

Annex 2 – Performance – Council Plan Outcomes

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

Well paid jobs and an inclusive economy

Well paid jobs and an inclusive economy						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Business Rates - Rateable Value	£256,392,026 (Q1 2021/22)	£257,034,251 (Q2 2021/22)	➔	Quarterly	Not available	Q3 2021/22 data available in January 2022
Median earnings of residents - Gross Weekly Pay (£)	£574.60 (2019/20)	£572.60 (2020/21)	➔	Annual	National Data 2020/21: £587.1 Regional Data 2020/21: £540.4	2021/22 data available in November 2021
% of working age population qualified - to at least L2 and above	83% (2019/20)	83.6% (2020/21)	➔	Annual	National Data 2020/21: 78.20%	2021/22 data available in May 2022
% of working age population qualified - to at least L4 and above	49.10% (2019/20)	46.4% (2020/21)	➔	Annual	National Data 2020/21: 43.10% Regional Data 2020/21: 37.30%	2021/22 data available in May 2022
% of vacant city centre shops	9.67% (Q1 2021/22)	9.40% (Q2 2021/22)	➔	Monthly	National Data 2019/20 Q1 11.7%	Q3 2021/22 data available in January 2022
GVA per head (£)	29,274 (2018/19)	29,913 (2019/20)	➔	Annual	Regional Rank 2019/20: 2	2020/21 data available in July 2022
% of working age population in employment (16-64)	80.00% (2019/20)	76.60% (2020/21)	➔	Quarterly	National Data 2020/21 74.80%	Q1 2021/22 data available in January 2022

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

Business Rates

- 4 The 2021-22 collection rate for Business Rates up to the end of September 2021 was 47.58% (10.22% below the target collection rate and 3.99% below the collection rate as at the same point in 2020-21). The 2021-22 collection rate for Council Tax up to the end of September 2021 was 54.35% (1.96% below the target collection rate and 0.11% below the collection rate as at the same point in 2020-21).

Median earnings of residents – Gross weekly pay

5 No update since the Q4 2020-21 Monitor as annual data.

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

6 No update since the Q4 2020-21 Monitor as annual data.

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

7 No update since the Q4 2020-21 Monitor as annual data.

GVA (Gross Value Added) per head (£)

8 No update since the Q1 2021-22 Monitor as annual data.

% of vacant city centre shops compared to other cities

9 At the end of Q2 2021-22, there were 60 vacant shops in the city centre, which equates to 9.40% of all city centre shops, and is lower than the national benchmark in Q1 2019-20 of 11.7%. Properties in York are owned by different commercial parties and CYC commercial properties have very low levels of vacancies. The York figure has not fluctuated a great deal in the past 10 years, with a high of 10.3% in 2017-18 and the national benchmark figure has remained stable too, with a high of 12.3% in 2013-14.

10 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. At the end of Q2 2021-22, the vacancy rates within secondary shopping centres were relatively low (8% at Clifton Moor, 0% in Haxby Village and 3% in Acomb High Street), apart from at Monks Cross where the vacancy rate was 20%.

11 In the financial year up to the end of August 2021, there were 264 new business start-ups in the City of York Council area, which is lower than in previous years. Nationally the number of new companies registered in the UK in 2020 rose significantly as small and local businesses emerged in response to the pandemic; this may indicate why the 2020-21 figures looked positive for York and why a lower number of registrations could be seen during 2021-22.

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

12 In 2020-21, 76.6% of the working age population were in employment, which is higher than the national and regional figures (74.8% and 73.8% respectively) and the York performance gives the city a ranking of third regionally. The figure for 2020-21 is lower than in previous years, but this is mirrored both nationally and regionally.

13 At the end of September there were 12,335 people, in York, on Universal Credit which is an increase of 92% compared with February 2020 (pre-pandemic figures). However, there has been a decrease of -6% from April

2021. This trend should continue as restrictions continue to be lifted and the, nationally reported, staff vacancies in the service sector are filled.

