

Meeting:	Executive
Meeting date:	27 January 2026
Report of:	Debbie Mitchell, Director of Finance
Portfolio of:	Councillor Katie Lomas, Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion

Quarter 3 2025/26 Finance and Performance Monitor

Subject of Report

1. This report sets out the projected financial position and the latest performance information for the period covering 1 April 2025 to 31 December 2025. This is the third report of the financial year.
2. The report outlines that, despite the Council's continued financial challenges, performance continues to be good across many areas of the Council.
3. The forecast for the year is that we will have a net overspend of £2.2m, which is an improvement on the position reported at Monitor 2. There have been improvements across all service areas although there remains a significant overspend forecast across Adult Social Care, where increased costs and complexity continue to be challenging.
4. As outlined in reports to Executive throughout the previous financial year, the existing cost control measures remain in place, and further action is still needed to bring spending down to an affordable level over the medium term, to safeguard the Council's financial resilience and stability. The Council's track record of delivering savings, along with robust financial management, provides a sound platform to continue to be able to deal with both the current and future challenges.

5. Across Adult Social Care a prioritised action plan detailing new mitigations has been prepared and actioned with the express requirement to reduce the projected overspend.
6. Local government continues to be in challenging times, with worsening performance in a number of sectors nationally. The majority of performance indicators chosen to support and monitor the Council Plan in York, continue to show a generally positive and stable trend against this difficult financial picture and shows the hard work from staff, partners and the city to tackle these challenges.
7. The previous Q2 report was considered by Executive in November, and with annual data cycles and release patterns, there is limited new data for Q3 for around half of the indicators. Historic data has been left in this report where no further data is available.
8. The Council Plan basket of supporting set of indicators are the high-level measurable element of our performance framework, at a Council operational and City Outcomes level, and in newly available data up to Q3 2025-26 there has been positive performance in the below areas.
9. Key indicators around the number of children within services for **Children in Care** and **Child Protection Plans** are stable; **health inequalities** in York wards/MSOAs have improved in some areas (the **gap in the % of Year 6 pupils recorded as overweight (incl. obesity)** between the highest and lowest York ward has **narrowed** in recently released data and the **gap in years in Life Expectancy at birth for males and females** between the highest and lowest York MSOA has **narrowed**).
10. There has been a positive direction of travel over the last few years in **city centre performance measures**, with low shop vacancy rates and economic performance for **GVA (Gross Value Added)** continues to increase annually. The **workplace earnings gap has reduced** in the last year and the **% of the working age population in employment has increased** again to remain high. **Newly born businesses** in York continue to thrive and **Park & Ride and local bus passenger journeys** have made a strong recovery post-covid, although figures have now stabilised.
11. Many of our **housing indicators** are showing a positive direction of travel, with a further increase in new **additional homes provided** and **consents approved** and a high % of **repairs completed on the first visit**. The latest **Talkabout resident satisfaction measures** are

positive with an increase in resident satisfaction with their local area as a place to live, a stable number of residents giving help to a group or club, and an increase in the number who think that the council are doing well to improve green spaces.

12. The second annual Council Plan Progress Report, providing an update of activity against each of the plan's seven priorities in the year from September 2024 to September 2025 was approved at November Executive. The report will be published on the Council's webpages and sit alongside the six-monthly snapshot of progress. The report complements the Finance and Performance Monitor, providing a narrative for the steps that the Council is taking to meet its ambitions. The first annual Council Progress report covers the period September 2023 to September 2024 and is published here: <https://www.york.gov.uk/CouncilPlanProgressReport2024>. The Council Plan Progress Report started in September 2023 which is when the Council Plan 2023-2027 was approved by Executive.

Benefits and Challenges

13. This report is to note the latest financial projections and current performance. The main challenge is delivering on agreed savings whilst also identifying further reductions in expenditure. The benefit of a balanced budget is that resources can be diverted into delivering Council priorities.

Policy Basis for Decision

14. This report is to note the latest projections and current performance. The ongoing financial resilience and stability of the council is essential in ensuring Council priorities can continue to be achieved.

Financial Strategy Implications

15. The report sets out the projected financial position. There remain overspends within Adult Social Care and some savings that are proving difficult to fully recognise in the short term. There continues a need therefore to focus on reducing expenditure and maximising income to safeguard financial resilience and stability.
16. Given the worsening financial forecast across Adult Social Services the Corporate Director of Adult Social Care and Integration, alongside senior managers, has identified projects to deliver financial savings for

both the remainder of the current financial year and future years in order to stabilise the financial position. This will need to be carefully monitored as well as the need to undertake wider mitigations.

17. This report sets out the projected financial position and identifies a range of actions that are necessary in order to reduce expenditure, both within the current financial year and over the next 4 years to safeguard the Council's financial resilience and stability.

Recommendation and Reasons

18. Executive is asked to:
- Note the finance and performance information.
 - Note and support the need to undertake mitigation action identified within the report.

Reason: to ensure expenditure is kept within the approved budget.

19. In relation to acceptance of the funding from the York & North Yorkshire Combined Authority, Executive are recommended to
- i) accept funding from the Authority, delegating authority to the Chief Strategy Officer to progress the below, in consultation with the Executive Member for Housing, Planning and Safer Communities or the Executive Member for Climate Change and the Environment:
- a) £421k for the Carbon Negative Challenge Fund
 - b) £154.5k for the Mayors Renewal Fund (in addition to the £216k funds agreed at Monitor 2)
- ii) delegate the Director of City Development in consultation with the Director of Finance, to negotiate and agree the final year 2 Trailblazers Financial receipt, Grant Funding Terms and delivery programme.
20. In relation to acceptance of other external funding Executive are recommended to accept the following funding, delegating authority to the Chief Strategy Officer in consultation with the Executive Member of Climate and the Environment
- a) Accept £149k from Innovate UK to extend the Retrofit One-Stop-Shop for York (ROSSY)
 - b) Accept £100k from the Heat Network Delivery Unit at the Department of Energy Security and Net Zero to undertake techno-economic feasibility for a York Heat Network

Reason: To secure funding to progress programmes of work related to each funding stream to enable activity that will support a more prosperous, affordable, accessible and equal city.

Background

Financial Summary and Mitigation Strategy

21. The current forecast is that there will be an overspend of £2.164m. This position has improved by £4.056m compared to that reported at Monitor 2.
22. There have been improvements across all service areas with the biggest single improvement being a review of Treasury Management budgets where given the current forecast of capital expenditure through the year there will be a £1.5m underspend.
23. Whilst the latest reported position is a significant improvement there is still a forecast overspend that will need to be funded from reserves if there is no further improvement. It is important therefore to continue with cost control measures across the council.
24. The position across Adult Social Care shows a forecast overspend of £7.25m compared to £7.47m at Monitor 2 (-£0.22m), primarily related to costs of externally commissioned care. The position within Adults also assumes that mitigation of £1.3m will be delivered in year and therefore there remains a risk that the final overspend will be greater.
25. Members will be aware that the financial position of local government is a national challenge and that the pressures being seen across both Adult and Children's Social Care are not something that is unique to York. Many Councils are experiencing significant financial pressures and struggling to balance their budgets now, so it is vital that we continue the work to reduce our expenditure down to a sustainable level both within the current financial year and over the medium term.
26. The Corporate Director of Adult Social Care and Integration oversees an on-going financial resilience programme that will seek to improve the position. This includes the implementation of a number of reviews that will seek to improve the position including
 - Managing demand for services through preventative approaches, strength-based practices, and more timely interventions
 - Reviewing existing packages of support to ensure more enabling, least restrictive and best value offers are made; and to reduce the likelihood of needs increasing or escalating.

- Evaluating priorities for the Review team including reviewing Direct Payment arrangements to ensure they are at appropriate levels to meet people's needs.
- Working with our in-house provider services to develop a more enabling offer of support, that includes supporting more people in step-down, less restrictive settings that progress to more independent living.

27. Elsewhere across the council cost control measures will remain in place and savings options identified to support the financial position. This includes

- Maximising the use of external grants and funding
- Constant monitoring of key income areas such as parking as to increase certainty of projections
- Consideration of whether expenditure can be slowed down, halted or deferred
- Review of earmarked reserves that could be used to support the budget position

28. The delivery of savings plans continues to be a clear priority for all officers. Corporate Directors and Directors will keep Executive Members informed of progress on a regular basis.

Financial Analysis

29. The Council's net budget is £156.9m. The latest forecast indicate the Council is facing net financial pressures totalling £2.164m (which is an improvement of the position reported at Monitor 2 (£6.22m) and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below.

Service area	Net budget £'000	2025/26 Forecast Variation £'000
Children & Education	33,212	-502
Adult Social Care & Integration	53,044	7,246
Transport, Environment & Planning	19,111	-2,016
Housing & Communities	6,977	739
Corporate & Central Services	44,077	-2,803
Sub Total	156,421	2,664
Contingency	500	-500
Total including contingency	156,921	2,164

Table 1: Finance overview

Reserves and Contingency

30. The February 2025 budget report to Full Council stated that the minimum level for the General Fund reserve should be £7.4m. At the beginning of 2025/26 the reserve stood at £7.4m.
31. Should the mitigation outlined in this report not deliver the required level of savings in the current financial year then this reserve is available to support the year end position. However, in light of the ongoing financial challenges being faced by all Councils it is now more important than ever to ensure the Council has sufficient reserves. Therefore, should it be the case that we need to draw down a substantial amount from this general reserve in 2025/26, growth will need to be included in the 2026/27 budget to ensure that reserves can be maintained at an appropriate level.
32. In addition to the general reserve of £7.4m there are a range of other earmarked reserves where funds are held for a specific purpose. These reserves are always subject to an annual review and these funds will again be reviewed on a quarterly basis and where appropriate to do so will be released to support the in-year position. Whilst this is a prudent approach that will ensure the financial resilience of the Council it is not a substitute for resolving the underlying overspends but instead allows time to develop future savings proposals in a planned way.
33. As in previous years a contingency budget is in place, and this is currently assumed to be available to offset the pressures outlined in this report.

Loans

34. Further to a scrutiny review, it was agreed that these quarterly monitoring reports would include a review of any outstanding loans over £100k. There is one loan in this category for £1m made to Yorwaste, a company part owned by the Council in June 2012. Interest is charged on the loans at 4% plus base rate therefore interest of 8.00% is currently being charged. All repayments are up to date.

York and North Yorkshire Combined Authority Funding

35. City of York Council has secured over £30m of funding from the York and North Yorkshire Combined Authority (YNYCA).

36. In line with the council's Constitution and Scheme of Delegations, expenditure in excess of £500k is a Key Decision which requires a decision from the full Executive and will contain a delegation to the relevant Director(s) to expend the funding specified. Below that Key Decision limit, Directors have delegated authority to approve spend against these funds of up to £500k, subject to any full Executive or Individual Executive Member decision. Once authorised via an appropriate Decision, an Officer Decision Notice, detailing the purpose and the funding stream, will be completed. All approvals that are subject to either Planning considerations or resident consultation will require Executive oversight at an appropriate decision session. All officer decisions are in consultation with the relevant Executive Member.
37. Project delivery governance is in line with the council's code of governance, with projects reporting to the relevant internal governance boards and project highlight reports published on the Open Data Platform.
38. The council has been awarded the following grants over the last quarter.

Carbon Negative Challenge Fund

39. £421k has been awarded to undertake a programme of indoor air quality monitoring before and after retrofit measures are installed. The programme will also fund the replacement of gas cooking hobs in homes with electric hobs to help improve indoor air quality. The programme will be undertaken across City of York Council, North Yorkshire Council and Birmingham University. The Director of Housing and Communities has delegated responsibility to progress these projects, in consultation with the Executive Member of Housing Planning and Safer Communities.

