

## Annex 2 – Performance – Council Plan Outcomes

- 1 This report concentrates on the indicators that make up the Council Plan performance framework and does not cover COVID-related activity.
- 2 It is likely that due to impacts of COVID, a number of the indicators will see a significant change both in terms of their numbers and their direction of travel in future reporting periods. The majority of the performance measures within the Council Plan have a lag between the data being available, and the current reporting period and therefore impacts will not be immediately seen, and may occur over several years as new data becomes available.
- 3 Within the updates on the Council Plan indicators, are a number of indicators which show the status of economic, community or corporate recovery since the start of the pandemic.

### 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	£255,734,051 (2021/22)	£255,630,526 (May 2022)	➡	Monthly	Not available	Q1 2022/23 data available in August 2022
Median earnings of residents - Gross Weekly Pay (£)	£572.60 (2020/21)	£597.90 (2021/22)	➡	Annual	National Data 2021/22: £613.10 Regional Data 2021/22: £568.50	2022/23 data available in November 2022
% of working age population qualified - to at least L2 and above	83.6% (2020/21)	87.9% (2021/22)	⬆ Good	Annual	National Data 2021/22: 78.20%	2022/23 data available in May 2023
% of working age population qualified - to at least L4 and above	46.4% (2020/21)	59.3% (2021/22)	⬆ Good	Annual	National Data 2021/22: 43.50% Regional Data 2021/22: 38.0%	2022/23 data available in May 2023
% of vacant city centre shops	8.49% (2021/22)	8.16% (May 2022)	➡	Monthly	National Data 2021/22: 14.40%	Q1 2022/23 data available in August 2022
GVA per head (£)	30,465 (2019/20)	28,967 (2020/21)	➡	Annual	Regional Rank 2020/21: 2	2021/22 data available in May 2023
% of working age population in employment (16-64)	79.50% (Q2 2021/22)	80.50% (Q3 2021/22)	➡	Quarterly	National Data Q3 2021/22: 74.80%	Q4 2021/22 data available in August 2022
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						

#### Business Rates

- 4 The year to date collection rate for Business Rates up to the end of May 2022 was 22.45% (1.25% above the target collection rate and 2.36% above the collection rate in 2021-22). The year to date collection rate for Council Tax up to the end of May 2022 was 19.98% (0.62% below the target collection rate but 0.13% above the collection rate in 2021-22).

#### Median earnings of residents – Gross weekly pay

- 5 In April 2021, the median gross weekly earnings for full-time resident employees in York were £597.90, which is an increase of 4.4% from £572.60 in 2020. Nationally in 2021, gross weekly earnings for full-time employees increased most in the lower paying occupations such as process plant and machine operatives (9.1%) and elementary occupations (7.7%). Skilled trades also saw a large increase (9%) after having the largest decrease between 2019 and 2020 (negative 6.5%) but the highest paying occupations had the smallest increases between 2020 and 2021. Data for 2022-23 will be available in November 2022.

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

- 6 In 2021-22, 87.9% of the working age population in York were qualified to at least L2 and above (GCSE grades 9-4), which is higher than the national and regional figures (78.2% and 76.4% respectively). This result ranks the city of York first regionally. The 2021-22 figure has increased from 2020-21 (83.4%). Achieving level 2 is valuable in itself: full level 2 qualification on average results in a 9% increase in earnings. Data for 2022-23 will be available in May 2023.

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

- 7 In 2021-22, 59.3% of the working age population in York were qualified to at least L4 and above (certificate of higher education or equivalent), which is higher than the national and regional figures (43.5% and 38.0% respectively). This result ranks the city of York first regionally. The 2021-22 figure is a big increase from 2020-21 (46.4%). Data for 2022-23 will be available in May 2023.

#### GVA (Gross Value Added) per head (£)

- 8 In 2020-21 (the latest available data), the GVA per head in York was £28,967 which was the second highest figure regionally. The slight decrease on values from last year (£30,465 or 4.9%) was expected, mainly as a result of the COVID-19 pandemic (GVA per head for the UK fell by 3.8%), but, annually since 2009-10, the GVA per head has generally been increasing (from £25,976 per head).

#### % of vacant city centre shops compared to other cities

- 9 Whilst acknowledging that a number of city centre streets and prime commercial locations seem to be experiencing higher vacancy levels than York's average, overall at the end of May 2022, there were 52 vacant shops in the city centre, which equates to 8.16% of all city centre shops, and is much lower than the national benchmark in 2021-22 of 14.4%. Properties in York are owned by different commercial parties and CYC commercial properties have very low levels of vacancies. The York figure has not fluctuated a great deal in the past 10 years, with a high of 10.3% in 2017-18. The national benchmark figure had remained stable for a

number of years since a high of 12.5% in 2013-14, but the latest figure of 14.4% in 2021-22 is the highest seen since then.

- 10 This measure will continue to be monitored alongside looking at vacancy rates within secondary shopping centres, which are areas that the organisation has a long-term commitment towards investing in, in order to broaden the economic picture of the city. At the end of Q1 2022-23, the vacancy rates within secondary shopping centres were relatively low (7% at Clifton Moor, 0% in Haxby Village and 4% in Acomb High Street), apart from at Monks Cross where the vacancy rate was 20% (although a decrease from 23% in Q4 2021-22).
  - 11 In the financial year up to the end of May 2022, there were 143 new business start-ups in the City of York Council area, which is higher than in previous two years (131 in 2021-22 and 132 in 2020-21). However, this is still lower than the 171 seen in 2019-20 (pre-pandemic).
- % of working age population in employment (16-64)**
- 12 In Q3 2021-22 (the latest available data), 80.5% of the working age population were in employment, which is higher than the national and regional figures (74.8% and 73.9% respectively) and the York performance gives the city a ranking of first regionally. The figure for Q3 2021-22 in York is higher than seen in previous years.
  - 13 At the end of June 2022 there were 11,184 people, in York, on Universal Credit which is an increase of 75% compared with February 2020 (pre-pandemic figures). However, there has been a decrease of -15% from April 2021. This trend should continue as the, nationally reported, staff vacancies in the service sector are filled.

