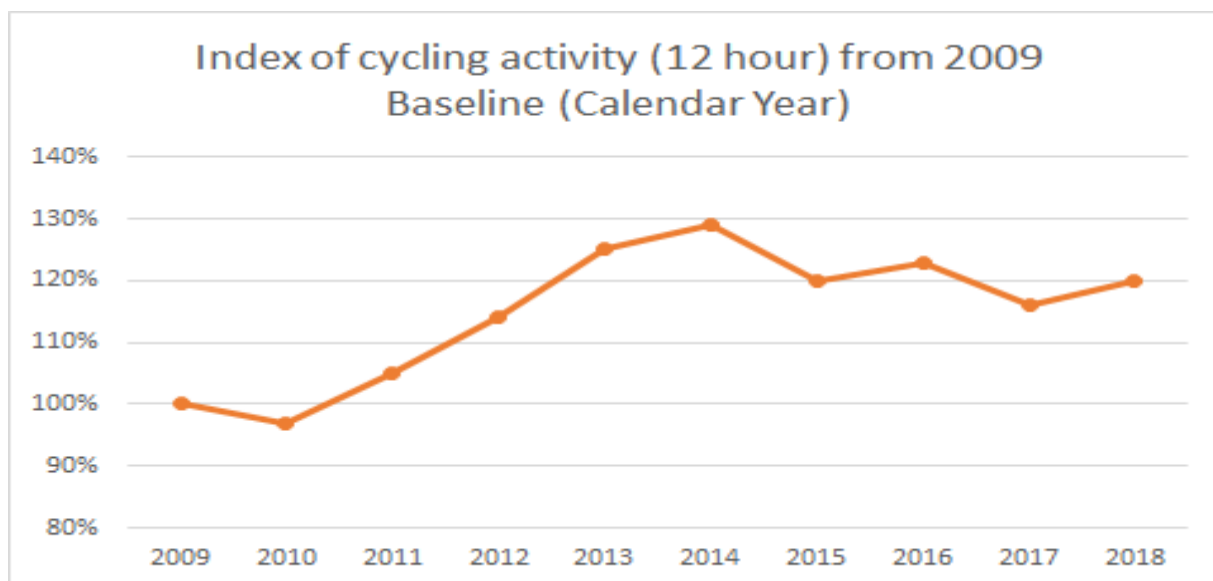
- 9 In 2019-20, 20% of the road network was classed as in poor or very poor condition. This is a slight decrease from 2018-19 and 2017-18 (23% and 24% respectively but still remains higher than in previous years (with a low of 13% in 2010/11). In 2019-20, 3% of the pathway network was classed as in poor or very poor condition. This remains relatively low compared with previous years with a high of 6% in 2015-16.

Area Wide Traffic Levels (07:00 -19:00) (Excluding A64)

- 10 Between 2011-12 and 2016-17 the number of vehicles on the city's roads increased year on year to a high of 2.2 million. Since then the numbers have slowly decreased to a provisional figure of 2.15 million in 2018-19. This slight decrease in numbers is set against a backdrop of a city with an increasing population. Data for 2019-20 will be available in October 2020.

Index of cycling activity (12 hour) / % of residents actively cycling and national comparisons

- 11 From a baseline in 2009 (31,587), there has been a 20% increase in cycling activity in 2018. The highest level seen since the baseline was established was in 2014 where there was a 29% increase above the baseline. Data for 2019 will be available in July 2020.



- 12 Statistics around walking and cycling in England in 2018 were published during August 2019. The data is based on two main sources, The National Travel Survey and the Active Lives Survey. The picture for York residents is a positive one with a higher than average proportion engaging in both walking and cycling (the % of adults in York who walk five times per week (39.7%) is higher than regional and national averages (29.9% and 32%).

Index of pedestrians walking to and from the City Centre (12 hour in and out combined)

- 13 From a baseline in 2009-10 (37,278), there has been a 26% increase in the number of pedestrians walking to and from the city centre. This is 16% higher than in 2017. This is the highest increase seen since the baseline was established. Data for 2019-20 will be available in July 2020. Data is gathered annually over the course of one day and is a count of pedestrians crossing an inner cordon which is set just beyond the inner ring road and includes off-road routes such as riverside paths.

% of customers arriving at York Station by sustainable modes of transport (cycling, walking, taxi or bus – excluding cars, lift, motorcycle or train)

- 14 In 2018, 73% (provisional) of customers arrived at York station by sustainable modes of transport which is an increase from 71% in 2017 but lower than 75% in 2016. Data for 2019 will be available in October 2020. The data is gathered by an annual survey which takes place for a 5 hour period in 7 locations around the station. Member of the public are asked how they arrived at the station and the results are flow weighted to take into account the split of people arriving at each entrance.

- 15 A programme of works is underway to update occupancy counters in three city centre car parks and procure a new system for managing payments and record occupancy in a further two car parks. Once the programme is complete and data is available, this will be published to York Open Data.