Getting around sustainably

Getting around sustainably						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
P&R Passenger Journeys	0.46m (Q1 2021/22)	0.71m (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
Local bus passenger journeys originating in the authority area (excluding P&R)	1.46m (Q1 2021/22)	1.68m (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - roadways	20% (2019/20)	22% (2020/21)	→	Annual	Not available	2021/22 data available in November 2021
% of road and pathway network that are grade 4 (poor) or grade 5 (very poor) - pathways	3% (2019/20)	3% (2020/21)	→	Annual	Not available	2021/22 data available in November 2021
Area Wide Traffic Levels (07:00 -19:00) (Excluding A64) from 2009/10 baseline (2.07m)	2.17m (2017/18)	2.15m (2018/19)	→	Annual	Not available	2019/20 data available in November 2021
Index of cycling activity (12 hour) from 2009 Baseline (31,587)	109.00% (2019)	91.00% (2020)	↓ Bad	Annual	Not available	2021 data available in February 2022
Index of pedestrians walking to and from the City Centre (12 hour in and out combined) from 2009/10 Baseline (37,278)	111.00% (2019/20)	103.00% (2020/21)	→	Annual	Not available	2021/22 data available in January 2022
% of customers arriving at York Station by sustainable modes of transport (cycling, walking, taxi or bus - excluding cars, Lift, Motorcycle, Train)	75.40% (2019)	Not collected due to COVID restrictions (2020)	N/a	Annual	Not available	2021 data available in January 2022

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P&R Passenger Journeys

- 14 Passenger journeys for park and ride customers totalled 0.71m (provisional) for Q2 2021-22. This is a large increase on the 0.33m journeys made during the same period in 2020-21 showing signs of recovery, but lower than the 1.11m journeys made during the same period in 2019-20.

Local bus passenger journeys

- 15 Passenger journeys on local buses totalled 1.68m (provisional) for Q2 2021-22. This is a large increase on the 1.04m journeys made during the same period in 2020-21, showing signs of recovery, but lower than the 2.74m journeys made during the same period in 2019-20.

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

- 16 No update since the Q4 2020-21 Monitor as annual data.

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

- 17 No update since the Q4 2020-21 Monitor as annual data.

Index of cycling activity (12 hour)

- 18 No update since the Q1 2021-22 Monitor as annual data.

19 The 2020-21 data from the National Travel and Active Lives surveys shows that 21% of respondents from York cycle once per week, which is 1% less than in 2019-20. When comparing the latest data to the previous year, a shift in activity can be seen which is likely to be a direct effect of changing mobility restrictions and behaviours caused by the pandemic. The percentage of respondents indicating that they cycle for leisure increased by 3% but those indicating cycling for travel decreased by 5%, which is why an overall slight decrease in cycling activity can be seen with the loss of those commuting by this method. However, York continues to perform well against the national and regional benchmarks of 12% and 10% respectively for weekly cycling activity.

20 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. Data is sourced through phone location history, where consented, and changes for each day are compared to a baseline value for that day of the week taken during January and February 2020. At the end of September 2021, in York, retail and recreation activity is the same as the baseline, there has been an 8% increase in grocery and pharmacy activity, and a 22% reduction in the use of Public Transport. Overall, York has performed better than the national averages.

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

21 No update since the Q4 2020-21 Monitor as annual data.

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

22 No update since the Q4 2020-21 Monitor as annual 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	73.00% (2020/21)	67.00% (Q1 2021/22)	➡	Quarterly	National Data 2020/21 58%	Q2 2021/22 data available in December 2021
Delayed transfers of care from hospital which are attributable to adult social care, per 100,000 population (YTD Average)	6.6 (2018/19)	4.9 (2019/20)	N/a	Quarterly	National Data 2019/20 3.2	Data collection for March 2020 onwards has been suspended due to COVID-19
Overall satisfaction of people who use services with their care and support	68.10% (2019/20)	72.30% (2020/21)	⬆ Good	Annual	National Data 2020/21 67.70%	2021/22 data available in November 2022
% of reception year children recorded as being obese (single year)	9.50% (2018/19)	7.60% (2019/20)	➡	Annual	National Data 2019/20 9.90%	2020/21 data available in December 2021
Slope index of inequality in life expectancy at birth - Female - (Three year period)	6.2 (2018/19)	6.2 (2019/20)	➡	Annual	Regional Rank 2019/20: 3	2020/21 data available in May 2022
Slope index of inequality in life expectancy at birth - Male - (Three year period)	8.4 (2018/19)	8.3 (2019/20)	➡	Annual	Regional Rank 2019/20: 3	2020/21 data available in May 2022
% of adults (aged 16+) that are physically active (150+ moderate intensity equivalent minutes per week, excl. gardening)	67.10% (2019/20)	66.70% (Q2 2020/21)	➡	Bi-annual	National Data Q2 2020/21 61.40%	2020/21 data available in November 2021
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- 23 There has been a continuing high demand for adult social care during the past year, partly caused by the COVID-19 pandemic, although there have been variations in how likely these contacts are to receive care packages. Our Customer Contact Workers (CCWs) record the number of contacts received to ASC, whether made by email, telephone or other methods. During 2021-22 Q2, they received 4,542 contacts, which is a 6% reduction from the number received during 2020-21 Q2 (4,854), although in September 2021 the CCWs had some recording issues, so the “true” number is likely to be marginally smaller than in 2020-21 Q2. Around 20% of the contacts during 2021-22 Q2 were resolved using Information, Advice and Guidance (IAG), which is slightly lower than the percentage that were resolved using IAG during 2021-22 Q1 (21%); this reflects the increasing complexity of issues that are dealt with by them, and a change in recording practice to record clients who ‘only’ received IAG; most clients will receive an element of IAG during their contact, regardless of the outcome of it.
- 24 After an initial fall in the early months in the number of individuals in residential/nursing care placements during 2020-21, mainly due to the Covid crisis, this number has remained relatively stable. At the end of 2021-22 Q2, this number was 568, compared to 566 at the end of 2020-21 Q2. CYC have been relatively successful in ensuring that the number of new admissions to residential/nursing care have been low over the last year, partly because of the policy that people should no longer be placed