## Getting around sustainably

Getting around sustainably						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
P&R Passenger Journeys	0.74m (2020/21)	2.59m (Prov) (2021/22)	↑ Good	Quarterly	Not available	Q1 2022/23 data available in August 2022
Local bus passenger journeys originating in the authority area (excluding P&R)	3.07m (2020/21)	7.82m (Prov) (2021/22)	↑ Good	Quarterly	Not available	Q1 2022/23 data available in August 2022
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - roadways	22% (2020/21)	22% (2021/22)	→	Annual	Not available	2022/23 data available in November 2022
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - pathways	3% (2020/21)	4% (2021/22)	→	Annual	Not available	2022/23 data available in November 2022
Area Wide Traffic Levels (07:00 -19:00) (Excluding A64) from 2009/10 baseline (2.07m)	1.77m (2019/20)	1.34m (2020/21)	→	Annual	Not available	2021/22 data available in November 2022
Index of cycling activity (12 hour) from 2009 Baseline (31,587)	113.00% (2020)	132.00% (2021)	→	Annual	Not available	2022 data available in July 2023
Index of pedestrians walking to and from the City Centre (12 hour in and out combined) from 2009/10 Baseline (37,278)	103.00% (2020/21)	103.00% (2021/22)	→	Annual	Not available	2022/23 data available in March 2023
% of customers arriving at York Station by sustainable modes of transport (cycling, walking, taxi or bus - excluding cars, Lift, Motorcycle, Train)	71.90% (2019)	79.40% (2021)	→	Annual	Not available	2022 data available in March 2023

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### P&R Passenger Journeys

- 14 Passenger journeys for park and ride customers totalled 2.59m (provisional) for 2021-22. This is a large increase on the 0.74m journeys made during 2020-21 showing good signs of recovery post-covid.

### Local bus passenger journeys

- 15 Passenger journeys on local buses totalled 7.82m (provisional) for 2021-22. This is a large increase on the 3.07m journeys made during 2020-21, showing signs of recovery, but lower than the 11.56m journeys made during the same period in 2019-20.

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

- 16 No update since the Q3 2021-22 Monitor as annual data. Data for 2022-23 will be available in November 2022.

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

- 17 No update since the Q3 2021-22 Monitor as annual data. Data for 2021-22 will be available in November 2022.

### Index of cycling activity (12 hour)

- 18 Cycling counter data from across the city has been cleaned and anomalies removed prior to final re-calculation of results during the Autumn, leaving an initial level of 132% of 2009 baseline compared to 113% the previous year. This suggests a welcome return towards pre-pandemic levels (138%) in 2019. The data for 2021 will be further

updated, as some data points were not manually extracted from the cycle counters during the pandemic, as visits to counter sites could not be made, with data being estimated.

- 19 It is worth noting that during 2021 many cycle-related commuter trips did not happen for long periods during this year due to staff either being furloughed or working from home and is likely to be the main cause of levels not returning to 2019. This is further evidenced by AM/PM data having lower peaks at historic commuting times. It is also likely that there will have been an increase in leisure-related cycle trips, which are evidenced in Google mobility statistics and other lifestyles data, but these won't necessarily have been picked up by our network of cycle counter sites, many of which were primarily installed to count commuter trips.
- 20 LTP4 is building on the work already undertaken on initiatives such as My City Centre and the Local Plan, and will complement the strategies being developed for York's Economic Recovery and Carbon Reduction / Climate Change by addressing transport accessibility in terms of travelling around the city using different modes of transport.

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

- 21 From a baseline in 2009-10 (37,278), there has been a 3% increase in the number of pedestrians walking to and from the city centre in 2021-22. This is the same as in 2020-21 but 8% lower than in 2019-20. Data is gathered on an annual basis over the course of one day; it is a count of pedestrians crossing an inner cordon set just beyond the inner ring road and includes off-road routes such as riverside paths. Data for 2022-23 will be available in March 2023.

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

- 22 In 2021, 79% of customers arrived at York station by sustainable modes of transport which is an increase from 72% in 2019 (Due to COVID restrictions on movement, the survey did not take place during 2020, therefore data is not available for this year). The data is gathered by an annual survey which takes place for a five- hour period in seven locations around the station. Members of the public are asked how they arrive at the station and the results are flow weighted to take into account the split of people arriving at each entrance. Data for 2022 will be available in March 2023.