Good Health and Wellbeing

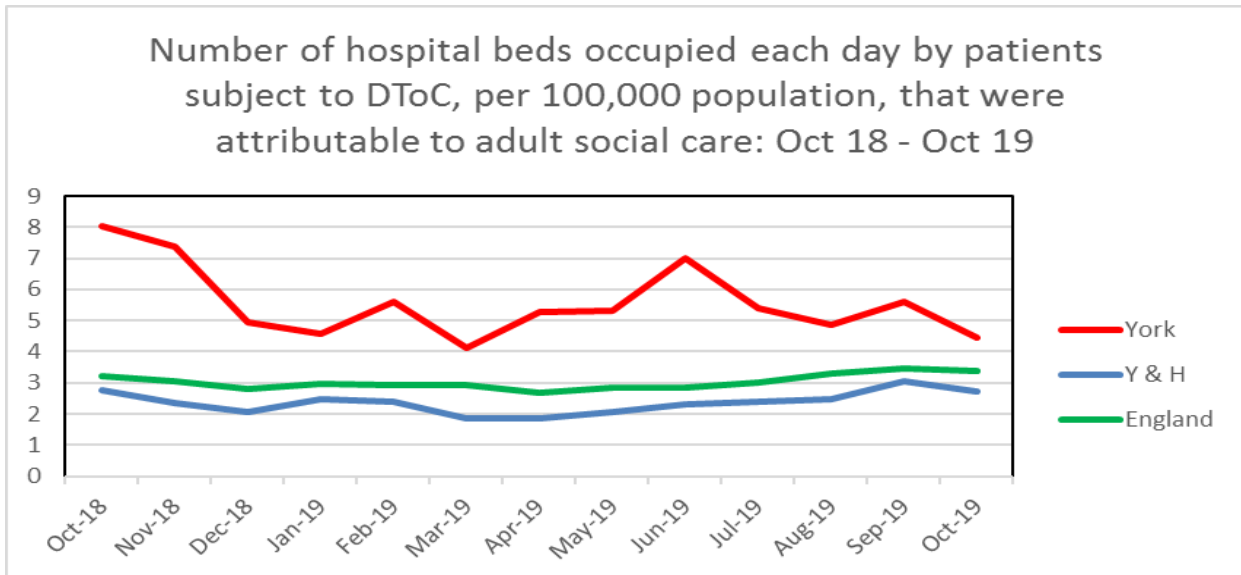
Good Health and Wellbeing						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Proportion of adults in contact with secondary mental health services living independently, with or without support	80.00% (Q1 2019/20)	80.00% (Q2 2019/20)	→	Quarterly	National Data 2018/19 58.00%	Q3 2019/20 data available in March 2020
Delayed transfers of care from hospital which are attributable to adult social care, per 100,000 population (YTD Average)	5.9 (Q1 2019/20)	5.6 (Q2 2019/20)	→	Quarterly	National Data 2018/19 3.1	Q3 2019/20 data available in February 2020
Overall satisfaction of people who use services with their care and support	62.90% (2017/18)	63.80% (2018/19)	→	Annual	National Data 2018/19 64.30%	2019/20 data available in October 2020
% of reception year children recorded as being obese (single year)	9.28% (2017/18)	9.50% (2018/19)	↑ Bad	Annual	National Data 2018/19 9.50%	2019/20 data available in October 2020
Slope index of inequality in life expectancy at birth - Female - (Three year period)	4.2 (2016/17)	5.2 (2017/18)	→	Annual	Regional Rank 2017/18: 3	2018/19 data available in April 2020
Slope index of inequality in life expectancy at birth - Male - (Three year period)	7.7 (2016/17)	8.9 (2017/18)	↑ Bad	Annual	Regional Rank 2017/18: 2	2018/19 data available in April 2020
% of adults (aged 16+) that are physically active (150+ moderate intensity equivalent minutes per week, excl. gardening)	70.20% (2017/18)	74.90% (2018/19)	→	Annual	National Data 2018/19 63.20%	2019/20 data available in October 2020
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- Proportion of adults in contact with secondary mental health services living independently**
- 16 The percentage of all adults in contact with secondary mental health services living independently, with or without support, was 80% on average during Q2 2019-20, which represents a lower level compared with Q2 2018-19 (84%). During Q2 2019-20, an average 23% of all clients in contact with secondary mental health services were in employment, which represents a higher level compared with Q2 2018-19 (21%). There is a three month time lag between the end of each quarter and the data being published, so this is the latest available data.

Delayed Transfers of Care from hospital which are attributable to adult social care, per 100,000 population

- 17 There has been a downward trend in the number of days that patients are delayed leaving hospital that are “*attributable to adult social care*”. In the 12 months to the end of October 2019, which is the latest period for which information has been published by NHS England, there were on average 9 beds per day occupied by people subject to delayed transfers of care attributable to CYC’s adult social care. This is lower than in the previous 12 month period (13 beds occupied per day on average). Combined with the fact that patients are staying in hospital, on average, for shorter periods of time, this means that adult social care is getting better at supporting people to get where they want to be quickly, against a backdrop of increasing numbers of unplanned or emergency admissions.

- 18 The graph below shows the DToC rates per 100,000 population, which enables comparisons to be made regionally and nationally as local authorities have different population sizes. The graph illustrates the downward trend in the York rate over the last year, although it still remains above the Y & H region and national DToC rates.



Overall satisfaction of people who use services with their care and support

- 19 The latest (2018-19) Adult Social Care User Survey showed that 64% of those who responded stated that they were “extremely” or “very” satisfied with the care and support they received. This is a slight improvement from 2017-18, where 63% gave one of these answers. This rate is in line with the England average, and is slightly below the Y&H regional average (65%).

