Annex 2 – 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 - Ratebale Value	£255,623,506 (Q1 2019/20)	£255,273,836 (Q2 2019/20)	➡	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
Median earnings of residents - Gross Weekly Pay (£)	£519.90 (2017/18)	£512.60 (2018/19)	➡	Annual	National Data 2018/19: £571.1 Regional Data 2018/19: £520.9	2019/20 data available in November 2019
% 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 December 2019
New Jobs Created (to be created in late 19/20)	N/A	In development		TBC	Not available	Indicator to be created in late 2019/20
% 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 Jan 2020
% of working age population in employment (16-64)	79.30% (Q3 2018/19)	78.40% (Q4 2018/19)	➡	Quarterly	National Data 2018/19 75.40%	Q1 2019/20 data available in November 2019

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

1   In April 2018, the median gross weekly earnings for full-time resident employees in York were £512.60, a decrease of 1.4% (excluding inflation) from £519.30 in 2017. Since the economic downturn of 2008 to 2009, growth (excluding inflation), has been fairly steady, averaging approximately 1.1% per year up to 2017. Nationally the increase was 1.5% and regionally, 1.3% over the same period.

Earnings by Residence - Gross Weekly Pay - Full time Workers (Median) (ONS)

	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
York	£474.7	£479.1	£481.7	£487.6	£523.1	£526.5	£476.9	£495.6	£508.1	£519.9	£512.6
Yorks. & Humber	£444.3	£452.6	£462.5	£461.7	£465.2	£479.1	£479.0	£480.6	£498.3	£502.3	£520.9
Great Britain	£480.0	£490.5	£501.7	£500.2	£508.3	£517.9	£521.1	£529.0	£540.9	£552.3	£571.1

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

2   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.

% 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.

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.

% of vacant city centre shops compared to other cities

5 At the end of Q2 2019-20, 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. Provisional figures show that Parliament Street footfall up to September 2019-20 has decreased by 3.25% since 2018-19. This reflects the national picture as Springboard BRC has reported the average decline of 2% in the last six months and a 10% decline in the last 7 years.

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

6 In 2018-19, 78.4% of the working age population were in employment, which is higher than the national and regional figures (75.4% and 73.7% respectively). The York score gives the city a ranking of 2 regionally and represents a continued yearly upward trend.

Getting around sustainably

Getting around sustainably						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
P&R Passenger Journeys - (YTD)	4.24m (2018/19)	1.03m (Prov) (Q1 2019/20)	➡	Quarterly	Not available	Q2 2019/20 data available in November 2019
Local bus passenger journeys originating in the authority area (excluding P&R) - (YTD)	12m (2018/19)	2.91m (Prov) (Q1 2019/20)	➡	Quarterly	Not available	Q2 2019/20 data available in November 2019
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - roadways	24.00% (2017/18)	23.00% (2018/19)	⬇ Good	Annual	Not available	2019/20 data available in October 2020
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - pathways	5.00% (2017/18)	3.00% (2018/19)	➡	Annual	Not available	2019/20 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)	110.00% (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)	➡	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% (Prov) (2018)	➡	Annual	Not available	2019 data available in October 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

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). The 2019-20 Q1 figure of 1.03m (provisional) is higher than the Q1 figure in 2018-19 (0.99m) but lower than the Q1 figures in the previous 6 years.

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). The 2019-20 Q1 figure of 2.91m journeys is slightly less than the Q1 figure in 2018-19 (2.92m), but higher than the previous few years.

% 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.

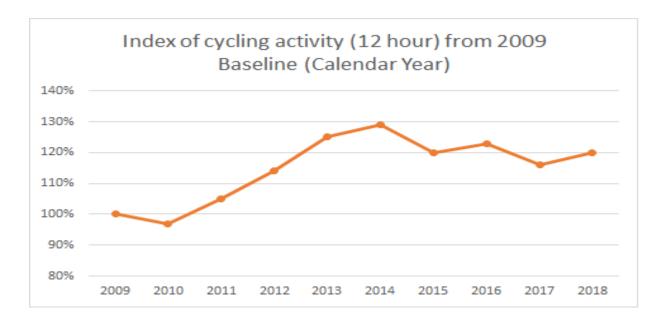### Area Wide Traffic Levels (07:00 -19:00) (Excluding A64)

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.