## 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	65.00% (Prov) (Q3 2021/22)	64.00% (Prov) (Q4 2021/22)	→	Quarterly	National Data 2020/21 58%	Q1 2022/23 data available in September 2022
Overall satisfaction of people who use services with their care and support	68.10% (2019/20)	72.30% (2020/21)	↑ Good	Annual	National Data 2020/21 67.70%	2021/22 data available in November 2022
% of reception year children recorded as being obese (single year)	7.60% (2019/20)	NC (2020/21)	→	Annual	National Data 2019/20 9.90%	2021/22 data available in November 2022
Slope index of inequality in life expectancy at birth - Female - (Three year period)	6.2 (2019/20)	5.7 (2020/21)	→	Annual	Regional Rank 2020/21: 3	2021/22 data available in February 2023
Slope index of inequality in life expectancy at birth - Male - (Three year period)	8.3 (2019/20)	8.4 (2020/21)	→	Annual	Regional Rank 2020/21: 3	2021/22 data available in February 2023
% of adults (aged 16+) that are physically active (150+ moderate intensity equivalent minutes per week, excl. gardening)	63.0% (2020/21)	66.5% (mid-year 2021/22)	→	Bi-annual	National Data mid-year 2021/22 61.4%	2021/22 full year data available in November 2022
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- 23 There has been a continuing high demand for adult social care during the past year, partly caused by the COVID-19 pandemic, although there have been variations in how likely these contacts are to receive care packages. Our Customer Contact Workers (CCWs) record the number of contacts received to ASC, whether made by email, telephone or other methods. During the first quarter of 2022-23, they received 4,169 contacts, which is a 2% reduction from the number received during the corresponding quarter in 2021-22 (4,237). Around 19% of the contacts during the first quarter of 2022-23 were resolved using Information, Advice and Guidance (IAG), which is a lower percentage that were resolved using IAG during that quarter in 2021-22 (21%). This is likely to have been as a result of our CCWs dealing with increasingly complex issues from those with ASC-related queries.
- 24 The number of individuals in residential/nursing care placements fell sharply at the start of the 2020-21 financial year, mainly due to the Covid crisis, but has remained relatively stable since the summer of 2020. At the end of June 2022, this number was 567, compared to 576 at the end of June 2021. During the first quarter of 2022-23, the number of new admissions of people to residential/nursing care was 48, a decrease of 29% compared with the same period in 2021-22 (68).
- 25 The number of people receiving home care services as their main provision has begun to rise again in recent months after a steady decline in the number during 2021-22. At the end of June 2022, there were 675

people who had, as their main provision, a home care service; this is 10% lower than the corresponding figure at the end of June 2021 (747) but represents an increase from the March 2022 low of 658. Some of the recipients of home care services may otherwise have been placed in much more costly residential/nursing care and reflects on the good preventative work CYC has done.

- 26 In the first quarter of 2022-23, 149 clients were recorded as receiving a paid ASC service for the first time (“new starters”). This is similar to the number in the corresponding quarter during 2021-22 (147). There has been a decrease in the number during the first quarter of 2022-23 (75) that have returned to ASC for a paid service compared with the number during the first quarter of 2021-22 (100). This suggests that although we are still experiencing high demand for care, which prevents us keeping the number of first-time entrants low, we have improved our service provision by ensuring that fewer people need to re-enter ASC for additional spells of care.

**Proportion of adults in contact with secondary mental health services living independently**

- 27 The percentage of all adults in contact with secondary mental health services living independently, with or without support, has decreased over recent months; during 2021-22 Q4 (the latest figures available), 64% of them were doing so. The 2020-21 ASCOF results showed that York is in the upper quartile for performance with 73% of this group saying they live independently, compared with the England average of 58% and 60% in its statistical neighbour group.

- 28 During 2021-22 Q4 (the latest figures available), 19% of all clients in contact with secondary mental health services were in employment – a figure that has consistently been above the regional and national averages. The 2020-21 ASCOF results showed that York is the 3<sup>rd</sup> best performing LA in the country on this measure, with 20% of all those in contact with secondary mental health services in employment, compared with the England average of 9% and 10% in its statistical neighbour group.

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

- 29 There has been no update on this since the Q2 2021-22 Monitor as this is annual data. Data at LA and national level for 2021-22 will be available in the autumn of 2022, but our (provisional) data suggests that there has been a decrease in satisfaction levels experienced by York’s ASC users compared with 2020-21; this is likely to be mirrored at a regional and national level as ASC users have found life increasingly difficult.

- 30 Outcomes from the 2021-22 Survey of Adult Carers in England were published in June 2022, and although there was a decrease in the

percentage saying that they were “extremely or very” satisfied with their care and support (40% compared with 43% in 2018-19, the last time the Survey was carried out), York remained in the upper quartile for performance on this indicator amongst the 149 LAs that carried it out.

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

- 31 The full National Child Measurement Programme (NCMP) is in progress in York for 2021-22 after a partial programme in the previous two measurement years due to the Covid-19 pandemic. To date, 82.1% of reception aged children and 70.6% of Year 6 children have been measured. In 2020-21, only 5 schools in York were measured as part of a limited programme to provide data at regional and national level. No local authority level obesity prevalence data was published for 2020-21.
- 32 The NCMP programme for 2019-20 was discontinued in March 2020 due to the COVID-19 pandemic. The data submitted for children measured prior to lockdown was published with appropriate local data quality flags. The coverage rates for York for 2019-20 were 38% for year 6 pupils and 57.2% for reception (annual coverage rates are usually in excess of 95%). As a result of this, the York values have been flagged as ‘fit for publication but interpret with caution’.
- 33 The 2019-20 NCMP found that 7.6% of reception children in York were obese, which is significantly lower than the England average (9.9%). The York figure has fallen from the 2018-19 level (9.5%). Of Year 6 children in York, 22.1% were found to be obese in 2019-20, which is not significantly different from the England average (21.0%). The York figure has increased from the 2018-19 level (15.1%). There is a wide variation in obesity rates at ward level, and there is a strong correlation between obesity and deprivation at ward level.

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

- 34 Average Life Expectancy and Healthy Life Expectancy for males in York (79.9 years and 65.8 years) is above the England average (79.4 years and 63.2 years). Average Life Expectancy and Healthy Life Expectancy for females in York (83.6 years and 66.4 years) is also above the England average (83.1 years and 63.5 years).
- 35 The inequality in life expectancy for men in York for the measurement period 2018-20 is 8.4 years. This means there is around an 8-year difference in life expectancy between men living in the most and least deprived areas of the City. This inequality has been fairly stable in recent periods (8.4 years in 2016-18 and 8.3 years in 2017-19).
- 36 The inequality in life expectancy for women in York for the measurement period 2018-20 is 5.7 years. This means there is around a 6-year



difference in life expectancy between women living in the most and least deprived areas of the City. This figure has fallen (improved) compared with the figure of 6.2 years in the period 2017-19.