% of reception year children recorded as being obese (single year)

- 20 There was an above average participation rate in the National Child Measurement Programme (NCMP) in York during 2018-19: 97% of reception children and 98% of Year 6 children were measured, compared with 95% of reception children and 95% of Year 6 children nationally. The 2018-19 NCMP found that 9.5% of reception children in York were obese, which is not significantly different from the England average (9.7%), although the York figure has risen slightly from the 2017-18 level (9.3%). Of Year 6 children in York, 15.1% were found to be obese in 2018-19, which is significantly lower than the England average (20.1%) and represents a decrease of 2.3 percentage points from the 2017-18 level. There is a wide variation in obesity rates at ward level, and a strong correlation between obesity and deprivation at ward level.

Healthy Life expectancy at birth – Female/Male (slope index of inequality)

- 21 Average Life Expectancy and Healthy Life Expectancy for males in York (80.2 years and 65.3 years) is above the England average (79.6 years and 63.4 years). Average Life Expectancy and Healthy Life Expectancy

for females in York (83.5 years and 64.7 years) is also above the England average (83.1 years and 63.8 years).

- 22 The inequality in life expectancy for men in York is 8.9 years. This means there is around a 9 year difference in life expectancy between people living in the most and least deprived areas of the City. This inequality for men has been getting worse over the last few years. The inequality in life expectancy for women in York is 5.2 years. This means there is around a 5 year difference in life expectancy between people living in the most and least deprived areas of the City. This inequality for women has improved slightly over the last few years.

% of adults (aged 16+) that are physically active (150+ moderate intensity equivalent minutes per week, excluding gardening)

- 23 The latest data from the Adult Active Lives Survey for the period May 2018 to May 2019 was published in October 2019. In York, 487 people aged 16 and over took part in the survey, and they reported higher levels of physical activity, and lower levels of physical inactivity, compared with the national average. Positively:
- 74.9% of people in York did more than 150 minutes of physical activity per week compared with 63.2% nationally and 62.2% regionally. This is higher than in the previous survey (73.1%), held between November 2017 and November 2018.
 - 14.2% of people in York did fewer than 30 minutes per week compared with 24.8% nationally and 26.4% regionally. This figure is broadly the same as the 14.4% reported for the period November 2017 to November 2018.
- 24 The previous Active Lives survey showed that 84% of adults aged over 16 in York took part in sport and physical activity at least twice in the previous 28 days. This is above the national (77.5%) and regional (75.8%) averages. More up to date information relating to this was not published in the most recent survey.

A Better Start for Children and Young People

A Better Start for Children and Young People						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Secondary school persistent absence rate (10% absence) (recorded over 6 terms) (relates to prev academic year to financial year shown)	12.90% (2016/17)	15.50% (2017/18)	➡	Annual	Not available	2018/19 data available in April 2020
Voice of the Child - Service Usage and Life Opportunities	Narrative	Narrative	N/A	Quarterly	Not available	Q4 2019/20 narrative available in May 2020
% of children who have achieved a Good Level of Development (GLD) at Foundation Stage - (Snapshot)	74.80% (2017/18)	75.60% (2018/19)	➡	Annual	National Data 2018/19 71.80%	2019/20 data available in October 2020
Average Progress 8 score from KS2 to KS4	0.11 (2017/18)	0.22 (2018/19)	↑ Good	Annual	National Data 2018/19 0.01	2019/20 data available in October 2020
% of pupils achieving 9-4 or above in English & Maths at KS4 (C or above before 2016/17)	69.60% (2017/18)	73.60% (2018/19)	➡	Annual	National Data 2018/19 65.70%	2019/20 data available in October 2020
%pt gap between disadvantaged pupils (eligible for FSM in the last 6 years, looked after and adopted from care) and their peers achieving 9-4 in English & Maths at KS4	30.30% (2016/17)	33.20% (2017/18)	➡	Annual	National Data 2017/18 27.00%	2018/19 data available in Feb 2020
% of Year 12-13 (academic age 16-17) NEET who possess less than a L2 qualification - (Snapshot)	95.90% (Q2 2019/20)	94.00% (Q3 2019/20)	↑ Bad	Quarterly	Not available	Q4 2019/20 data available in April 2020
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Secondary school persistent absence rate

- 25 Secondary school persistent absence is on a worsening trend and York is performing in the lower quartile for this measure. There is a correlation with disadvantage and special educational needs with the highest levels of persistent absence being seen in pupils who are eligible for pupil premium and/or have special educational needs. The York Schools and Academies Board has allocated funding to three schools to improve attendance and, following a half day focused workshop (January 2020) a regular partnership meeting of schools is being set up on this subject. Work is also taking place to scope alternative curriculum pathways which might better engage some young people and encourage them to attend. 2018/19 data will be released in April 2020.

Voice of the Child

- 26 Children's Rights and Advocacy Service: Participation opportunities for young people in care and care leavers continue to be delivered via the Children in Care Council (CiCC) and Care Leavers Forum. This includes monthly 'Show Me That I Matter' panel meetings (13-17 yrs), monthly meetings of the Care Leavers Forum, 'I Still Matter', (17-21 yrs) and fortnightly 'Speak Up' youth club sessions (10-16yrs). The CiCC and Care Leavers Forum have met with the Director of Children's Services, Assistant Director and Elected Members to feedback on the work they have been doing and representatives have attended the Yorkshire and Humber Regional Children in Care Council. Activity over this quarter has included promotion around the Mind Your Language campaign (a resource to highlight young people's views in relation to some of the terminology used by professionals), consultation on the Preparing for

Independence Life Skills document and the Local offer for young people leaving care.

