

## Annex 2 – Performance – Council Plan Outcomes

- 1 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.

### 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	£256,083,171 (Q4 2019/20)	£256,240,236 (Q1 2020/21)	➡	Quarterly	Not available	Q2 2020/21 data available in October 2020
Median earnings of residents - Gross Weekly Pay (£)	£512.90 (2018/19)	£574.60 (2019/20)	➡	Annual	National Data 2019/20: £587 Regional Data 2019/20: £539.8	2020/21 data available in October 2020
% of working age population qualified - to at least L2 and above	83.20% (2018/19)	83% (2019/20)	➡	Annual	National Data 2019/20: 75.60%	2020/21 data available in July 2021
% of working age population qualified - to at least L4 and above	47.90% (2018/19)	49.10% (2019/20)	➡	Annual	National Data 2019/20: 40.30% Regional Data 2019/20: 34.20%	2020/21 data available in July 2021
GVA per head (£)	25,130 (2017/18)	30,258 (2018/19)	⬆ Good	Annual	Regional Rank 2018/19: 2	2019/20 data available in Dec 2020
% of vacant city centre shops (compared to other cities)	7.89% (Q4 2019/20)	7.33% (Q1 2020/21)	➡	Monthly	National Data 2019/20 Q1 11.7%	Q2 2020/21 data available in October 2020
% of working age population in employment (16-64)	78.80% (Q1 2019/20)	78.60% (Q2 2019/20)	➡	Quarterly	National Data Q2 2019/20 75.70%	Q3 2019/20 data available in September 2020

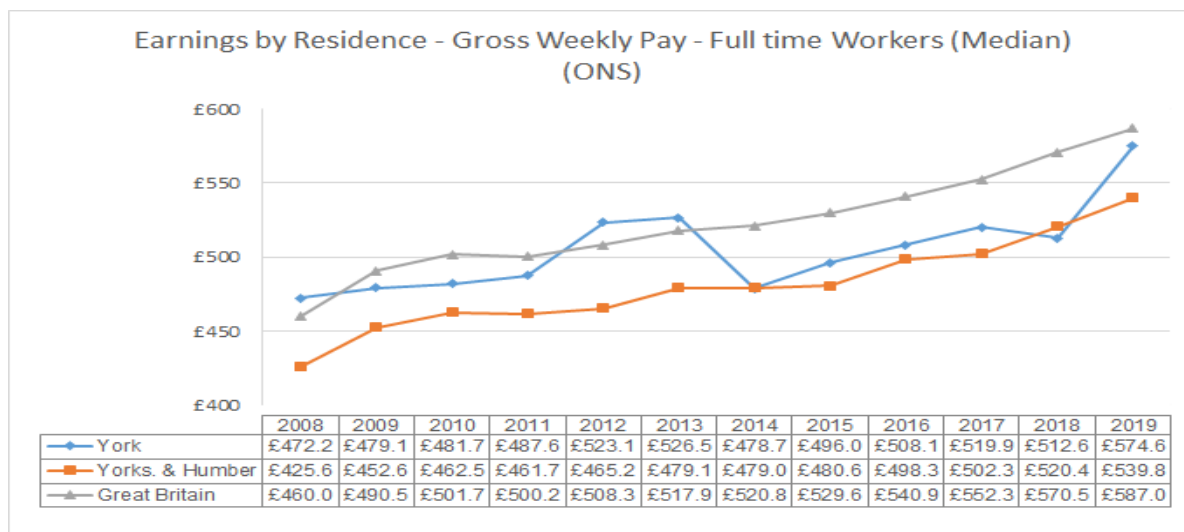
The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly.  
All historic data is available via the Open Data Platform

#### Business Rates

- 2 During March 2020, the Government was aware of the impending impact of COVID-19 on businesses and sought to mitigate the impact through a mix of grants and business rate reliefs at a local level including business rates discount of 100% for qualifying retail businesses. This scheme remains open although all awards in York have now been made. There were 2,550 businesses with a rateable value under £51,000 who received the discount, 607 businesses with a rateable value over £51,000 and 35 nursery discounts. The total value of the awards was over £70 million.
- 3 In addition, 2,146 small business grants totalling over £21 million, 1,298 Retail, Hospitality and Leisure Grants totalling over £24 million and 668 applications for the enhanced micro grant scheme totalling over £2 million have also been paid to qualifying businesses. City of York Council were the 12<sup>th</sup> fastest authority in distributing business grants to those who needed it most during COVID-19, and were quick to respond to support the shielded and vulnerable, recruiting volunteers and organising community hubs.

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

- 4 In April 2019, the estimated median gross weekly earnings for full-time resident employees in York were £574.60, which is an increase of 12% from £512.60 in 2018. In recent years, the increase in earnings has been fastest among the lowest paid occupations. However, taking inflation into account, real pay is still some way below its historic level. Nationally the increase was 2.9% and regionally, 3.4% over the same period. Data for 2020/21 will be available in October 2020.



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

- 5 In 2019-20, 83% 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 (75.6% and 72.5% respectively). This result ranks the city of York third regionally. The 2019-20 figure has remained stable compared to 2018-19 (83.2%). York performs in the top quartile compared to other Unitary authorities and is ranked 4 out of 56 Unitary LAs.

