

Headlines	Good performance or trends	Areas in need of improvement
	2011/12 Year End	2011/12 Year End
	<ul style="list-style-type: none"> Significant increase in number of households for whom positive action has prevented homelessness. Decrease in the number of 16-17 year olds accepted as homeless % of tenants satisfied with the council as a landlord has risen to 88.5%. The number of visitors to libraries this year has increased by 7% on last year and exceeded 1 million for the first time, but falls short of this year's ambitious target. Increased % of visitors to York Museum Trust attractions. Increased number of visitors to YorOK Shine webpage. Total recorded crime incidents are forecast to decrease by around 10% on last year. Serious acquisitive crime and hate crime have now started to decline again, with 10% and 20% reductions respectively. Theft or unauthorised taking of a cycle is forecast to be down by nearly 30%. 	<ul style="list-style-type: none"> The target number of affordable housing completions for 2011/12 fell short by 20 homes. Decreases in attendance at Ward Committees and the %s taking part the participatory budgeting process. Continuing decline in tenant satisfaction with landlord listening to their views and taking them into account

Performance	08/09	09/10	10/11	11/12	Target	Trend
Improved Community Infrastructure						
Number of new affordable homes delivered in York	151	130	282	151	171	Decrease
Number of non-decent homes in York	461	236	0	27	0	Increase
Number of homeless households in temporary accommodation	167	79	94	93	90	Stable
Number of households for whom positive action has prevented homelessness	645	1076	631	993	663	Increase
Number of 16-17 year olds accepted as homeless	42	31	40	22	28	Decrease
Tenants' satisfaction with council as a landlord	85%	89%	86%	88.5%	87.0%	Increase
Tenants' satisfaction with Landlord listening to their views and acting upon them (wording prior to 11/12 was "satisfaction that their views are taken into account")	68%	72%	67%	65%	72%	Decrease
Average number of days to complete all repairs (excluding pre- inspection	N/A	4.26	4.44	4.90	6.00	Increase

Community Engagement						
Average number of people attending Ward Committees	40.3	44.1	48.1	39.8	No Target	Decrease
Number of people participating in Ward Committee decision making	3748	3497	3085	1898	No Target	Decrease
Residents' satisfaction with the amount of information provided by the council	48%	N/A	N/A	N/A	No Target	N/A
Healthy Sustainable Communities						
Performance	08/09	09/10	10/11	11/12	Target	Trend
Visits to libraries	934,645	790,937	940,251	1,009,048	1,196,600	Increase
Number of visitors to York Museums Trust attractions (wording prior to 11/12 was "Visits to galleries and museums")	439,742	464,495	641,160	659,918	No Target	Increase
Visits to swimming and sport centres	629,092	783,482	798,536	796,491	No Target	Stable
Adult participation in sport (3 x 30 mins a week)	19%	23%	23%	24.7%	25.5%	Increase
Strong voluntary sector						
Proportion of York residents who give unpaid help at least once a month	23%	N/A	N/A	N/A	N/A	N/A
Communities where young people flourish						
Number of views to YorOk website Shine page	N/A	N/A	19,280	23,012	N/A	Increase
Number of places available through Shine	N/A	N/A	N/A	53,616	N/A	N/A
Number of Shine activities	N/A	N/A	N/A	484	N/A	N/A
Difference in % points between pupils eligible for free school meals (FSM) and those who are not, achieving Level 4 in E&M at KS2 (relates to prev	27.1%	35.2%	22.0%	32.0%	24%	Increase
Difference in % points between pupils eligible for FSM and those who are not, achieving 5+A*-C (Inc E&M) at KS4 (relates to prev academic year to	34.4%	34.2%	42.0%	33.0%	25%	Decrease

For a full list of indicators related to narrowing the gap in achievement between children from all socio-economic backgrounds please see the Schools service scorecard and Child Poverty scorecard

Safer Inclusive communities

Percentage of residents who agree York is a safe city in which to live	64%	75%	N/A	N/A	No Target	N/A
Percentage of residents who agree their local area is a safe place to live	75%	81%	N/A	N/A	No Target	N/A

For a full list of indicators related to safer communities please see the Community Safety service scorecard

Actions

The new model for Neighbourhood Working went to Cabinet in March 2012, which outlined the model for community based staff and the community credit scheme. The most significant new element of the Neighbourhood Working model is Community Contracts.

In June 2012 all ward committee meetings will be presented with their Community Contracts and there will be an opportunity for residents to feedback on whether their ward priorities remain the same.