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.

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.

% 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.

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	84.00% (2018/19)	80.00% (Q1 2019/20)	➡	Quarterly	National Data 2017/18 57.00%	Q2 2019/20 data available in December 2019
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 (August 2019)	➡	Quarterly	National Data 2017/18 4.3	Q2 2019/20 data available in November 2019
Overall satisfaction of people who use services with their care and support	62.40% (2016/17)	62.90% (2017/18)	➡	Annual	National Data 2017/18 65.0%	2018/19 data available in November 2019
% of reception year children recorded as being obese (single year)	8.52% (2016/17)	9.28% (2017/18)	➡	Annual	National Data 2017/18 9.53%	2018/19 data available in November 2019
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)	71.01% (2016/17)	70.20% (2017/18)	➡	Annual	National Data 2017/18 62.10%	2018/19 data available in November 2019

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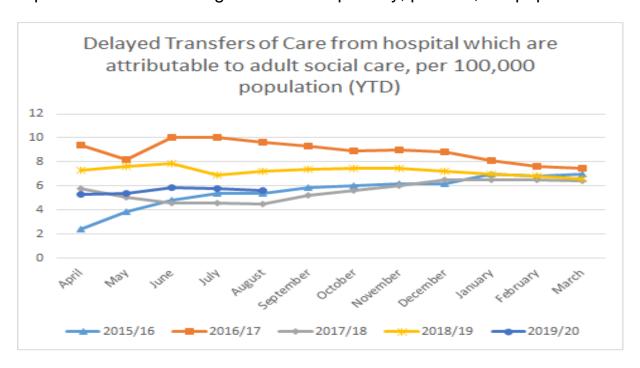All historic data is available via the Open Data Platform

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% at the end of Q1 2019-20, which represents a slightly lower level compared with Q1 2018-19 (84%). At the end of Q1 2019-20, the latest data available to CYC, 23% of all clients in contact with secondary mental health services were in employment, which represents a much higher level compared with Q1 2018-19 (20%).

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

17 A delayed transfer of care (DToC) occurs when a hospital patient is deemed medically fit to be discharged, but cannot be released from hospital because they are waiting for community support to be arranged by the NHS and/or a local authority, or because the patient cannot agree where he/she should reside following discharge. The number of days that hospital patients are delayed in these circumstances are aggregated and measured to show how well NHS and local authority adult social care services are working together.

18 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 August 2019, which is the latest period for which information has been published by NHS England, there were on average 10 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.

19 The graph below shows the rates per 100,000 population, which enables comparisons to be made regionally and nationally. In August 2019 there were a total of 261 bed days (a bed day being a bed occupied all day by a patient subject to DToC) that were attributable to adult social care, which equates to a YTD average of 5.6 beds per day, per 100,000 population.

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

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

20 The latest (2018-19) Adult Social Care User Survey showed that, provisionally, 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.

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

21 In 2017-18, 9.3% of reception aged children in York were recorded as being obese. This is lower than the national (9.5%) and regional (9.9%) averages but higher than the average for our statistical neighbours (8.8%).

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

22 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 than the England average (83.1 years and 63.8 years).

23 The "slope index" measures the inequality in life expectancy across a geographical area: a higher figure represents a greater disparity in life

expectancy between more and less deprived areas. In York, the slope index of inequality in life expectancy at birth is 8.9 years for males and 5.2 years for females. These are lower (better) than the England values (9.4 years and 7.4 years) although the value is increasing for males in York.

