

Safer City – anti-social behaviour

	2006/07 Result	2007/08 latest (8 months)	2007/08 forecast	Improving?
Vehicle interference incidents	492	205	308	Yes
Theft from a vehicle incidents	2363	1169	1754	Yes
Theft of a cycle incidents	1414	927	1391	Yes
Criminal damage incidents	4189	2435	3653	Yes
Common Assault incidents	748	450	675	Yes
Woundings incidents	1800	990	1485	Yes

Headlines on supporting actions

- *CSP*: March 2008 is the end of the 3-year Community Safety Plan period, when the targets set by the Home Office will reach a conclusion. These were very challenging targets with the overall aim being to reduce crime in the city by 24% by 2008. We have made extremely good progress towards all these targets and the vast majority will be achieved or exceeded. To put this achievement into context, our target for 2007/08 was 13,600 crimes or less. Current forecasts predict that we will end up with around 11,195 crimes. The overall crime reduction target has recently been stretched to 11,500 with a grant reward from Home Office of £7,500 to maintain the partnership's good work for the remainder of this financial year.
- *Key performance results for this monitor include*:
 - 'Cycle theft is still a problem in the city but has seen a significant drop since July 2007 due to increased proactivity by all partners.
 - Wounding incidents though still high are running significantly below last year's levels.
 - Burglaries and violent crime incidents are also forecast to be much lower than in 2006/07.
- *SYP*: The partnership has recently undertaken a Joint Strategic Intelligence from which it will be producing a new Community Safety Plan for 2008-11. The team has recently been restructured to reflect changes in police personnel working in Community Safety and a combined police and Council team has been created under the SYP Director.
- *Community safety*: Work is continuing to develop initiatives through the SYP Task Groups and Neighbourhood Policing Teams. Feedback from the Home Office on the partnership's intelligence-led approach to problem-solving has been extremely encouraging. The Partnership has been involved in a review of the Drug & Alcohol Action Team and this is resulting in more joint working and cohesive reporting structures.
- *ASB*: A tactical task group has been convened to work on the major ASB issues in the city e.g. Graffiti and nuisance behaviour. A strategy is still under development and will be launched in the New Year alongside the Community Safety Plan.

Decreasing landfill and increase recycling

	2005/06 result	2006/07 result	2007/08 latest (Half Year)	2007/08 forecast	Improving?
Household waste recycled and composted	24.08%	39.93%	47.57%	42%	Yes
Waste landfilled (tonnage)	74,070	60,430	34,510	59,150	Yes
Waste collected per head of population	526.78kg	538.54kg	280.24kg	524.61kg	Yes

Headlines on supporting actions

- Recycling: Waste:* recycling (including composting) has increased and landfill levels continue to decline, despite an increase in the amount of household waste collected. The rate is expected to reduce slightly over the next few months, but a year-end recycle rate of 42% is still expected. Members considered a report in October that sets out options to extend recycling to terraced properties.
- Terraced property pilot:* From April 2008, we will be piloting an extension of kerbside recycling to terraced properties and communal recycling to flats. The Groves areas has been chosen as it contains a mix of terraced properties, flats, and also has a relatively high level of privately-rented property and student households. Work has started on consulting and informing local residents.
- Office recycling:* The council has introduced a 'pilot office recycling scheme' operating at the EcoDepot with 47% of all waste being recycled through the pilot scheme. Figures for purely administrative buildings should be higher. Champions have been identified in each building. They are now undertaking an assessment of the number and types of bins required in each case, and cleaning and collection arrangements that would be needed.
- Waste collection:* The Audit Commission assess the levels of waste collected with a lower figure seen as better. The general level of waste collected per head of population in York remains relatively high when compared with other unitary authorities. The population figures do not account for transient students or the high levels of visitors to the City, but we must count the waste arising as a result. At the current rate of collection we expect to collect 524kgs per head of population, compared to the 538kgs collected in 2006/07. It is also well below the 540kgs target set for 2007/08.
- Interim Waste Treatment facility:* York & North Yorkshire Waste Partnership have tendered for an interim (i.e. prior to a waste PFI solution coming on stream) waste treatment facility. Six companies tendered by the deadline of 5th November. Final evaluation will be completed by mid-June 2008.