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

- 6 In 2019-20, 49.1% 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 (40.3% and 34.2% respectively). This result ranks the city of York first regionally. The 2019-20 figure is an increase from 2018-19 (47.9%). York performs in the top quartile compared to other Unitary authorities and is ranked 5 out of 56 Unitary LAs.

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

- 7 In 2018-9 (the latest available data), the GVA per head in York was £30,258 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 £25,976 per head. Data for 2019-20 will be available in December 2020. Based on predicted economic trends nationally, it is expected that there will be a negative impact on GVA values in future years.

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

- 8 At the end of Q1 2020-21, there were 47 vacant shops in the city centre, which is a reduction from 53 at the same point in 2019-20. The number of vacant shops equates to 7.3% of all city centre shops, which is lower than the national benchmark in Q1 2019-20 of 11.7%. The York figure has not fluctuated a great deal in the past 10 years, with a high of 9.2% in 2016-17 and the national benchmark figure has remained stable too, with a high of 12.3% in 2013-14. This measure will continue to be monitored along with a number of new measures looking at vacancy rates within secondary shopping centres to broaden the economic picture of the city. These will include Clifton Moor, Monks Cross, Haxby Village and Acomb High Street.

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

- 9 In Q2 2019-20, 78.8% of the working age population were in employment, which is higher than the national and regional figures (75.7% and 73.8% respectively). The York performance gives the city a ranking of first regionally and represents a continued yearly upward trend. Q3 2019-20 data will be available later in 2020.

## 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)	3.98m (2019/20)	➡	Annual	Not available	2020/21 data available in July 2021
Local bus passenger journeys originating in the authority area (excluding P&R) - (YTD)	12m (2018/19)	11.6m (2019/20)	➡	Annual	Not available	2020/21 data available in July 2021
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - roadways	23.00% (2018/19)	20.00% (2019/20)	⬇ Good	Annual	Not available	2020/21 data available in October 2020
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - pathways	3.00% (2018/19)	3.00% (2019/20)	➡	Annual	Not available	2020/21 data available in October 2020
Area Wide Traffic Levels (07:00 -19:00) (Excluding A64) from 2009/10 baseline (2.07m)	2.17m (2017/18)	2.15m (Prov) (2018/19)	➡	Annual	Not available	2019/20 data available in Oct 2020
Index of cycling activity (12 hour) from 2009 Baseline (31,587)	116.00% (2017)	120.00% (2018)	➡	Annual	Not available	2019 data available in Oct 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 Oct 2020
% of customers arriving at York Station by sustainable modes of transport (cycling, walking, taxi or bus - excluding cars, Lift, Motorcycle, Train)	71.00% (2017)	73.00% (2018)	➡	Annual	Not available	2019 data available in Oct 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

- 10 In 2019-20 there were a total of 3.98 million Park and Ride passenger journeys into and out of the city. This is lower than in 2018-19 (4.24m) and the lowest in the previous seven years (with a high of 4.61m in 2015-16). Due to the global COVID-19 pandemic, lower numbers than normal were

seen during March 2020, which partly explains the decrease since 2018-19.

#### Local bus passenger journeys

- 11 In 2019-20, 11.6 million local bus passenger journeys originated in the local authority area. This is slightly lower than the number of journeys in 2018-19 (12m) but overall, there has been a steady increase over the previous seven years (from 9.7m in 2012/13).

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

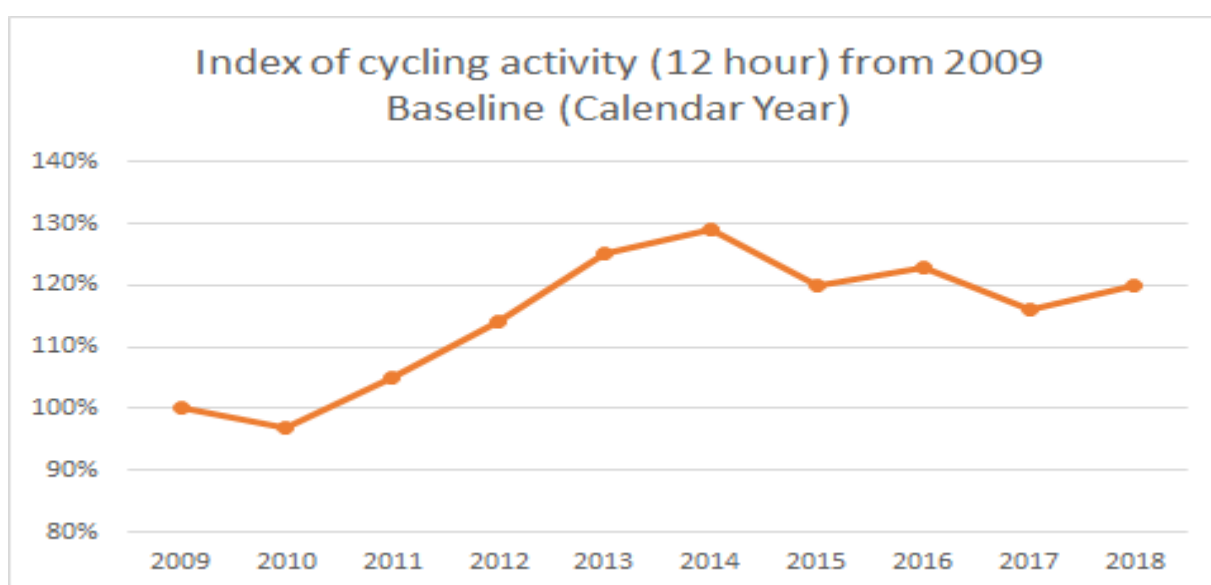
- 12 In 2019-20, 20% of the road network was classed as in poor or very poor condition. This is a slight decrease from 2018-19 and 2017-18 (23% and 24% respectively and reflects the investment in the highways maintenance programmes in the last few years. In 2019-20, 3% of the pathway network was classed as in poor or very poor condition. This remains relatively low compared with previous years, with the highest being 6% in 2015-16.