As a result of the Localism Act, The Performance and Innovation Team are developing a framework for the proposed right to challenge. This will be available from June 2012.

The Community Engagement Strategy is currently being drafted with partners and will go to Cabinet later in the year. As part of this process the Consultation and Engagement Group is helping to design the consultation toolkit, that will be available to council staff and partners.

As well as hosting a successful visit from HMQ, 2012 sees the launch of York 800, marking the 800th anniversary of York becoming a self-governing city. A year-long programme of events for residents, businesses and visitors is currently underway.

The Community Stadium planning application was approved by planning committee on 17 May 2012. The council will now work with the applicants, the sports clubs and commercial partners to work up a detailed planning application for the scheme, which will include the design and layout of the stadium. The council will also continue its procurement process to secure an operator for the stadium and its wider leisure offer across the city. A number of consultation events are being planned across the city, which will feed into the Voluntary Strategy. This city-wide, partnership strategy will go to Cabinet in the Autumn.

The Shadow Health and Wellbeing Board has assumed full shadow responsibilities. The health and wellbeing in York needs assessment has been completed and published and the health and wellbeing strategy is being compiled from the recommendations of the needs assessment.

Public Health is about improving and protecting the health and wellbeing of communities and preventing illness and disease by promoting health and wellbeing. The Public Health responsibility will be transferring from the NHS to the council in April 2013.

The Crime Summit was launched in April 2012. Part of this included the launch of a public confidence in the police survey that was developed by York University, Safer York Partnership and the council. Several questions included in the survey have been repeated in the city wide Big York Survey to enable comparison and more meaningful analysis.

The Hate Crime Strategy will be updated by June 2012. The strategy aims to protect vulnerable groups with zero tolerance style campaign and support mechanism for victims. There has also been strong partnership working, one outcome being the implementation of a multi-agency domestic violence strategy.

Performance:

Housing:

York has been nominated for LA Landlord of the Year at the UK Housing Awards 2012. This reflects: the increase in overall tenant satisfaction with the LA; the work done over the course of a year where nearly 1000 households have been prevented from becoming homeless; and the development of the empty property strategy, to bring vacant buildings back into use. However, performance has slightly dipped over affordable housing due to a delay in the number of homes being built at Lilbourne Drive, which have slipped into 2012/13 for completion - 151 affordable homes have been completed against a target of 171. There has also been a significant decrease in the completions through government backed HomeBuy schemes on previous years.

The number of non-decent homes in the city increased in 2011/12 from 0 in 2010/11 to 27, however this will be addressed as part of an ongoing plan of upgrading works. Although the average number of days to complete repairs has increased over the last 3 years, this is as a result of a planned focus on emergency and urgent repairs, and still represents excellent performance, well within the top quartile of Housing organisations.

High re-let times in the first few months of the year have had a significant effect on the cumulative indicators for void times and void rent loss, so overall targets have not been met despite good performance in the latter half of the year. Housing Management will continue to build on the improvements in void times by working together to improve the time taken to repair and let voids as well as addressing issues of quality. This will be informed by the work currently ongoing with tenant inspectors.

Overall tenant satisfaction has improved this year at 88.5%, maintaining the trend for high performance over the last 5 years, and has returned to top quartile. Of those tenants who were dissatisfied, the main concern was time taken for repairs, followed by aspects of the home needing upgrading. Tenants satisfaction with their landlord listening to and acting upon their views continues to decline in 2011/12 to 65%. The decline in satisfaction is being addressed by increasing local, regular contact and consultations between estate managers and their customers and by ensuring housing is fully involved in developing the new community contracts.