Life changes of disadvantage and disaffected children

	2005/06 Result	2006/07 Result	2007/08 latest	Target	Improving?
Number of families attending targeted parenting programmes	N/A	42	248 (Dec)	60	Yes
% of pupils living in the 30% most deprived areas in the country (IDACI) gaining L4+ in English at KS2	81%	81%	83%	85%	Yes

% of pupils living in the 30% most deprived areas in the country (IDACI) gaining L4+ in maths at KS2.	78%	78%	81%	85%	Yes
% of pupils living in the 30% most deprived areas in the country (IDACI) gaining L4+ in science at KS2.	88%	86%	90%	89%	Yes
% of initial assessments completed within 7 days	53.51%	66.5%	66.3%	70%	Stable

Headlines on supporting actions

- *Families attending parent programmes:* By December this year, 248 families had engaged in targeted parenting programmes. The excellent uptake is in direct response to the additional money secured via pathfinder status funding. This has enabled an expanded set of programmes being available, along with good media coverage of the programme, which has led to interest from professional groups and other families. Programme co-ordinators are now running full year accredited courses and evening courses lasting for 20 weeks. There is an expectation that once pathfinder funding finishes the figures will drop. That said without the pathfinder parenting programme there is still an increase to 125
- *Initial assessments:* The improved performance has been sustained due to workforce remodelling activity in Referral and Assessment team, with enhanced management and administrative arrangements. However, performance will drop over time as we seek to increase the volume of assessments.
- *Key stage results for English & Maths at KS2 in deprived areas:* Key stage 2 results have significantly improved compared to last year, and in particular schools in deprived areas – Westfield, Haxby Road and Hob Moor Primary schools
- *Children's Centres:* There is a requirement that York has 8 accredited Children's Centres by Apr 08, we have 2 already, and of the remaining 6, 4 are going to plan, although concern surrounds 2 which may not be ready but this is not a significant problem as we are ahead of other LAs

Environmentally friendly transport

	2004/05 result	2005/06 result	2006/07 Result	Improving?
Walking around city centre (Weekday avg)	N/A	40249	41161	Yes
Cycling (12 hour)	10634	10864	10690	No
Bus Patronage	14,450,577	14,493,549	15,144,371	Yes
Park and Ride Patronage	2,376,242	2,684,156	3,137,467	Yes

Recent headlines on supporting actions

- Investigation into Tram Train for the Harrogate Line and for York. This is a City Region Scheme. A feasibility scheme is already underway and expected to report back at the end of the year.
- A Review of Dial and Ride Service has been undertaken and short-term implementation of changes is planned for next year with the service ultimately being incorporated in the Collaborative Transport Project.

- The bus service provider for the Park and Ride will be appointed shortly on 5-year contract extendable to 8 years.
- The majority of buses in the city are using euro 2 engines although some are using higher emission euro 4. We are preparing a fleet schedule and encouraging bus companies to change to lower emission engines through the service review and through the quality bus partnership.
- A report has been prepared in relation to the Council's policy for on street real time information.
- A feasibility study for coach rendezvous point in Piccadilly is currently underway to develop a proposal for introduction next year.
- A Travel to Work Survey has been prepared and will shortly be circulated around all staff in the Council. That survey will inform the planning application for the new Council Offices at Hungate but will also inform the review of the Council's Green Travel Plan.
- The Council is active in promoting cycling particularly to children. A leaflet has been prepared and will be issued to all children advising them of the Do's and Don'ts when cycling.

Cleaner streets and open spaces

BV199	2005/06 result	2006/07 Result	200708 latest (after 2 nd survey)	Improving ?
% of land & highways with litter/detritus	22.5%	19.2%	8%	Yes
% of land & highways with graffiti	7.8%	6%	3%	Yes
% of land & highways with fly-posting	1%	0%	0%	Yes
** % of people satisfied with local cleanliness	61%	71%	Resop results available monitor 3	Yes

** (CPA, LPSA2 indicator). Given the work we have done, we would hope that satisfaction levels would increase, though the Resop findings are still awaited. Results of the Talkabout (28 in June 2007) were encouraging, with 67% of residents rating their street positively (4% higher than in the previous survey).

Headlines on supporting actions

- *Environmental Campaigns:* A first year of campaigns has been delivered. These targeted a number of significant issues, and raised the profile of our work including the potential of enforcement action. A further programme of campaigns that will run up to March 2009 was agreed at NS EMAP on 6.12.07.
- *Outside influence:* ENCAMS have delivered a positive report into the new street cleansing arrangements. The report highlighted further practical steps that could improve the effectiveness of street cleaning staff – and these issues are being discussed through regular staff forums. ENCAMS has been invited to discuss good practice on street cleaning and graffiti at NS EMAP in January 2008.
- *Graffiti:* A graffiti task group has been established in partnership with the police. The task group is working at developing and improving our approach to tackling this issue. Police have identified graffiti as a priority within the new ASB strategy.