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

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

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

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



- 15 Statistics about walking and cycling in England in 2019 were published during August 2020. 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 percentage of adults in York who walk or cycle five times per week (50%) is higher than regional and national averages (34.1% and 35.8%).

- 16 Community mobility data has been available regularly from Google since the start of the pandemic to track how visits to places such as shops and transit stations are changing. The data reflects significant changes to the activity of the residents living and working in the city compared to a baseline taken in January. At the end of June 2020, there had been a 65% reduction in retail and recreation, 20% reduction in grocery and pharmacy, and a 49% reduction in the use of Public Transport.

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

- 17 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 in 2018-19. This is 16% higher than in 2017-18. This is the highest increase seen since the baseline was established. 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 2019-20 will be available in October 2020.

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

- 18 In 2018, 73% 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. 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 2019 will be available in October 2020.



## 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	79.00% (Q4 2019/20)	73.00% (May 2020)	➡	Quarterly	National Data 2018/19 58.00%	Q1 2020/21 data available in September 2020
Delayed transfers of care from hospital which are attributable to adult social care, per 100,000 population (YTD Average)	5.0 (Q3 2019/20)	5.0 (Feb 2020)	➡	Quarterly	National Data 2018/19 3.1	Data collection for March onwards has been suspended due to COVID-19
Overall satisfaction of people who use services with their care and support	62.90% (2017/18)	63.80% (2018/19)	➡	Annual	National Data 2018/19 64.30%	2019/20 data available in November 2020
% of reception year children recorded as being obese (single year)	9.28% (2017/18)	9.50% (2018/19)	↑ Bad	Annual	National Data 2018/19 9.50%	2019/20 data available in October 2020
Slope index of inequality in life expectancy at birth - Female - (Three year period)	5.2 (2017/18)	6.2 (2018/19)	↑ Bad	Annual	Regional Rank 2018/19: 3	2019/20 data available in Feb 2021
Slope index of inequality in life expectancy at birth - Male - (Three year period)	8.9 (2017/18)	8.4 (2018/19)	➡	Annual	Regional Rank 2018/19: 3	2019/20 data available in Feb 2021
% of adults (aged 16+) that are physically active (150+ moderate intensity equivalent minutes per week, excl. gardening)	74.90% (2018/19)	72.77% (Q2 2019/20)	➡	Annual	National Data Q2 2019/20 63.27	Q4 2019/20 data available in November 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						

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

- 19 The percentage of all adults in contact with secondary mental health services living independently, with or without support, remains high, with, at the end of May 2020, 73% of them doing so. Based on the 2018-19 results, York is the 8<sup>th</sup> best performing LA in the country with a performance of 84%, compared with 59% in all unitary authorities and 63% in its statistical neighbour group.
- 20 At the end of May 2020, 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. Based on the 2018-19 results, York is the 2<sup>nd</sup> best performing LA in the country with a performance of 22%, compared with 10% in all unitary authorities and 11% in its statistical neighbour group.

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

- 21 There had 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 February 2020, which is the latest period for which information has been published by NHS England, there were on average eight 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 (11 beds occupied per day on average). However, reporting on DToC has been stopped since February due to the COVID-19 pandemic and if a decision is made to resume measuring DToC, it will not resume until September at the earliest.

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

- 22 The latest (2019-20) Adult Social Care User Survey showed that 68% of those who responded stated that they were “extremely” or “very” satisfied with the care and support they received. This is an improvement from 2018-19, where 64% gave one of these answers. These results are provisional until NHS Digital publish Survey outcomes for all LAs later in the year, but it is expected that York will be above regional and national averages for this measure.

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

- 23 There was an above average participation rate in the National Child Measurement Programme (NCMP) in York during 2018-19: 97% of reception children and 98% of Year 6 children were measured, compared with 95% of reception children and 95% of Year 6 children nationally. The 2018-19 NCMP found that 9.5% of reception children in York were obese, which is not significantly different from the England average (9.7%), although the York figure has risen slightly from the 2017-18 level (9.3%). Of Year 6 children in York, 15.1% were found to be obese in 2018-19, which is significantly lower than the England average (20.1%) and represents a decrease of 2.3 percentage points from the 2017-18 level. There is a wide variation in obesity rates at ward level, and there is a strong correlation between obesity and deprivation at ward level.
- 24 The NCMP programme for 2019-20 was discontinued due to the COVID-19 pandemic. At the point the programme stopped the coverage was 38% for year 6 pupils and 57.2% for reception. Whilst some partial data is available for 2019-20, a robust update on child obesity in York may not be available until the end of the 2020-21 measurement year.