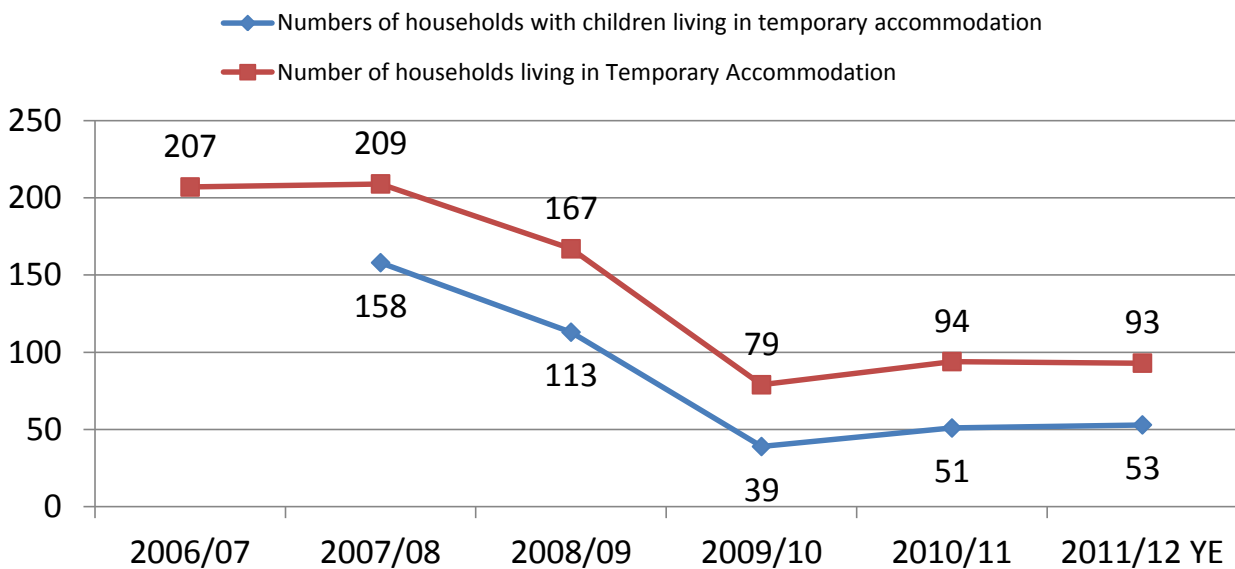
In terms of developing cohesive and inclusive communities, our approach to equalities has been greatly strengthened, reaching the "achieving" level in the EFLG scheme and we are committed to an action plan for reaching level "excellent".

Homelessness:

The number of households in temporary accommodation at the end of this year is 93, a reduction from the numbers at Q2 and Q3. However the number of these households with dependent children has risen to 53 compared to 42 at Q3. The higher numbers in temporary accommodation this year was expected, due to the introduction of the sub-regional Choice Based Letting system for housing allocations.

This year has seen an increase of 57% (993 compared to 631 in 2010/11) in the number of households who have been prevented from becoming homeless through help to stay in their own home or support to find alternative accommodation.

Homelessness

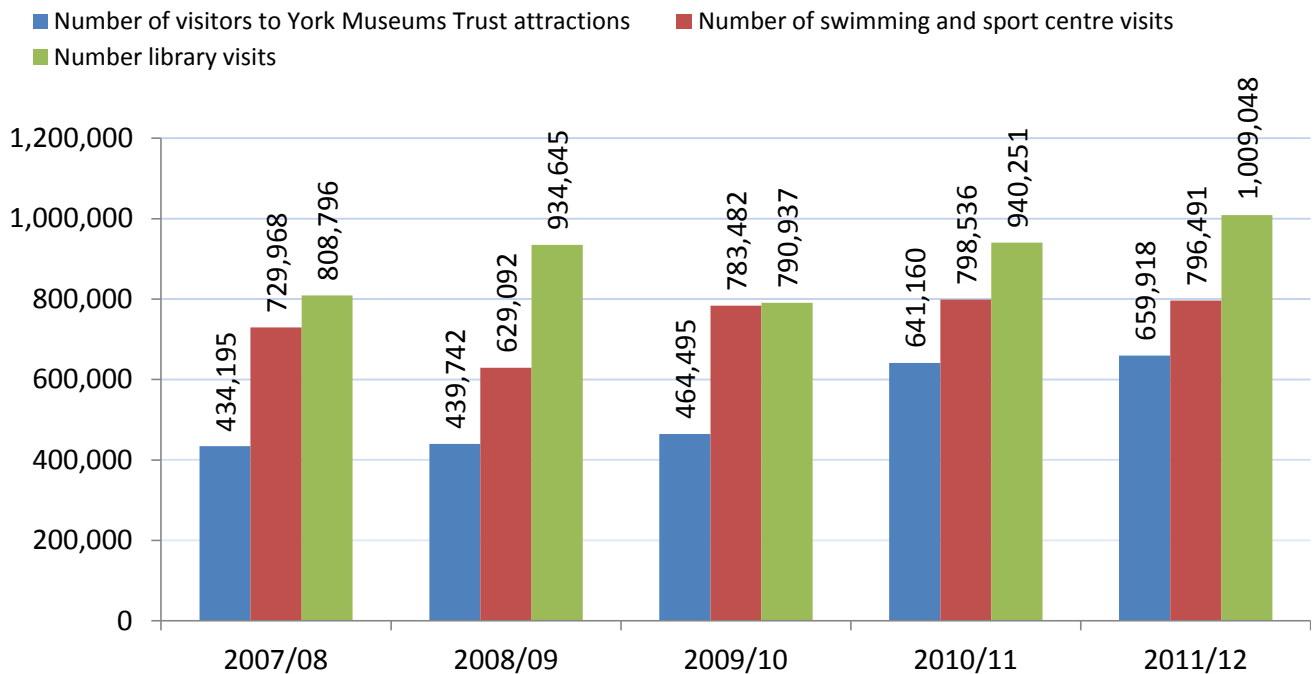


Healthy Communities:

The number of visitors to libraries this year has increased by 7% on last year and exceeded 1 million for the first time, but fall short of this year's ambitious target (1,196,600). Visitor numbers have increased at York, Strensall and Acomb, but the increase at York Explore has not matched the increase projected in the target (518,511 against a target of 700,000)

The overall number of visits to swimming and sport centres is fairly stable, even with a decline in swimming visits which is in line with the significant national trend for a decline in swimming participation.

Visitor numbers to galleries and museums are no longer collected, so figures for 2011/12 are from the York Museum Trust only. The full year effect of the refurbishment of the Yorkshire Museum is reflected in the increase in attendance for the Trust, whilst visitor numbers have held up at the Castle Museum and Art Gallery too, with the Hockney exhibition drawing record numbers.



Communities where young people flourish:

The Shine programme has offered over 480 activities and over 53,000 places to children and young people over the year, and the website has proved popular with over 23,000 hits. The Shine programme is produced 6 times per year to promote cultural and learning experiences and the Shine funding is being used to create places and offer discounts on activities that specifically target disadvantaged groups.

There has been an increase in the % point difference for pupils eligible for FSM and those not, achieving L4 in English and Maths at Key Stage 2. The difference is currently 32% - This is recognised as a major priority for SIPs and school improvement consultants in the forthcoming year. The significant increase in this result compared to previous years is being investigated further but is due to a small number of schools that are below the floor target. The FSM group is small (194 pupils) and represents 12% of the Y6 cohort. No national results are available for comparison.

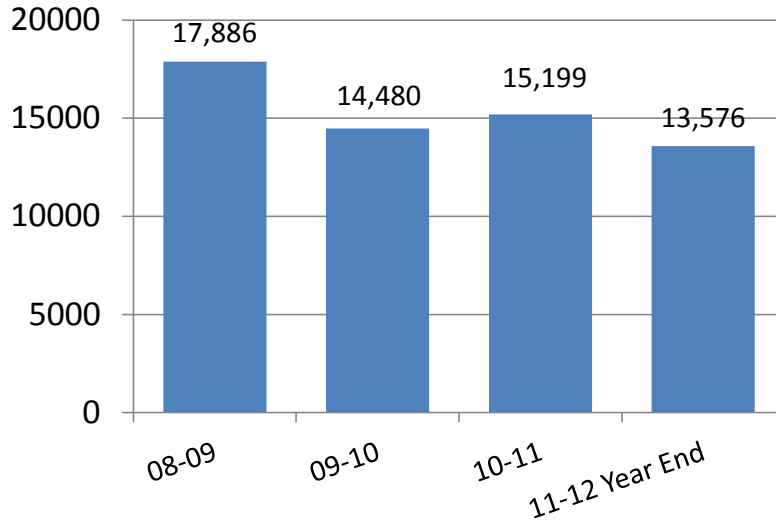
There has been a decrease in the % point difference for pupils eligible for FSM and those not, achieving 5 or more grades A*-C (including English and Maths) at Key Stage 4. The difference is currently 33%, showing a significant improvement on 42% difference the previous year. This is due to significant improvements in the results at certain schools. No national results are available for comparison..

Community safety:

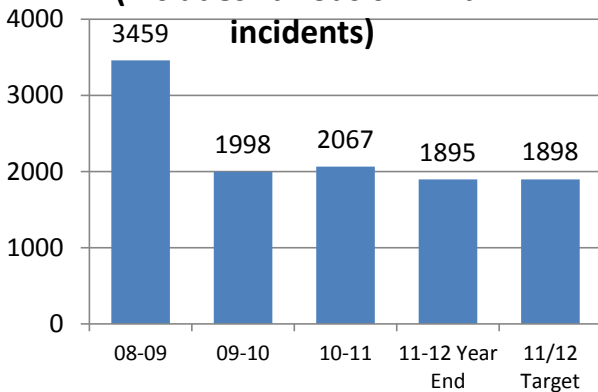
Performance across most areas of community safety in York shows very good improvement, with the total recorded crime incidents down by around 10.4% on last year, based on the latest in-year data. This represent a 53% decrease in crime in the city since 2004.