Mayoral Renewable Fund

40. The council has been awarded an additional £154.5k (taking the full value to £370k) to fund installation of new solar photovoltaics at council buildings including Moor Lane Centre, St Mary's Primary School, Elvington School and Knavesmire Pavillion. The Chief Strategy Officer has delegated responsibility to progress these projects, in consultation with the Executive Member of Climate and the Environment

Trailblazers

41. In 2025 City of York Council received an allocation of £959,750 revenue funding through York and North Yorkshire Combined Authority as part of year 1 (FY 2025/26) of the Economic Inactivity Trailblazers programme. The Department of Work and Pensions (DWP) funded programme targets the piloting and delivery of innovative locally led approaches to employment support, particularly for people with health conditions or barriers to work. City of York Council's allocation formed part of a wider regional £10m allocation and programme of activity, which also realises key benefits to York's communities but is administered and delivered by partner organisations. Following delays in contracting and programme establishment, delivery of the programme has been underway since Q3 2025/6, and continues at pace, with spend of £909,750 currently forecast.
42. A continuation of this programme has been announced, with a further year 2 (FY 2026/27) regional settlement, again of £10m, confirmed by DWP. Given the innovative pilot nature of the programme, the 'test and learn' approach to scheme delivery, and ongoing nature of year 1 delivery, it is not yet possible to confirm the final allocation that City of York Council will receive from this sum, though this is anticipated to be between £0.9-2m. Given the expectation that where proven successful, projects will continue into year 2 of the programme, and the contracted and commissioned nature of some project activity, there is a need to establish continuity arrangements in advance of the final allocation being confirmed and contracted. It is proposed that members approve the principle of receipt of the financial envelope indicated above, with a delegation to officers to agree the final grant funding amount and terms, and delivery programme.

Other External Funding

Innovate UK

43. The council has been awarded £149k from Innovate UK to extend the Retrofit One-Stop-Shop for York (ROSSY) project to 31st March 2026. This funding will be used to assess the ongoing delivery options for the one-stop-shop and the potential role for the council, and to engage with replication and scale-up activity. The Chief Strategy Officer has delegated responsibility to progress these projects, in consultation with the Executive Member for Climate and the Environment

Department of Energy Security and Net Zero

44. The council has been awarded £100k from the Heat Network Delivery Unit at the Department of Energy Security and Net Zero to undertake

techno-economic feasibility for a York Heat Network. The Chief Strategy Officer has delegated responsibility to progress these projects, in consultation with the Executive Member of Climate and the Environment

Directorate Analysis

Children and Education

45. The forecast directorate outturn position is an underspend totalling £502k and the table below summarises the latest forecasts by service area.

	2025/26 Budget	Forecast Outturn Variance £'000	Forecast Outturn Variance %
Children's Safeguarding	27,246	105	0.4
Education & Skills	8,833	-200	-2.3
School Funding & Assets	1,591	-51	-3.2
Director and Central Budgets	-4,458	-356	-8.0
Total Children and Education	33,212	-502	-1.5

46. The 2025/26 year end variance prediction is £502k underspend and represents a significant and continuing improvement in the financial position of the directorate. During 2022/23 the projected unmitigated overspend peaked at £8.7m, reducing to £4.6m in 2023/24. This reflects the considerable progress that has been made within the directorate to manage spend in a number of key areas, particularly agency staffing, high cost placements and home to school transport.
47. The number of Children Looked After (CLA) in York been reducing over the past few years. From 262 CLA at the end of March 2023, the number at the end of October was 235 which is lower than at the end of 2024/25 (240).
48. The placement budgets overspent by £1,513k in 2024/25 (£3,027k in 2023/24). The budget for 2025/26 is currently predicted to underspend by £52k in 2025/26.
49. Due to growth allocation for 2025/26, reduction in out of city placements and the work around the disabled children's high-cost placements (costed to their own area and increased Health contributions) the pressure on this budget has reduced significantly.

50. There are currently 13 young people in residential, semi-independent or "Together We Can" accommodation compared to 17 placements as the end of March 2025. Of these placements 10 will become 18 years of age during 2025/26. There are currently 42 Independent Fostering Agreement (IFA) placements compared to 41 at the end of 2024/25 (plus 20 that ended during the year).
51. There is a forecast overspend in the Corporate Parenting Teams of +£119k (-£12k in 2024/25). This includes a cost of £68k for Adoption placements charges which have no budget and a +£41k overspend for Leaving Care.
52. Staffing & other budgets within Children's Social Work Services are predicted to underspend by £60k. Legal fees are predicted to be overspent by £155k.
53. The Disabled Children's Services is predicted to overspend by £425k mainly due to overspends on direct payments/Early Help.
54. Innovation and Children's Champion is forecast to underspend by £171k due to the ability to fund some expenditure from the Family Hubs grant, Family Seeing grant & Changemakers grant.
55. The Home to School Transport budget, which has been in an overspend position for a number of years was allocated £730k of growth from the 2024/25 corporate allocation, for demographic pressures and contract inflation. This budget is now predicted to have a small overspend of £100k.
56. There was an underspend of £87k for 2024/25 within the Virtual School and Inclusion service as a result of vacancies, one-off savings in non-staffing expenditure and additional grant funding supporting already committed expenditure. For 2025/26 there is a predicted underspend of £196k as support is given from a topslice of Looked After Children Pupil Premium Grant.
57. The Inclusive Education team is projected to underspend by -£75k, this is due to staffing vacancies following the restructure. This is anticipated to be a one-off saving in 2025/26.
58. The Dedicated Schools Grant (DSG) is ahead of the target position set out in the Safety Valve recovery plan agreed with the DfE. The local

authority is now in the final year of this four year agreement and has exceeded the financial targets for the first three years.

59. The brought forward balance on the DSG at 1 April 2024 was a deficit of £291k. The outturn position for 2024/25 was an in-year surplus of £883k. However, included in this figure is an amount of £960k of Safety Valve funding, so without this the in-year position would have been a deficit of £77k. The result is a final position at the 31st March 2025 of a surplus of £592k.
60. Despite the DSG now being in a cumulative surplus position, pressure on High Needs is increasing significantly. The budget for 2025/26 has been set on the basis of a predicted operational deficit in the year of £1,400k. This deficit is offset by the inclusion of the final funding due under the Safety Valve of £2m, leaving a projected year end cumulative surplus of £1.2m.
61. However, due to this underlying £1.4m annual deficit, once the safety valve funding ends the local authority expects significant challenges in managing this position in future years. In common with the national picture, York is continuing to experience an increase in High Needs pupils together with an increasing complexity of need, often requiring expensive provision, especially in Post 16 and Post 19 provision and the education element of Out of Authority placements. In particular York is facing a significant increase in demand for special school places, often exacerbated by tribunal decisions.
62. In addition, due to the significant pressures on mainstream school budgets, it is becoming increasingly difficult for High needs pupils to be supported in these settings. This situation is particularly difficult in York due to the low level of school funding which has a significant impact on these schools ability to adequately meet the needs of High Needs pupils.
63. The Safety Valve agreement committed the local authority to bring the DSG into an in-year balanced position by 2025/26. Further payments are conditional on the local authority meeting the targets set out in the Management Plan, and reporting quarterly to the DfE on progress, with the eventual aim of eliminating the in-year deficit by the target date, with additional payments by the DfE eliminating the historic deficit at that point.
64. As a result of the above, this year the Safety Valve agreement is likely to be the most difficult to date, with an increasing risk of the LA being

unable to balance increasing high needs expenditure with the funding received in the High needs block of the DSG. Officers are working hard to avoid this position but it is becoming increasingly challenging to achieve.

65. One option that is available to Local Authorities (LA) with significant High Needs pressures is to seek approval to transfer up to 0.5% of the Schools Block to the High Needs Block. In York the LA has secured the agreement of the Schools Forum for such a transfer in the financial year 2026/27.
66. It should also be noted that those schools that are still maintained by the LA continue to operate in a challenging financial environment. The majority of these schools are running in-year deficit budgets for 2025/26 and, for the first time, the net cumulative revenue balances for all of York's maintained schools is expected to show a deficit position by 31 March 2026. Officers will continue to work with these schools to help them develop sustainable recovery plans to bring budgets back into balance.
67. General Fund budgets within School Funding and Assets underspent by £65k in 2024/25, this is predicted to be underspent by -£51k for 25/26.
68. Education & Skills restructure was implemented from late 2025 so the full years growth allocation is not required for 2025/26, this will result in a one off underspend of £181k. A remaining amount of General Fund growth (£109k) to fund expenditure transfers from the DSG will not be required in 2025/26, although will be utilised in 2026/27.
69. The departmental redundancy budget provision underspent by £64k and other central budgets underspent by £42k in 2024/25, these are forecast to be underspent in £38k and £17k respectively.

Adult Social Care

70. The projected outturn position for Adult Social Care is an overspend of £7,246k which is a slight improvement (£227k) against the position reported at Monitor 2. This forecast is based on customer numbers and costs in the first seven months of the year and projecting these numbers on a straight line basis. The projection assumes that agreed savings of £1,312k will be achieved by the end of the year.

	2025/26 Budget £'000	Forecast Outturn Variance £'000	Forecast Outturn Variance %
Direct Payments	5,929	1,483	25.0
Home and Day Support	3,202	201	6.3
Supported Living	18,544	2,541	13.7
Residential care	20,354	1,601	7.9
Nursing care	6,040	1,054	17.5
Short term placements	606	645	106.4
Staffing (mostly social work staff)	8,144	709	8.7
Contracts and Commissioning	1,834	-196	-10.7
In House Services	5,624	-261	-4.6
Be Independent & Equipment	1,110	103	9.3
Other	-18,284	-697	3.8
Recharges	-59	63	106.8
Total Adult Social Care	53,044	7,246	13.7

71. Adult Social Care was allocated total growth of £10m in 2025/26. £8m of this growth has been allocated to fund inflationary pressures and £2m growth set aside to address further care provider pressures from the changes to Employers' National Insurance contributions.
72. The following section gives more detail on the achievement of savings and mitigations to be investigated to reduce the forecast overspend.
73. Budget Council approved £1,140k of savings for Adult Social Care with a further £358k expected from ongoing business efficiencies. £755k has already been delivered with a further £1,312k expected to be achieved by the year end.
74. The paragraphs below detail the actions that are being taken across the Directorate to control and mitigate expenditure.
75. Accelerate learning and re-emphasise the approach of the Front Door Team: The transformation team are working with this team to understand the demand coming through and how to divert those whose needs can be met without formal intervention and triaging those who aren't eligible for service earlier to save social work resource further down the line.