in residential/nursing care directly following hospital discharge, but this number is being to increase. During 2021-22 Q2, the number of new admissions of older people to residential/nursing care was 40, a decrease of 11% on the 2020-21 Q2 figure of 45.

25 There has been a continuing decline over the last year in the number receiving home care services. At the end of 2021-22 Q2, there were 654 people in receipt of a home care service; this is 12% lower than the corresponding figure at the end of 2020-21 Q2 (742).

26 In 2020-21 Q2, 117 clients received a paid ASC service for the first time (“new starters”). This is a significant reduction from the number in the corresponding quarter of 2020-21 (202). There has also been a decrease in the number during 2021-22 Q2 (79) that have returned to ASC for a paid service compared with the number during 2020-21 Q2 (92). This suggests that we have improved in keeping the number of first-time entrants low, and that some progress is being made in ensuring that people do not re-enter ASC once they have left.

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

27 The percentage of all adults in contact with secondary mental health services living independently, with or without support, has decreased over recent months; during 2021-22 Q1 (the latest figures available), 67% of them were doing so. The 2020-21 ASCOF results showed that York is in the upper quartile for performance with 73% of this group saying they live independently, compared with the England average of 58% and 60% in its statistical neighbour group.

28 During 2021-22 Q1 (the latest figures available), 19% of all clients in contact with secondary mental health services were in employment – a figure that has consistently been above the regional and national averages. The 2020-21 ASCOF results showed that York is the 3rd best performing LA in the country on this measure, with 20% of all those in contact with secondary mental health services in employment, compared with the England average of 9% and 10% in its statistical neighbour group.

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

29 The 2020-21 Adult Social Care User Survey (ASCS) showed that 72% of those who responded stated that they were “extremely” or “very” satisfied with the care and support they received. This is a significant improvement from 2019-20, where 68% gave one of these answers. This was the highest percentage reported in England of those LAs that took part in the survey, although due to Covid impacts only 18 LAs did so.

- 30 The Survey also reported that ASC clients felt that they were more likely to feel safe – 76% said they feel ‘as safe as I want’ in 2020-21 compared with 71% in 2019-20 – and they were more likely to say this than ASC clients in other parts in England.
- 31 Additionally, 71% of ASC clients that responded to the Survey and had tried to access information and advice in 2020-21 reported that they found it “easy” to do so, a deterioration from that reported in 2019-20 (74%), but in line with the national average (71%).

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

- 32 No update since the Q4 2020-21 Monitor as annual data.

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

- 33 No update since the Q4 2020-21 Monitor as annual data.

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

- 34 No update since the Q4 2020-21 Monitor as annual data.