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

24   The latest data from the Adult Active Lives Survey for the period November 2017 to November 2018 was published in April 2019. 492 people in York aged 16 and over took part in the survey and reported higher levels of physical activity, and lower levels of physical inactivity, compared with the national average. Positively:

- 73.1% of people in York did more than 150 minutes of physical activity per week compared with 62.6% nationally and 64.9% regionally.
- 14.4% of people in York did fewer than 30 minutes per week compared with 25.1% nationally and 22.5% regionally. Positively, this figure is considerably lower than the 19.4% reported for the period of May 2017 to May 2018.

25   The same 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.

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)	15.90% (2017/18)	⬆ Bad	Annual	Not available	2018/19 data available in November 2019
Voice of the Child - Service Usage (to be created in late 19/20)	Narrative	Narrative		TBC	Not available	Indicator to be created in late 2019/20
Voice of the Child - Life Opportunities (to be created in late 19/20)	Narrative	Narrative		TBC	Not available	Indicator to be created in late 2019/20
% of children who have achieved a Good Level of Development (GLD) at Foundation Stage - (Snapshot)	74.30% (2016/17)	74.80% (2017/18)	⇨	Annual	National Data 2017/18 71.50%	2018/19 data available in November 2019
Average Progress 8 score from KS2 to KS4	0.11 (2016/17)	0.11 (2017/18)	⇨	Annual	National Data 2017/18 -0.03	2018/19 data available in November 2019
% of pupils achieving 9-4 or above in English & Maths at KS4 (C or above before 2016/17)	68.50% (2016/17)	69.60% (2017/18)	⇨	Annual	National Data 2017/18 64.20%	2018/19 data available in November 2019
%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 Jan 2020
% of Year 12-13 (academic age 16-17) NEET who possess less than a L2 qualification - (Snapshot)	87.20% (Q1 2019/20)	90.90% (August 2019)	⇨	Quarterly	Not available	Q2 2019/20 data available in November 2019
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Secondary school persistent absence rate

26   Secondary school persistent absence is 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. Work taking place to develop curriculum pathways is designed to address this issue. 2018/19 data will be released in early November 2019.

27   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). Activity over this quarter has included working with the Fostering service to create child friendly profiles for foster carers and also for children and young people in care, creating a resource to highlight young people's views in relation to some of the terminology used by professionals (Mind Your Language), working with other youth groups in York to host a Mental Health Participation Festival and taking part in the North Yorkshire Young Minds Combined Mental Health Summit.

28   York Youth Council: The youth council were part of the Mental Health Participation festival which took place in July 2019. This was a joint collaboration with the York Mind Steering group and 'Show Me That I Matter' – York's Children in Care Council. Youth council have also began working alongside North Yorkshire Youth to form a working group which they have named 'North Yorkshire Young Minds Combined'. This group aims to tackle issues around mental health that have been spotted within both authorities and also the difference in services available to those individuals who may live in one authority but go to school in the other.

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

29   Early indications show a continuing trend of improvement in York's already good performance in this area. This is in part due to the improving outcomes for disadvantaged and SEN support pupils, which both show increases since 2017. Provisional results show that the disadvantaged gap has narrowed in 2019, but is likely to remain wider than the National gap.

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. In 2018, the average Progress 8 score for Year 11 pupils was +0.11, which was significantly above the national average. The Progress 8 score of +0.11 was the same as in 2017 and again put York in the top quartile for all Local Authorities. 2019 data has not yet been published

however, the un-validated data suggests that we can expect to see an improvement.

31   Provisional data shows that 74% of York's 16 year olds leaving Secondary school in summer 2019 achieved a standard grade (9-4) in both English and Maths. The 2018 York figure was 70% compared to a National average of 64%.

% 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

32   Reducing the attainment gap between disadvantaged pupils and their peers is a key priority in all phases of education across 0-19 years. We have had early indications from some secondary schools about improved attainment and progress measures in the 2019 exams and await the imminent publication of provisional national data, which will allow a full analysis.