Serious acquisitive crime and hate crime have now started to decline again. The number of people killed or seriously injured in road traffic accidents in York is performing at a similar rate to last year. However, there was one child related incident in August bringing the total to 2 for this year. Initiatives such as the 'Made you Look' campaign and the 'Safer Business Driving' Conference seem to be continuing to have a positive impact and will continue.

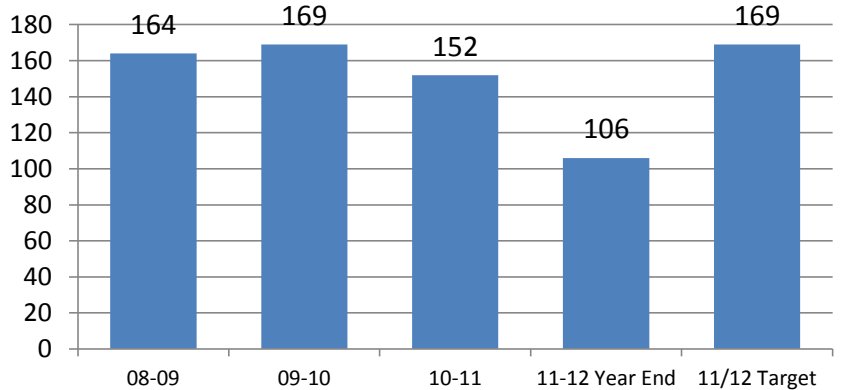
Total crime rate (from IQUANTA)



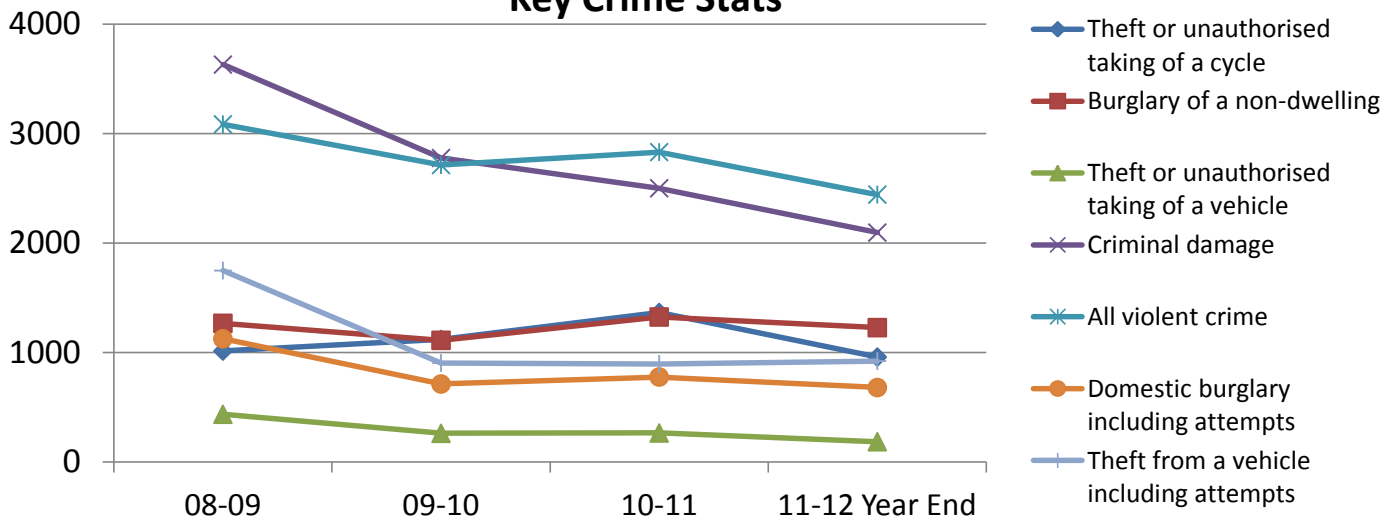
Serious acquisitive crime (includes various criminal incidents)



Hate crime



Key Crime Stats



Recent changes that affect this priority

- Labour manifesto included provision of affordable homes; Welfare Reform Bill and changes to housing benefit rules; Reductions in police funding; Campaign to increase the number of volunteers (2011 was European Year of Volunteering), Localsim Act was introduced in 2012.