A Better Start for Children and Young People

A Better Start for Children and Young People						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Secondary school persistent absence rate (10% absence) (recorded over 6 terms) (relates to prev academic year to financial year shown)	15.50% (2017/18)	13.18% (2018/19)	➔	Annual	Not available	Data for 2019/20 will not be released due to COVID19
Voice of the Child - Service Usage and Life Opportunities	Narrative	Narrative	N/A	Quarterly	Not available	Q2 2021/22 narrative available in November 2021
% of children who have achieved a Good Level of Development (GLD) at Foundation Stage - (Snapshot)	74.80% (2017/18)	75.60% (2018/19)	➔	Annual	National Data 2018/19 71.80%	Data for 2019/20 and 2020/21 will not be released due to COVID19
Average Progress 8 score from KS2 to KS4	0.11 (2017/18)	0.22 (2018/19)	⬆ Good	Annual	National Data 2018/19 0.01	Data for 2019/20 and 2020/21 will not be released due to COVID19
% of pupils achieving 9-4 or above in English & Maths at KS4 (C or above before 2016/17)	69.60% (2017/18)	73.60% (2018/19)	➔	Annual	National Data 2018/19 65.70%	Data for 2019/20 and 2020/21 will not be released due to COVID19
%pt gap between disadvantaged pupils (eligible for FSM in the last 6 years, looked after and adopted from care) and their peers achieving 9-4 in English & Maths at KS4	33.20% (2017/18)	29.40% (2018/19)	➔	Annual	National Data 2018/19 27.00%	Data for 2019/20 and 2020/21 will not be released due to COVID19
% of Year 12-13 (academic age 16-17) NEET who possess less than a L2 qualification - (Snapshot)	90.60% (Q1 2021/22)	80.60% (Q2 2021/22)	➔	Quarterly	Not available	Q3 2021/22 data available in January 2022
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- 35 The number of children in care has reduced slightly to 268. Whilst the number of children in our care has remained comparatively stable for more than a year, the age distribution has changed. We have seen a gradual increase in the number of school-aged children in care over the last 12 months. This has wide-ranging implications on areas such as placement sufficiency, permanence planning and the virtual school.
- 36 The number of children subject to a child protection plan increased to 159 at the end of September 2021, compared to 129 at the end of 2020-21.

This is above the expected safe range for York (per 10,000 population), but in line with the most recent national average.

- 37 The number of referrals to children's social care in the first six months of 2021-22 was 856, which was slightly lower than 2019-20 at the same point in the year. Referral volumes have shown an anticipated recovery from the turbulent year of 2020-21, but are consistently lower than in 2019-20.
- 38 The number of contacts to Early Help reduced in Q2 2021-22 to 576, in comparison to 657 in Q1. September 2021 saw the lowest monthly number of Early Help contacts in the year to date – 132 compared to a monthly average of 205.

Voice of the Child

- 39 Advocacy casework for children and young people who are in care or leaving care, going through the child protection process or wanting to make a complaint has continued to be provided throughout this period. Between July and September 2021, the service received a total of 19 referrals for advocacy; 11 referrals for children and young people in care, 3 referrals for care leavers and 3 referrals for young people subject to a Child Protection Plan and 2 referrals for young people subject to a Child in Need plan who would like support to make a formal complaint.
- 40 Our Children in Care Council (Show Me That I Matter) and Care Leavers Forum (I Still Matter) have continued to hold monthly meetings, as well as some additional activity to carry out project work and undertake training (ten sessions in total, some being face to face and some virtual). Young people have discussed relationships and life story work, stigma, barriers for care leavers in pursuing apprenticeships and York's Local Offer for Care Leavers. Young people have taken part in an art and creative writing project, created a video resource about systemic practice and new training material for professionals. They have attended the Corporate Parenting Board and delivered training to the Social Work Academy.
- 41 York Youth Council (YYC) are looking towards their future projects and face to face sessions. YYC have produced a press release detailing the work and ethos of the Youth Council. As part of this, YYC created a recruitment poster detailing how to join. They will use the poster to advertise and promote the YYC in their schools and youth settings to encourage their peers to join from across the city. YYC has also begun to invest in a partnership with the Family Information Service.
- 42 YYC has continued its partnerships with York's Racial Equality Network and with York Human Rights City and the City of York Safeguarding Children Partnership (CYSCP). They have reviewed webpages about

online safety and keeping safe online. This was a joint project with City of York Council and York St John University on keeping safe online, using the voices of young people to help others.