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

- 25 Average Life Expectancy and Healthy Life Expectancy for males in York (80.1 years and 65.5 years) is above the England average (79.6 years and 63.4 years). Average Life Expectancy and Healthy Life Expectancy for females in York (83.4 years and 65.3 years) is also above the England average (83.2 years and 63.9 years). For males and females, the average life expectancy is comfortably within the top half of unitary authorities who share a similar population size.
- 26 The inequality in life expectancy for men in York 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 for men has improved (fallen) in the most recent measurement period (2016-18) after three successive increases in previous periods. The inequality in life expectancy for women in York is 6.2 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 inequality for women has worsened

(risen) for two successive periods, there has been a fall in life expectancy for women living in the most deprived decile in York, and a rise for those living in the least deprived decile. However, York is still below the national average for men (9.5 years) and for women (7.5 years).

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

- 27 The latest data from the Adult Active Lives Survey for the period November 2018 to November 2019 was published in April 2020. In York, 511 people aged 16 and over took part in the survey, and they reported higher levels of physical activity, and lower levels of physical inactivity, compared with the national average. Positively:
- 72.8% of people in York did more than 150 minutes of physical activity per week compared with 63.3% nationally and 62.5% regionally. There has been no statistically different change to the York value from that 12 months earlier.
  - 17.3% of people in York did fewer than 30 minutes per week compared with 24.6% nationally and 25.6% regionally. There has been no statistically different change to the York value from that 12 months earlier.

28 The Active Lives survey also showed that 84.1% 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 (77.7%) and regional (76.7%) 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)	15.50% (2017/18)	13.18% (2018/19)	➡	Annual	Not available	2019/20 data available in April 2021
Voice of the Child - Service Usage and Life Opportunities	Narrative	Narrative	N/A	Quarterly	Not available	Q1 2020/21 narrative available in September 2020
% of children who have achieved a Good Level of Development (GLD) at Foundation Stage - (Snapshot)	74.80% (2017/18)	75.60% (2018/19)	➡	Annual	National Data 2018/19 71.80%	2019/20 data available in October 2020
Average Progress 8 score from KS2 to KS4	0.11 (2017/18)	0.22 (2018/19)	⬆ Good	Annual	National Data 2018/19 0.01	2019/20 data available in October 2020
% of pupils achieving 9-4 or above in English & Maths at KS4 (C or above before 2016/17)	69.60% (2017/18)	73.60% (2018/19)	➡	Annual	National Data 2018/19 65.70%	2019/20 data available in October 2020
%pt gap between disadvantaged pupils (eligible for FSM in the last 6 years, looked after and adopted from care) and their peers achieving 9-4 in English & Maths at KS4	33.20% (2017/18)	29.40% (2018/19)	➡	Annual	National Data 2018/19 27.00%	2019/20 data available in Feb 2021
% of Year 12-13 (academic age 16-17) NEET who possess less than a L2 qualification - (Snapshot)	85.50% (Q4 2019/20)	85.50% (Q1 2020/21)	➡	Quarterly	Not available	Q2 2020/21 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						



- 29 York is currently ranked 5 out of 147 local authorities nationally for the average time it takes to place a child for adoption. York is also ranked 22 out of 150 local authorities nationally for the proportion of children who wait less than 14 months to move in with their adoptive family.
- 30 The impact of Covid-19 is far-reaching on the education sector. The cancellation of the May Pupil Census, Primary Key Stage Assessments and Secondary Key Stage exams means that reporting will look very different for the 2019/20 academic year, or will not be possible. The Department for Education (DfE) have not yet released full information on national reporting plans.
- 31 During Q1 2020-21, 54 schools (87%) stayed open to children of key workers and vulnerable children, along with some wider year groups during June. At the end of April, there were 551 children in attendance across York, compared to 3,620 at the end of June.

#### Secondary school persistent absence rate

- 32 Recently released data shows that Secondary school persistent absence improved slightly in 2018/19 to 13.2%, from 15.5% the previous year. Pupils who are disadvantaged and/or have special educational needs are more likely to have higher levels of persistent absence than their peers. Work taking place to develop curriculum pathways is designed to address this issue. York's persistent absence rate is ranked 24 out of 152 nationally, where 1 represents the best performing LA and 152 the worst.
- 33 The May 2020 pupil census was cancelled by the Department for Education due to Covid-19. At this point in time, there has been no guidance released on how attendance data will be presented for the period that the majority of pupils have been unable to attend school. This will have an impact on reporting of the secondary school persistent absence rate.

#### Voice of the Child

- 34 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. During this quarter, the service has received 24 new advocacy referrals; 13 of which were in relation to children and young people in care, six in relation to young people going through the child protection process, four in relation to care leavers and one from a young person solely under the remit of making a complaint.
- 35 Participation opportunities for young people in care and care leavers have been delivered during this period on a remote basis, due to COVID-19 restrictions. The Children in Care Council (Show Me That I Matter) and Care Leavers Forum (I Still Matter) have held seven Zoom sessions and

one Live Messenger session during this time, where they have discussed various topics and been consulted on a number of different areas of work. They have had virtual meetings with a variety of professionals including the Director of Children's Services, Assistant Director and Elected Members to feedback on the work they have been doing. Topics discussed include how the achievements of children and young people should be celebrated, consultation on the new practice framework currently being developed by CSC, young people's experiences of Review Health Assessments and the development of a 'what is a Pathway Plan' document. Activity has also included promoting their 'Hidden Heroes' campaign (enabling all children and young people to acknowledge important people who have provided support to them during the pandemic), the creation of a short social media clip to promote advocacy, and looking at young people's experiences during COVID-19 and their key messages for workers.

