



# Portfolio - Environment 2015/2016

No of Indicators = 43 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Strategic Business Intelligence Hub January 2016

		Collection Frequency	Previous Years			2015/2016					Polarity	DoT	
			2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
1. Waste	<u>CES35</u>	Residual household waste (kg per HH) - (YTD)	Quarterly	541kg	559kg	598.3kg	142kg	-	-	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	551kg	555kg	558kg	-	-	-	-	-		
		Benchmark - Regional Data	Annual	543kg	534kg	543kg	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	7	9	10	-	-	-	-	-		
	<u>CES36</u>	Household waste recycled / composted- (YTD)	Quarterly	45.96%	43.63%	42.50%	49.39%	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	43.22%	43.45%	43.70%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	43.31%	43.85%	43.60%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	6	9	7	-	-	-	-	-		
	<u>CES37</u>	Municipal waste landfilled - (YTD)	Quarterly	53.76%	55.83%	57.40%	50.07%	-	-	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	33.89%	30.93%	24.50%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	38.17%	34.71%	30.00%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	12	13	14	-	-	-	-	-		
	<u>CES38</u>	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) - (YTD)	Quarterly	97,000	93,830	93,430	26,956.88	-	-	-	-	Neutral	Neutral
	<u>CES39</u>	Tonnes of Landfilled waste - Household (excluding liquid waste) - (YTD)	Quarterly	45,930	46,850	46,740	12124.14	-	-	-	-	Up is Bad	Neutral
	<u>CES40</u>	Tonnes of Landfilled waste - Commercial collection rounds - (YTD)	Quarterly	6,220	5,620	5,630	1190.83	-	-	-	-	Up is Bad	Neutral
<u>CES41</u>	Tonnes of Landfilled waste - Combined (excluding liquid waste)	Quarterly	52,150	52,470	52,370	13511.53	-	-	-	-	Up is Bad	Neutral	
<u>CES42</u>	Cost of landfill tax - Household (excluding liquid waste)	Quarterly	£2,939,520	£3,373,200	£3,739,200	£1,001,938	-	-	-	-	Up is Bad	Bad	
<u>CES43</u>	Cost of landfill tax - Commercial collection rounds	Quarterly	£398,080	£404,640	£450,400	£98,294	-	-	-	-	Up is Bad	Bad	
<u>CES44</u>	Cost of landfill tax - Combined (excluding liquid waste)	Quarterly	£3,337,600	£3,777,840	£4,189,600	£1,100,232	-	-	-	-	Up is Bad	Bad	
<u>CES45</u>	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	98.70%	98.80%	99%	99%	-	-	-	-	Up is Good	Good	
2. Public Realm	<u>CAN008</u>	Average days taken to remove obscene graffiti - (YTD)	Monthly	0.78	0.69	1.34	0.67	1.93	-	-	-	Up is Bad	Bad
	<u>CAN009</u>	Average days taken to remove non-obscene graffiti - (YTD)	Monthly	1.19	0.98	2.05	2.79	2.49	-	-	-	Up is Bad	Bad
	<u>CSPEC1</u>	Calls for Service - Flytipping - Rubbish	Monthly	1683	1841	1358	289	421	408	-	-	Up is Bad	Neutral
	<u>CSPEC2</u>	Calls for Service - Litter	Discontinued	675	NC	NC	-	-	-	-	-	Up is Bad	Neutral
	<u>CSPEC4</u>	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1095	1126	931	254	467	234	-	-	Up is Bad	Neutral