76. Review of the highest cost Learning Disability packages: The DASS has assigned this top priority within the LD Team to consider what options there may be to support individuals to live more independently whilst remaining safe. Learning from these cases can then be applied to similar high cost packages.
77. Evaluate the impacts of the recently formed Review Team: This team has been running for approx. six months and Finance are working with the team to evaluate savings, capture emerging themes etc which can be used to prioritise future reviews yielding further savings. Consideration will be given to moving additional resources or commissioning external support to accelerate these opportunities.
78. Review Direct Payments above standard rates: Standard rates that the Council would approve for individuals' direct payment arrangements for the first time were agreed in 2025/26. There are several packages where the rates are above the standard and teams are identifying such packages with a view to considering how the costs can be managed in line with standard rates.
79. Use of in-house provider services: ensure that all internal services are maximised in terms of their preventative and enabling potential; and the capacity to avoid incurring expense through commissioning of external care. Work is already underway to change the emphasis of Community Support Assistants in LD to a reablement approach rather than hold cases indefinitely.
80. There are also several ongoing projects which could yield in-year savings such as:
 - Implement and accelerate learning to date of the work done in signposting and advice workstream
 - Local Area Co-ordinators working more closely with adult social work to prevent escalation of need
 - Procurement of a brokerage tool to support negotiations with providers
 - Review of Be Independent service to ensure it maximises opportunities to support people in their own homes and prevent escalation of need
81. In reaction to the significant financial pressures across the Directorate, the Adult Social Care Management Team have prioritised efforts to mitigate the position. The table below lists specific mitigation actions to deliver cashable savings by the end of the financial year. The figures

are estimated based on current package numbers and unit costs and will be continually refined.

ASC ref	Project	Savings 2526 (£k)	Full Year Effect 2627 (£k)
	Total	1,312	1,677
ASC01	Community Support Assistant – Remove any duplication of care for individuals receiving in house and external support. Refocus service to provide short term intensive support to maximise independence	tbc	tbc
ASC02	22 The Avenue – Maximise use of spare rooms and remodel service to maximise independence reducing length of stay in this setting. Three people identified as having the potential to move from external residential care with January/February estimated move dates	33	160
ASC03	Reduce usage of Older People’s residential care. Several individuals have been identified as potentially moving from external care into spare capacity at the recently refurbished Glen Lodge. Continue work with staff to identify appropriate alternatives to residential care	35	124
ASC04	Section 117 funding. Approx 100 people are classified as receiving S117 aftercare for which Health are currently not contributing to what is ordinarily a joint package of care. Early investigation suggests some individuals might also have ordinary resident in other Local Authorities	974	974
ASC05	Transport – Transformation and commissioners are reviewing transport journeys. No saving will be achieved in 2526 but likely to yield savings in 2627 and	0	0

	will be incorporated into the 2627 budget savings		
ASC06	Reducing responder rota in Be Independent. Two individuals have requested a reduction in hours from January and hours will be held vacant. Other work continues in making the rota as efficient as possible	11	33
ASC07	Investment in resource to undertake outstanding Direct Payment Audits and financial assessments. Income services are working through the outstanding financial audits and are recovering any unused funds	142	0
ASC08	Planned Review Team to undertake outstanding reviews. Recent investment in the team should improve volume of completed reviews. Projection of saving based on volumes completed in October extrapolated for the remainder of the year	35	53
ASC09	Learning Disability Service model. Several desktop reviews undertaken by Impower suggested some existing out of area placements can be brought back to York. Three individuals are being actively worked on with one person who has been in care out of area since they were seven planned to return to York in February	82	333
ASC10	Review of Personal Support Service staffing. Paper being developed appraising options for rationalising staffing rotas and minimising use of Agency staff	tbc	tbc

82. The action plan and progress for the mitigations are now a standing item on the fortnightly Directorate Management Team agenda with existing tracking systems being employed and rolled out across the projects to provide rigour and assurance that the financial benefits are being captured and accurately recorded with any learning being disseminated to social care teams.

83. The primary source of financial pressure are increases in numbers of people requiring more costly forms of support; and the costs of care.
84. Reducing the level of support per individual can only be achieved lawfully through a re-assessment of need; one which identifies a way to reduce the need, or meet the need in alternate ways. This requires a one to one, one by one conversation with individuals and their families which identifies a viable and acceptable alternative. Sufficient resource to do this requires social workers and occupational therapists trained and confident in strengths-based practice; with sufficient alternative resource, reablement and preventive capacity to draw on; and the ability to support people and their families to accept alternative models of support.
85. Costs of care have been identified by the government as a national risk, with the impact of provider failure a high concern. The recent failure of NRS, the equipment supplier to approximately 1/3 of the market, illustrates this. The local authority has a duty to meet assessed need, and also a duty to self-funders in respect of provider failure. If care providers fail or decide to withdraw from the York market, this could leave individuals with learning disability, mental ill health, or physical disability with no care and no care placement if alternatives cannot be found. In such a scenario the LA will not meet its statutory duties.
86. Financial risks for adult social care continue to be a national issue – any increase in costs for providers will add further pressure to ASC budgets; and increase in need within the older adult and disabled adult population may result in further increases in numbers of people requiring support.
87. The recent CQC outcome for ASC requires investment into transformation and improvement to ensure that statutory duties are fully met.

Analysis of financial position

88. The following sections describe any significant variations to budgeted costs, customer numbers and income. The variations are generally due to not fully meeting previous years' savings targets plus significant price pressures in the market. Some variations are large due to having small numbers of individuals within those budgets whose individual needs can vary significantly.

Direct Payments (£1,483k overspend)

89. Direct Payments are projected to overspend by £1,483k largely due to increased weekly average cost of Learning Disability (LD) Direct Payments for care and transport (£1,292k). Despite a reduction in care package numbers of 17 compared to budget, the average cost has increased by £157 per week for care and £42 per week for transport. This is offset with the increased projection for DP reclaims (£385k) based on the DP reviews to ensure people are not holding excessive surplus balances.
90. Physical & Sensory Impairment (P&SI) Direct Payments are forecast to overspend by £459k. Average weekly costs have increased by £91 whilst numbers remain in line with 25/26 budget assumptions. The position has moved by £206k since Q2. This is due to 6 additional care packages (£85k) and 58 package rates being uplifted.
91. It should be noted that LD Direct Payment budget forecast has improved by £344k compared to Q2 due to an increase in reclaims of unused funds.
92. The Direct Payment working group continues to meet regularly to address issues and explore opportunities in this area. Much work has been done to ensure that all recipients are paying their employees and providers the agreed rates.

Home and Day Support (£201k Overspend)

93. Older People Community Support hours have increased by 702 hours per week compared to budget which has been offset with additional contributions to care with a net £698k overspend.
94. There is an updated forecast underspend in LD Community Support of £460k as a budgeted placement is now fully funded by the Integrated Care Board.
95. There is a projected overspend on LD Preparing for Adulthood Day Support totalling £58k due to an increase of 2 care packages (£30k) and a reduction in health funding for one individual (£30k).

Supported Living (£2,541k overspend)

96. Supported Living is projected to overspend by £2,541k compared to budget due to an increase in the number of care packages for Learning Disability Supported Living of 7 people (£570k) and increased level of care for 2 individuals (£140k).

97. The average weekly cost has increased £179 compared to budget (£1,723k) and a decrease in the average weekly amount of citizen contributions received (£111k). The average costs for void contracts has also increased from budget, contributing £313k to the overspend in this area.
98. The LD Supported Living budget is projected to overspend by £1,002k compared to Q2. This is driven by increased average weekly costs of care (£964k) and voids £54k. Funding from health has also reduced from Q2 with a reduction in the average weekly funding and reduction in those receiving health funding (£108k).
99. Supported Living was an area ASC were unable to rebase the budget. A business case is underway to investigate the longer-term needs within this area which may include building new provision.

Residential care (£1,601k overspend)

100. Residential Care projection to budget is a £1,601k overspend, of which £1,302k relates to Older People Residential Care. This is an improved projection from Monitor 2 of £937k. This overspend is driven by an additional 57 people receiving care than budgeted and at a higher average rate of £15 per week to budget (£3,399k). This is offset with additional income from citizen contributions and deferred payments (£-2,242k). 46 more individuals are contributing to their care compared to budget.
101. Residential Care for 18-64 year olds with Learning Disabilities has seen an increase in the number of care packages and at higher increased cost impacting the projection by £867k compared to budget; however, income from health contributions have also increased to support care by £-172k (net £695k overspend). This is an area identified for opportunities for mitigations and £218k savings have been included in Q3.
102. New individuals receiving residential care packages are financially assessed to determine the level of contributions to care they are to make. Prior to the full assessment, a pre-assessment rate is paid to CYC. Since Q2, 17 individuals finance assessments have been completed increasing contributions by £590k in the latest projections.

Nursing Care (£1,054k overspend)

103. Nursing Care projected outturn position is £1,054k overspent. This is driven by increased average rates for Older People Nursing Care of £200 per week more than budgeted (£1,243k) and an increase of 11

care packages than budgeted (£799k). This is offset with 19 more people contributing to their care and at a higher average rate (£-1,012k).

Short Term Placements (£645k overspend)

104. The overspend for Short Term Placements is driven by OP Residential and OP Nursing Emergency Placements. The residential placements have increased on average by £6.5k per week and nursing placements by £13k per week – full year projections are based on actual average spend forecasted forward.

Social Work Staffing (£709k overspend)

105. There is a staffing overspend driven by investment in the Planned Review Team to recruit additional staff to the project and expediate progress (£229k).
106. A number of staffing teams are operating with staffing numbers over budget to deal with workload pressures including Independent Mental Capacity Advocacy team, Social Work Mental Health and in Management (£312k).

In House Services (£261k underspend)

107. Within In House Services the projected underspend is due to the refurbishment at Glen Lodge, reducing spend in the Personal Support Service; however the full year projection does include staff recruitment needed to support individuals as they move into Glen Lodge (£-183k).
108. All age provider services are project to underspend £70k due to vacant hours in various posts.

Contracts & Commissioning (£-196k underspend)

109. There is a forecast underspend across the Contracts and Commissioning team due to staffing team restructures, allocations of the Better Care Fund.

Transport, Environment and Planning

110. The directorate is forecasting an underspend at Monitor 3 of £2,016k and the table below summarises the latest forecasts by service area.

	2025/26 Budget	Forecast Outturn Variance	Forecast Outturn Variance
	£'000	£'000	%
Transport	7,529	-463	-6.1

Fleet	-54	2	3.7
Highways	5,388	-285	-5.3
Parking Services	-9,738	-853	8.8
Waste	10,176	-1,126	-11.1
Public Realm	3,859	75	1.9
Emergency Planning	146	62	42.5
Planning Services	-1	525	***
Public Protection	918	-20	-2.2
Community Safety	702	73	10.4
Management	186	-6	-3.2
TOTAL	19,111	-2,016	-10.5

111. The Transport, Environment and Planning Directorate is projecting an underspend of £2,016k after the third quarter, which is an improvement of £842k on the Monitor 2 position. The income performance within parking and waste services continues to exceed budget. These are detailed further in the paragraphs below
112. Within Transport there is a forecast underspend of £463k across the service. There are projected underspends due to additional income levels of Temporary Traffic Regulation Orders and contributions from bus service contributions. There are offset from overspends on the CCTV contract and shortfall of revenue from bus lane enforcement as the camera equipment has not been functioning as required. This is an improved position however as the cameras are now operating again.
113. As previously reported, car parking tariffs were increased in April with the intention of reducing traffic in the city centre whilst investing in sustainable travel.
114. Car park income to the end of November (8 months) has remained approximately 9% ahead of budget. There has been a reduction in the number of transactions (13%), but the average transaction has increased by 40%. This has meant total income is c20% higher than 2024/25. Additional resource of £60k has been allocated to undertake reviews of the impact of the charges on businesses and economic activity. The net additional income to the end of November is c£550k and currently forecast to overachieve by £700k.
115. Across parking services expenditure an underspend of £153k is forecast, in line with the position at Monitor 2, as there is forecast additional income from Penalty Charge Notices (£910k compared to £788k budget) as well as operational underspends.

