York Summary

• York has 209,893 residents with 5.7% from a black and minority ethnic community group. 83.9% are in good health, with 15.3% stating that they have some limitation in day to day activities.

• £691.90 was the Average Net Weekly Household Income in 2017/18 (£637.58 in 2015/16).

• 66% own their own home, either outright or with a mortgage, 18% are private renters and 14% are social tenants. There are 7,540 Council Houses in York.

• 73.5% of residents have a Level 1 - 4 qualification, of which 62.9% are, at least, qualified to Level 2, but 18.0% have no qualifications at all.

• 10.0% of children are in child poverty (7.7% of children live in a household where a parent or guardian claims an out-of-work benefit) and there are 8.9% of households in fuel poverty.

• 1.3% of the working population (aged 16-64) claim out of work benefits (either Job Seekers Allowance or Universal Credit)

Acomb Ward

0   0.25
kilometres
Scale: 1:12,340

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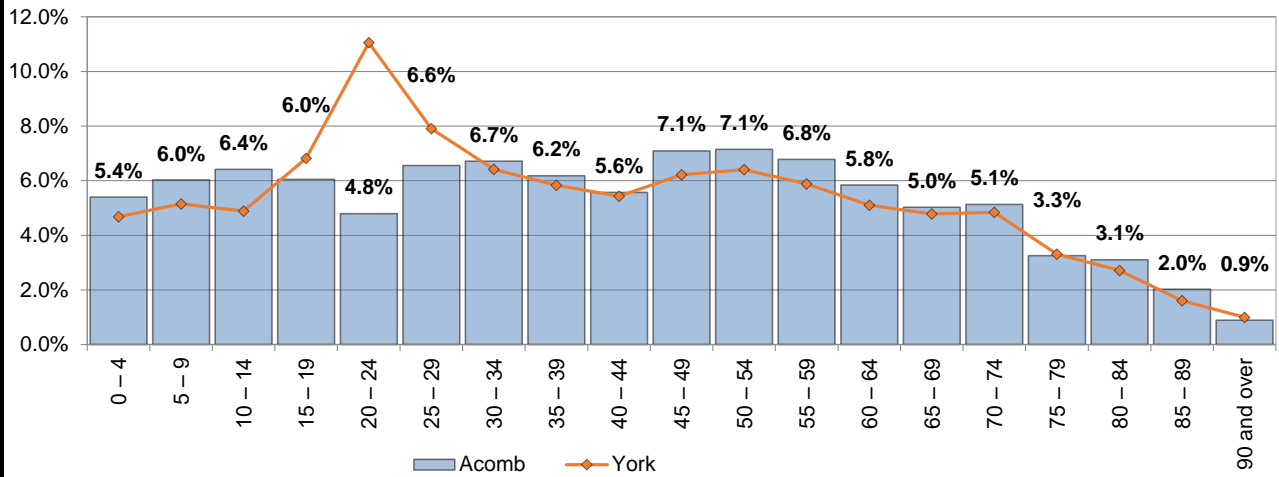
Ward Summary

• Acomb has 9,208 residents with 2.2% from a black and minority ethnic community group. 82.2% are in good health, with 17.1% stating that they have some limitation in day to day activities.

• £676.15 was the Average Net Weekly Household Income in 2017/18 (£606.54 in 2015/16).

• 75% own their own home, either outright or with a mortgage, 9% are private renters and 15% are social tenants. There are 387 Council Houses in this ward, which is 5.13% of York's total.

• 65.5% of residents have a Level 1 - 4 qualification, of which 53.4% are, at least, qualified to Level 2, but 23.8% have no qualifications at all.

• 12.2% of children are in child poverty (10.4% of children live in a household where a parent or guardian claims an out-of-work benefit) and there are 8.2% of households in fuel poverty.

• 1.6% of the working population (aged 16-64) claim out of work benefits (either Job Seekers Allowance or Universal Credit)

Ward performance by key areas

This is an "at a glance" summary of performance within the ward - more detail is provided later in the profile.