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

33   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 August 2019, 91% of young people who were NEET did not have a Level 2 qualification. Historically the figure can increase in August in line with the end of the academic year.

34   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 parents who do not have L2 qualification level.

35   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	43.58% (2018/19)	56.30% (Q1 2019/20)	→	Quarterly	National Data 2017/18 43.20%	Q2 2019/20 data available in Jan 2020
Residual household waste per household (kg/household)	551kg (2018/19)	107kg (Q1 2019/20)	→	Quarterly	National Data 2017/18 543.6kg	Q2 2019/20 data available in Jan 2020
Incidents - Flytipping /Cleansing(includes dog fouling,litter)/Graffiti - On Public/Private Land	1,995 (2018/19) Flytipping	593 (Q1 2019/20) Flytipping	→	Quarterly	Not available	Q2 2019/20 data available in November 2019
	1,941 (2018/19) Flytipping	541 (Q1 2019/20) Cleansing	→	Quarterly	Not available	Q2 2019/20 data available in November 2019
	183 (2018/19) Graffiti	71 (Q1 2019/20) Graffiti	→	Quarterly	Not available	Q2 2019/20 data available in November 2019
Citywide KPI on air quality (to be created in late 19/20)	N/A	In development		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		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		TBC	Not available	Indicator to be created in late 2019/20
Flood Risk properties assesed at lower level than 2019 baseline (to be created in late 19/20)	N/A	In development		TBC	Not available	Indicator to be created in late 2019/20
Trees Planted (to be created in late 19/20)	N/A	In development		TBC	Not available	Indicator to be created in late 2019/20
% of Talkabout panel who think that the council are doing well at improving green spaces	38.03% (Q3 2018/19)	37.92% (Q1 2019/20)	→	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
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Percentage of household waste sent for reuse, recycling or composting

36   The latest provisional data of 56% in Q1 2019/20 shows that the amount of household waste sent for reuse, recycling or composting has increased from 45% 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.

37   The amount of waste sent to Allerton Waste Recovery Park (in order to divert from landfill) and used for energy recovery in Q1 2019-20, has remained stable at 9,766 tonnes (9,825 tonnes during the same period last year).

Residual household waste per household (kg/household)

38   Provisional Residual waste (i.e. non-recyclable) per household data suggests that there has been a large decrease to 107 kg/household in Q1 2019/20 (from 158 kg/household last year) which supports the increased recycling rate above, although there has been a decrease in the collected household waste per person to 105 tonnes (from 123 last year).

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

39   The number of service calls received due to fly tipping, cleansing (including dog fouling and litter) and graffiti during Q1 2019-20 have all increased since the same period in 2018-19 (fly tipping from 496 to 593, cleansing from 402 to 541 and graffiti from 37 to 71).

40 In June 2019, the Council launched an anti-idling awareness and enforcement campaign for Clean Air Day. The aim of the campaign was to encourage people to think about the importance of clean air and the impact the campaign has on them, their health and those around them by prompting people to switch off their engines and reduce idling. The campaign included an extensive media campaign and anti-idling patrols and awareness events at schools.

41 To test the effectiveness of the 'Kick the Habit' campaign, an external agency surveyed a demographic of 1500 respondents in York and the North East of England to gauge their responses. 87% of respondents understood that the advert was about anti-idling behaviour and 76% strongly agreed that the advert would encourage people to consider switching off their engine when waiting. The survey was also sent to the Talkabout citizens' panel where 232 members participated.

42 Since the City of York Council launched the anti-idling policy in June 2019, they have undertaken 23 anti-idling patrols and spoken to around 60 drivers. As a result of these patrols, over 5 hours of anti-idling have been prevented. The annual Air Quality status report is due to be presented to the Executive Member for Environment and Climate Change during November.

Trees Planted

43 A new initiative, Treemendous York, has grown out of a recommendation in the 'York City Beautiful: Toward an Economic Vision' report, to promote a city which is healthier, greener, more environmentally friendly, beautiful and successful. The initiative has a target of planting 50,000 trees in the Greater York area and needs support from local residents and businesses by offering land, donating trees, giving time to plant trees and watering newly planted trees.