116. The net income from all parking sources is utilised to support the council's highways and transport expenditure.
117. There is a forecast underspend of £1,126k across waste disposal and collection; a £430k improvement since the previous monitor. This is largely due to an increase in the receipt of grant for Extended Producer Responsibility which is £380k higher than forecast.
118. Income from selling spare capacity at Allerton Waste Recovery Plan is forecast to be £200k higher than forecast as overall council waste tonnages remain relatively static. Income levels are forecast to be ahead of budget in areas including Garden Waste (£110k) recycling rebates (£179k), HWRC commercial waste fees (£15k) and general commercial waste service (£40k). Processing costs are also forecast to be c £150k below budget.
119. Across Waste Collection operational costs are forecast to be c £180k above budget as container stock and vehicle costs are slightly ahead of profile.
120. Within the Highways area there remains an anticipated underspend (£285k) as electricity prices have reduced for unmetered supply to a lower level than assumed in the budget.
121. As previously reported, within Planning Services there has been a shortage of staff across Building Control resulting in only a minimal chargeable service being in operation. The forecasted shortfall of income remains c £360k. A recovery plan is underway to ensure a stable service is in place for next year. There is also a forecast shortfall of income on general planning applications, although this has improved for Monitor 3 and an overspend of £165k is now reported.

Housing and Community Services

122. The directorate is forecasting an overspend at quarter 3 of £739k and the table below summarises the latest forecasts by service area.

	2025/26 Budget	Forecast Outturn Variance	Forecast Outturn Variance
	£'000	£'000	%
Housing Services	940	+52	+5.5
Healthy & Sustainable Homes	395	+27	+6.8
Building Services	-511	0	0.0

Communities	6,248	+372	+6.0
Customer Services	-95	+288	+303.2
TOTAL	6,977	+739	+10.6

123. There has been no movement in the period to achieving the £600k saving to the York Explore contract. There remains an aspiration to gain a full saving from the process but the level of savings that can be delivered this year remains unknown and the timescale for delivery of the full saving is unclear.
124. The budgets for Community Sports Development and Early Intervention and Prevention have now moved to Public Health dept while the savings, now achieved following a restructure have led to redundancy costs, these costs have been met within the Public Health budgets.
125. Bereavement Services are forecasting an overspend of £270k (£296k at monitor 2) as a result of redundancy costs (£70k) and increased costs while income pressures of £150k have also increased (£97k at Monitor 2). A business plan has now been implemented with the Parish Council for Fulford cemetery and latest forecast show that CYC commitments are back within £10k of estimates.
126. Salary costs on the Customer Services and Registrars include a redundancy cost of £26k from the 2024/25 restructure leading to a small overspend of £19k (£29k M2). Additional funding has been granted from the ICT project board to fund development of the CRM system.
127. A full forecast is now included for the hostels transferred from Changing Lives. Pressures exist from the use of Work With York staff, repairs and on the food budgets across the hostels. A restructure of the service is being undertaken to reprofile the funding available. When taking together the full resettlement hostels budget and the increased Homelessness Prevention Grant an underspend of £300k is forecast. As in previous years, the underspent grant will fund the overspend on Housing Benefits that results from use of temporary accommodation to avoid homelessness. The net position is therefore a nil variance.
128. There are identified budget pressures for repair cost across the Travellers sites. This is across the 3 sites (mostly at Clifton) plus pest control and rubbish clearance. The current level of overspend across this budget line is £57k.

129. There is a forecast overspend across the Healthy & Sustainable homes area totalling £27k as a result of lower than budgeted HMO licence fee income. This pressure could be resolved by the issuing of penalty charge notices to landlords that have not properly licenced their properties.

Housing Revenue Account

130. The Housing Revenue Account budget for 2025/26 was set as a net surplus of £2,023k prior to debt repayment due in 2026. There were carry forwards of £2,074k agreed as part of the outturn report meaning the revised budget stands at £7,477k deficit (including £9,500k debt repayment).
131. There have been additional fees and increases in charges from software licences and the Housing Ombudsman and Regulator totalling £80k. Disrepair claims are causing costs to rise from legal and professional fees and while these can be recovered in some cases the costs are currently £180k more than budget
132. These additional costs are being met by vacancies in the establishment with vacancies in the Leadership Team, Operations and Building Repairs (£295k).
133. Income and expenditures relating to the Sheltered Housing have reduced due to the part closure of Glen Lodge and the reduction in energy costs with little impact to the net position. Additional income is being generated from leaseholders in HRA flats (£173k).
134. Income from rents is set to under recover by £370k mostly due to the part closure of Glen Lodge and refurbishment of flats in Bell Farm. Void levels have increased slightly recently but this is offset by increases from temporary accommodation and shared ownership.
135. All of the overspends are being met by savings and increased income and the HRA account is forecast to make a small underspend of £111k.
136. The HRA working balance position as at 31st March 2025 was £25.8m and are forecast to reduce but is still higher than assumed when the budget was set. The latest forecast balance at 31st March 2026 is estimated to reduce to £16.4m.

Corporate & Central Services

137. The forecast outturn position for the remaining areas of the Council is a net underspend of £2,803k and the table below summarises the latest forecasts by service area.

	2025/26 Budget £'000	Forecast Outturn Variance £'000	Forecast Outturn Variance %
Director of Finance	6,007	-623	-10.4
CO HR & Support Services	12,233	+197	+1.6
Director of Governance	4,110	+113	+2.7
City Development	1,020	+706	+69.2
Public Health	330	-196	-59.4
Other Corporate & Treasury Mgt	20,377	-3,000	-14.7
Total	44,077	-2,803	-6.4

138. The underspend in Finance is driven by favourable income variances in; Property £132k, Transactional Services £111k AD Finance £20k, Office of the Chief Operating Officer £26k and Business Intelligence £54k compensating minor pressures within the area of £16k.
139. Across Housing Benefits there is a further improvement of £297k following the mid-year review and contribution from the Homelessness Grant to support Bed and Breakfast costs.
140. The forecasted overspend in HR & Support Services has improved since the last monitor partly due to the monthly extension of the IT support contract for Explore. Work is still ongoing to further mitigate this position.
141. The main pressure in Governance is the cost of the replacement Legal Case Management System, £80k. Officers are exploring ways of funding the annual licence of £36k from existing budgets.
142. In City Development the saving identified to increase advertising revenue will not be achieved in 2025/26 as there is a need to replace the bus shelters in order to fit new digital screens. This will be undertaken during the year. Revenue from the new agreement is expected to start in 2026/27. The position since Monitor 2 has improved due to staffing underspends, funding allocated from the MCA and other unused budgets (£-137k).

143. Across Public Health there is a projected underspend across the Local Area Co-ordinator service due to vacancies and additional funding (£105k). There is also additional one-off funding available to support the safer accommodation project allowing an underspend within the core budget.
144. There is a forecast underspend of £403k across Public Health arising from management savings, and underspends in the Health Child Team. This will be transferred into the Public Health Reserve which is expected to stand at c £580k at year end.
145. Within corporate budgets reduced superannuation rates applied in 2025/26 has resulted in a saving of £1.5m.
146. Expenditure on the capital programme has been lower than budgeted and the level of borrowing undertaken to fund the expenditure has been lower and timing later than assumed in the budget. A review of borrowing costs has identified an anticipated one off underspend of £1.5m in year.

Performance – Service Delivery

147. This performance report is based upon the city outcome and council delivery indicators included in the Performance Framework for the Council Plan (2023-2027) which was launched in September 2023. Wider or historic strategic and operational performance information is published quarterly on the Council's open data platform;
www.yorkopendata.org.uk
148. The Executive for the Council Plan (2023-2027) agreed a core set of indicators to help monitor the Council priorities and these provide the structure for performance updates in this report. Some indicators are not measured on a quarterly basis and the DoT (Direction of Travel) is calculated on the latest three results whether they are annual or quarterly.
149. A summary of the city outcome and council delivery indicators by council plan theme are shown in the paragraphs below, and the latest data for all of the core indicator set can be seen in Annex 1.

Performance - Health and Wellbeing: A health generating city

150. **Number of children in temporary accommodation** – at the end of Q1 2025-26, there were 58 children in temporary accommodation in York which is a decrease from 63 at the end of 2024-25. Although the number of children has decreased, the number of households with dependent children in temporary accommodation has remained the same at 33. The overall number of households in temporary accommodation has decreased which means the proportion of which have dependent children is now slightly greater, from 47% with children at the end of Q4 to 53% at the end of Q1, although this remains around half of total households and below the latest national rate of 64%. The majority of these children in York are in stable family setups, do not show evidence of achieving worse outcomes, and York continues to report no households with children housed in Bed and Breakfast accommodation. Q2 2025-26 data will be available in February 2026.
151. **%pt gap between disadvantaged pupils and their peers achieving 9-4 in English and Maths at KS4** – Data shows that the gap at age 16 has narrowed both in York (31%) and Nationally (22%) in summer 2024 compared to the previous year. However, this now shows that the gap for York is wider than National. Data for 2025 is expected in late January 2026.
152. **% of reception year children recorded as being overweight (incl. obese)** – The participation rates for the National Child Measurement Programmes (NCMP) in York for 2024-25 were 97.2% for reception aged children and 95% for Year 6 pupils.
- The 2024-25 NCMP found that 23.2% of reception aged children in York were overweight (including obese), compared with 23.5% in England and 25.9% in the Yorkshire and Humber region. York has the lowest rate of overweight (including obese) for reception aged children in the Yorkshire and Humber region. The rate in York has increased compared with 2023-24 (from 22.8% to 23.2%).
 - Of Year 6 children in York, 34.7% were overweight (including obese) in 2024-25 compared with 36.2% in England and 37.9% in the Yorkshire and Humber region. York has the second lowest rate of overweight (including obese) for Year 6 children in the Yorkshire and Humber region. The rate in York has increased compared with 2023-24 (from 33.5% to 34.7%).

153. **Slope index of inequality in life expectancy at birth** – Average Life Expectancy for men in York (79.8 years) is above the England average (79.1 years). For women (83.6 years) it is also above the England average (83.1 years).

- Healthy Life Expectancy for men in York (62.0 years) is above the England average (61.5 years). For women (62.7 years) it is also above the England average (61.9 years).
- The Slope Index of Inequality in life expectancy at birth measures the difference in life expectancy between the most and least deprived areas within a population. A higher value indicates a greater difference in life expectancy between the most and least deprived areas, suggesting greater health inequalities. The first published values were for 2011-13.
- Since 2011-13 the inequality in life expectancy for women, in York, has increased (worsened) from 6.2 years to 6.7 years. The English average is currently 8.3 years.
- Since 2011-13 the inequality in life expectancy for men, in York, has increased (worsened) from 6.6 years to 10.1 years. The English average is currently 10.5 years.
- Deprivation deciles are drawn up using data from the 2019 Indices of Multiple Deprivation (IMD). The Lower Super Output Areas (LSOAs) in York are ranked from 1 to 120 on the overall IMD measure and then divided into local deprivation deciles with 12 LSOAs in each.
- For women, in York, between the most and least deprived deciles there is currently a 9.2 year difference in life expectancy. For men, it is currently a 10.7 year difference in life expectancy.

154. **% of adults (aged 16+) that are physically active** – The latest data from the Adult Active Lives Survey for the period from mid-November 2023 to mid-November 2024 was published in April 2025. In York, 366 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 and regional averages. York has the 6th highest physical activity rate and the lowest physical inactivity rate in England (out of 296 Districts and Unitary Authorities). Positively:

- 76.5% of people in York did more than 150 minutes of physical activity per week compared with 63.7% nationally and 62.3% regionally. There was a significant improvement in physical activity in York compared with the previous year (69.8%).
- 12.9% of people in York did fewer than 30 minutes per week compared with 25.1% nationally and 26.9% regionally. There was a significant improvement in physical inactivity in York compared with the previous year (18.8%).