- 36 York Youth Council meetings have been delivered during this period on a remote basis as a result of the COVID-19 restrictions. Seven formal Zoom meeting have taken place alongside three virtual quizzes, giving young people the opportunity to maintain their social connections and boost morale during a difficult time. Work has focused on York Youth Council's main campaign; Protecting the Environment. Our Member of Youth Parliament has met with our local MP and the Director for Children's Services to look at how the campaign can be implemented within the city and across schools. Activity has also included progressing with their "Quiz the Councillors" Project, in which young people identified a series of questions to create profiles for Councillors that can be displayed in schools and community spaces for young people to view. Representatives from York Youth Council have also virtually taking part in a number of regional workshops and meetings, enabling them to communicate with different MPs from across the region about current issues.

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

- 37 75.6% of York's 5 year olds achieved a Good Level of Development in 2018-19. This performance represents continuing improvement on already good performance in this area, as well as exceeding the national average (71.8%). This is in part due to the improving outcomes for both disadvantaged and SEN support pupils. York is ranked 19<sup>th</sup> best performing LA out of 151 nationally, and is above the family average.

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

- 38 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.

- 39 In 2018-19, the average Progress 8 score for Year 11 pupils was +0.22, which was an improvement on the already excellent performance in 2017-18. For the third year, York is in the top quartile for all Local Authorities for Progress 8.
- 40 73.6% of York's 16 year olds leaving secondary school in summer 2019 achieved a standard grade (9-4) in both English and Maths. This is an improvement on the previous year (69.6%) and above the national average (65.7%).

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

- 41 The KS4 landscape is particularly complicated in 2020 due to Covid-19. In March 2020, all GCSE, AS and A level exams were cancelled and will be replaced by a combination of teacher assessment, mock exam results, course work and a standardised calculation. It is uncertain what form the 2020 results will take at this point in time. Reducing the attainment gap between disadvantaged pupils and their peers is a key priority in all phases of education across 0-19 years. In 2019, the attainment gap narrowed slightly to 29.4%, against the national average of 27%.

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

- 42 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 that are NEET being from the wards with the highest levels of deprivation. At the end of June 2020, 85.5% of young people who were NEET did not have a Level 2 qualification.

## 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	41.66% (Prov) (Q3 2019/20)	35.16% (Prov) (Q4 2019/20)	➡	Quarterly	National Data 2018/19 35.10%	Q1 2020/21 data available in October 2020
Residual household waste per household (kg/household)	129kg (Prov) (Q3 2019/20)	128kg (Prov) (Q4 2019/20)	➡	Quarterly	National Data 2018/19 592.6kg	Q1 2020/21 data available in October 2020
Incidents - Flytipping /Cleansing(includes dog fouling,litter)/Graffiti - On Public/Private Land	452 (Q4 2019/20) (Flytipping)	596 (Q1 2020/21) (Flytipping)	➡	Quarterly	Not available	Q2 2020/21 data available in October 2020
	748 (Q4 2019/20) Cleansing	405 (Q1 2020/21) Cleansing	➡	Quarterly	Not available	Q2 2020/21 data available in October 2020
	152 (Q4 2019/20) Graffiti	74 (Q1 2020/21) Graffiti	➡	Quarterly	Not available	Q2 2020/21 data available in October 2020
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 (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
Level of CO2 emissions from council buildings and operations (Net emissions) (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
Flood Risk properties assessed at lower level than 2019 baseline (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
Number of Trees Planted (CYC)	186 (Q4 2019/20)	0 (Q1 2020/21)	➡	Quarterly	Not available	Q2 2020/21 data available in October 2020
% of Talkabout panel who think that the council are doing well at improving green spaces	42.14% (Q3 2019-20)	44.31% (Q1 2020-21)	⬆ Good	Quarterly	Not available	Q3 2020/21 data available in 2021

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

### Percentage of household waste sent for reuse, recycling or composting

- 43 The latest provisional data of 35% in Q4 2019/20 shows that the amount of household waste sent for reuse, recycling or composting has decreased slightly from 38% in the same period in 2018-19. Due to the COVID-19 restrictions, green bin collections did not start in March as usual however; the provisional annual recycling rate has increased from 44% in 2018-19 to 48% in 2019-20. York performs in the middle quartile compared to other Unitary Authorities and is ranked 22<sup>nd</sup> best out of 56 Unitary LA's.

### Residual household waste per household (kg/household)

- 44 Provisional residual waste (i.e. non-recyclable) per household data suggests that the figures have increased since last year (119kg in 2018/19 Q4 and 128kg in 2019/20 Q4). Despite the increase in Q4 residual waste, possibly partly due to the COVID-19 lockdown, the provisional annual figures have decreased from 551kg in 2018-19 to 461kg in 2019-20. York performs in the middle quartile compared to other Unitary Authorities and is ranked 26<sup>th</sup> best out of 56 Unitary LA's.