44 Friends of the Earth have sourced data by local authority area on a range of issues relevant to climate change. The data is either from official government or other credible sources. Local authority performance is compared to that of other similar local authorities (identified and grouped using the Office of National Statistics Residential-based area classifications). Data has been collected on the following:
- Proportion of commuting journey made by public transport, bike or walking
- What bike use could be
- Lift sharing
- Electric vehicle charging points
- Housing energy efficiency
- Eco heating

- Renewable energy production
- Tree cover
- Waste sent for reuse, recycling or composting
- Declaring a climate emergency

45   Local authority areas are scored based on their performance compared to other local authority areas using a league table approach. Each authority is given a combined score, which is converted to a percentage of the possible highest score. York has been given a score of 68% which is considered average when compared to other local authorities. The report recommends York needs to do better on improving home insulation, increasing renewable energy and increasing tree cover. In the 2019/20 supplementary budget announcement, it was agreed that investment would be made in the 'Building Insulation Programme'. A programme of increasing the energy efficiency of our Council housing stock would begin, including the potential inclusion of renewable energy and integrating this with the modernisation and decent homes standard work. As stated in paragraph 43, a new initiative has begun in the city with the aim to increase tree cover.

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

46   In the latest (Q1 2019-20) Talkabout survey, responses continued to reflect that panellists thought the council and partners could do more to improve green spaces with only 38% of respondents agreeing that the council and partners were doing well.

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)	1,296 (2017/18)	449 (2018/19)	⬇ Bad	Quarterly	Not available	Q2 2019/20 data available in Dec 2019
Net Housing Consents - (YTD)	1,104 (2017/18)	1,626 (2018/19)	⬆ Good	Quarterly	Not available	Q2 2019/20 data available in Dec 2019
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 Dec 2019
Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	43.01 (Q1 2019/20)	32.27 (Q2 2019/20)	⬆ Bad	Quarterly	Not available	Q3 2019/20 data available in Jan 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	60 (2018/19)	24 (Q1 2019/20)	⬆ Good	Quarterly	Not available	Q2 2019/20 data available in November 2019
Average broadband download speed (Mb/s)	102.9 (2017/18)	44 (2018/19)	⮕	Annual	National Data 2018/19 46.2	2019/20 data available in July 2020
Superfast broadband availability	92.00% (2017/18)	94.90% (2018/19)	⮕	Annual	National Data 2018/19 94.00%	2019/20 data available in July 2020

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New Additional Homes Provided

47   During 2018-19 there were a total of 449 net additional homes completed (this compares to a yearly average of 850 additional homes completed over the previous five years). Of these additional homes:

- 77.3% were completed on housing sites.
- 8.9% were a result of off campus privately managed student accommodation schemes
- 6.2% 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 34.5% of all completions.
- Development sites including Land at Metcalfe Lane, former Grain Stores (Water Lane), former Oliver House site in Bishophill Senior and the change of use of offices at Rowntree Wharf all provided notable completions over the year.

Net Housing Consents

48   Figures for 2018-19 shows that, positively, there were 1,628 net housing consents granted which represents a continued high level of approvals. Of these approvals, 96.4% were for traditional housing sites which include the Former British Sugar Corporation Site (up to 1100 new homes), the Former Lowfield School Site (165 new homes proposed) and York St John University Playing Fields Site (outline approval for 70 homes). These approvals represent significant future planned housing developments for the city.

Number of homeless households with dependent children in temporary accommodation

49   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)

50   The average number of days to re-let empty Council properties (excluding temporary accommodation) increased from 36 days at the start of 2019-20 to 43 days at the end of Q1. Historically re-let times have been around 20 days. The increase in re-let times has been attributed to the absence, until the beginning of September, of a Tenants' Choice contractor. As a result, the work that the Tenants' Choice team would normally carry out whilst the tenant is in place has been done by the voids team, therefore increasing the re-let time. At the end of Q2 2019-20 the average number of days to re-let empty properties has reduced to 32 showing a more positive direction of travel.