- 43 Mental Health was also one of the top issues as voted by the UK Make Your Mark youth consultation of 185,000 young people aged 11-18 in the United Kingdom and over 100 young people who voted in York. Youth Council will look to continue their work on the top 6 Make Your Mark results which were as follows: Support our Mental Health (25 votes); Take Action on the Climate Emergency (22 votes); Free University (20 votes); Domestic Violence (25 votes); Homelessness (18 votes) and Access to Training and Jobs (13 votes). YYC have decided to re-phrase Free University to Tackling Education; and to rephrase Domestic Violence to Domestic Abuse to be more inclusive.
- 44 YYC are looking forward to working with partners on these topics and are creating awareness resources and a 'where to go for help' information sheet. Young people in the youth council are looking forward to building a stronger working relationship with the CYSCP.
- 45 Representatives from YYC have continued to take part in a number of virtual regional workshops, conferences and meetings, mainly facilitated by British Youth Council and the Steering Group, enabling them to communicate with different MPs from across the region about current issues, as well as other Youth Councils.

Secondary school persistent absence rate

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

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

- 47 There is no data for 2019-20 as the tests were cancelled due to the pandemic. We do not anticipate any data for 2020-21.

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

- 48 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.

- 49 In 2020 and 2021, due to COVID-19, all GCSE, AS and A level exams were cancelled and replaced by a combination of teacher assessment, mock exam results, course work and a standardised calculation.
- 50 The Department for Education did not release data for 2019-20 due to the way in which Key Stage 4 results were calculated. We do not anticipate any data for 2020-21.

% 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

- 51 The DfE did not release data for 2019-20 due to the way in which Key Stage 4 results were calculated due to COVID-19. We are not anticipating any data for 2020-21.
- 52 Reducing the attainment gap between disadvantaged pupils and their peers is a key priority in all phases of education across 0-19 years.
- % of 16-17 year olds who are NEET who do not have a L2 qualification**
- 53 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 September 2021, 80.6% 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	44.13% (Prov) (2020/21)	50.68% (Prov) (Q1 2021/22)	↑ Good	Quarterly	National Data 2019/20 43.50%	Q2 2021/22 data available in January 2022
Residual household waste per household (kg/household)	496.68kg (Prov) (2020/21)	122.36kg (Prov) (Q1 2021/22)	→	Quarterly	National Data 2019/20 537.2kg	Q2 2021/22 data available in January 2022
Incidents - Flytipping /Cleansing(includes dog fouling,litter)/Graffiti - On Public/Private Land	557 (Q1 2021/22) (Flytipping)	578 (Q2 2021/22) (Flytipping)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
	521 (Q1 2021/22) Cleansing	518 (Q2 2021/22) Cleansing	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
	54 (Q1 2021/22) Graffiti	78 (Q2 2021/22) Graffiti	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
Citywide KPI on air quality (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
Carbon emissions across the city (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)	0 (Q1 2021/22)	0 (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
% of Talkabout panel who think that the council are doing well at improving green spaces	44.31% (Q2 2020/21)	51.00% (Q1 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
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Percentage of household waste sent for reuse, recycling or composting

- 54 The latest provisional data for the amount of household waste sent for reuse, recycling or composting was 50.7% during Q1 2021-22 (the latest available data), which is an increase from 45.6% during the same period in 2020-21. This is above the Q1 average for the last 7 years.

Residual household waste per household (kg/household)

- 55 The latest provisional residual waste (i.e. non-recyclable) per household data shows that figures have reduced slightly during Q1 2021-22 (the latest available data) to 122.4kg of residual household waste per household.

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

- 56 The number of service calls received during Q2 2021-22 due to fly-tipping and cleansing (including dog fouling and litter) have remained stable since Q1 2021-22 (fly-tipping from 557 to 578 and cleansing from 521 to 518). The number of service calls received due to graffiti increased from 54 in

Q1 2021-22 to 78 in Q2 2021-22, however, the figure for Q2 is still much lower than the 157 calls received during Q4 2020-21.

Air Quality

- 57 York has begun work on the 4th Air Quality Action Plan with the aim to further reduce nitrogen dioxide and particulates from all sources. Public Protection staff are working closely with colleagues across the council to develop this plan alongside the Council's economic strategy, Local Plan, fourth Local Transport Plan and Climate Change Strategy. The Air Quality Action Plan will update current air quality improvement measures, identify the impact of emission sources and develop new measures to improve air quality and public health. We are awaiting new, more stringent health-based air quality objectives in the forthcoming Environment Act and will design our improvement measures to meet these.
- 58 The council continues to reduce emissions from taxis through the emission based taxi licensing policy and the taxi incentive scheme, which has encouraged 27% of York's taxis to become low emission vehicles. Money is still available to taxi drivers who want to switch their vehicles, save fuel costs and save the environment.
- 59 The council are publishing the Government's "Burn Better" campaign in October to raise awareness about Smoke Control Areas in York and the importance of burning the correct fuels and maintaining solid fuel burning appliances.