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

45 The number of service calls received due to cleansing (including dog fouling and litter) and graffiti during Q1 2020-21 have both decreased since Q4 2019/20 (cleansing from 748 to 405 and graffiti from 152 to 74). The number of fly-tipping service calls has increased during the same period from 452 to 596 calls. When it comes to measuring actions taken, as a proportion of incidents reported, of fly-tipping within Unitary Authorities similar to York, York is the second best in taking action against perpetrators.

**Air Quality**

46 New data has shown that York's air pollution has significantly reduced during the Coronavirus lockdown. Analysis produced by a leading expert in air quality has shown improvements in air quality, compared to 'business as usual' figures, for specific areas of York where the council undertakes regular air quality monitoring (the highest reductions being 43% on Fishergate and 38% on Nunnery Lane). The average reduction across all York sites was 30%. This clearly demonstrates that traffic is a significant source of nitrogen dioxide in the city and supports the steps that the Council has taken so far to reduce vehicle emissions.

47 The City of York Council's priorities for the coming year are:

- Reducing emissions from buses through the introduction of the Clean Air Zone (CAZ)
- Continued promotion of anti-idling measures
- Continued reduction of emissions from taxis
- Continued delivery of strategic EV charging networks
- Continued reduction of emissions from new development
- Reducing emissions from the council's fleet
- Increasing awareness of the impact of air pollution on public health
- Continued modal shift and network improvement measures

48 During Q1 2020-21, musicMagpie conducted a survey to discover the greenest and most sustainable city in the UK. The survey looked at the best and worst eco-friendly habits, including things like refurbished technology, recycling rates and methods of travel. The city of York had the highest overall score for sustainability, the highest score for the proportion of zero-plastic supermarket shoppers, and the most home grown fruit and vegetables.

**Trees Planted**

49 During the last six months of 2019-20 there were 515 trees planted by City of York Council, in conjunction with partners. Some of the locations of these trees were:

- Victoria Fields for Interfaith week in partnership with Treemendous;
- Rawcliffe Country Park for the Woodland Trust national tree planting day in partnership with York Tree Wardens and Tremendous;



- River Foss (Monk bridge area) in partnership with the Woodland Trust and the River Foss Society;
- Hob Moor, Dringhouses and Woodthorpe in partnership with the local community
- Badger Hill in partnership with the local community and university volunteers

50 Due to the specific times of year that trees are planted, no trees were planted during Q1 2020-21, but this is expected to increase by September.

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

51 The Talkabout Resident Satisfaction Survey was adapted and included in the 'Our Big Conversation' (OBC) consultation which launched in June 2020. It was sent to the Talkabout panel and is available to all York residents.

52 The results showed that 44% of respondents agreed that the Council and its partners are doing well at improving green spaces, an increase from 42% in Q3 2019-20.

## Creating Homes and World-class infrastructure

Creating homes and World-class infrastructure						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Net Additional Homes Provided - (YTD)	449 (2018/19)	560 (2019/20)	➡	Quarterly	Not available	2020/21 mid year data available in Nov 2020
Net Housing Consents - (YTD)	1,626 (2018/19)	3,466 (2019/20)	⬆ Good	Quarterly	Not available	2020/21 mid year data available in Nov 2020
Number of homeless households with dependent children in temporary accommodation - (Snapshot)	22 (Q3 2019/20)	23 (Q4 2019/20)	⬇ Good	Quarterly	Not available	Q1 2020/21 data available in Dec 2020
Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	37.46 (2019/20)	58.43 (Q1 2020/21)	Suspended*	Quarterly	Not available	Q2 2020/21 data available in October 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)	123 (2019/20)	⬆ Good	Quarterly	Not available	Q1 2020/21 data available in September 2020
Average broadband download speed (Mb/s)	44 (2018/19)	56.1 (2019/20)	➡	Annual	National Data 2019/20 58.48	2020/21 data available in Jan 2021
Superfast broadband availability	94.90% (2018/19)	93.81% (2019/20)	➡	Annual	National Data 2019/20 94.23%	2020/21 data available in Jan 2021

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. \*For indicators adversely affected by COVID-19 DoT has been suspended for Q1 and will be reinstated for Q2.

### New Additional Homes Provided

53 During 2019-20 there were 560 net additional homes completed (compared to 449 in 2018-19). Of these additional homes:

- 87.9% were completed on housing sites;

- 7% were a result of off-campus privately managed student accommodation schemes at The Coal Yard, 11 Mansfield Street and the Fleeting Arms;
- 3.8% 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 23.9% of all completions;
- Development sites including the Hungate Development Site, the former Terry's Factory site, Germany Beck and the Derwenthorpe Development Site all provided notable completions over the year.

54 Mid-year figures for 2019-20 will be available in November 2020.

#### Net Housing Consents

55 Figures for 2019-20 show that there were 3,466 net housing consents in 2019-20. This represents a sustained increase in residential approvals over the last three years following a decline experienced during 2016-17. Of these consents the most significant approved sites included;

- 2,500 consents on the York Central site;
- 425 at the Cocoa Works (Nestle Phase 11) site;
- 266 homes on Former Civil Service Club & Agricultural Land, north of Boroughbridge Road.