- 27 Advocacy casework for children and young people who are in care or leaving care, going through the child protection process or wanting to make a complaint has continued to be provided. During this quarter the service has received 21 new advocacy referrals; 13 of which were in relation to children and young people in care, 7 in relation to young people going through the child protection process and 1 in relation to a care leaver.
- 28 York Youth Council (YYC): Representatives from YYC continue to work alongside North Yorkshire Youth as the working group 'North Yorkshire Young Minds Combined'. YYC also took part in some consultation work with Health Watch, looking at young people's experiences of health services within York. In October, YYC received the local results from the Make your Mark ballot. The top issue that will be taken forward as the Youth Council's campaign for the year is 'Protecting the Environment'. York's Member of Youth Parliament attended the Annual Debate in the House of Commons in November 2019 to debate on which topic from the Make Your Mark ballot would be taken forward as the national campaign. This year the results were: 'Protecting the Environment' as the UK issue and 'put an end to knife crime' as the devolved issue.

% of children who have achieved a Good level of Development (GLD) at Foundation Stage

- 29 75.6% of York's 5 year olds achieved a Good Level of Development last year. This performance represents continuing improvement on already good performance in this area, as well as exceeding the national average. This is in part due to the improving outcomes for both disadvantaged and SEN support pupils. Provisional results show that the disadvantaged gap is expected to narrow in 2018-19, but is likely to remain wider than the National gap. Final data will be released in January 2020.

Education Progression (Average Progress 8 score from KS2 to KS4) and GCSE Results (% of pupils achieving 9-4 in English and Maths at KS4)

- 30 Progress 8 is a measure of the progress made by pupils between Key Stage 2 and Key Stage 4. A positive score represents progress above the average for all pupils and a negative score progress below the average for all pupils.
- 31 In 2019, the average Progress 8 score for Year 11 pupils was +0.22, which was an improvement on the already excellent performance in 2018. For the third year, York is in the top quartile for all Local Authorities for Progress 8.
- 32 73.6% of York's 16 year olds leaving Secondary school in summer 2019 achieved a standard grade (9-4) in both English and Maths. This is an

improvement on the previous year (69.6%) and above the National average (65.7%).

% point gap between disadvantaged pupils (eligible for FSM in the last 6 years, looked after and adopted from care) and their peers achieving 9-4 in English and Maths at KS4

- 33 Reducing the attainment gap between disadvantaged pupils and their peers is a key priority in all phases of education across 0-19 years. Unvalidated data for 2019 shows that disadvantaged pupils in York achieved better outcomes than disadvantaged pupils nationally on this measure and the other main attainment and progress measures, which is a significant improvement. Validated data will be published at the end of January 2020.

% of 16-17 year olds who are NEET who do not have a L2 qualification

- 34 The proportion of 16-17 year olds in York who are NEET remains at a similar level to historical trends and there is a correlation with disadvantage, with the majority of young people being from the wards with the highest levels of deprivation. At the end of December 2019, 94% of young people who were NEET did not have a Level 2 qualification.
- 35 Of the 16-17 year olds who are NEET, over 50% also have some form of special educational need. They are most likely to have required SEN Support at school, rather than have an Education & Health Care Plan (EHCP). Whilst young people with SEND are over-represented in the NEET cohort, it is known (both in York and nationally) that young people who are NEET often have multiple risk factors. Characteristics such as SEND, exclusions from school and deprivation are usually present in NEET cohorts and rarely in isolation. York also has a small cohort of young people who do not have L2 qualification level.
- 36 The young people who are both NEET and have SEND are less likely to have high levels of need (e.g. EHCP). This is supported by the destination data of Applefields Special School, who frequently see 100% of their Year 11s staying at the school for another two years.

A Greener and Cleaner City

A Greener and Cleaner City						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Percentage of household waste sent for reuse, recycling or composting	56.30% (Prov) (Q1 2019/20)	56.14% (Prov) (Q2 2019-20)	➡	Quarterly	National Data 2018/19 35.10%	Q3 2019/20 data available in Apr 2020
Residual household waste per household (kg/household)	107kg (Prov) (Q1 2019/20)	104kg (Prov) (Q2 2019-20)	➡	Quarterly	National Data 2018/19 592.6kg	Q3 2019/20 data available in Apr 2020
Incidents - Flytipping /Cleansing(includes dog fouling,litter)/Graffiti - On Public/Private Land	587 (Q2 2019/20) Flytipping	360 (Q3 2019/20) Flytipping	➡	Quarterly	Not available	Q4 2019/20 data available in April 2020
	679 (Q2 2019/20) Cleansing	596 (Q3 2019/20) Cleansing	➡	Quarterly	Not available	Q4 2019/20 data available in April 2020
	70 (Q2 2019/20) Graffiti	78 (Q3 2019/20) Graffiti	➡	Quarterly	Not available	Q4 2019/20 data available in April 2020
Citywide KPI on air quality (to be created in late 19/20)	N/A	In development	N/A	TBC	Not available	Indicator to be created in late 2019/20
Carbon emissions across the city (to be created in late 19/20)	N/A	In development	N/A	TBC	Not available	Indicator to be created in late 2019/20
Level of CO2 emissions from council buildings and operations (Net emissions) (to be created in late 19/20)	N/A	In development	N/A	TBC	Not available	Indicator to be created in late 2019/20
Flood Risk properties assessed at lower level than 2019 baseline (to be created in late 19/20)	N/A	In development	N/A	TBC	Not available	Indicator to be created in late 2019/20
Number of Trees Planted (CYC) (to be created in late 19/20)	N/A	329 (Q3 2019/20)	➡	Quarterly	Not available	Q4 2019/20 data available in April 2020
% of Talkabout panel who think that the council are doing well at improving green spaces	37.92% (Q1 2019/20)	42.14% (Q3 2019/20)	⬆ Good	Quarterly	Not available	Q1 2020/21 data available in Jul 2020
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Percentage of household waste sent for reuse, recycling or composting

