

		Collection Frequency	Previous Years			2024/2025					Polarity	DOT	
			2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target			
01. Business	BPI110	Forecast Budget Outturn (£000s Overspent / -Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£2,638	£4,887	£3,661	£3,896	£4,445	-	-	-	Up is Bad	◄◄ Neutral
	BUR01	Business Rates - Rateable Value	Monthly	£255,734,051	£252,801,976	£242,602,745	£242,054,821	£242,673,321	-	-	-	Neutral	◄◄ Neutral
02. Customer Service	CFS01	Overall Customer Centre Satisfaction (%) - CYC	Monthly	93.48%	72.10%	84.40%	83.60%	84.00%	-	-	-	Up is Good	◄◄ Neutral
	OCC06B	Number of days taken to process Housing Benefit new claims and change events (DWP measure)	Monthly	3.19	3.72	4.16	6.27	6.01	-	-	-	Up is Bad	▲ Red
		Benchmark - National Data	Quarterly	6.05	6.32	4.69	8.62	-	-	-	-		
	YCC030a	Footfall in Customer Centre - Average wait time (Minutes)	Monthly	12	9	9	2	1	-	-	-	Up is Bad	▼ Green
	YCC057	YCC Average Speed of answer - Operators	Weekly	00:01:28	00:01:42	00:00:13	00:00:42	00:01:05	-	-	-	Neutral	◄◄ Neutral
03. Human Resources	STF01	Staff Headcount - CYC Total (Excluding Schools) - (Snapshot)	Monthly	2,500	2,546	2,597	2,586	2,637	-	-	-	Neutral	◄◄ Neutral
		Staff Headcount - CYC Total (Including Schools) - (Snapshot)	Monthly	3,359	3,405	3,368	3,357	3,372	-	-	-	Neutral	◄◄ Neutral
	STF08	Staff FTE - CYC Total (Excluding Schools) - (Snapshot)	Monthly	2,096.10	2,148.92	2,212.08	2,206.09	2,248.79	-	-	-	Neutral	◄◄ Neutral
	OCC09	CYC stand-alone apprenticeships (excluding schools) - (Snapshot)	Quarterly	24	24	21	18	20	-	-	-	Up is Good	▼ Red
	STF100	Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	Monthly	11.73	11.96	11.2	11.51	11.62	-	-	-	Up is Bad	◄◄ Neutral
		Benchmark - CIPD (Public Sector)	Annual	NA	10.6	-	-	-	-	-	-		
	STF107	Voluntary Turnover (%) - CYC Total (Including Schools) - (Rolling 12 Month)	Monthly	10.45%	11.38%	8.33%	8.70%	8.52%	-	-	-	Neutral	◄◄ Neutral
04. Risk Management	CORP02L a	Red rated Large Projects - CYC - (Snapshot)	Quarterly	0	0	2	2	3	-	-	-	Neutral	◄◄ Neutral
	CORP02L b	Amber rated Large Projects - CYC - (Snapshot)	Quarterly	11	11	8	7	9	-	-	-	Neutral	◄◄ Neutral
	CORP10L	Large Project - Carbon Reduction	Quarterly	-	-	-	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - HR System Transfer to Cloud	Quarterly	-	-	-	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - Green Waste	Quarterly	-	-	-	Green	Complete	-	-	-	Neutral	◄◄ Neutral
		Large Project - Mansion House	Quarterly	-	-	-	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - Retrofit One Stop Shop York (ROSSY)	Quarterly	-	-	-	Green	Green	-	-	-	Neutral	◄◄ Neutral
Large Project - CRM Replacement	Quarterly	-	-	-	-	Amber	-	-	-	Neutral	◄◄ Neutral		

			Previous Years			2024/2025									
		Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT			
05	Finance	BPI110	Forecast Budget Outturn (€000s Overspent / -Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£2,638	£4,887	£3,661	£3,896	£4,445	-	-	-	Up is Bad	◄ Neutral ►	
06	Resident Surveys	TAP02	% of panel satisfied with the way the council runs things	Quarterly	50.58%	47.30%	43.84%	41.47%	-	-	-	-	Up is Good	▼ Red	