155. **Percentage of people who use services who have control over their daily life** – In 2023-24, 81% of all York’s respondents to the Adult Social Care Survey said that they had “as much control as they wanted” or “adequate” control over their daily life, which was higher than the percentage from respondents in the Y&H region as a whole (80%). It is also higher than the corresponding percentage who gave one of these responses in England as a whole (78%). It has slightly increased in York from the 2022-23 figure (78%). Data for 2024-25 will be available in January 2026.
156. **Percentage of people who use services who have control over their daily life – Older People** – In 2023-24, 76% of older people in York that responded to the Adult Social Care Survey said that they had “as much control as they wanted” or “adequate” control over their daily life. This is the same as the corresponding percentages experienced by older people in the Y&H region (76%) and higher than for older people in England as a whole (74%). However, it has decreased in York from the 2022-23 figure (77%). Data for 2024-25 will be available in January 2026.
157. **Overall satisfaction of people who use services with their care and support** – Data at LA and national level for 2023-24 was published in December 2024, and the data shows that there has been a slight decrease in the percentage of York’s ASC users who said that they were “extremely” or “very” satisfied with the care and support they received from CYC compared with 2022-23 (down from 67% to 65%). The levels of satisfaction experienced by York’s ASC users in 2023-24 were slightly lower than those in the Y&H region (66% said they were “extremely” or “very” satisfied with the care and support from their LA) but the same in England as a whole (where 65% gave one of these answers). Data for 2024-25 will be available in January 2026.
158. **Health Inequalities in wards/MSOAs** – The ‘health gap’ indicators show the difference between the wards/MSOAs with the highest and

lowest values. A lower value is desirable as it indicates less variation in health outcomes based on where people live within the City. Trend data for these indicators helps to monitor whether the gaps are narrowing or widening over time.

- Absolute gap in mortality ratio for deaths from circulatory disease (under 75) between highest and lowest York MSOA (5 year aggregated) – The value for this indicator for the 5 year period 2019 to 2023 was 145 (the gap between the mortality ratio of 182.4 in Clifton North and 37.4 in Bishopthorpe & Copmanthorpe). The gap has increased compared with the previous reporting period of 2016 to 2020 (from 141.1 to 145).
- Gap in years in Life Expectancy (LE) at birth for Males between highest and lowest York MSOA (5 year aggregated) – The value for this indicator for the 5 year period 2019 to 2023 was 10.4 (the gap between the LE of 84.4 years in Bishopthorpe & Copmanthorpe and 74.0 years in Heworth South and the Groves). The gap has narrowed compared with the previous reporting period of 2016 to 2020 (from 11.7 years to 10.4 years).
- Gap in years in Life Expectancy (LE) at birth for Females between highest and lowest York MSOA (5 year aggregated) – The value for this indicator for the 5 year period 2019 to 2023 was 8.1 (the gap between the LE of 86.9 years in Heworth North and Stockton and 78.8 years in Westfield, Chapelfields and Foxwood). The gap has narrowed compared with the previous reporting period of 2016 to 2020 (from 11.1 years to 8.1 years).
- Absolute gap in % of Year 6 recorded overweight (incl. obesity) between the highest and lowest York ward (3 year aggregated) - The value for this indicator for the 3 year period 2022-23 to 2024-25 was 18.5 percentage points (the gap between 43.1% in Westfield and 24.6% in Micklegate). The gap has narrowed compared with the previous reporting period (from 22.8% to 18.5%).
- Absolute gap in % of children who reach expected level of development at 2-2.5 years of age between highest and lowest York ward (4 yr aggregated) - The value for this indicator for the 4 year period 2021-22 to 2024-25 was 9.6% (the difference between 95.5% in Haxby & Wiggington and 85.9% in Clifton). The latest value represents an improvement (a narrowing of the

gap in York) compared with the previous values of 10.5% for 2020-21 to 2023-24 and 13.7% for 2019-20 to 2022-23.

- Absolute gap in % of children totally or partially breastfeeding at 6-8 weeks between highest and lowest York ward (4 year aggregated ward data) - The value for this indicator for the 4 year period 2021-22 to 2024-25 was 36.4% (the gap between 80.5% in Heworth Without and 44% in Westfield). The latest value represents an improvement (a narrowing of the gap in York) compared with the previous values of 39.3% for 2020-21 to 2023-24 and 39% for 2019-20 to 2022-23.

159. **Children and young people in care per 10k, excluding short breaks** – At the end of November 2025, 235 children and young people were in York’s care. As a rate per 10k population, this is just below the National average (2024-25) and within York’s expected range. Separated children (also known as ‘UASC’), a sub-group of children in care, are expected to increase in number in York due to the National Transfer Scheme. The scheme mandates that “*the Home Office will not transfer UASC to an authority that is already looking after UASC in line with, or greater than, 0.1% of their child population*”. For York, this is equivalent to approximately 34 young people based on current population. At the end of November, 19 separated children were in York’s care, compared to 21 in December 2024.
160. **Children subject to a Child Protection Plan** – 150 children were the subject of a Child Protection Plan at the end of November 2025, which is at the top of York’s expected range. As a rate per 10k population, York is just above the National average (2024-25). A similar number of children became the subject of a Child Protection Plan in November when compared to previous months in the year. However, far fewer children ceased to be the subject of a CPP than in previous months.

Performance - Education and Skills: High quality skills and learning for all

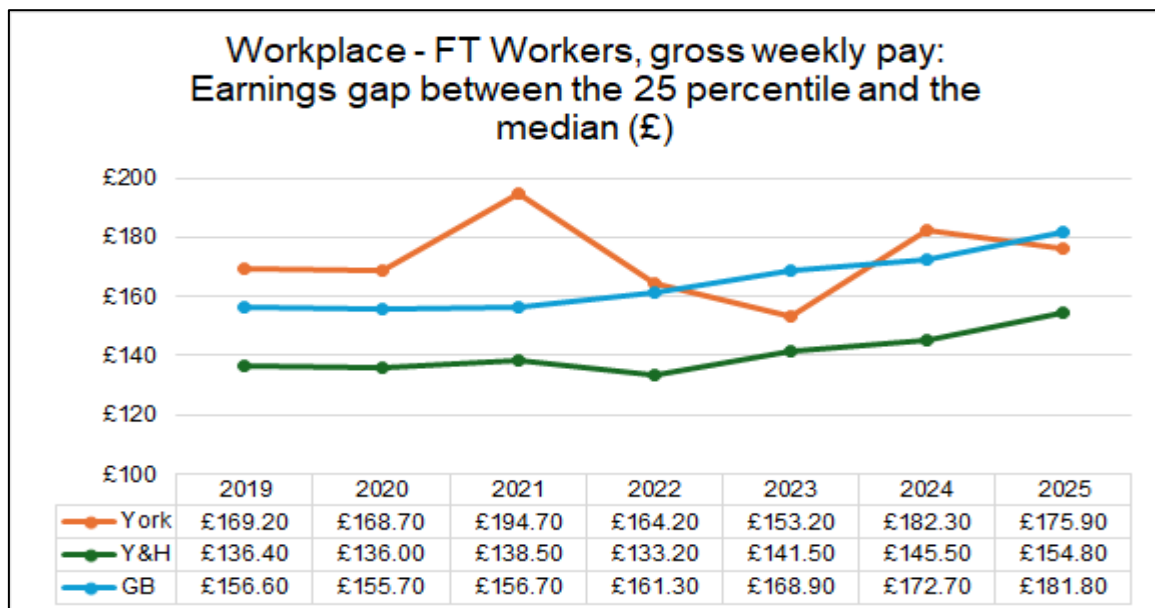
161. **% of working age population qualified to at least L2 and above** – In 2024-25, 93.3% of the working age population in York were qualified to at least L2 and above (GCSE grades 9-4), which is higher than the national and regional figures (86.7% and 85.2% respectively). This result ranks the city of York first regionally. This latest figure is an increase from 2023-24 (90%). Data for 2025-26 will be available in April 2026.

162. **% of working age population qualified to at least L4 and above –** In 2024-25, 59.6% 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 (47.6% and 40% respectively). This result ranks the city of York fourth regionally. The 2024-25 figure is an increase from 2023-24 (53.8%). Data for 2025-26 will be available in April 2026.
163. **% of pupils achieving 9-4 or above in English and Maths at KS4 –** Provisional KS4 data provided by York schools suggests that 74.5% of Year 11s achieved grade 4+ in English and Maths in summer 2025. National data is not yet available, but York has historically been above the national average.
164. **% of children who have achieved a Good Level of Development at Foundation Stage –** Data shows that 71.4% of our 5-year-olds achieved a Good Level of Development in summer 2025, compared to 68.3% of pupils nationally and 66.3% in Yorkshire and Humber.

Performance - Economy: A fair, thriving, green economy for all

165. **Universal Credit Claimants –** At the end of November 2025 there were 15,675 people, in York, on Universal Credit. This is the highest figure to date, surpassing the previous high of 13,236 in February 2021. The figures dropped to a low of 11,054 in May 2022 but they have steadily increased since then. This is a mixture of increased claimants and people who have been converting over from other schemes (Tax Credits and most other legacy benefits), with this picture becoming clearer at the end of 2026 as DWP predicts/plans for all people to have moved over to Universal Credit. This (claimant total) represents 11% of the working population in York, compared to 21% regionally and 20% nationally.
166. There are two types of claimant: those in employment and those not. Both types have been gradually increasing in the last 12 months. The number of those not in employment has increased as claimants of health-related legacy benefits (e.g. Employment and Support Allowance) have migrated across to Universal Credit. The higher percentage of those in employment, in York, may be attributed to a higher percentage of part time workers (26.3% in York, 24.8% regionally and 23.1% nationally).
167. **Earnings gap between the 25 percentile and the median (£) –** In York, the latest figures suggest that median earnings have increased

by 4.7% and the 25 percentile earnings have increased by 7.4%, and this means that the earnings gap has decreased by 3.5%, in 2025, to £175.90. Nationally, there has been an increase of 5.3% to £172.70 and regionally an increase of 6.4% to £154.80.



168. **Housing affordability (median house prices to earnings ratio) –** Owning a home in York remains largely unaffordable. In 2024, full-time employees, in York, could expect to spend around 8.5 times their annual earnings buying a home, compared to 7.7 times annual earnings in England and 5.8 times annual earnings in the region. In York this has decreased by around 7% on last year whilst national and regional levels have both fallen by around 8%.
169. **% of vacant city centre shops –** At the end of November 2025, there were 35 vacant shops in the city centre which equates to 5.6% of all city centre shops. This is 12 shops lower than at the same point in 2024 and much lower than the latest provisional national benchmark in Q1 2025-26 of 13.7%.
170. **GVA per head (£) –** In 2023-24, the GVA per head in York was £41,162 which was the second highest figure regionally. This latest figure is an increase from last year (£37,748). Annually since 2009-10, the GVA per head has generally been increasing (from £25,976 per head). Data for 2024-25 will be available in May 2026.
171. **% of working age population in employment (16-64) –** In Q1 2025-26, 79.3% of the working age population were in employment, which is higher than the national and regional figures (75.5% and 73.4% respectively) and the York performance gives the city a ranking of first

regionally. The figure for Q1 2025-26 in York remains fairly high. Data for Q2 will be available in January 2026.