37 The latest provisional data of 56% in Q2 2019/20 shows that the amount of household waste sent for reuse, recycling or composting has increased from 47% in the same period in 2018-19. It is worth noting that recycling rates are usually higher in the first half of the year and therefore could fall by the end of the year.

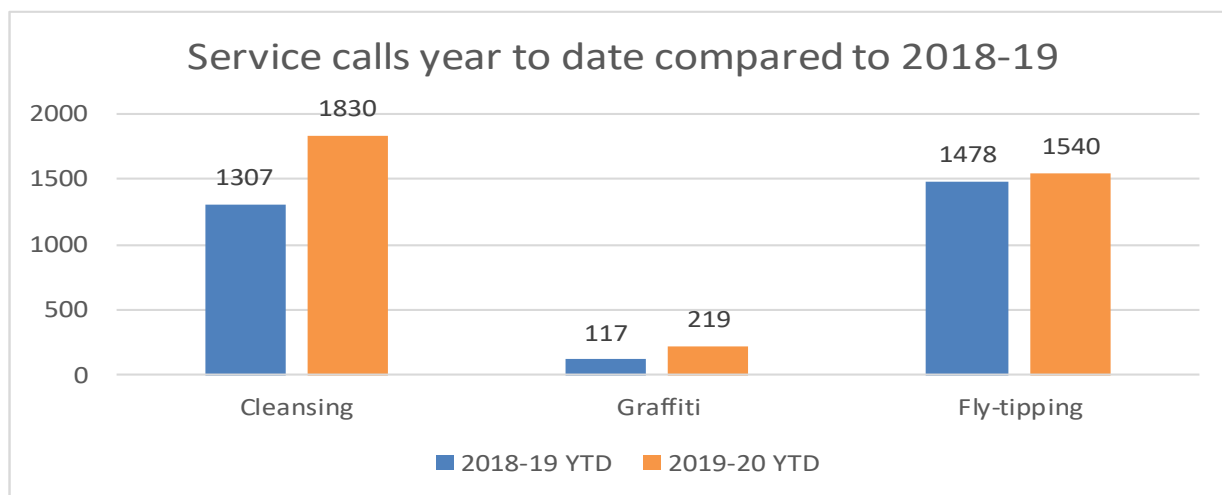
38 The amount of waste sent to Allerton Waste Recovery Park (in order to divert from landfill) and used for energy recovery in Q2 2019-20, has reduced slightly to 9,989 tonnes (10,479 tonnes during the same period last year).

Residual household waste per household (kg/household)

39 Provisional Residual waste (i.e. non-recyclable) per household data suggests that there has been a large decrease to 104 kg/household in Q2 2019/20 (from 142 kg/household last year) which supports the increased recycling rate above. There has been also been a decrease in the collected household waste per person to 101 tonnes (from 115 last year).

Incidents - Fly tipping / Rubbish / Cleansing (includes dog fouling, litter and all other cleansing cases) / Graffiti – On Public/Private Land

40 The number of service calls received due to cleansing (including dog fouling and litter) and graffiti during Q3 2019-20 have both increased since the same period in 2018-19 (cleansing from 421 to 596 and graffiti from 36 to 78). The number of fly-tipping service calls has decreased from 437 to 360 for the same periods. When looking at calls received year to date, all have increased since 2018-19.



Air Quality

41 The Council's Public Protection team are working with DEFRA and the Atmospheric Chemistry Department at the University of York (UoY) to trial 5 air quality sensors at the existing Air Quality Monitoring Station on Fishergate in York for 2 years. This has been approved by DEFRA's consultants and the UoY have confirmed that data transfer from the devices will use the 4G network to a secure server at UoY. The trial is due to commence in January 2020 with a review in February.

Trees Planted

42 During Q3 2019-20 there were 329 trees planted by City of York Council, in conjunction with partners:

- 75 planted at Victoria Fields for Interfaith week in partnership with Tremendous
- 250 planted at Rawcliffe Country Park for the Woodland Trust national tree planting day in partnership with York Tree Wardens and Tremendous
- 4 planted at the River Foss (Monk bridge area) in partnership with the Woodland Trust and the River Foss Society

% of Talkabout panel who think that the council and partners are doing well at improving green spaces

43 In the latest (Q3 2019-20) Talkabout survey, 42% of respondents agreed that the council and partners are doing well at improving green spaces, an increase from 38% in Q1.