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		Collection Frequency	2012/13	2013/14	2014/15	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
2. Public Realm	<u>CSPEC5</u>	Calls for Service - Cleansing (includes dog fouling, litter and all other cleansing cases)	Monthly	2558	2225	1729	335	399	516	-	-	Up is Bad	Good
	<u>CSPEC6</u>	Calls for Service - Graffiti	Monthly	395	178	158	61	68	78	-	-	Up is Bad	Bad
	<u>CSPEC7</u>	Calls for Service - Litter bins	Monthly	135	108	107	14	49	25	-	-	Neutral	Neutral
	<u>CSPEC8</u>	Calls for Service - Dog bins	Monthly	82	77	105	19	44	24	-	-	Neutral	Neutral
	<u>CSPEC9</u>	NYP Recorded ASB Calls for Service - Environmental	Monthly	616	722	687	166	-	-	-	-	Up is Bad	Bad
	<u>CSPMA7</u>	CYC Mobile App - Grand Total	Monthly	432	428	373	97	81	55	-	-	Neutral	Neutral
	<u>SLA02</u>	2 Hour Cleansing cases completed within SLA - (YTD)	Monthly	-	69%	78%	76%	76%	-	-	-	Up is Good	Good
	<u>SLA04</u>	Standard Cleansing cases completed within SLA - (YTD)	Monthly	-	91%	90%	77%	82%	-	-	-	Up is Good	Bad
	<u>SLA18</u>	Overall Public Realm cases completed within SLA - (YTD)	Monthly	-	83%	83%	74%	77%	-	-	-	Up is Good	Neutral
3. Satisfaction	<u>BSC01</u>	Customer satisfaction that the quality of streets/public places is improving	Annual	63%	49%	-	-	-	-	-	-	Up is Good	Bad
	<u>BSC02</u>	Customer satisfaction on how we work to improve green spaces	Annual	60%	48%	-	-	-	-	-	-	Up is Good	Bad
	<u>BSC03</u>	% of residents who feel its important for them to feel part of their local community	Annual	70%	74%	-	-	-	-	-	-	Neutral	Neutral
	<u>BYS053</u>	% of residents who are satisfied with their local area as a place to live - Satisfied (All Responses)	Annual	91%	83%	-	-	-	-	-	-	Up is Good	Bad
	<u>BYS254</u>	% of residents who volunteer at least once a month (All Responses)	Annual	26%	33%	-	-	-	-	-	-	Up is Good	Good
	<u>BYS302</u>	% of CYC residents think CYC/partners are working well to make communities safer	Annual	54%	45%	-	-	-	-	-	-	Up is Good	Bad
4. Penalty Notices	<u>FPN01a</u>	Fixed Penalty Notices - Dog Fouling	Monthly	-	2	2	0	0	-	-	-	Neutral	Neutral
	<u>FPN01b</u>	Fixed Penalty Notices - Litter	Monthly	-	16	5	0	4	-	-	-	Neutral	Neutral
	<u>FPN01c</u>	Fixed Penalty Notices - S34 non production of waste transfer notes	Monthly	-	2	2	0	1	-	-	-	Neutral	Neutral
	<u>FPN01d</u>	Fixed Penalty Notices - S46 Household Waste	Monthly	-	0	7	0	0	-	-	-	Neutral	Neutral
	<u>FPN01e</u>	Fixed Penalty Notices - S47 Commercial Waste	Monthly	-	0	0	0	0	-	-	-	Neutral	Neutral
	<u>FPN02a</u>	Community Protection Notices - Dog Fouling	Monthly	-	0	0	1	0	-	-	-	Neutral	Neutral
	<u>FPN02b</u>	Community Protection Notices - Waste accumulation on residential property	Monthly	-	0	0	0	1	-	-	-	Neutral	Neutral
	<u>FPN02c</u>	Community Protection Notices - Other	Monthly	-	0	0	0	0	-	-	-	Neutral	Neutral
5. Public Protection	<u>PP05</u>	Number of website users who found the information about air quality easily available	Discontinued	1061	849	NC	-	-	-	-	-	Up is Good	Neutral
	<u>PP06</u>	% of food premises that are classified as broadly compliant	Quarterly	95%	93%	93%	94%	94%	94%	-	-	Up is Good	Neutral
6. Climate Change	<u>CES02</u>	Reduction in CO2 through investing in more efficient street lighting	Annual	-13.64%	-	-	-	-	-	-	-	Up is Bad	Neutral
	<u>CES020</u>	York's CO2 per head of population (tonnes)	Annual	5.3 (2011)	5.6 (2012)	N/A	-	-	-	-	-	Up is Bad	Neutral