172. **% of Total Employees working for an Accredited Living Wage/Good Business Charter employer** – 16% of employees worked for an Accredited Living Wage employer in 2024-25, which is at the same level as the previous year. 11.3% worked for an Accredited Good Business Charter employer, which is at a lower level from the previous year (13.5%). The number of businesses with GBC accreditation reduced in 2024-25 but has increased in 2025-26. Employee data for 2025-26 will be available in November 2026.
173. **Survival of Newly Born Businesses post 1 year** – The survival rate post 1 year has been consistently around 94% in York for the last 4 years, with the latest figure of 95.0% in 2023-24. The York figures have been consistently higher than the National and Regional rates (93.4% and 92.5% respectively).

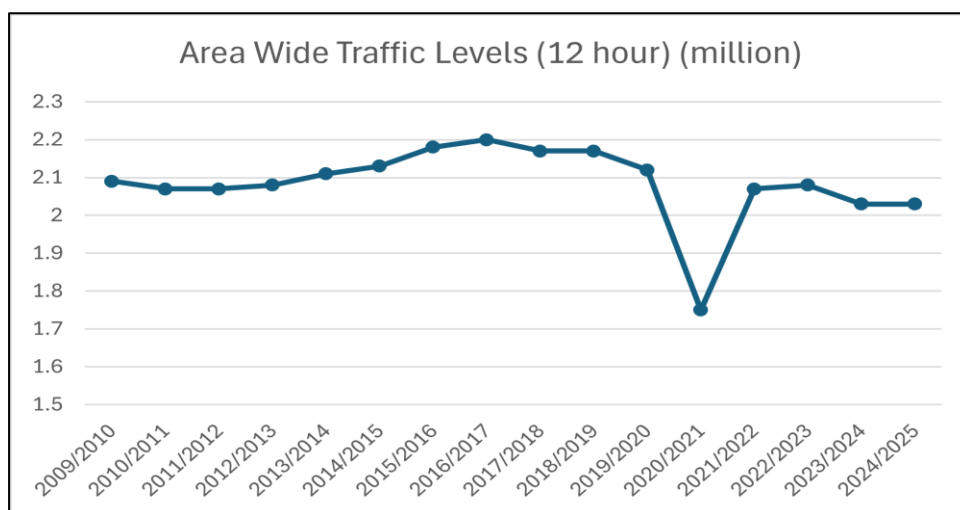
Performance - Transport: Sustainable accessible transport for all

174. The transport data within this report is mainly a number of existing annual measures, and while high-level datasets provide a general understanding of the challenges and direction in the city, they are not detailed enough to draw full conclusions for Transport Policy and local schemes. Therefore collectively, across departments, the Council are looking into improving data provision from its existing network of cameras and assets to help assist policy decisions, as well as exploring the cost and accuracy of providers of new technology. This data will be surfaced in other transport documents and on York Open Data where appropriate rather than detailed within the main Council Plan performance framework.
175. **Bus Passenger Journeys** – Passenger journeys for park and ride customers totalled 0.98m during Q2 2025-26, which is the same as in Q2 2024-25. Passenger journeys for other local providers totalled 2.01m for Q2 2025-26 which is lower than 2.39m in Q2 2024-25. There were fewer journeys each month of Q2 with September seeing the biggest difference (0.69m journeys in 2025 compared to 0.88m in 2024).
176. Although a strong recovery has been made to bus usage post-covid, the long-term behavioural and lifestyle changes of increased online shopping and hybrid working are likely to continue re-shaping the use of public transport. In recent years, journeys appear to have stabilised,

suggesting the emergence of a new baseline for demand. Bus passenger numbers are affected by a number of factors and the increase in the bus fare cap from £2 to £3 at the beginning of 2025 is likely to have had some impact.

177. **Area Wide Traffic Levels** – 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. Following this, the numbers decreased to a low of 1.75m in 2020-21. However, the covid pandemic brought with it numerous national lockdowns and local restrictions so the decrease in traffic levels was to be expected. Since then, figures increased to 2.08m in 2022-23 and have remained fairly comparable since. The latest figure is 2.03m vehicles in 2024-25.

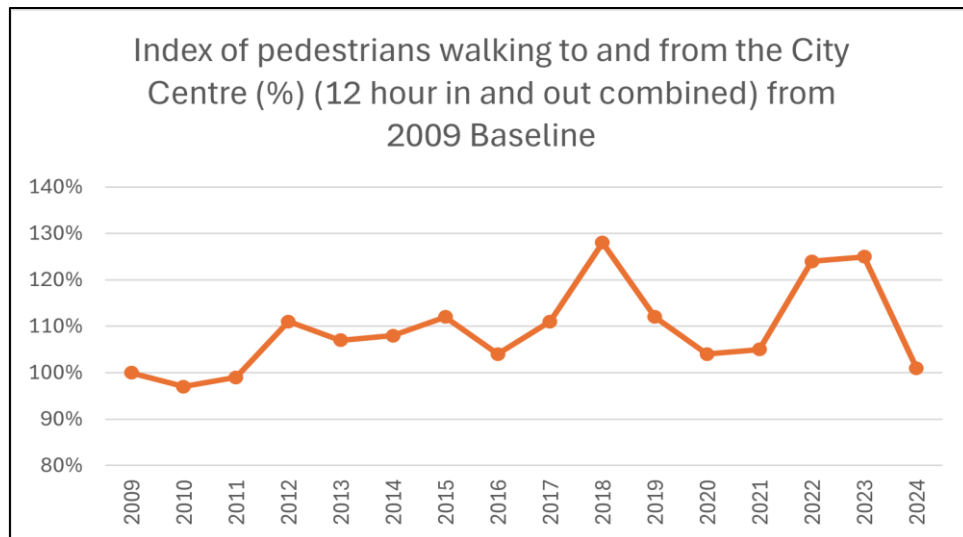
178. The area wide traffic levels come from CYC’s network of automatic traffic counters, covering 15 sites (main A and B roads in York, but not including the A64). Further information for this indicator can be accessed on the York Open Data platform. This data is different from the public DFT data on traffic levels, which is collected on an annual or bi-annual basis by the National Data Company NDC and subsequently published by the DFT on its website.



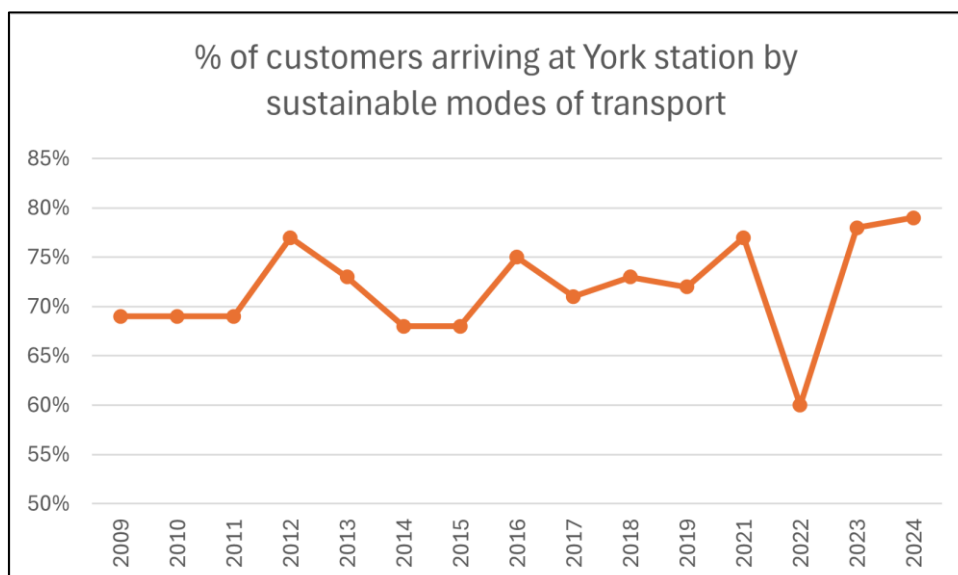
179. **Index of pedestrians walking to and from the City Centre** – From a baseline in 2009 (36,919), there has been a 1% increase in the number of pedestrians walking to and from the city centre in 2024. This is 24 percentage points lower than in 2023, but this drop is likely because there was heavy rain on the day the survey took place, so less people were walking to and from the city centre.

180. Walking data is collected over a 12 hour period once per year (a count of pedestrians crossing an inner cordon set just beyond the inner ring

road and includes off-road routes such as riverside paths) and there is a valuable record going back many years. Whilst this provides us with part of the picture, the limited nature of the data (that it is only collected on one day) mean that other variables such as the weather and roadworks can have undue influence. In response to this we are exploring other methods to monitor walking, wheeling and cycling across the network, including modern counters.



% of customers arriving at York station by sustainable modes of transport – In 2024, 79% of customers arrived at York station by sustainable modes of transport which is a slight increase from 78% in 2023. The data is usually 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. To support this survey, which can be impacted by weather and other factors, we are exploring further methods to monitor sustainable travel to the station including modern counters.



181. **Cycle Data:** Officers are currently reevaluating the cycling index and reviewing the data. A number of the cycle counters have not been working reliably and we are working to get them fixed. We are also looking into purchasing some new counters which will be able to count pedestrians as well as cyclists. We will bring the revised cycle index to a future Finance and Performance Monitor report.
182. **The number of CYC electric vehicle recharging points –** There were 103 CYC electric recharging points at the end of Q2 2025-26, which is the same as at the end of 2024-25.
183. When looking at all providers of EV charging, the latest data collated by ZapMap, a charging locator app, shows that for York the total number of publicly available charging devices (all speeds) was 159 at the end of Q2 2025-26 which is a decrease from 170 the previous quarter. The number of those which were rapid chargers was 50 at the end of Q2 which is an increase of 1 from the previous quarter. Any charging devices undergoing maintenance work and not operational are not included in the count. A charging device may have more than one connector and be able to charge more than one vehicle at a time so the figures do not show total charging capacity but are an indication of and can be used to compare York to national and regional rates. The rate of devices available (all speeds) per 100,000 population was 77.7 for York compared to 75.7 Regionally and 129.8 Nationally. With 24.4 rapid chargers per 100,000 population, York was just above the Regional rate of 23.2 and just below the National rate of 25.1 at Q2.
184. **% of Principal/Non-principal roads where maintenance should be considered –** In 2024-25, the percentage of principal roads in York,

from local figures, where maintenance should be considered was 14% (an increase from 11% in 2023-24). There are two processes for collecting this indicator, a local one for providing the figures above, and a one-off SCANNER survey which is used by the DfT for benchmarking. The latest York figure for SCANNER is 3% for principal roads in 2024-25 and this is slightly lower than the latest available benchmarks in 2023-24 (National average 4% and Regional average 3%).

185. The percentage of non-principal roads in York, from local figures, where maintenance should be considered was 33% in 2024-25 (a large increase from 25% in 2023-24). Like the above indicator, there are two processes for collecting this indicator, a local one for providing the figures above, and a one-off SCANNER survey which is used by the DfT for benchmarking. The latest York figure for SCANNER is 4% for non-principal roads in 2024-25 which is lower than the latest benchmarks in 2023-24 (National average 7% and Regional average 4%).