Acomb Ward	Best Ward in York	Worst Ward in York	York Ward Average	Performance (latest data)			
				Good	Area of concern	In Top 5 Wards	In Bottom 5 Wards
Economy				Above or below the average ± 10%			**Pages 8 - 9**
Universal Credit (out of work) claimants	**1.55%**	0.24%	2.70%	1.25%		◆		
Residents who agree the council and its partners are helping to create jobs in the city	**21.43%**	72.73%	21.43%	39.50%		◆		◆
Residents who agree their skills and qualifications are suited to jobs available in York	**40.00%**	83.33%	36.36%	52.40%		◆		◆
Business Startups:								
Number (YTD)	**41.0**	130.0	13.0	46.8		◆		
per 10,000 working age population (YTD)	**72.3**	140.9	22.4	77.8				
Poverty							**Page 10**
Fuel poverty (households)	**8.18%**	6.00%	15.57%	8.71%				
Child poverty	**12.20%**	1.90%	20.20%	8.78%		◆		
Health and Wellbeing							**Pages 12 - 15**
Reception year obesity	**9.30%**	5.00%	14.50%	8.54%				
Year 6 obesity	**15.90%**	8.00%	22.40%	15.21%				
Male life expectancy	**79.5**	86.6	76.5	80.5				
Female life expectancy	**83.5**	88.5	80.6	83.7				
Emergency hospital admissions for children (per 1,000 population)	**185.8**	138.9	209.6	174.8				
% with limiting long term illness or disability	**17.30%**	10.20%	21.10%	15.50%		◆		
% of obese adults	**27.20%**	14.60%	28.70%	22.68%		◆		◆
Elective hospital admissions	**116.2**	76.0	116.5	99.8		◆		◆
Emergency hospital admissions	**108.1**	80.6	127.3	99.2				◆
Emergency hospital admissions for injuries resulting from a fall (over 65)	**30.2**	15.5	37.9	25.8		◆		◆
Adult Social Care							**Pages 16 - 17**
Social Isolation	**1.9**	1.3	2.6	2.0			●	
Homecare hours (weekly average)	**9.3**	6.0	13.3	9.5				
Homecare clients (per 1,000 population)	**5.2**	1.5	11.0	4.8				
Clients getting paid packages of care that are not residential/nursing care	**62.0**	180.0	12.0	71.1				
New customers requesting Adult Social Care support	**56.0**	95.0	10.0	42.1				
People supported to live independently through social services: packages of care	**72.0**	178.0	17.0	73.0				
intervention	**53.0**	105.0	9.0	44.0				

Key: ● Good performance ◆ Area of concern

This is an "at a glance" summary of performance within the ward - more detail is provided later in the profile.								
Ward		Best Ward in York	Worst Ward in York	York Ward Average	Performance (latest data)			
					Good	Area of concern	In Top 5 Wards	In Bottom 5 Wards
Public Realm								Page 18 - 19
Crime (per 1,000 population)	**10.5**	3.6	47.0	13.1	🟢			
ASB (per 1,000 population)	**5.9**	1.9	21.8	6.0				
Residents who think that hate crime is not a problem in their local area	**64.29%**	100.00%	60.00%	78.47%		🔶		🔶
Residents who agree that York is a safe city to live in, relatively free from crime and violence	**76.92%**	100.00%	54.55%	79.19%				
Street cleaning - Number of issues reported - Litter	**5.0**	N/A	N/A	10.4				
Street cleaning - Number of issues reported - Faeces	**6.0**	N/A	N/A	8.0				
% of road area that is Free From Defects (Grade 1)	**21.11%**	44.46%	11.66%	24.62%		🔶		
% of road area that is Structurally Impaired (Grade 5)	**6.19%**	2.59%	10.21%	7.37%	🟢			
Schools and Educational Attainment								Page 20
Primary school pupils claiming Free School Meals	**11.69%**	N/A	N/A	9.72%				
Secondary school pupils claiming Free School Meals	**11.90%**	N/A	N/A	8.58%				
Key Stage 2 Attainment	**69.39%**	89.29%	50.68%	69.13%				
Key Stage 4 Attainment	**65.66%**	100.00%	59.68%	75.83%		🔶		🔶
Travel time (in minutes) by public transport / walking to nearest...								Page 21
GP	**14.6**	8.2	29.1	17.6	🟢			
Hospital	**36.7**	12.9	58.9	34.8				
Primary school	**8.7**	6.3	13.0	9.1				
Secondary school	**17.0**	9.1	33.4	18.8				
Broadband coverage and speeds								Page 22
Average download speed (Mb/s)	**72.8**	76.8	32.1	54.6	🟢		🟢	
Superfast availability	**100.00%**	100.00%	79.36%	94.34%			🟢	
Resident Engagement								Pages 22 - 23
Residents satisfied with their local area as a place to live	**86.67%**	100.00%	60.00%	84.95%				
Residents who agree that they belong to their local area	**66.67%**	95.83%	63.64%	78.36%		🔶		🔶
Residents agree their local area is a good place for children and young people to grow up	**46.67%**	100.00%	46.67%	76.98%		🔶		🔶
Residents who agree that they can influence decisions in their local area	**6.67%**	50.00%	6.67%	28.21%		🔶		🔶

Key: 🟢 Good performance   🔶 Area of concern

Further information about the ward is available at: Acomb Ward

Population by Age

Age	Acomb
0 – 4	5.4%
5 – 9	6.0%
10 – 14	6.4%
15 – 19	6.0%
20 – 24	4.8%
25 – 29	6.6%
30 – 34	6.7%
35 – 39	6.2%
40 – 44	5.6%
45 – 49	7.1%
50 – 54	7.1%
55 – 59	6.8%
60 – 64	5.8%
65 – 69	5.0%
70 – 74	5.1%
75 – 79	3.3%
80 – 84	3.1%
85 – 89	2.0%
90 and over	0.9%