Trees Planted

- 60 During 2020-21, there were 271 trees planted, including 250 whips on Bootham Stray in February and larger trees in streets and parks in March. Due to the seasonal nature of tree planting, figures for 2021-22 will be available later in the year.

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

- 61 Talkabout panel surveys are run twice a year in Q1 and Q3 and therefore there is no update in this monitor. Previous data is shown within the table.

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)	560 (2019/20)	622 (2020/21)	↑ Good	Quarterly	Not available	2021/22 mid year data available in November 2021
Net Housing Consents - (YTD)	3,466 (2019/20)	1,133 (2020/21)	↓ Bad	Quarterly	Not available	2021/22 mid year data available in November 2021
Number of homeless households with dependent children in temporary accommodation - (Snapshot)	23 (2019/20)	10 (2020/21)	↓ Good	Quarterly	Not available	Q1 2021/22 data available in November 2021
Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD)	66.86 (2020/21)	58.97 (Q1 2021/22)	→	Quarterly	Not available	Q2 2021/22 data available in October 2021
Energy efficiency - Average SAP rating for all Council Homes	70.60 (2018/19)	70.60 (2019/20)	→	Annual	Not available	2020/21 data available in November 2021
Number of new affordable homes delivered in York	18 (Q1 2021/22)	42 (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
Average broadband download speed (Mb/s)	56.1 (2019/20)	147.1 (2020/21)	→	Annual	National Data 2020/21 68.92	2021/22 data available in June 2022
Superfast broadband availability	94.13% (2020/21)	95.53% (2021/22)	→	Annual	National Data 2021/22 95.86%	2022/23 data available in September 2022

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

New Additional Homes Provided

62 Between April 2020 and March 2021 there were 622 net additional homes completed. Of these additional homes:

- 81% were completed on housing sites;
- 15.9% resulted from sites benefitting from relaxed permitted development rights to allow conversion to residential use. All these homes resulted from developments at Shepherd Engineering Services (Mill Mount) and Ryedale House (Piccadilly);
- Changes of use of existing buildings to residential use and conversions to existing residential properties accounted for 25.6% of all completions;
- 22% were on individual sites that saw the construction of five or less dwellings;
- Development sites including the Hudson House, Toft Green site, the Ryedale House, Piccadilly site, the Former Del Monte Site in Skelton and the Germany Beck site in Fulford all provided notable completions over the year.

Net Housing Consents

63 Between April 2020 and March 2021, there were 1,133 net housing consents. This represents a sustained high level of approvals over the last four years. Of these consents, the main features were;

- 79.6% were granted on traditional housing sites;

- Notable housing schemes at the Former Gas Works, Heworth Green, the Castle Mills Car Park site in Piccadilly and vacant land on Eboracum Way;
- 233 student cluster flats at Frederick House, Fulford Road;
- A further 127 homes at Bootham Crescent and Duncombe Barracks had the benefit of approval through a resolution to grant planning permission subject to legal agreements prior to March 2021.

Number of homeless households with dependent children in temporary accommodation

64 The number of homeless households with dependent children in temporary accommodation remains at a lower level to that seen in previous years. The latest available data shows that there were 10 households with dependent children in temporary accommodation at the end of Q4 2020-21 compared to 19 at the end of Q3 2020-21. It should be noted that these figures are snapshot figures.

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

65 The average number of days to re-let empty Council properties (excluding temporary accommodation) was 70 days at the end of Q2 2021-22. This is similar to the position at the end of March 2021, although an increase from 59 days at the end of Q1 2021-22. The increase in days previously seen during 2020-21 was mainly due to the repairs team being unable to repair vacant properties due to the COVID-19 restrictions.

Energy efficiency – Average SAP rating for all Council Homes

66 No update since the Q4 2020-21 Monitor as annual data.

Number of new affordable homes delivered in York

67 The number of new affordable homes delivered in York remains high, with 60 delivered during the first six months of 2021-22 (a reduction on the 83 delivered during the same period in 2020-21 but a large increase on the 33 delivered during the same period in 2019-20).

Superfast broadband availability/Average broadband download speed (Mbs)

68 In 2021-22, 95.53% of properties in York had access to superfast broadband, which compares to 94.13% in 2020-21. This increase can be attributed to the Council's continued work with service providers to improve infrastructure.