Performance - Housing: Increasing the supply of affordable housing

186. **Number of new affordable homes delivered in York** – During 2025-26 to date, affordable housing completions are significantly below the identified level of need (36 affordable homes have been delivered in the first half of 2025-26, compared to 74 in the first half of 2024-25). National scale challenges are facing many areas with buoyant housing markets such as a shortage of sites for affordable housing and labour and supply chain constraints, and these have affected delivery in York. The council itself is maximising delivery opportunities currently, and will access a range of funding opportunities for direct delivery in addition to maximising provision through Section 106 planning agreements. The council's own Housing Delivery Programme will deliver an increased number of affordable homes later in 2025-26 including accessing significant grant funding.
187. There is a significant and growing future pipeline of affordable homes with planning permission in place across the council's own newbuild development programme and section 106 planning gain negotiated affordable housing. This has been supported by the progress to adoption of the council's Local Plan. Inclusive of applications with a resolution to approve from Planning Committee, there are over 1,500 affordable homes identified in approved planning applications. The progress ranges from sites that are being built out currently to others

with substantial infrastructure or remediation challenges to resolve prior to development. Over 700 of these have progressed through detailed planning, either as a Full application or Reserved Matters (inclusive of applications with Resolution to Grant from Planning Committee, awaiting s106 agreement). The remainder are at Outline stage, with more uncertainty on timescales and final delivery levels, including the York Central affordable housing contribution.

188. The Government and Combined Authority have stated that housing supply, and affordable homes in particular, are amongst its key delivery priorities and the council will take advantage of new opportunities in this climate wherever possible.
189. **% of dwellings with energy rating in A-C band in the EPC register**
– An Energy Performance Certificate (EPC) gives a property an energy efficiency rating from A (most efficient) to G (least efficient) and is valid for 10 years. Apart from a few exemptions, a building must have an EPC assessment when constructed, sold or let. Whilst the EPC register does not hold data for every property, it can be viewed as an indication of the general efficiency of homes. The rating is based on how a property uses and loses energy for example through heating, lighting, insulation, windows, water and energy sources. Each area is given a score which is then used to determine the A-G rating and a rating of A-C is generally considered to be good energy performance.
190. The % of properties on the register for York with an EPC rating of A-C at the end of August 2025 was 46.8%. This measure has increased incrementally month on month since CYC began reporting on the information in March 2023 when 42% of properties were rated A-C. The largest changes in York continue to be in the middle categories with around 4% less properties rated D-E and around 4% more rated C. Data is based on the last recorded certificate for 63,733 properties on the register for York, some of which will have been last assessed more than ten years ago. When looking at the latest quarter only (Q2), 1,232 new certificates were lodged for York and 57% of these were rated A-C compared to 59% for the region and 63% nationally for the same period.
191. **Net Additional Homes** – Between 1st April 2024 and 31st March 2025, a total of **712 net additional homes** were completed. This total comprises two elements:
 - There has been a total of 649 net housing completions. This includes the following:

- 395 were new build homes (60.9%)
- 258 (39.8%) net additional homes were a result of changes from other uses to residential homes, of which 33 were a result of 'prior approval' consents
- 4 homes resulted from conversions
- 8 homes were demolished during the monitoring period
- In terms of the type of sites that were developed:
 - 485 homes (74.7%) were completed on housing sites (Use Class C3)
 - Significant sites providing housing completions (Use Class C3) over the monitoring period have been the Former York City Football Ground, Bootham Crescent (25), Cocoa Works, Haxby Road (Phases II) (35), Former Civil Service Club, Boroughbridge Road (38), Cherry Tree House, 218 Fifth Avenue (48), Germany Beck housing site (69), and Cocoa Works, Haxby Road (Phases I) (172)
 - 54 (8.3%) homes were on individual sites with five or less dwellings
 - 135 (20.8%) net additional off campus, privately managed student 'cluster flats' were completed at Former Alton Cars, 3 James Street.
- A further **63 net equivalent homes** resulted from additional bedspaces created at both new and existing care homes within the authority area during the twelve-month monitoring period.

192. **Net Housing Consents** – Planning applications determined during the full monitoring period of 1st April 2024 to 31st March 2025 resulted in the approval of **739 net additional homes**. A further 416 net additional homes were approved at Planning Committee during the monitoring period and are still awaiting legal agreement sign off.

193. The main features of the housing approvals are:

- 642 of all net homes consented (86.87%) were granted on housing sites (Use Class C3).
- Significant sites granted approval for housing (Use Class C3) include new homes planned for housing allocations ST4: Land to South of Hull Road Heslington (162), ST33: Land to East of Millfield Industrial Estate Main Street Wheldrake (139), H29: Land to S/E of 51 Moor Lane Copmanthorpe (75) and the

provision of new homes and the change of use at The Retreat 107 Heslington Road (120)

- 64 homes were approved on sites of 5 or less homes
- 44 homes are to be lost through a change to other uses or through proposed demolition
- 133 purpose built student accommodation (PBSA) 'cluster' flats were approved at Enterprise Rent-a-Car, 15 Foss Islands Road
- A further 416 homes have been approved through a resolution to grant consent at Planning Committee over the last twelve months and are currently subject to the execution of a section 106 legal agreement. The most significant of these sites are:
 - The PBSA approved at 19 to 33 Coney Street (248)
 - Land to South and East of the Cemetery, New Lane Huntington (107)
 - Hungate Development Site (42 net additional homes compared to the previously consented total)

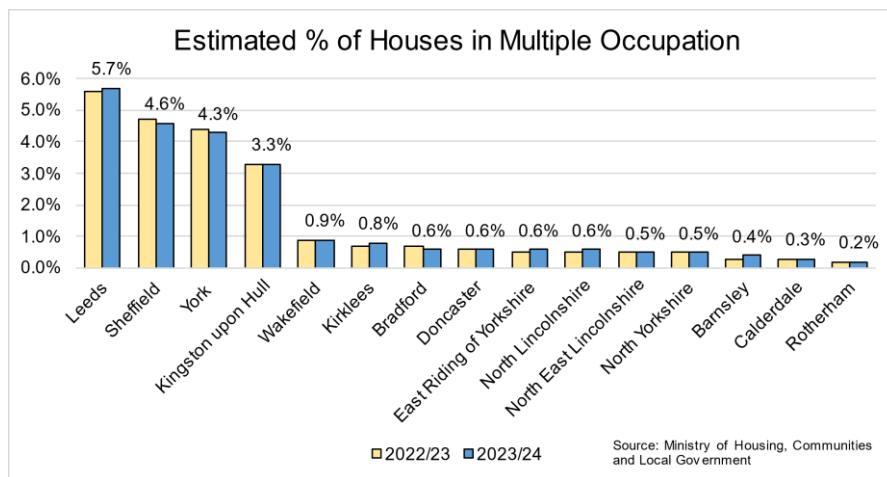
194. **Number of homeless households with dependent children in temporary accommodation** – Numbers of homeless households with dependent children in temporary accommodation increased during 2024-25 from 26 in Q1 to 33 at year end. At the end of Q1 2025-26, this number has remained the same at 33. The overall number of households in temporary accommodation has decreased from 70 at the end of 2024-25 to 62 at the end of Q1 2025-26. This now reflects a slight increase in the proportion of families with children housed in temporary accommodation which has risen from 47% at the end of 2024-25 to 53% at the end of Q1 2025-26. This remains around half the total households and below the latest national rate of 64% with children.

195. Of the 33 households with children in temporary accommodation at quarter end, all were recorded as accommodated in hostels, this will generally be James House which is designated accommodation for families. Everyone who is homeless and in temporary accommodation will have a support worker to guide them through the process of finding and keeping future accommodation along with help for budgeting, debt advice, independent living skills, tenancy management and completion of actions on a personal housing plan. York continues to report no households with children housed in Bed and Breakfast accommodation at quarter end.

196. When looking at the total number of households in temporary accommodation per households in area (000s), York continues to perform positively compared to benchmarks at Q1 (0.65 in York

compared to 5.08 Nationally and 1.45 Regionally). Q2 2025-26 data will be available in February 2026.

197. **Number of people sleeping rough** – A monthly count of people sleeping rough takes place on the last Thursday of each month. Navigators carry out an early morning street walk checking known rough sleeping hot spots and responding to intelligence or reports of rough sleepers.
- The latest figure shows that there were 19 people sleeping rough in York in November 2025, which is a small increase from 15 people in November 2024.
 - Of the 19 people, 11 had no local connection (those who have no family or friends connection to York)
 - 2 people were in the category of ‘Accommodation Available (Local Connection)’ – those where accommodation is available but hasn’t been returned to, this can be for a number of reasons including: substance abuse, intoxication, mental health, socialising/street drinking or seeking public donations in the night-time economy. The majority are from York or at least have a Local Connection to York via a family member.
 - A further 8 people were in the category of ‘Actual Rough Sleeping (Local Connection)’ – those who are from York with no accommodation available or are not willing to accept accommodation.
198. **HMO’s as % of properties in York** – The estimate of the proportion of Houses in Multiple Occupation (HMO) divided by the total number of dwellings within York in 2023-24 has remained comparable to last year at 4.3% which is the 3rd highest in the region, behind Leeds and Sheffield. The average for England is 1.5% and regionally it is 1.6%. It is not surprising that the levels are higher in university cities as a recent survey suggests that 7 in 10 students live in a privately rented HMO house while studying in the UK. Data for 2024-25 will be available in April 2026.



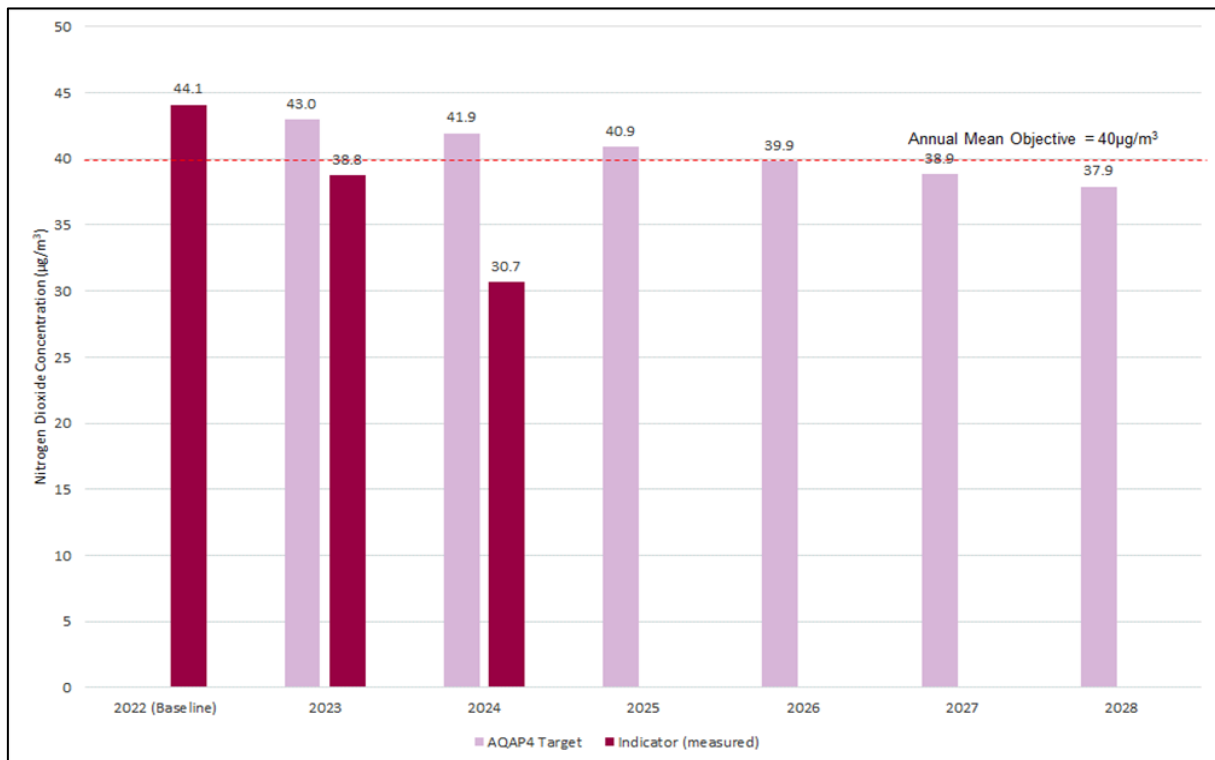
199. A HMO is defined as an entire house, flat or converted building which is let to three or more persons who form two or more households and who share facilities such as a kitchen, bathroom and toilet.
200. **% of dwellings failing to meet the decent homes standard** – At the end of 2024-25, 144 council properties were considered to be non-decent which is 2% of council housing stock. The 2024-25 figure is a slight increase from 1.9% of properties at the end of 2023-24, however this figure has come down in recent years and is below the national benchmark of 3.2% reported by the regulator for social housing for 2024-25.
201. An increase in the number of non-decent properties for York was anticipated following the commissioning of a Full Stock Condition Survey to be carried out on HRA housing stock during 2024. The extensive survey provided a range of information on the internal, external and communal safety and condition of each property. Around 6,400 (87%) council owned homes were inspected with the remainder being made a priority for 2025 onwards to continue improving information held and the quality of homes.
202. **% of repairs completed on first visit** – The percentage of repairs completed on the first visit was 82.5% in November 2025, which remains high and is comparable with 82.9% in 2024-25.
203. **Number of void properties** – There were 55 void properties at the end of March 2025 but this has now increased to 95 at the end of November 2025.
204. **% of tenants satisfied that their landlord provides a home that is well maintained** – Survey responses collected in 2024-25 reflected that 56% of tenants were satisfied that the council provided a well