Creating Homes and World-class infrastructure

Creating homes and World-class infrastructure						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Net Additional Homes Provided - (YTD)	449 (2018/19)	328 (Q2 2019/20)	➡	Quarterly	Not available	2019/20 data available in Jun 2020
Net Housing Consents - (YTD)	120 (Q2 2019/20)	2,938 (Q3 2019/20)	↑ Good	Quarterly	Not available	2019/20 data available in Jun 2020
Number of homeless households with dependent children in temporary accommodation - (Snapshot)	35 (Q3 2018/19)	24 (Q4 2018/19)	↓ Good	Quarterly	Not available	Q1 2019/20 data available in Feb 2020
Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	38.27 (Q2 2019/20)	36.91 (Q3 2019/20)	↑ Bad	Quarterly	Not available	Q4 2019/20 data available in April 2020
Energy efficiency - Average SAP rating for all Council Homes	74.28 (2017/18)	70.60 (2018/19)	➡	Annual	Not available	2019/20 data available in Oct 2020
Number of new affordable homes delivered in York	24 (Q1 2019/20)	5 (Q2 2019/20)	↓ Bad	Quarterly	Not available	Q3 2019/20 data available in February 2020
Average broadband download speed (Mb/s)	44 (2018/19)	56.1 (2019/20)	➡	Annual	National Data 2019/20 58.48	2020/21 data available in Jan 2021
Superfast broadband availability	94.90% (2018/19)	93.81% (2019/20)	➡	Annual	National Data 2019/20 94.23%	2020/21 data available in Jan 2021

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New Additional Homes Provided

44 During the first half of 2019-20 there were a total of 328 net additional homes completed (this compares to an average of 521 net additional homes for the first half of the previous 6 monitoring years). Of these additional homes:

- 88.1% were completed on housing sites.
- 6.4% were a result of off campus privately managed student accommodation schemes at The Coal Yard, 11 Mansfield Street
- 4.9% resulted from 'prior approval' i.e. sites benefitting from relaxed permitted development rights to allow conversion to residential use.
- Changes of use of existing buildings to residential use and conversions to existing residential properties accounted for 25.3% of all completions.
- Development sites including Block F, Hungate where the handover of the first 50 out of 101 apartments took place, the former Terry's Factory site, Derwenthorpe, conversion of Grove House, Penleys Grove Street and Germany Beck all provided notable completions over the year.

Net Housing Consents

45 Unverified figures up to Q3 2019-20 show that there were 2938 net housing consents which represents a significant increase in permissions compared to residential approvals experienced over the previous two monitoring years. Of these consents the most significant approved sites included;

- 2500 consents on the York Central site.

- 266 homes on Former Civil Service Club & Agricultural Land, North of Boroughbridge Road.
- 22 apartments at the former Terry's Factory Clock Tower.
- 17 homes were consented for the former Del Monte site in Skelton.

Number of homeless households with dependent children in temporary accommodation

46 The number of homeless households with dependent children in temporary accommodation has decreased from 27 to 24 from 2017-18 to 2018-19. However, the number of homeless households in temporary accommodation in total has risen from 49 in 2017-18 to 66 in 2018-19. It should be noted that these figures are snapshot figures.

Average number of days to re-let empty Council properties (excluding temporary accommodation)

47 The average number of days to re-let empty Council properties (excluding temporary accommodation) increased at the start of 2019/20 to 43 days. At the end of Q3 we have started to see a reduction in the completion times to 36.91 days. The National data available for the average number of days to re-let empty properties (minus major works) is 23.95 days (2018/19 Housemark). There have been some challenges to performance over the last year including new structures being introduced, new contractors and increased demand. Officers have established progress meetings where performance is monitored and performance is also reported through to the AD of Housing and Community Safety. The new voids process has been established and performance is expected to improve further over the coming months as the new contracts for carrying out major works in empty homes settles in and the number of voids in progress is reduced.

Energy efficiency – Average SAP rating for all Council Homes

48 The provisional average SAP rating for all Council homes in 2018-19 is 70.6. Energy performance of the stock is assessed as part of a stock condition survey. The survey looked at 17% of all stock and the data was then cloned onto the remaining stock where it was of the same archetype and in the same street, or the next closest area. The survey is designed to provide 95% accuracy.

49 Historically, the SAP rating has been around 74 but these figures were based only on the average of those properties where an Energy Performance Certificate was in place and so the new methodology in 2018-19 is more statistically accurate. The change in ratings represents the fact that the increased sample of energy data following the stock condition survey has the effect of reducing the average, rather than reflecting a reduction in the actual energy performance of council homes.

Number of new affordable homes delivered in York

50 The number of new affordable homes delivered in York during the full year of 2018-19 was 60, which is fewer than the 74 delivered in 2017-18 and the 91 delivered in 2016-17. There were 24 new affordable homes

delivered during the first quarter of 2019-20 which indicates that the full year total for 2019-20 could be higher than the previous year.

Superfast broadband availability/Average broadband download speed (Mbs)

- 51 In 2019-20, 93.81% of properties in York had access to superfast broadband which compares to 94.23% nationally. The average broadband download speed in York in 2019-20 was 56.1 Mb/s which compares to 44 Mb/s in 2018-19. The national benchmark download speed is 58.48 Mb/s in 2019-20. This data is provided by an Ofcom panel of consumers so should be treated as an indication rather than actual figures.