69 The average broadband download speed in York in 2020-21 was 147.1Mb/s, which compares to 56.1 Mb/s in 2019-20. The national benchmark download speed is 68.92 Mb/s in 2020-21. This data is provided by an Ofcom panel of consumers so should be treated as an indication rather than actual figures. Data for 2021-22 will be available in December 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	84.90% (Q2 2020/21)	84.00% (Q1 2021/22)	➡	Quarterly	Community Life Survey 2020/21 79%	Q3 2021/22 data available in January 2022
All Crime per 1000 population	16.2 (Q1 2021/22)	5.8 (August 2021)	➡	Quarterly	National Data 2020/21 75.9	Q2 2021/22 data available in November 2021
Number of Incidents of ASB within the city centre ARZ	390 (Q1 2021/22)	340 (Q2 2021/22)	➡	Quarterly	Not available	Q3 2021/22 data available in January 2022
Visits - All Libraries	106,819 (Q1 2021/22)	167,342 (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
Visits - York Museums Trust (to be created during CP lifespan)	N/A	In development	N/A	TBC	Not available	Indicator to be created during Council Plan lifespan
% of Talkabout panel who agree that they can influence decisions in their local area	27.30% (Q2 2020/21)	27.00% (Q1 2021/22)	➡	Quarterly	Community Life Survey 2020/21 27%	Q3 2021/22 data available in January 2022
% of Talkabout panel who give unpaid help to any group, club or organisation	71.22% (Q2 2020/21)	56.00% (Q1 2021/22)	➡	Quarterly	Community Life Survey 2020/21 62%	Q3 2021/22 data available in January 2022
Parliament Street Footfall	1,506,747 (Q1 2021/22)	2,064,986 (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022

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

- 70 Talkabout panel surveys are run twice a year in Q1 and Q3 and therefore there is no update in this monitor. Previous data is shown within the table.

All Crime per 1000 population

- 71 Overall crime levels in York for 2021-22 up until the end of August indicate that crime levels have risen slightly since 2020-21 and are back to pre-pandemic levels, although levels are remaining stable throughout the year to date. Figures for Q2 will be available at the end of November 2021.

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

- 72 Incidents of anti-social behaviour have remained stable during 2021-22 up until the end of September, with the Q2 figure of 340 slightly lower than the same period in 2020-21.

Visits - All Libraries

- 73 Libraries fully re-opened during April 2021 and figures for Q2 2021-22 show that there were 167,342 visits, which is an increase on the 106,819 visits during Q1, showing a positive direction of travel, although these figures are still well below the pre-pandemic Q2 figures of around 300,000 visits each quarter.

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

- 74 Talkabout panel surveys are run twice a year in Q1 and Q3 and therefore there is no update in this monitor. Previous data is shown within the table.

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

75 Talkabout panel surveys are run twice a year in Q1 and Q3 and therefore there is no update in this monitor. Previous data is shown within the table.

Parliament Street Footfall

76 Due to the global coronavirus pandemic, restrictions were placed on movement during 2020-21 and leisure and the vast majority of retail businesses were closed at various points during the year due to national lockdowns. This had a severe impact on the number of visitors to the city centre which mirrored the situation countrywide. Following the easing of restrictions in the leisure and tourism sector in April 2021, footfall in Parliament Street increased from 1,506,747 in Q1 to 2,064,986 in Q2 2021-22. This is still lower than the figures usually seen during Q2 (around 2.2 million) but the figures are heading in a much more positive direction.

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	£7,513 (excluding contingency) (Q1 2021/22)	£7,655 (excluding contingency) (Q2 2021/22)	↑ Bad	Quarterly	Not available	Q3 2021/22 data available in January 2022
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	8.75 (Q1 2021/22)	9.12 (August 2021)	→	Quarterly	CIPD Public Sector 2020/21 8	Q2 2021/22 data available in December 2021
Customer Services Waiting Times - Phone / Footfall / Webchat	00:01:22 (Phone) (Q1 2021/22)	00:01:20 (Phone) (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
	65.20% (Footfall) (Q1 2021/22)	84.40% (Footfall) (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
	94.50% (Webchat) (Q1 2021/22)	55.00% (Webchat) (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
Number of days taken to process Housing Benefit new claims and change events (DWP measure)	3.46 (Q1 2021/22)	5.16 (August 2021)	↑ Bad	Quarterly	Not available	Q2 2021/22 data available in November 2021
% of 4Cs complaints (grade 1 and 2) responded to 'In Time'	49.59% (Q1 2021/22)	85.11% (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
% of 4Cs complaints (grade 1 only) responded to 'In Time'	37.74% (Q1 2021/22)	77.78% (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
CYC Apprenticeships	13 (Q1 2021/22)	19 (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
FOI & EIR - % In time	76.50% (Q1 2021/22)	81.07% (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022