maintained home, which is one of the satisfaction measures collected for the Regulator for Social Housing (RSH). Latest national figures reported by the RSH for 2024-25 show that 68% were satisfied in this area.

205. Combined with tenant feedback, data received from the 2024 stock condition survey, where around 87% of properties were physically inspected, provides further evidence for the council to assess the condition of homes and act on findings. Provisional results from the 2025-26 tenant survey look to reflect improved satisfaction with the services provided, of between 5-10% across all measures. Survey responses are being collated and further information will follow. York continues to focus on key compliance rates for gas, fire, lift, asbestos and water hygiene safety across housing stock.

Performance - Sustainability: Cutting carbon, enhancing the environment for our future

206. **Average of maximum annual mean Nitrogen Dioxide concentration recorded across three areas of technical breach –** With the exception of 2024 (and 2020 during the pandemic), CYC's air quality monitoring network has previously demonstrated sustained exceedances of the health-based nitrogen dioxide objective of 40µg/m³ in 3 areas of the city, namely Gillygate/Lord Mayor's Walk, Blossom Street/Holgate Road and Rougier Street/George Hudson Street. These are referred to as 'technical breach areas' and fall within CYC's Air Quality Management Area.
207. Whilst not all monitoring points within these areas were exceeding health-based standards, there has previously been at least one monitor at a point of relevant public exposure within each area that was above the annual mean objective of 40µg/m³. This indicator considers an average of the maximum annual mean concentrations of NO₂ in these three areas.



208. As can be seen from the graph above:

- Projections undertaken for CYC's Fourth Air Quality Action Plan (AQAP4) suggested that it might take until 2026-27 for this indicator to fall below 40µg/m³. However, the rate of improvement observed in York between 2022-2024 has significantly exceeded that observed in earlier years from 2012-2022 (which was around 2.5% improvement a year over 10 years).
- The AQAP4 target was met in 2024 and the indicator is well within the 40µg/m³ health-based objective. This is a positive result.

209. Measures such as the introduction of further electric buses (and other types of electric vehicle) across the network have undoubtedly contributed to this success. In line with commitments in AQAP4, CYC aims to improve air quality further in all areas to improve public health.

210. **Percentage of household waste sent for reuse, recycling or composting** – The latest provisional data for the proportion of household waste sent for reuse, recycling or composting was 40.7% in Q1 2025-26, which is a decrease from 47.4% at the same point in 2024-25. The percentage of “dry recycling” (recycling excluding composting) of all household waste increased to 21.7% from 20.7% in Q1 last year but the percentage of composting decreased to 20.3% from 25.4% in Q1 last year. Although there was a decrease in the total

household waste collected (221kg per household from the same time last year (244kg)), the reduction in reuse, recycling or composting waste per household (90kg from 114kg in 2024-25) meant that residual (approx. non-recycling) household waste remained at 131kg per household. Data for Q2 will be available in February 2026.

211. There was planned maintenance at Allerton Park between 20th March and 20th April 2025 but there were some issues with the return to services afterwards and additional contingency diversions remained in place. This coincided with an additional 3,000 tonnes of household waste being landfilled, predominantly made up of nearly 2,000 less tonnes (than the same period last year) having mechanical biological treatment (the separation of the recyclables and treatment of organic waste).
212. **Level of CO2 emissions across the city and from council buildings and operations** – Emissions associated with the council's scope 1 operations (heating and fleet) have reduced over the last 12 months, due to the work underway to improve the efficiency of our buildings and fleet electrification. However, as a result of the ongoing electrification of the fleet, emissions associated with electricity usage have increased. We continue to increase the volume and accuracy of data in our reporting methodology, with these improvements leading to an increase in our Scope 3 emissions. Fully understanding our emissions is an important step in managing and mitigating our impact. Further details are available here:
<https://democracy.york.gov.uk/documents/s179414/Report.pdf>.
213. City-wide emissions have reduced by 16.4% over the last two years (up to 2023) and have halved since 2005. The latest available data shows that emissions are now below the lowest point during the COVID-19 pandemic. The positive downward trajectory demonstrates potential for decoupling economic growth and emissions; however, we still need to accelerate and expand our efforts to meet our net zero by 2030 ambition. Further details are available here:
https://democracy.york.gov.uk/documents/s179439/EMDS_City%20Wide%20Emissions%202024.pdf
214. **% of Talkabout panel satisfied with their local area as a place to live** – The first bi-annual resident satisfaction survey taken by the Talkabout panel took place during Q1 2025-26. Results from the Q1 2025-26 Talkabout survey showed that 79% of the panel were satisfied with York as a place to live, a one percentage point decrease from the previous survey. 82% were satisfied with their local area, a 2%

increase from the previous round. Data for Q3 2025-26 will be available in February 2026.

215. **% of Talkabout panel who give unpaid help to any group, club or organisation** – Results from the Q1 2025-26 Talkabout survey found that 64% of panellists had given unpaid help to any group, club or organisation within the last 12 months. The government's Community Life Survey 2023-24 recorded that 54% had taken part in either formal or informal volunteering at least once in the last 12 months. Data for Q3 2025-26 will be available in February 2026.
216. **Number of trees planted (CYC)** – During 2024-25, CYC planted circa 213 standards (trees around 2-3 metre in height) and 2,492 whips (trees around 30-50 centimetre in height) within the city's highway verges, parks and open spaces. Thirty of the standards were planted by the Council's Public Realm team with the remaining 183 standards and all whips delivered through the Council's 'Green Streets' initiative fully funded by external grants totalling £175,000. Whip planting included the creation of two 'Miyawaki' micro-woods to mark the coronation of King Charles III.
217. Adding these figures to the 150 standards and 2,516 whips planted during 2023-24 (fully supported by £75,000 external grant funding) brings the total number of trees delivered during the current Council Plan period to 5,371, exceeding, ahead of time, the Council's commitment to plant 4,000 additional trees by March 2028 to address the climate and nature emergencies.
218. Spring 2025 across England was the driest since 1893, with all areas receiving well below average rainfall. The challenging conditions has led to a higher number of trees than normal failing to establish successfully. The council's contractor will re-stock failed trees later this year in line with contract requirements to maintain target outputs.
219. **% of Talkabout panel who think that the council are doing well at improving green spaces to help biodiversity and mitigate climate change** – For Q1 2025-26, the name of this indicator has been updated. The results for Q1 2025-26 showed that 43% of respondents agreed the Council and its partners are doing well at improving green spaces, an increase from 38% in the Q3 2024-25 round of the survey. Data for Q3 2025-26 will be available in February 2026.

Performance - How the council will operate

220. **FOI and EIR – % of requests responded to in-time (YTD) – 95.6%** of FOI and EIR requests were responded to in-time during November 2025. This figure remains high.
221. **% of 4Cs complaints responded to in-time** – There has been a large decrease in the number of corporate complaints received over recent years with 1,054 received in 2024-25 (compared to 1,310 in 2023-24 and 1,866 in 2022-23). This decrease has continued into 2025-26, with 490 complaints received up to the end of November (compared to 728 in the corresponding period last year). The percentage of corporate complaints responded to in time during November 2025 was 66.7%.
222. **% of the Talkabout panel reporting an excellent, good, satisfactory or poor experience when they last contacted the council about a service** – The results for this indicator for Q1 2025-26 show that the majority of the panel report having a 'good' (31%) or 'satisfactory' (33%) experience when they last contacted the Council, with 12% reporting an 'excellent' experience and 25% reporting a 'poor' experience, consistent with Q3 2024-25.
223. **Average sickness days per full time equivalent (FTE) employee** – At the end of October 2025, the average number of sickness days per FTE (rolling 12 months) had increased to 11.8 days from 11.5 in October 2024, although the latest figure is a reduction from 11.9 days at the end of March 2025. The latest benchmarks show that the CIPD public sector benchmark is 13.3 days per FTE, putting us below national trends.
224. **York Customer Centre average speed of answer** – Phones were answered, on average, in 1 minute and 26 seconds during November 2025 by the York Customer Centre. This is slower than in 2024-25 (42 seconds) but comparable with the previous few years. Call volumes have increased in the last year mainly due to garden waste calls.

Consultation Analysis

225. Not applicable

Options Analysis and Evidential Basis

226. Not applicable

Organisational Impact and Implications

227. The recommendations in the report potentially have implications across several areas. However, at this stage

- **Financial implications** are contained throughout the main body of the report. The actions and recommendations contained in this report should ensure the continued financial stability and resilience of the Council both in the current year and in future years.
- **Human Resources (HR)**, there are no direct implications related to the recommendations.
- **Legal** The Council is under a statutory obligation to set a balanced budget on an annual basis. Under the Local Government Act 2003 it is required to monitor its budget during the financial year and take remedial action to address overspending and/or shortfalls of income.
- **Procurement**, there are no specific procurement implications to this report.
- **Health and Wellbeing**, there are no direct implications related to the recommendations.
- **Environment and Climate action**, there are no direct implications related to the recommendations.
- **Affordability**, there are no direct implications related to the recommendations.
- **Equalities and Human Rights**, there are no direct implications related to the recommendations.
- **Data Protection and Privacy**, there are no implications related to the recommendations.
- **Communications**, there are no direct implications related to the recommendations.
- **Economy**, there are no direct implications related to the recommendations.

Risks and Mitigations

228. An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

Wards Impacted

229. All.

Contact details

For further information please contact the authors of this report.

Author

Name:	Patrick Looker
Job Title:	Assistant Director of Finance
Service Area:	Finance
Report approved:	Yes
Date:	16 January 2026

Co-author

Name:	Ian Cunningham
Job Title:	Head of Business Intelligence
Service Area:	Finance
Telephone:	Ext 5749

Annexes

Annex 1: Q3 Performance Tables - City Outcomes and Council Delivery Indicators 2023-2027