- 37 This inequality in York is below the national average for men (9.7 years) and for women (7.9 years).

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

- 38 The latest data from the Adult Active Lives Survey for the period from mid-November 2020 to mid-November 2021 was published in April 2022. The period covered by the survey includes five months of notable restrictions (two-and-a-half months of full national lockdowns and two-and-a-half months of significant restrictions) and seven months of limited restrictions (three months of easing restrictions and four months with no legal restrictions). In York, 523 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 and regional averages. Positively:

- 67% of people in York did more than 150 minutes of physical activity per week compared with 61% nationally and 60% regionally. There has been no significant change in the York value from that 12 months earlier.
- 24% of people in York did fewer than 30 minutes per week compared with 27% nationally and 28% regionally. There has been no significant change in the York value from that 12 months earlier.

## 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)	15.50% (2017/18)	13.18% (2018/19)	➔	Annual	Not available	Data for 2019/20 will not be released due to COVID19. Data for 2020/21 available in August 2022
Voice of the Child - Service Usage and Life Opportunities	Narrative	Narrative	N/A	Quarterly	Not available	Q1 2022/23 narrative available in August 2022
% 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%	Data for 2019/20 and 2020/21 will not be released due to COVID19
Average Progress 8 score from KS2 to KS4	0.11 (2017/18)	0.22 (2018/19)	⬆ Good	Annual	National Data 2018/19 0.01	Data for 2019/20 and 2020/21 will not be released due to COVID19
% 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%	Data for 2019/20 and 2020/21 will not be released due to COVID19
%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	33.20% (2017/18)	29.40% (2018/19)	➔	Annual	National Data 2018/19 27.00%	Data for 2019/20 and 2020/21 will not be released due to COVID19
% of Year 12-13 (academic age 16-17) NEET who possess less than a L2 qualification - (Snapshot)	85.40% (2021/22)	84.10% (Q1 2022/23)	➔	Monthly	Not available	Q2 2022/23 data available in October 2022
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- 39 The number of children in York's care was 277 at the end of Q1 2022-23, matching the outturn at the end of the past two years. York's rate per 10k is above the comparator averages at 74.9, compared to 62.5 in our statistical family and 67 nationally.
- 40 Analysis shows that we have a high proportion of children who are placed with parents, in comparison to our statistical family. Children's Social Care have started work on discharging the care orders of these children and young people in a safe way.
- 41 The number of children who were the subject of a child protection plan was 143 at the end of June 2022. This is a marked increase on the 2021-22 year-end figure of 126 and at the top of York's expected range. York remains higher than our statistical family average (31.8 per 10k) but within the national average (41.4 per 10k).
- 42 420 referrals to children's social care were received during Q1 2022-23, which is consistent with the same period last year.
- 43 The number of contacts to Early Help in Q1 2022-23 was 587, which is less than in previous years (662 in Q1 2021-22). Q1 this year also represents a reduction on the quarterly averages of the last two years, both of which exceeded 600 contacts.

### Voice of the Child

- 44 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 throughout this period. Between April and June 2022, Speak Up received a total of 21 referrals for advocacy; these consisted of 9 children and young people subject to Child Protection Plans, 8 children and young people in care, 3 care leavers and 1 homeless young person.

#### Secondary school persistent absence rate

- 45 The May 2020 pupil census was cancelled by the Department for Education due to COVID-19. National and local schools attendance data has not yet been released by DfE. It is anticipated that DfE will release a version of the standard attendance performance in Summer 2022.

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

- 46 There is no data for 2019-20 or 2020-21 as the tests were cancelled due to the pandemic. We anticipate the summer 2022 tests will take place and data will be available at the end of Q2.

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

- 47 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.

- 48 In 2020 and 2021, due to COVID-19, all GCSE, AS and A level exams were cancelled and replaced by a combination of teacher assessment, mock exam results, course work and a standardised calculation.

- 49 The Department for Education did not release data for 2019-20 or 2020-21 due to the way in which Key Stage 4 results were calculated. We anticipate the summer 2022 exams will take place and data will be available at the end of Q2.

#### % 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

- 50 The DfE did not release data for 2019-20 or 2020-21 due to the way in which Key Stage 4 results were calculated due to COVID-19. We anticipate the summer 2022 tests will take place and data will be available at the end of Q2.

- 51 Reducing the attainment gap between disadvantaged pupils and their peers is a key priority in all phases of education across 0-19 years.

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

- 52 The number of all 16-17 year olds in York who are NEET remains consistent at 44 young people at the end of June 2022.

- 53 Historically, NEET trends follow the academic year, with increases over the summer months when a small number of 16 year olds finish school without a plan for September.
- 54 At the end of June 2022, 84.1% of the young people who were NEET did not have a Level 2 qualification. This is in line with historical performance.

## 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	44.13% (Prov) (2020/21)	42.98% (Prov) (2021/22)	↓ Bad	Quarterly	National Data 2020/21 42.30%	Q1 2022/23 data available in October 2022
Residual household waste per household (kg/household)	496.68kg (2020/21)	516.36kg (Prov) (2021/22)	→	Quarterly	National Data 2020/21 552.9kg	Q1 2022/23 data available in October 2022
Incidents - Flytipping /Cleansing(includes dog fouling,litter)/Graffiti - On Public/Private Land	2,069 (2021/22) (Flytipping)	583 (Q1 2022/23) (Flytipping)	→	Monthly	Not available	Q2 2022/23 data available in October 2022
	2,150 (2021/22) Cleansing	605 (Q1 2022/23) Cleansing	→	Monthly	Not available	Q2 2022/23 data available in October 2022
	452 (2021/22) Graffiti	200 (Q1 2022/23) Graffiti	→	Monthly	Not available	Q2 2022/23 data available in October 2022
Citywide KPI on air quality (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
Carbon emissions across the city (tonnes of carbon dioxide equivalent) - (Calendar Year)	NC	1,132,541.02 (2018)	→	Annual	Not available	2019 data available in August 2022
Level of CO2 emissions from council buildings and operations (tonnes of carbon dioxide equivalent)	NC	3,657.56 (2020/21)	→	Annual	Not available	2021/22 data available in September 2022
Flood Risk properties assessed at lower level than 2019 baseline	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
Number of Trees Planted (CYC)	271 (2020/21)	73 (2021/22)	→	Annual	Not available	2022/23 data available in April 2023
% of Talkabout panel who think that the council are doing well at improving green spaces	43.26% (2021/22)	42.26% (Q1 2022/23)	→	Bi-annual	Not available	Q3 2022/23 data available in January 2023