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Average Sickness Days per FTE - CYC (Excluding Schools)

77 At the end of August 2021, the average number of sickness days per FTE (rolling 12 months) has decreased to 9.12 days compared to 10.74 at the end of August 2020. Although the reduction since last year is positive, the reduction has levelled off and there has been a small increase in sickness days in the last few months due to pressures in frontline services.

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

- 78 Customer Service is the main point of contact for residents and business visitors. During Q2 2021-22, the number of calls received increased to 61,568 (52,708 in Q1 2021-22), with 64% answered (39,466). 23% of calls were answered within 20 seconds. In addition, approximately 575 people contacted Customer Service for support due to the impact of COVID-19.
- 79 During Q2, 147 customers booked an appointment with Customer Service at West Offices and a further 2041 'dropped by' and received support. This figure includes Probation Services, Registrars and Blue Badge assessments. The majority of people 'dropping in' can access services without having to come to West Offices. In addition to speaking to customers over the phone, the customer service team also responded to 16,484 e-mails (an increase from 14,787 in the previous quarter). Customers are continuing to opt to access services using alternative means:
- 7,820 customers made payments using the auto payments facility
 - 17,604 people used the auto operator
 - 52% of street lighting and street cleansing issues were reported by customers on-line
 - There were around 2 million pages of the CYC website reviewed (in Q2 1,923,347 pages reviewed)
 - Web chat is now available for Council Tax customers, with 2,152 customers using the chat service during Q2, 55% of customers waited no more than 20 seconds for their chat to be answered and 86% said they were satisfied with the service.
 - 1,660 (86%) of parking visitor voucher applications were submitted online.

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

- 80 Performance in this area has deteriorated over recent months, with the average number of days taken to process a new Housing Benefit claim, or a change in circumstance, being just over five days during August 2021 (compared to under two days during March 2021). York performance is, however, consistent with the most recent national average of 5.1 days (2019-20).
- 81 Significant work is being completed by the benefits team on processing covid grants and dealing with changes to peoples circumstances, meaning staff have been diverted into these areas. There continues to be ongoing welfare support payments for residents into 2021-22 with a local covid support grant replacing the winter grant scheme until the end of September 2021, the extension of the isolation grant scheme to March

2022, a further CTS hardship scheme and the YFAS fund. Support provided during 2021-22 to date includes:

- Over 5,800 CTS customers helped with council tax (£75) with a total value to date of £449k in 2021-22
- 536 Local Covid Support Grants totalling £156 to date in 2021-22
- Approx. 2,000 Local Covid Support Grants for CTS customers with children to be issued in September 2021 (£200k)
- 1,742 Isolation Grants totalling £871k (since 2020 to date)
- YFAS Payments totalling £128k to date in 2021-22
- Discretionary Housing Payments totalling £80k to date in 2021-22
- Mobile and internet access for digitally vulnerable residents totalling £10k to date in 2021-22

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

82 In Q2 2021/22 there were 374 complaints dealt with as either a grade 1 or grade 2 complaint under the corporate 4Cs and 85.1% were responded to within their required timescales. This is a significant improvement for in time performance compared to the last reporting quarter and the Corporate Governance team will continue to work with managers and services across the council to maintain this improvement.

CYC Apprenticeships

83 At the end of September 2021, there were 19 CYC apprenticeships (this measure excludes those within schools and looks at standalone apprenticeships only, which does not include those being completed by staff alongside an existing CYC role), which is an increase from 13 at the end of June.

FOI & EIR - % In time

84 In Q2 2021-22, the council received 418 FOIs (Freedom of Information Act requests) and EIRs (Environmental Information Regulation requests) and 31 SARs (subject access to records request). We achieved an 81.07% in-time compliance for FOIs and EIRs and 57.14% for SARs. This shows a small improvement in the timeliness of FOI/EIR responses and a small decrease for SARs. The Corporate Governance team will continue to monitor the in time performance in these areas and work with managers and service areas to make sustained improvements.