- *York Pride*: Our main York Pride indicators continue to show excellent improvement since 2006, when the corporate strategy period started. The first of 3 surveys for highway cleanliness show extremely encouraging results. This survey was carried out in specific city areas and the % may increase slightly after the 2nd and 3rd surveys have been completed. However, if we could achieve 8% or less, this would move us from 4th to top quartile in terms of unitary comparative performance.

Affordable homes

	2005/06 Result	2006/07 Result	200708 latest	Target	Improving?
Average time taken to re-let local authority housing	32 days	24 days	21 days	21 days	Yes
Average length of stay in B&B accommodation of homeless households	4.6 wks	3.3 wks	Available monitor 3	3 wks	N/A
Proportion of successful homelessness prevention cases (in proportion to York households)	2	3.43	Available monitor 3	2.4	N/A
Number of private sector rented homes made decent	New for 06/07	38	Available monitor 3	35	N/A
% of tenants in arrears who have had notices seeking repossession	17.65%	20.50%	Available monitor 3	18.50%	N/A

Headlines and supporting actions

- *Housing repairs*: The % of urgent repairs carried out within the government's timescales is currently running at 88.23% and is forecast to achieve 90% for 200708. Although this will fall well short of the target set for the service of 98%, it is a substantial increase on the 84% achieved last year – and the 72% achieved in 2005/06. The average time taken to make non-urgent housing repairs has also improved slightly (currently 8.7 days compared to 9.7 days last year). The service has recognised that in order to move more towards the target of top quartile performance significant system changes are required and have initiated a repairs service review to facilitate this. This is also a CPA housing block indicator.
- *Housing relets*: The council's housing relet times continue to improve with performance currently running at 19.8 days – a decrease of 4.2 days on the 2006/07 result and significantly lower than the 32 days achieved in 2005/06. This is top quartile and is also a housing block indicator for CPA.
- *Affordable homes* Building is underway on sites at 5th Avenue and Victoria way. A development partner for the three Discus Homes sites on has now been approved. This project will replace 100 non-decent bungalows with 60 new bungalows, 40 extra care sheltered homes, 49 other affordable homes and 49 homes for sale on the open market. It will also bring in a significant capital receipt to the HRA budget.
- *Homelessness*: Work has now started on the replacement for the Peasholme Hostel, which will provide improved facilities for residents and free up land needed for the Hungate development. CYC has recently been commended by the Department for Communities and Local Government for its work on preventing homelessness with 250 households prevented from being homeless last year with the number expected to be 300 by the end of this year.

Increasing local skills & knowledge

	2005/06 result	2006/07 Result	2007/08 latest	Improving?
York's unemployment rate compared to national average	1.3% below	1.2% below	1% below	Slight decrease
York's unemployment rate compared to regional average	1.5% below	1.5% below	1.2% below	Decrease
Number of adults registering and completing courses through our public libraries	763	897	1002	Above target (Target is 840)
Number of adults achieving entry level 1, 2 or 3 qualifications as part of Skills for Life	215	236	282	Improving trend but below target of 340
% of young people achieving vocational qualifications at age 16.	33.3%	40.5%	Available Monitor 3	Available Monitor 3 (Target is 40%)
Decreased %of NEET numbers	?	5.5% March 07	Available Monitor 3	N/A
Number of learners at KS4 achieving A*-C in Maths	?	66%	Available Monitor 3	N/A
Number of learners at KS4 achieving A*-C in English	?	67%	Available Monitor 3	N/A
Number of working age population achieving level 4	31.7% (till Dec 06)	?	Available Monitor 3	N/A

Headlines on supporting actions

- *Course registration:* York Libraries is committed to putting learning at the heart of its service. The figures demonstrate how the library service is working in close partnership with learning providers, especially Adult and Community Education through the Flexible Learning Centres. The service is also now delivering one to one IT starter sessions.
- *Vocational qualifications:* Data on results achieved by young people achieving a vocational qualification is not released until December, we hope that the continued support of the 'Increased Flexibility Program' and increased range of apprenticeships will result in an improvement, but we will not know until much later in Autumn.
- *Adults achieving entry Levels 1,2,3:* Numbers have steadily increased from 2005/06 with a 20% increase in the numbers achieving the target since 06/07. If a similar level of performance were seen in 2007/08 (and that would still mean a further substantial increase), that would still leave us short of the target by some 180 learners. It therefore seems unlikely that the target will be hit. Remedial measures are being implemented but at this stage it is unclear as to whether they are going to have enough of an impact. There are two main reasons for the underachievement of the target. Firstly the funding for the target was agreed late meaning that funding was not released until midway through the first year of the project. This meant that it was impossible to put staffing into place to have any impact on the numbers in the first year. In the second year whilst substantial progress has been made it has not been sufficient to make up for the situation in the first year and therefore to close the gap. In addition the numbers we had projected as coming through the flexible learning centres (part of the reason for running the project) has been disappointing with only some 30 or so people achieving against a expected target of 80.