51   National data is available from Housemark for the average number of days to re-let empty properties (minus major works). The latest national figure (2018/19) is 26 days which compares to 33 days in York.

Energy efficiency – Average SAP rating for all Council Homes

52   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 is was of the same archetype and in the same street, or the next closest area. The survey is designed to provide 95% accuracy.

53   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

54   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. Positively, 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)

55   In 2018-19, 94.90% of properties in York had access to superfast broadband which compares to 94% nationally. The average broadband download speed in 2018-19 was 44 Mb/s compared to 103 Mb/s in 2017-18. The national benchmark download speeds are 46 Mb/s in 2018-19 and 44.6 Mb/s in 2017-18. 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	88.61% (Q3 2018/19)	88.45% (Q1 2019/20)	⇨	Quarterly	Community Life Survey 2018/19 76.00%	Q3 2019/20 data available in Jan 2020
All Crime per 1000 population	16.91 (Q1 2019/20)	5.7 (July 2019)	⬆ Bad	Quarterly	National Data July 2019 7.9	Q2 2019/20 data available in November 2019
Number of Incidents of ASB within the city centre ARZ	462 (Q1 2019/20)	186 (August 2019)	⇨	Quarterly	Not available	Q2 2019/20 data available in November 2019
Visits - All Libraries	264,094 (Q1 2019/20)	298,937 (Q2 2019/20)	⬆ Good	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
Visits - York Museums Trust to be created in late 19/20	N/A	In development		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	28.95% (Q3 2018/19)	27.37% (Q1 2019/20)	⇨	Quarterly	Community Life Survey 2018/19 25.39%	Q3 2019/20 data available in Jan 2020
% of Talkabout panel who give unpaid help to any group, club or organisation	64.72% (Q3 2018/19)	64.98% (Q1 2019/20)	⇨	Quarterly	Community Life Survey 2018/19 62.41%	Q3 2019/20 data available in Jan 2020
Parliament Street Footfall	2,061,058 (Q1 2019/20)	2,278,319 (Q2 2019/20)	⇨	Quarterly	Not available	Q3 2019/20 data available in Jan 2020

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

56   The most recent resident satisfaction survey was sent to residents during June 2019. Results from the Q1 2019-20 Talkabout survey showed that 87% of the panel were satisfied *with York* as a place to live and 88% *with their local area*. Although minor decreases in satisfaction can be seen in these areas, satisfaction continues to be significantly higher than the latest national figures of 76% (Community Life Survey 2018-19) and 81% (Local Government Association Poll February 2019). 73% of respondents feel that York is a safe city to live in and relatively free from crime and violence.

57   Where residents indicated that they were dissatisfied *with York* as a place to live, the most common reasons continue to be transport (particularly traffic and bus services), crime and anti-social behaviour (mainly city centre drinking), economy and value for money (largely residents not being at the heart of decision making). Public Realm also featured highly in the Q1 survey.

58   Where residents were dissatisfied *with their local area* as a place to live, the most common reasons continued to be public realm and highways, transport also featuring highly. Specifically, these concerns were about the standards of street cleansing (including littering levels), the poor quality of pavement/road surfacing and traffic.

All Crime per 1000 population

59   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 2019-20 (3,421) indicate that crime levels have stabilised in recent quarters.

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

60   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 462 incidents in Q1 2019-20 which is the lowest number in the first quarter of the year since 2010/11.

Visits - All Libraries / YMT

61   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

62   Results from the Q1 2019-20 Talkabout survey found that 27% 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). 92% 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

63   The results of the latest (Q1 2019-20) Talkabout survey showed that 65% 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.