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- Percentage of household waste sent for reuse, recycling or composting**
- 55 The latest provisional data for the amount of household waste sent for reuse, recycling or composting was 43.0% within 2021-22, which is a slight decrease from 44.1% during 2020-21. In this year, there has been an additional 2,000 tonnes of overall household waste, connected to a wide variety of factors including greater number of people working from home but the tonnage sent for recycling, reuse or composting has remained static at around 36,000 tonnes.

- Residual household waste per household (kg/household)**
- 56 The latest provisional residual waste (i.e. non-recyclable) per household data shows that figures have increased during 2021-22 to 516.4kg (from

496.7kg in 2020-21). This increase is due to the additional 2,000 tonnes of overall household waste. This is still below the national average of 553kg per household (2020-21).

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

- 57 The number of service calls received during 2021-22 due to fly-tipping (2,069) had reduced from the 2,277 received during 2020-21. There have been 583 calls received during Q1 2022-23 suggesting that the figures for 2022-23 may rise above those seen during 2021-22.
- 58 The number of service calls received during 2021-22 due to street cleansing (including dog fouling and litter) (2,150) had increased slightly from 1,990 in 2020-21. There have been 605 calls received during Q1 2022-23 suggesting that the figures are continuing to rise.
- 59 The number of service calls received due to graffiti decreased from 479 in 2020-21 to 452 in 2021-22. However, due to increased CYC pro-active activity, the figures during the second half of 2021-22 were steadily increasing and figures of 200 for Q1 2022-23 suggest overall figures for 2022-23 could be similarly high.
- 60 To help tackle graffiti on private property, CYC have entered into a trial with Virgin O2 to assist the cleansing and painting of their utilities boxes. Discussions are currently underway with other utilities providers to extend the trial to their infrastructure, with a number of companies agreeing in principle to move to new arrangements when their existing contracts come to an end.

**Air Quality**

- 61 The theme for Clean Air Day 2022 (16th June) was ‘air pollution dirties every organ in the body’, no matter who you are or where you live. The aim of the day was to encourage individuals and organisations to make changes to their everyday lives to improve public health by reducing air pollution. CYC Public Protection worked with CYC’s sustainable transport team, CYC Public Health, York and Scarborough NHS trust, local primary schools and LNER to promote the day. Thirty schools took part.
- 62 CYC’s Public Protection Manager was invited to speak at an invitation only conference on Clean Air Zones in Birmingham, telling the conference how York conceived and implemented its bus-based voluntary CAZ, the first of its’ kind in the UK.
- 63 Our 2022 Air Quality Annual Status Report was approved by the Executive Member for Environment and Climate Change for submission to DEFRA. The [ASR report](#) details the latest air quality monitoring results for York and progress on achieving measures in York’s current Air Quality

Action Plan (AQAP3) to deliver further improvements in air quality. Air quality is improving and pollution is reducing in most of the city and all but three areas comply with the health-based air quality objectives.

64 Refurbishments to three air quality monitoring stations were approved by the [Executive Member for Environment and Climate Change on 8<sup>th</sup> June](#). Upgrades will ensure equipment is suitable for ongoing monitoring of air quality in line with statutory Local Air Quality Management (LAQM) requirements and the [Environment Act 2021](#), that will set new UK standards for fine particulate PM<sub>2.5</sub> from Autumn 2022. Refurbishments will be funded through an existing DEFRA capital grant allocated to support LAQM activities.

65 Public Protection are continuing compliance checks across petrol filling stations within CYC's area to ensure that all solid fuels being sold were certified as 'Ready to Burn' in line with the [Air Quality \(Domestic Solid Fuels Standards\) \(England\) Regulations 2020](#).

#### [Trees Planted](#)

66 During 2021-22, there were 73 trees planted, compared to 271 in 2020-21. The trees planted this year are of the larger variety and include a mix of 20 Limes and Maples along Monks Cross Link Road. Data for 2022-23 will be available in April 2023.

#### [% of Talkabout panel who think that the council and partners are doing well at improving green spaces](#)

67 The first resident satisfaction survey taken biannually by the Talkabout panel took place during Q1 2022-23. The response rate was 550, similar to that in Q3 2021-22, up a little from 544.

68 The results for Q1 2022-23 showed that 42% of respondents agreed the Council and its partners are doing well at improving green spaces. The level of agreement is consistent with previous surveys.

69 City of York Council, in partnership with Forestry England, is creating a new woodland for the city. York Community Woodland will see 210,000 trees planted over 76 hectares, contributing to the council's target to achieve 13% canopy cover across York by 2050 and the city's wider climate change ambition.

70 The new woodland, located to the west of the city, will be a beautiful, inspiring green space for people to explore and enjoy, creating new opportunities for people to connect with nature, enhancing air quality and improving health and wellbeing outcomes. As it matures, York Community Woodland will help nature recover across the wider landscape, helping to store carbon, alleviate soil erosion and prevent flooding.