- *NEETS* – This will be updated in Monitor 3. The figure is better than national figures and the second best in the region
- *Maths and English* - standards in York at KS4 were above national figures and improved from 2006
- *Working age population achieving Level 4:* figures are higher than both regional (22.7%) and national (27.4%) figures

Health & lifestyles

	2005/06 result	2006/07 Result	200708 latest	Improving?
% of school children (5-16) doing at least 2 hours sport per week	62%	71%	90%	Yes
% of adults participating in at least 30 mins moderate intensity sport & active recreation	New for 06/07	24.8%	Not yet available	N/A Target –27.8%

Headlines on improvement supporting actions

- *Indicators of health:* We have developed a model to identify “key determinants” of health relevant to Council services. Survey work has also been undertaken within the Council to identify those services contributing to the health agenda and any relevant data that could support potential transformational improvement.
- *Improving health in partnership:* We are working closely with the PCT to develop:
 - standard ward level data and a model for drawing out significance / key community issues.
 - a model for designing key questions to enable community engagement around the issues identified.

The aim will be to pilot the approach in the next quarter to be in a position to have a product ready for the next round of neighbourhood action planning. From there a health “toolkit” will be developed in order to provide a concerted health input to the delivery of Neighborhood Action Plans.

- *Physical activity coordinators :* We have deployed two full time physical activity coordinators working within the Sport and Active Leisure team. Working to increase the sport and physical activity participation rates of adults (16+) across the city, these coordinators have facilitated and supported a variety of opportunities and sessions in particular for those whose participation is too low to derive any health benefit. Examples include; organisation of the 50+ games, community based exercise leaders working with sure start to encourage young mums to engage in dance and physical activity, Provision of a permanent chair based exercise instructor at Oaklands running classes for new participants.
- *Disability sports Coach :* Short term external funding has allowed the deployment of a community sports coach to address the low participation rates of residents in the city with physical and learning disabilities (currently 12.2% lower than the city average for adults and as significantly low for young people). Work has included; training of 12 new coaches and instructors through the inclusive fitness initiative and the Mencap “get together” scheme to enable disabled individuals to utilize the purpose provided fitness equipment at our facilities, adult and junior boccia clubs working towards Special Olympics registration, soccability at copmanthorpe, tennisability at York tennis club and

tagability with the York City knights. A new link to the physiotherapists at York hospital has also been made resulting in a stability and balance session running at Hob moor for young people with special needs.

External funding for these posts is only short term to 2009 and it is imperative that further funding can be found after this period to enable continuation of this work. Effecting a step change in residents' attitudes towards physical activity and subsequently activity habits requires a long-term approach. Evidential data will be available with regard to the impact of these interventions from 2010 at the earliest.

- *Corporate health* : Work has begun on identifying work place initiatives to increase physical activity. Work place assessments, *fit* building design, individual action plans, corporate benefits to sports facilities, active travel, lunchtime led walks, pedometer challenges and work team competition are all initiatives which we are currently sourcing funding for.

Economic Prosperity

This is still being worked on and will be completed before formal despatch to the Executive

Strong Leadership, supporting and developing people, improving efficiency and customer focus