Safe Communities and culture for all

Safe Communities and culture for all						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
% of Talkabout panel satisfied with their local area as a place to live	88.45% (Q1 2019/20)	84.47% (Q3 2019/20)	➡	Quarterly	Community Life Survey 2018/19 76.00%	Q1 2020/21 data available in Jul 2020
All Crime per 1000 population	16.9 (Q1 2019/20)	16.9 (Q2 2019/20)	⬆ Bad	Quarterly	National Data Q2 2019/20 23.1	Q3 2019/20 data available in February 2020
Number of Incidents of ASB within the city centre ARZ	462 (Q1 2019/20)	459 (Q2 2019/20)	➡	Quarterly	Not available	Q3 2019/20 data available in February 2020
Visits - All Libraries	264,094 (Q1 2019/20)	298,937 (Q2 2019/20)	⬆ Good	Quarterly	Not available	Q3 2019/20 data available in February 2020
Visits - York Museums Trust to be created in late 19/20	N/A	In development	N/A	TBC	Not available	Indicator to be created in late 2019/20
% of Talkabout panel who agree that they can influence decisions in their local area	27.37% (Q1 2019/20)	29.06% (Q3 2019/20)	➡	Quarterly	Community Life Survey 2018/19 25.39%	Q1 2020/21 data available in Jul 2020
% of Talkabout panel who give unpaid help to any group, club or organisation	64.98% (Q1 2019/20)	67.17% (Q3 2019/20)	➡	Quarterly	Community Life Survey 2018/19 62.41%	Q1 2020/21 data available in Jul 2020
Parliament Street Footfall	2,061,058 (Q1 2019/20)	2,278,319 (Q2 2019/20)	⬆ Good	Quarterly	Not available	Q3 2019/20 data available in February 2020

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% of Talkabout panel satisfied with their local area as a place to live

- 52 The most recent resident satisfaction survey was sent to residents during November 2019. Results from the Q3 2019-20 Talkabout survey showed that 88% of the panel were satisfied **with York** as a place to live and 84% **with their local area**. Although a decrease in satisfaction can be seen for local area responses, satisfaction for both questions continues to be significantly higher than the latest national figures of 76% (Community Life Survey 2018-19) and 80% (Local Government Association Poll June 2019). 80% of respondents feel that York is a safe city to live in and relatively free from crime and violence.

- 53 Where residents indicated that they were dissatisfied **with York** as a place to live, the most common concerns were the anti-social behaviour associated with tourism and the late night economy (hen and stag parties), high street shop closures and the job market. The MyCityCentre activities to involve the community and city businesses in developing

solutions for the future of the city centre are being taken forward and will look to address these perceptions from residents.

- 54 Where residents were dissatisfied **with their local area** as a place to live, road and pavement surfaces were the most common causes of concern. Public realm issues such as street cleansing, litter and vegetation were also mentioned frequently.

All Crime per 1000 population

- 55 Overall crime levels in York in 2018-19 have risen to 13,579 crimes compared to 11,958 in 2017-18 and this is due to a small increase in crime reports across a wide range of categories. The overall crime levels for Q1 and Q2 2019-20 (3,521 and 3,515) indicate that although crime levels have stabilised in recent quarters, they remain high.
- 56 Safer York Partnership is in the process of renewing its 3 year Community Safety Strategy to focus its multi-agency activity on those areas of crime which are most significantly impacting on the city. The strategic priorities are: City Centre Crime and ASB, Domestic Abuse, Counter Terrorism, High Risk Anti-social behaviour and Serious Organised Crime. Services across the council play a key role in contributing to this work through a number of multi-agency task groups focusing specifically on these priorities. In addition, services work in partnership with the police and other agencies to tackle lower crime and community safety issues at ward level.

Number of Incidents of ASB within the city centre (Alcohol Restriction Zone)

- 57 There were 2,059 incidents of anti-social behaviour within the city centre ARZ in 2018-19 which, apart from a slight increase from 2017-18, is lower than in the previous years. There were 459 incidents in Q2 2019-20 which is the lowest number in the second quarter of the year since 2012/13.

Visits - All Libraries / YMT

- 58 There were 298,937 visits to all York libraries in Q2 2019-20 which is an increase from 264,094 visits in Q1 2019-20.

% of Talkabout panel who agree that they can influence decisions in their local area

- 59 Results from the Q3 2019-20 Talkabout survey found that 29% of panellists agreed that they could influence decisions in their local area which is slightly higher than the latest national figure of 26% (Community Life Survey 2018-19) and a slight rise from Q1 figures. 91% of respondents think it's important that residents can influence decisions in their local area.

% of Talkabout panel who give unpaid help to any group, club or organisation

- 60 The results of the latest (Q3 2019-20) Talkabout survey showed that 67% of the respondents give unpaid help to a group, club or organisation which is comparable with the government's Community Life Survey 2018-19

which found that 62% of respondents reported any volunteering in the past 12 months. This figure has increased slightly since Q1.