			Benchmark - LG Inform	Quarterly	63.00%	62.00%	-	-	-	-	-	-	-		
		TAP37	% of the panel reporting an 'excellent' experience when they last contacted the council about a service	Quarterly	-	-	10.92%	11.07%	-	-	-	-	-	Up is Good	◄ Neutral ►
			% of the panel reporting a 'good' experience when they last contacted the council about a service	Quarterly	-	-	34.86%	29.07%	-	-	-	-	-	Up is Good	◄ Neutral ►
			% of the panel reporting a 'satisfactory' experience when they last contacted the council about a service	Quarterly	-	-	34.51%	37.02%	-	-	-	-	-	Up is Good	◄ Neutral ►
			% of the panel reporting a 'poor' experience when they last contacted the council about a service	Quarterly	-	-	19.72%	22.84%	-	-	-	-	-	Up is Bad	◄ Neutral ►
07	Sustainability	CAN038	The average of maximum annual mean Nitrogen Dioxide concentration recorded across three areas of technical breach (at points of relevant public exposure) (ug/m3) (Calendar Year)	Annual	43.8	44.1	38.8	-	-	-	-	-	Up is Bad	◄ Neutral ►	
		EPC01ac	% of dwellings with energy rating A-C band on the EPC Register (where A is the most energy efficient) - (Snapshot) - All dwellings on the register	Monthly	NC	42.00%	44.60%	45.10%	-	-	-	-	-	Up is Good	▲ Green
		EPC01aci	% of dwellings with energy rating A-C band on the EPC Register (where A is the most energy efficient) - Dwellings added/renewed in the past year only	Annual	51.26%	49.39%	58.47%	-	-	-	-	-	-	Up is Good	▲ Green
			Benchmark - National Data	Annual	52.69%	56.77%	59.71%	-	-	-	-	-	-		
			Benchmark - Regional Data	Annual	46.96%	50.33%	55.26%	-	-	-	-	-	-		
		GCC02	Carbon emissions across the city (kilotonnes of carbon dioxide equivalent) (Calendar Year)	Annual	-	-	-	-	-	-	-	-	-	Up is Bad	▼ Green
08	Information Governance	FOI01	FOI & EIR - Total Requests Received	Monthly	1,685	1,291	1,640	427	409	-	-	-	Neutral	◄ Neutral ►	
		FOI02	FOI & EIR - % Requests responded to In time - (YTD)	Quarterly	81.20%	85.50%	88.99%	97.64%	98.06%	-	-	-	-	Up is Good	▲ Green
			FOI & EIR - % Requests responded to In time	Monthly	81.05%	85.48%	88.99%	97.03%	95.95%	-	-	-	-	Up is Good	▲ Green
		FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	Monthly	117	132	175	48	94	-	-	-	-	Neutral	◄ Neutral ►
			DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	Quarterly	72.10%	64.39%	72.00%	45.83%	40.43%	-	-	-	-	Up is Good	◄ Neutral ►
		IG14da	% of 4Cs Complaints responded to 'In Time'	Monthly	84.15%	94.56%	85.54%	51.79%	73.66%	-	-	-	-	Up is Good	▲ Green
		IG22a	% of Grade 1 4Cs Complaints responded to 'In Time'	Monthly	80.71%	86.15%	66.32%	48.25%	73.19%	-	-	-	-	Up is Good	◄ Neutral ►
		IG35h	Number of EIR Requests which are incomplete ("no response sent" or "ongoing")	Monthly	-	-	20	21	20	-	-	-	-	Up is Bad	◄ Neutral ►
		IG35k	Number of FOI Requests which are incomplete ("no response sent" or "ongoing")	Monthly	-	-	54	29	55	-	-	-	-	Up is Bad	◄ Neutral ►
		IG36h	Number of EIR Requests which are incomplete ("no response sent" or "ongoing") - > 30 days	Monthly	-	-	3	1	1	-	-	-	-	Up is Bad	▼ Green
IG36k	Number of FOI Requests which are incomplete ("no response sent" or "ongoing") > 30 days	Monthly	-	-	10	5	8	-	-	-	-	Up is Bad	◄ Neutral ►		