- 71 York community woodland will be a multi-functional green space, comprising of native mixed-broadleaf woodland; over 6km of new surfaced trails; community and seed orchards, a woodmeadow; conifer, coppice and wet woodland areas; natural play areas; and a forest school. The space is designed for the simple enjoyment of nature and quiet contemplation.
- 72 The York Green Streets Project, funded by the White Rose Forest, has assessed 82 sites across the city for new urban tree planting opportunities. The sites include street verges and avenues, schools and parish councils. The results of the work will provide an opportunity map of feasible tree planting locations across York.
- 73 When asked about improving the quality of streets/public spaces, 35% of survey respondents thought that the Council and its partners are doing well. The current results have returned to similar levels seen in the year before the pandemic of around 33-35%. During 2020-21 the percentage of respondents who felt the council were doing well in this area peaked with 48% agreeing throughout the year. 72% agreed they were doing well at conserving York's heritage. Although this has decreased from 76% in Q1 last year it remains the top answer choice for this question with a consistently high percentage agreeing.

## 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)	622 (2020/21)	402 (2021/22)	➡	Bi-annual	Not available	2022/23 mid year data available in November 2022
Net Housing Consents - (YTD)	1,133 (2020/21)	327 (2021/22)	➡	Bi-annual	Not available	2022/23 mid year data available in November 2022
Number of homeless households with dependent children in temporary accommodation - (Snapshot)	31 (Q2 2021/22)	27 (Q3 2021/22)	⬆ Bad	Quarterly	Not available	Q4 2021/22 data available in August 2022
Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	74.41 (2021/22)	94.67 (Q1 2022/23)	⬆ Bad	Monthly	Not available	Q2 2022/23 data available in October 2022
Energy efficiency - Average SAP rating for all Council Homes	70.60 (2019/20)	70.60 (2020/21)	➡	Annual	Not available	2021/22 data available in November 2022
Number of new affordable homes delivered in York	130 (2020/21)	224 (2021/22)	⬆ Good	Quarterly	Not available	Q1 2022/23 data available in August 2022
Average broadband download speed (Mb/s)	147.1 (2020/21)	159.3 (2021/22)	➡	Annual	National Data 2021/22 82.6	2022/23 data available in September 2022
Superfast broadband availability	94.13% (2020/21)	95.53% (2021/22)	➡	Annual	National Data 2021/22 95.86%	2022/23 data available in September 2022

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All historic data is available via the Open Data Platform

### New Additional Homes Provided

- 74 Between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 there were a total of 402 net housing completions. Some of the main developments have been;
- 403 homes were completed on traditional housing sites;
  - 5 homes were lost through changes to other uses;
  - Changes of use of existing buildings to residential use and conversions to existing residential properties accounted for 40 (10%) of all completions, and
  - Development sites including the York St John University Playing Fields, Windmill Lane (69), Lowfield School site (68 – inclusive of one self-build plot) and the Germany Beck site in Fulford (65), all provided notable completions during the monitoring period, whilst 72 homes were completed on sites providing 5 homes or less.

### Net Housing Consents

- 75 Housing approvals between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022 totalled 327 net additional homes. This total represents a fall compared to the high level of approvals achieved over the last four years where more than eleven hundred homes had been consented annually. However, during the full monitoring year a further 247 net new homes had the benefit of a resolution to grant permission subject to the signing of a legal agreement. 970 homes on land allocated for housing in the draft Local Plan are subject to an appeal decision later this summer. In contrast, a number of previously approved developments had overall totals reduced by 128 homes during the monitoring period that impacted on the overall figures.

- 76 The main features of the consents approved during the full 2021/22 monitoring period were;
- 307 of all net homes consented (93.9%) were granted on traditional (Use Class C3) housing sites;
  - Notable housing schemes were approved at the Former York City Football Club, Bootham Crescent (93), Burnholme Community Hub (83) and Former Duncombe Barracks site (34);
  - A further 104 student cluster flats at Mecca Bingo, 68 Fishergate, 83 homes at Eastfield Lane, Dunnington and 48 homes at Cherry Tree House, 218 Fifth Avenue had a resolution to grant planning permission subject to legal agreements prior to 31<sup>st</sup> March 2021. These are in addition to the 327 homes with full approval;
  - An application on Land North of Monks Cross that is allocated within the draft Local Plan (ST8) for 970 homes went to appeal in January 2022 due to non-determination and a decision from the SoS is anticipated later this summer. Indications are that CYC Planning Committee would have approved this scheme if the Local Plan had been adopted.



**Number of homeless households with dependent children in temporary accommodation**

- 77 The latest available data shows that there are 27 homeless households with dependent children in temporary accommodation at the end of Q3 2021-22. This figure remains higher than normal, although it is a slight reduction from Q2, but it should be noted that these figures are snapshot figures and therefore may fluctuate between the snapshot dates.

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

- 78 The average number of days to re-let empty Council properties (excluding temporary accommodation) was 95 days at the end of Q1 2022-23.
- 79 The Building Services department continues to experience significant challenges associated with the national issues of significant competition for skilled tradespeople and the shortage of building materials. This is in addition to the service continuing to work through the pent up demand for the service following the full release of lockdown restrictions. At the start of the calendar year, an “Action Plan” was created to support improvement through these challenges and positive impacts are now being seen with the number of empty council homes reducing by 16 in the last four working weeks of the quarter, as well as a further 19 homes have had works completed and have been passed across for re-letting. The total number of void properties at the end of Q1 2022-23 was 94, which although still very high, has reduced from a peak of 152 at the end of Q2 2021-22. The effect of these actions will not be reflected in Q1 figures, but should be seen in an improvement in Q2 figures.

**Energy efficiency – Average SAP rating for all Council Homes**

- 80 No update since the Q3 2021-22 Monitor as annual data. Data for 2021-22 will be available in November 2022.