56 Mid-year figures for 2019-20 will be available in November 2020.

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

57 The number of homeless households with dependent children in temporary accommodation has remained stable with 23 at the end of Q4 2019-20 (the latest available data) (22 at the end of Q3 2019-20). It should be noted that these figures are snapshot figures.

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

58 The average number of days to re-let empty Council properties (excluding temporary accommodation) increased from 37 days at the end of March 2020 to 59 days at the end of June 2020. The increase in days in Q1 was mainly due to the repairs team being unable to repair vacant properties due to the COVID-19 restrictions. The York figure is below the benchmark median of comparable LAs of 61 days.

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

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

60 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.

61 Data for 2019-20 will be available in October 2020.

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

62 The number of new affordable homes delivered in York has significantly increased during 2019-20 with 123 new homes, compared to 60 delivered in 2018-19.

63 The Council have committed to develop 600 new homes across York in eight locations it owns. The Housing Delivery Programme will deliver:

- High-quality homes designed in collaboration with the local community
- Accommodation suitable for a wide range of households, meeting a full range of affordable housing
- Shared open spaces, sociable neighbourhoods and community cohesion
- Homes with higher than required environmental attributes
- Healthy places where people want to live

64 Of these new homes, 40% will be affordable, including shared ownership and rented council housing.

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

65 In 2019-20, 93.81% of properties in York had access to superfast broadband, which compares to 94.23% nationally. The average broadband download speed in York in 2019-20 was 56.1 Mb/s, which compares to 44 Mb/s in 2018-19. The national benchmark download speed is 58.48 Mb/s in 2019-20. This data is provided by an Ofcom panel of consumers so should be treated as an indication rather than actual figures. Data for 2020-21 will be available in January 2021.

## 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	84.47% (Q3 2019/20)	87.01% (Q1 2020/21)	➔	Quarterly	Community Life Survey 2019/20 76.00%	Q3 2020/21 data available in 2021
All Crime per 1000 population	15.3 (Q4 2019/20)	12.2 (Q1 2020/21)	➔	Quarterly	National Data Q1 2020/21 17.4	Q2 2020/21 data available in October 2020
Number of Incidents of ASB within the city centre ARZ	314 (Q4 2018/19)	338 (Q1 2019/20)	➔	Quarterly	Not available	Q2 2020/21 data available in October 2020
Visits - All Libraries	220,162 (Q4 2019/20)	0 (Q1 2020/21)	Suspended*	Quarterly	Not available	Q2 2020/21 data available in October 2020
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	29.06% (Q3 2019/20)	29.55% (Q1 2020/21)	➔	Quarterly	Community Life Survey 2019/20 26.80%	Q3 2020/21 data available in 2021
% of Talkabout panel who give unpaid help to any group, club or organisation	67.17% (Q3 2019/20)	72.27% (Q1 2020/21)	↑ Good	Quarterly	Community Life Survey 2019/20 63.60%	Q3 2020/21 data available in 2021
Parliament Street Footfall	1,390,431 (Q4 2019/20)	425,894 (Q1 2020/21)	Suspended*	Quarterly	Not available	Q2 2020/21 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. \*For indicators adversely affected by COVID-19 DoT has been suspended for Q1 and will be reinstated for Q2.

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

- 66 Results from the Q1 2019-20 Talkabout survey showed that 88% of the panel were satisfied **with York** as a place to live (unchanged from Q3 2019-20) and 87% **with their local area** (an increase from 84% in Q3 2019-20). Satisfaction for local area continues to perform well against the latest national figures of 76% (Community Life Survey 2019-20) and 87% (Local Government Association Poll June 2020).

### All Crime per 1000 population

- 67 Overall crime levels in York during the first quarter of 2020-21 have decreased since Q4 2019-20 (12.2 crimes per 1,000 population compared with 15.3 crimes per 1,000 population). For the 12 months to the end of Q1 2020-21, York performed in the 2<sup>nd</sup> quartile compared to other Unitary Authorities and ranked 16<sup>th</sup> best out of 57. York performed in the top 10% for homicide, vehicle and stalking and harassment crimes.

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

- 68 The number of incidents of anti-social behaviour within the city centre during Q1 2020-21 (338) has increased since the previous quarter (314), but represents a large reduction on the same period in 2019-20 (462).

### Visits - All Libraries / YMT

- 69 Due to the global coronavirus pandemic, all libraries in York closed at the end of March 2020 and slowly started to re-open at the beginning of July 2020, therefore were closed for the duration of Q1 with no visitors. However, 78,902 e-books were borrowed during Q1 2020-21 compared to 13,076 in Q4 2019-20)

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

- 70 Results from the Q1 2020-21 Talkabout survey found that 30% of panellists agreed that they could influence decisions in their local area which is higher than the latest national figure of 27% (Community Life Survey 2019-20) and a slight rise from the York Q3 2019-20 figure.

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

- 71 The results of the latest (Q1 2020-21) Talkabout survey showed that 72% of the respondents give unpaid help to a group, club or organisation which is higher than the government's Community Life Survey 2019-20 which found that 64% of respondents reported that they had volunteered in the past 12 months. This figure is also higher than the 67% in the Q3 2019-20 Talkabout survey.