Parliament Street Footfall & Secondary Centre Footfall

64   Parliament Street footfall was 4,315,863 unique counts up to September 2019-20 which is a 3.25% decrease from 4,460,808 in 2018-19. This reflects the national picture as Springboard BRC has reported the average decline of 2% in the last six months and a 10% decline in the last 7 years.

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	£1,884 (excluding contingency) (Q1 2019/20)	£1,853 (excluding contingency) (Q2 2019/20)	➡	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.0 (Q1 2019/20)	11.1 (July 2019)	➡	Quarterly	CIPD Public Sector 2018/19 8.5	Q2 2019/20 data available in Dec 2019
Customer Services Waiting Times - Phone / Footfall / Webchat	00:00:33 (Phone) (Q1 2019/20)	00:00:21 (Phone) (Q2 2019/20)	➡	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
	83.22% (Footfall) (Q1 2019/20)	83.87% (Footfall) (Q2 2019/20)	⬆ Good	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
	Not collected (Webchat)	89.2% (Webchat) (Q2 2019/20)	➡	Quarterly	Not available	Q3 2019/20 data available in Jan 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 Jan 2020
% of complaints responded to within timescales (currently 5 days)	56.90% (Q4 2018/19)	56.10% (Q1 2019/20)	➡	Quarterly	Not available	Q2 2019/20 data available in November 2019
CYC Apprenticeships	24 (Q1 2019/20)	23 (Q2 2019/20)	➡	Quarterly	Not available	Q3 2019/20 data available in Jan 2020
FOI & EIR - % In time - (YTD)	90.86% (2018/19)	80.40% (Q1 2019/20)	➡	Quarterly	Not available	Q2 2019/20 data available in November 2019

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Forecast Budget Outturn (£000s Overspent / -Underspent)

65   The forecast budget outturn overspend at the end of Q2 2019-20 (including contingency) is £1,353. This compares with £1,384 at the end of Q1 2019-20. Please see the finance section at the start of this report which describes the mitigations put in place to reduce this.

Average Sickness Days per FTE - CYC (Excluding Schools)

66   At the end of July 2019 the average sickness days per FTE (rolling 12 months) was 11.1 days (from 11.9 at the end of July 2018). Proposals for tackling absence were agreed by Executive in Autumn 2018 on the future use of a dedicated external team to focus on attendance and work with managers and employees on a timely return to work and has been procured and commenced at the end of September 2019.

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

67   Our customer centre is the main point of contact for residents and business visitors. During Q2, the number of calls increased to 64,338 with 65% of calls answered within 20 seconds. The increase in demand is seasonal and expected due to garden waste collections and the annual elections canvas. The number of residents who came to West Offices reduced to 10,396. The average waiting time was 6 minutes and 84% of residents were seen within the target waiting time of 10 minutes. Customers are now opting to access services using alternative means:

- 2,218 customers made payments using the auto payments facility
- 56% of street lighting and street cleansing issues were reported on-line
- Around 7,600,000 pages of the website were reviewed

- Web chat is now available for Council Tax customers, 724 customers used the chat service during Q2 with 89% of customers waiting no more than 8 seconds for their chat to be answered.

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

68 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. 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

69 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 Q1 2019-20, the council responded to 56.1% of complaints within 5 days which maintains the improvement in performance (this compares to 39.6% in Q1 2018-19).

70 The number of waste complaints has increased from 251 in Q1 2019-20 to 289 in Q2 2019-20 but the percentage responded to within the target time has also increased from 43% to 71% during the corresponding periods.

CYC Apprenticeships

71 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

72 The latest available data (2019-20 Q1) shows that the council received 499 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 80.4% in-time compliance for FOIs and EIRs in Q1 2019-20 which compares to 90.9% in-time compliance at the end of Q4 2018-19. This shows a decrease in performance for responding to requests within the timescales set out by legislation. Work is underway within service areas to identify improvements in performance in order to comply with the legislation.

73 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 to York Open Data is Business Rates which was added in response to regular FOI requests for this data.