Parliament Street Footfall & Secondary Centre Footfall

- 61 Provisional figures show that Parliament Street footfall up to 30th (not 31st) December 2019-20 has decreased by 4.7% since 2018-19. This reflects the national picture as Springboard BRC has reported an average decline of 3.6% over the same period along with a 3.2% decline regionally. The official Q3 figure will be available mid-January.
- 62 City of York Council is currently working with a 3rd party provider on the relocation of some of the footfall cameras to improve their performance. Until such work is completed some of the figures are estimates generated by the vendor's software.

An open and effective Council

An open and effective Council						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Forecast Budget Outturn (£000s Overspent / -Underspent) - CYC	£1,853 (excluding contingency) (Q2 2019/20)	£4,118 (excluding contingency) (Q3 2019/20)	↑ Bad	Quarterly	Not available	Q4 2019/20 data available in May 2020
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.13 (Q2 2019/20)	11.28 (Oct 2019)	→	Quarterly	CIPD Public Sector 2018/19 8.5	Q3 2019/20 data available in Feb 2020
Customer Services Waiting Times - Phone / Footfall / Webchat	00:00:21 (Phone) (Q2 2019/20)	00:00:12 (Phone) (Q3 2019/20)	→	Quarterly	Not available	Q4 2019/20 data available in April 2020
	83.87% (Footfall) (Q2 2019/20)	84.72% (Footfall) (Q3 2019/20)	↑ Good	Quarterly	Not available	Q4 2019/20 data available in April 2020
	89.2% (Webchat) (Q2 2019/20)	90.00% (Webchat) (Q3 2019/20)	→	Quarterly	Not available	Q4 2019/20 data available in April 2020
Number of days to process Benefit claims (currently Housing benefit)	2.44 (Q1 2019/20)	3.01 (Q2 2019/20)	→	Quarterly	Not available	Q3 2019/20 data available in February 2020
% of complaints responded to within timescales (currently 5 days)	56.10% (Q1 2019/20)	77.00% (Q2 2019/20)	→	Quarterly	Not available	Q3 2019/20 data available in February 2020
CYC Apprenticeships	23 (Q2 2019/20)	23 (Q3 2019/20)	→	Quarterly	Not available	Q4 2019/20 data available in Apr 2020
FOI & EIR - % In time - (YTD)	80.40% (Q1 2019/20)	83.05% (Q2 2019/20)	→	Quarterly	Not available	Q3 2019/20 data available in February 2020

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Average Sickness Days per FTE - CYC (Excluding Schools)

- 63 At the end of October 2019 the average sickness days per FTE (rolling 12 months) was 11.3 days compared to 11.9 at the end of October 2018.

Customer Services Waiting Times (Phone / Footfall / Webchat etc)

- 64 Our customer centre is the main point of contact for residents and business visitors. During Q3, the number of calls decreased to 57,865 with 77% of calls answered within 20 seconds. The decrease in demand is due to seasonal highs experienced during Q2 likely caused by garden waste collections and the annual elections canvas. The number of residents who

came to West Offices reduced to 9,525. The average waiting time was 5 minutes and 85% of residents were seen within the target waiting time of 10 minutes. Customers are now opting to access services using alternative means:

- 2,009 customers made payments using the auto payments facility
- 60% of street lighting and 53% street cleansing issues were reported on-line
- Around 7,300,000 pages of the website were reviewed
- Web chat is now available for Council Tax customers, 630 customers used the chat service during Q3 with 90% of customers engaged within 20 seconds. The average wait time was 7 seconds.

Number of days to process Benefit claims (currently Housing Benefit)

- 65 Due to improvements in digital processes, performance in this area remains consistently strong in York with the average number of days taken to process a new Housing Benefit claim, or a change in circumstance, just over 3 days during Q2 2019-20 (the latest available data). York performance is also the best out of all other local authorities that we are benchmarked against (North and East Yorkshire, Lincolnshire and the Humber) and much higher than the national average of 9.4 days (2018-19 Q3).

% of complaints responded to within timescales

- 66 Following a decline in the percentage of complaints responded to within 5 days during 2017-18, the percentage meeting the SLA during 2018-19 steadily improved. In Q2 2019-20, the council responded to 77% of complaints within 5 days which maintains the improvement in performance (this compares to 49.4% in Q2 2018-19). Data for Q3 2019-20 will be available in February 2020.

CYC Apprenticeships

- 67 The number of CYC apprenticeships has remained fairly stable over the past few years, generally between 22 and 25 apprenticeships at any one time. Over the past year, the council has continued to actively recruit new apprentices into the organisation and has been more diverse with the types and levels of apprenticeships offered. This has included encouraging higher level apprenticeships and standards.

FOI & EIR - % In time

- 68 The latest available data (2019-20 Q2) shows that the council received 516 FOIs (Freedom of Information requests), EIRs (Environmental Information Regulations requests) and SARs (Subject Access to records requests). This compares to 589 received in Q1 2018-19. CYC achieved 83.05% in-time compliance for FOIs and EIRs in Q2 2019-20 which compares to 80.4% in-time compliance at the end of Q1 2019-20. This shows an improvement in performance for responding to requests within the timescales set out by legislation. Work continues within service areas

to sustain this improvement in performance in order to comply with the legislation. Data for Q3 2019-20 will be available in February 2020.

- 69 The themes of FOIs that are requested from the public on a regular basis are reviewed and as a result, new datasets are added to York Open Data so that requestors can be referred there to view new and historic data. An example of newly added data is Business Rates which was added in response to regular FOI requests.