Progress on Leadership

- *Establishing a baseline assessment for the corporate culture*: 8 specific questions relating to leadership have been consistently asked in previous staff surveys and were asked again in the 2007 staff survey. These were then analysed in order to track trends and improvements. Two groups of staff have been recruited, from across all directorates and from managers and non-managers, to further analyse the data and identify underlying issues requiring action especially on the questions relating to directorate co-operation, the extent to which staff feel they have the authority to make service improvements and whether staff feel it is OK to speak up and challenge the way things are done. These groups meet on December 11th and January 17th with the intention of then meeting quarterly. This analysis has been added to the results of chief officers' responses to the corporate culture questionnaire (an external assessment tool) and responses from 200 senior managers on culture questions aligned to that questionnaire. This results in a baseline assessment of the current corporate culture in CYC.
- *Articulating a set of shared values for CYC and a plan to embed these*: Over 250 managers have now attended a half-day workshop to introduce them to CYC's Leadership and Management Standards (LAMS) which are aligned to the 4 values in the Corporate Strategy. Feedback has been very positive with most managers saying the Standards are easy to understand and that they will be helpful in providing a consistent description of the behaviours expected of all staff. The first application of the LAMS has been in Performance & Development Reviews this year, and an audit will be taken in January of PDR objectives to assess the extent to which the Standards have been used. The next process on the plan to embed the Standards will be recruitment, beginning in Spring 2008 followed by workforce planning, equalities and learning & development in 08/09.

- *An on-line 360 degree feedback tool* : This has been developed and piloted in CYC for teams and individuals to assess themselves against the Standards.
- *The Equalities Leadership Group* : This group has been established and has the responsibility to drive forward the work on tackling discrimination and promoting social inclusion. This includes four chief officers and the Executive member for Social Inclusion. An interactive event provided by the "Dead Earnest" Theatre group had a very enthusiastic response from managers and members, raising some key issues about customer service and discrimination. Some departments have opted to use theatre in their own staff development events, as it was so effective.

Progress on supporting people

- Revised sickness absence management procedures to support the attendance management policy have been launched and are being supported by a bespoke training package.
- As mentioned above, work is continuing to embed the Leadership and Management Standards and the modernising pay & grading project whilst health and safety performance is currently the subject of an in-depth review.
- A draft recruitment strategy has been produced and will be subject to consultation shortly and preparations are underway to scope of the improvement of HR processes required to ensure they are fit for purpose and to support changes across the Council.

Progress on improving efficiency

- A mid year update was submitted to the Department for Communities and Local Government in November 2007 which showed that the Council was on track to exceed the 3 year target for efficiencies by £2.48m, this total includes non-cashable efficiencies of £1.95m. Under CSR 07 the rules for calculating the efficiency targets have changed and all efficiencies declared must, from 2008/09 be cashable and there is an overall Local Government target of 3%. This target represents a far more challenging target than the last 3 years and therefore the council will have to address efficiency generation as a higher priority. The Government are allowing Authorities to carry forward cashable efficiencies into the new regime and for York we estimate this to be around £527k against an annual target of around £3m.
- The council's corporate efficiency programme was approved by the Executive in September 2007. It contains a programme of corporate reviews aimed at achieving efficiencies and some single service area reviews where the benchmarked costs are higher than the average. It is hoped that successfully undertaking these reviews will enable the council to achieve the more challenging efficiency targets.
- In addition to the efficiency review programme the Strategic Procurement Programme was also approved, this Programme aims to address efficiencies in areas where the best way to tackle the inefficiency is a revised approach to procurement where the council changes its contractual arrangements in the provision of these services

Progress on Customer focus

- Standards & measures: Continuing review of our existing customer first standards, including improved methods of monitoring, reporting and reviewing which will support the introduction of the single set of National Indicators in April 2008 and the improvement in equality monitoring/impacts/data within performance management/ measurement

systems. We can then support the organisational culture change required to use this information to improve service design and delivery

- Customer Insight research: Continued planning for developing an in-depth understanding of our customer groups to better understand their needs and preferences by supporting the completion of the Equalities Strategy and the review of corporate customer survey/tracking mechanisms (e.g. Talkabout) in response to government's "customer insight" agenda and increasing involvement from customers in the design and review of services as part of responding to customer insight agenda. This will improve the way we capture, and respond to, the needs of small excluded communities for example BME communities.
- User feedback: Continuing review of complaints system and planning for roll out (across all directorates) of the improved corporate customer feedback (complaints, comments, compliments) procedures and guidance including improved methods of monitoring, reporting which can then be used to improve service design and delivery. Linked to this will be the use of customer contact centre information to ensure learning from complaints/grievance, and to facilitate improvements in services to customers.
- The revised customer first standards and measures and user feedback procedures were scheduled for a start date (possibly in a pilot) from April 2008. However other time critical customer focus tasks including the introduction of the new performance framework and single set of indicators, participation in the Cabinet Office testing phase for NPI 14 and working towards establishing the process for managing customer flow and the delivery of services to customers to better inform the facility space and layout requirements for the new YCC in Hungate, have led to a reprioritisation of tasks and so initial implementation dates are not likely to be achieved.