**Parliament Street Footfall & Secondary Centre Footfall**

- 72 Footfall in Parliament Street has decreased from 1,390,431 in Q4 2019-20 to 425,894 in Q1 2020-21. Due to the global coronavirus pandemic, restrictions were placed on movement and all leisure and the vast majority of retail businesses were closed at the end of March 2020. This had a severe impact on the number of visitors to the city centre. This impact can be seen countrywide. As shops and businesses slowly started to re-open during June, it is hoped that the footfall numbers will increase during Q2.
- 73 City of York Council is currently working with a third party provider on the relocation of some of the footfall cameras to improve their performance. Until such work is completed some of the figures are estimates generated by the vendor's software.



## An open and effective Council

An open and effective Council						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Forecast Budget Outturn (£000s Overspent / -Underspent) - CYC	£1,794 (excluding contingency) (Q4 2019/20)	£3,736 (excluding contingency) (Q1 2020/21)	➔	Quarterly	Not available	Q2 2020/21 data available in October 2020
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.56 (2019/20)	11.4 (May 2020)	➔	Quarterly	CIPD Public Sector 2018/19 8.5	Q1 2020/21 data available in Sep 2020
Customer Services Waiting Times - Phone / Footfall / Webchat	00:00:19 (Phone) (Q4 2019/20)	00:00:09 (Phone) (Q1 2020/21)	➔	Quarterly	Not available	Q2 2020/21 data available in October 2020
	83.31% (Footfall) (Q4 2019/20)	80.00% (Footfall) (Q1 2020/21)	➔	Quarterly	Not available	Q2 2020/21 data available in October 2020
	94.40% (Webchat) (Q4 2019/20)	95.40% (Webchat) (Q1 2020/21)	➔	Quarterly	Not available	Q2 2020/21 data available in October 2020
Number of days to process Benefit claims (currently Housing benefit)	1.66 (Q4 2019/20)	4.31 (Q1 2020/21)	Suspended*	Quarterly	Not available	Q2 2020/21 data available in October 2020
% of complaints responded to within timescales (currently 5 days)	80.36% (Q3 2019/20)	78.95% (Q4 2019/20)	➔	Quarterly	Not available	Q1 2020/21 data available in Sep 2020
CYC Apprenticeships	23 (Q2 2019/20)	23 (Q3 2019/20)	➔	Quarterly	Not available	Q4 2019/20 data available in September 2020
FOI & EIR - % In time - (YTD)	84.84% (Q3 2019/20)	83.60% (Q4 2019/20)	➔	Quarterly	Not available	Q1 2020/21 data available in Sep 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. \*For indicators adversely affected by COVID-19 DoT has been suspended for Q1 and will be reinstated for Q2.

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

- 74 At the end of May 2020, the average number of sickness days per FTE (rolling 12 months) was 11.4 days compared to 11.6 at the end of March 2020.

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

- 75 Our customer centre is the main point of contact for residents and business visitors. During Q1 2020-21, the number of calls received reduced to 40,986 (52,604 in Q4 2019-20), with 87.2% of calls answered within 20 seconds. In addition, approximately 4,000 people contacted Customer Service for support due to the impact of COVID-19. The coronavirus accounts for the reduction in demand in services such as council tax recovery and parking enforcement. Registrars could not operate as usual. An increase in demand is expected during Q2 as services recover.
- 76 West Offices remained closed to the public during Q1 2020-21. In addition to speaking to customers over the phone, the customer service team also responded to 13,717 e-mails (an increase from 11,796 in the previous quarter). Customers are now opting to access services using alternative means:
- 1,862 customers made payments using the auto payments facility
  - 11,666 people used the auto operator
  - 54% of street lighting and street cleansing issues were reported by customers on-line
  - There were around 5,100,000 views made of CYC website pages

- Web chat is now available for Council Tax customers, with 1,452 customers using the chat service during Q1, 95.4% of customers waited no more than eight seconds for their chat to be answered and 88% said they were satisfied with the service.

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

77 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, being just over four days during Q1 2020-21. York performance is higher than the national average of 6.9 days (Q1 2019-20). Performance has deteriorated since the end of Q4 2019-20. Where HB claims took 1.7 days on average to process, but due to the global coronavirus pandemic, changes to ways of working have been implemented which have impacted on timescales. Compared to other Unitary Authorities, York performs in the top quartile and is ranked 2<sup>nd</sup> best out of 56 Unitary LAs.

#### % of complaints responded to within timescales

78 In Q4 2019-20, the council received 304 stage 1 complaints and responded to 79% of complaints within five days. This shows the team continue to maintain the significant improvement made in previous quarters (this compares to 57% in Q4 2018-19). The team continue to work with service areas to ensure complaints performance is monitored where timescales are not met due to resource and other pressures, as well as the review of the corporate complaints policy, procedures and processes.

#### CYC Apprenticeships

79 The number of CYC apprenticeships has remained fairly stable over the past few years, and generally between 22 and 25 apprentice are employed 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

80 The latest available data (Q4 2019-20) shows that the council received 563 FOIs (Freedom of Information requests), EIRs (Environmental Information Regulations requests) and SARs (Subject Access to records requests). CYC achieved 80.16% in-time compliance for FOIs and EIRs and 74.58% for SARs. This shows a slight decrease in performance compared to Q3, however work continues with service areas to identify areas of improvement in order to comply with the timescales for responses.