**Number of new affordable homes delivered in York**

- 81 The number of new affordable homes delivered in York remains high, with 224 delivered during 2021-22. This is a large increase on the 130 delivered during 2020-21.

**Superfast broadband availability/Average broadband download speed (Mbs)**

- 82 In 2021-22, 95.53% of properties in York had access to superfast broadband, which compares to 94.13% in 2020-21. This increase can be attributed to the Council’s continued work with service providers to improve infrastructure.
- 83 The average broadband download speed in York in 2021-22 was 159.3 Mb/s, which compares to 147.1 Mb/s in 2020-21 and 56.1 Mb/s in 2019-20. The national benchmark download speed is 82.6 Mb/s in 2021-22. 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	84.38% (2021/22)	84.73% (Q1 2022/23)	➔	Bi-annual	Community Life Survey 2020/21 79%	Q3 2022/23 data available in January 2023
All Crime per 1000 population	52.4 (2020/21)	6.7 (May 2022)	➔	Monthly	National Data 2021/22 86.3	Q1 2022/23 data available in August 2022
Number of Incidents of ASB within the city centre ARZ	1,276 (2021/22)	78 (May 2022)	⬇ Good	Monthly	Not available	Q1 2022/23 data available in August 2022
Visits - All Libraries	617,771 (2021/22)	206,217 (Q1 2022/23)	⬆ Good	Quarterly	Not available	Q2 2022/23 data available in October 2022
Visits - York Museums Trust (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
% of Talkabout panel who agree that they can influence decisions in their local area	24.26% (2021/22)	25.67% (Q1 2022/23)	➔	Bi-annual	Community Life Survey 2020/21 27%	Q3 2022/23 data available in January 2023
% of Talkabout panel who give unpaid help to any group, club or organisation	61.35% (2021/22)	65.38% (Q1 2022/23)	➔	Bi-annual	Community Life Survey 2020/21 62%	Q3 2022/23 data available in January 2023
Parliament Street Footfall	6,955,548 (2021/22)	1,810,998 (Q1 2022/23)	⬆ Good	Monthly	Not available	Q2 2022/23 data available in October 2022

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

- 84 Results from the Q1 2022-23 Talkabout survey showed that 83% of the panel were satisfied **with York** as a place to live, a decrease from 85% in Q3 and 88% in Q1 of 2021-22. 85% were satisfied with **their local area** which is consistent with results from Q1 and Q3 2021-22. A slight decline in satisfaction with the local area can be seen over recent years but York continues to perform well against the latest national figures of 79% (Community Life Survey 2020-21) and 78% (Local Government Association Poll February 2022).

### All Crime per 1000 population

- 85 Overall crime levels in York for 2021-22 show that levels have risen slightly since 2020-21 and are back to pre-pandemic levels (67.4 in 2021-22 and 66 in 2019-20). Figures for April and May 2022 suggest that overall crime levels are remaining stable.

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

- 86 There were 1,276 incidents of anti-social behaviour during 2021-22, compared to 1,410 in 2020-21, and continues the year-on-year reduction seen since 2018-19. The figures of 82 and 78 for April and May 2022 suggest that this reduction may continue into 2022-23.

### Visits - All Libraries

- 87 Library visits during 2021-22 totalled 617,771, which is a large increase on the 183,706 visits during 2020-21. This shows a very positive direction of travel, although the 2021-22 figure is still a long way below the pre-pandemic figures (1,023,034 visits in 2019-20).

88 There were 206,217 library visits in Q1 2022-23 which compares with 264,094 in the same period in 2019-20 (pre-pandemic), suggesting the positive direction of travel is continuing.

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

89 Results from the Q1 2022-23 Talkabout survey found that 26% of panellists agreed that they could influence decisions in their local area, up 2% from the previous survey but still below the latest national figure of 27% (Community Life Survey 2020-21). The percentage agreeing has been between 27-30% over the past three years with the highest amount agreeing in Q1 2020-21.

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

90 Results from the Q1 2022-23 Talkabout survey found that 65% of panellists had given unpaid help to any group, club or organisation within the last 12 months. This is positive as it shows that this area is recovering to pre-pandemic rates of 65-67% of respondents giving help and is slightly higher than the latest national figure of 62% taken from the government's Community Life Survey 2020-21.

**Parliament Street Footfall**

91 Footfall in Parliament Street during Q1 2022-23 totalled around 1.8 million data captures. This indicates that the figures have recovered as the number of captures is only slightly less than the 2 million data captures during Q1 2019-20 (pre-pandemic).

**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	£2,638 (excluding contingency) (2021/22)	£7,741 (excluding contingency) (Q1 2022/23)	➡	Quarterly	Not available	Q2 2022/23 data available in October 2022
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.73 (2021/22)	12.68 (Prov) (May 2022)	➡	Monthly	Public Sector (Y&H) 2020/21 8	Q1 2022/23 data available in August 2022
Customer Services Waiting Times - Phone / Footfall / Webchat	00:01:28 (Phone) (2021/22)	00:02:07 (Phone) (Q1 2022/23)	➡	Monthly	Not available	Q2 2022/23 data available in October 2022
	72.80% (Footfall) (2021/22)	73.00% (Footfall) (Q1 2022/23)	➡	Monthly	Not available	Q2 2022/23 data available in October 2022
	75.90% (Webchat) (2021/22)	NC (Webchat) (Q1 2022/23)	➡	Monthly	Not available	Q2 2022/23 data available in October 2022
Number of days taken to process Housing Benefit new claims and change events (DWP measure)	3.14 (2020/21)	3.19 (2021/22)	➡	Monthly	Not available	Q1 2022/23 data available in August 2022
% of 4Cs complaints (grade 1 and 2) responded to 'In Time'	84.15% (2021/22)	94.23% (Q1 2022/23)	↑ Good	Monthly	Not available	Q2 2022/23 data available in October 2022
% of 4Cs complaints (grade 1 only) responded to 'In Time'	80.71% (2021/22)	88.73% (Q1 2022/23)	➡	Monthly	Not available	Q2 2022/23 data available in October 2022
CYC Apprenticeships	24 (2021/22)	25 (Q1 2022/23)	↑ Good	Quarterly	Not available	Q2 2022/23 data available in October 2022
FOI & EIR - % In time - YTD	81.20% (2021/22)	84.90% (Q1 2022/23)	➡	Quarterly	Not available	Q2 2022/23 data available in October 2022

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#### Average Sickness Days per FTE - CYC (Excluding Schools)

- 92 At the end of May 2022, the average number of sickness days per FTE (rolling 12 months) has increased to 12.68 (provisional) days. In 2020-21, sickness had reduced in the authority by approximately 2 days per FTE, to 8.8 days per FTE, which is close to the LGA public sector for Yorkshire and Humber authorities average of 8 days. Since the start of Covid, although exact comparative figures are not yet available, all authorities in Yorkshire and Humber are reporting a significant increase in sickness levels within the whole workforce due to both Covid cases and increased pressures in frontline services.
- 93 On top of day-to-day managerial practices for sickness cases, additional work is underway to assist and remind managers of the support and services that employees can access as well as the managerial role in ensuring the wellbeing and absence management of those employees absent, or those who remain at work but showing signs of reduced resilience. Managers are being reminded of the importance of timely absence support for individuals and teams, and employees are reminded of the self care that they need to exercise to ensure that they are able to perform their roles effectively.
- 94 CYC saw a significant increase of Covid cases towards the end of the quarter, which although now falling will continue to increase the overall sickness figure in further quarters. Internally, business continuity plans are in place to ensure that services are able to be resilient to the fluctuating peaks and troughs of Covid infections, and it is likely that absence levels associated with Covid will return in the late Autumn / Winter, when combined with other reason for absence, which will further impact on our absence levels.

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

- 95 Customer Service is the main point of contact for residents and business visitors. Similar to previous years, throughout Q1 demand increased as expected due to seasonal demand such as; Council Tax annual billing, queries relating to the £150 energy rebate and commencement of garden waste collections. The number of calls received increased to 56,253 (53,574 in Q4 2021-22), with 74.5% answered (41,925). 30.1% of calls were answered within 20 seconds.
- 96 During Q1, 452 (517 in previous quarter) customers booked an appointment with Customer Service at West Offices and a further 5,382 (3,361 in the previous quarter) 'dropped by' and received support. This figure includes Probation Services, Registrars and Blue Badge assessments. The majority of people 'dropping in' can access services

without having to come to West Offices. In addition to speaking to customers over the phone, the customer service team also responded to 13,492 e-mails (an increase from 12,781 in the previous quarter). Customer satisfaction data is still to be validated following the introduction of a new, automated way of capturing customer feedback.

97 Customers are continuing to opt to access services using alternative means:

- 9,651 customers made payments using the auto payments facility
- 15,350 people used the auto operator
- 57% of issues available to report online were reported by customers on-line
- There were around 1.2 million pages of the CYC website reviewed

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

98 The average number of days taken to process a new Housing Benefit claim, or a change in circumstance, has remained stable, being just over three days during 2021-22. York performance is above the most recent national average of 4.98 days (2020-21).

99 The first quarter of 2022-23 saw the introduction of the Energy Rebate (£150), the second Household Support Fund (HSF) and payment to qualifying businesses of the Covid Additional Relief Fund (CARF). The YFAS fund aimed at keeping residents in the community, and providing emergency payments, continues to operate as normal. Business and Welfare support provided during Q1 2022-23 includes:

- Household Support Fund – 3,600 applications for payments to families and pensioners in receipt of Council Tax Support, and also customers in receipt of Enhanced rate PIP/DLA - totalling £500k
- 57,000 Energy Rebate payments of £150 totalling £8.5m which accounts for 77% of qualifying residents
- Discretionary Energy Rebate payments will be open for applications in July
- CARF payments to 1,000 businesses totalling £4m
- 66 Discretionary Housing Payments totalling £55k

**% of 4C's Complaints responded to 'In Time' / % of Grade 1 4C's Complaints responded to 'In Time'**

100 In Q1 2022-23 over 94% of corporate complaints/the 4Cs (grade 1 and 2) were responded to within their required timescales which is a very positive improvement from 84.15% in 2021-22. The grade 1 corporate complaints/the 4Cs, responded to in time, also showed a marked improvement from 2021-22 (up from 81% to 89%). The Corporate

Governance team continues to work across the council to maintain this improvement.

#### CYC Apprenticeships

101 The number of CYC stand-alone apprenticeships only, which excludes those within schools or being completed alongside existing roles, was 25 at the end of Q1 2022-23. This figure increased throughout 2021-22 from 13 at the start of the year to 24 at the end.

102 Starts and completions on apprenticeships currently feature as part of the proposed metrics to measure the 'spreading opportunity and improving public service' objective in the Levelling Up agenda. As this is likely to be an area where data collection occurs locally, some additional reporting may be required by CYC in the future and as such, any supplementary information will also feature in future monitors.

103 Within York, increasing apprenticeships at higher levels and in science and technology-based industries was also recently included within the draft Economic Strategy for the city as an objective to support the 'Thriving Workforce' theme.

#### FOI/EIR and SAR - % In time

104 In Q1 2022-23, the council received 342 FOIs (Freedom of Information Act requests) and EIRs (Environmental Information Regulation requests) and 42 SARs (subject access to records request). The timeliness of these requests was 84.90% for FOIs/EIRs and 76.70% for SARs which is an improvement on the same quarter in the 2021-22 financial year.