Legend: Acomb, York

Source: ONS - 2018 Ward population estimates

Census 2011 Update

Gender

Male: 49.0%
Female: 51.0%

Legend: York, Acomb
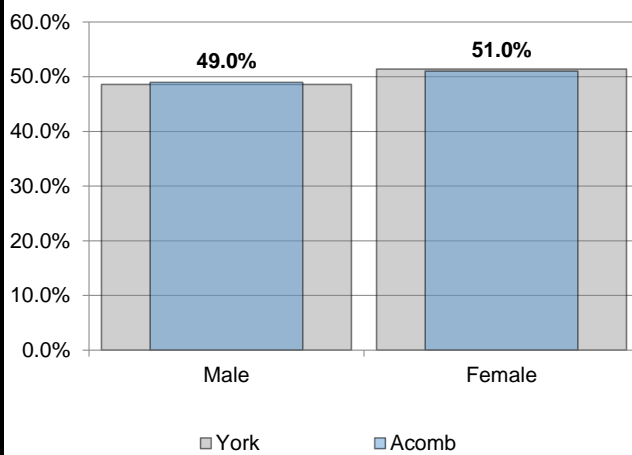
Source: Census 2011

Marital Status

Status	Acomb
Single	25.0%
Married	40.4%
Separated	0.2%
Divorced	1.6%
Widowed	7.6%

Legend: York, Acomb
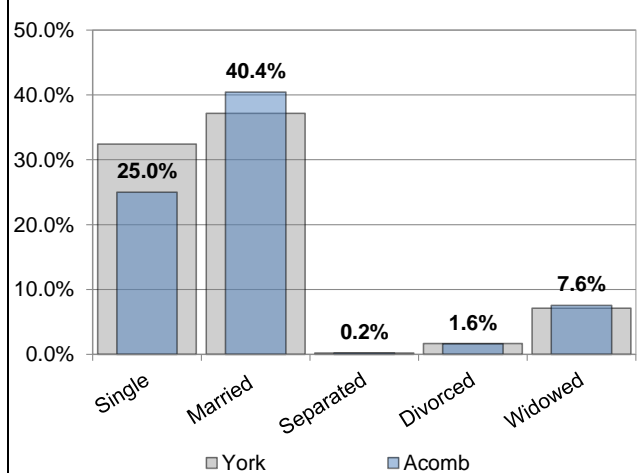
Source: Census 2011

Ethnicity

- White British: 95.4%
- BME Community: 2.2%
- White Other: 2.4%

Legend: White British, BME Community, White Other
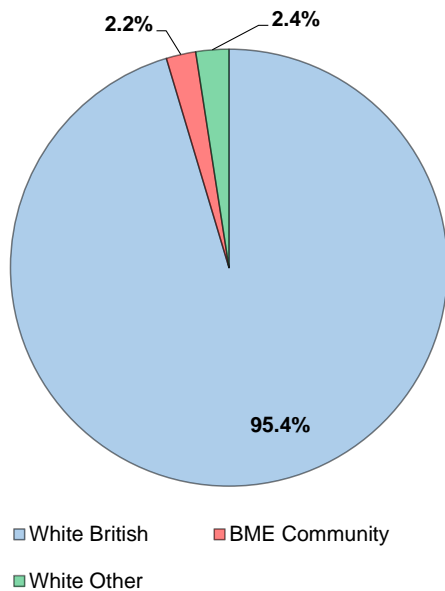
BME Community
(does not include White British or White Other)

Group	Acomb
Mixed/ Multiple Ethnic Group	0.9%
Asian/Asian British	0.8%
Black/ African/ Caribbean/ Black British	0.3%
Other Ethnic Group	0.2%

Legend: York, Acomb: Ethnicity
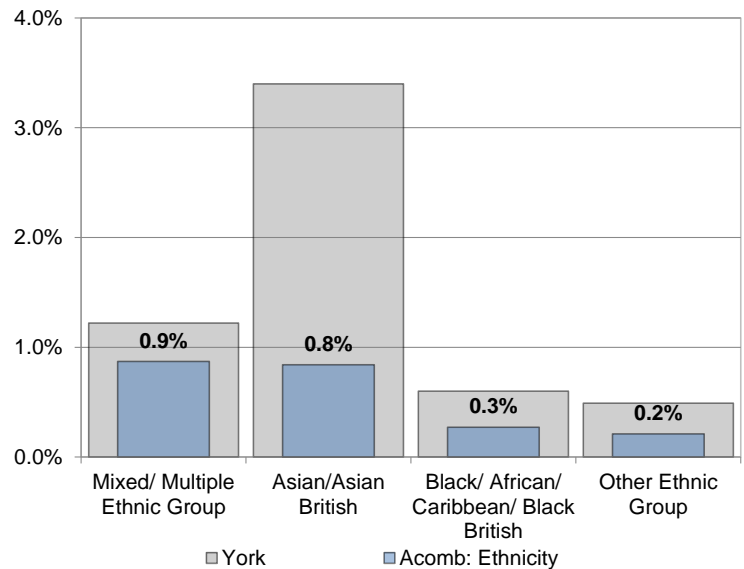
Source: Census 2011

Religion

Other Religions

Pie chart:
- Christian: 65.3%
- None: 27.4%
- Not stated: 6.2%
- Other Religions: 1.1%
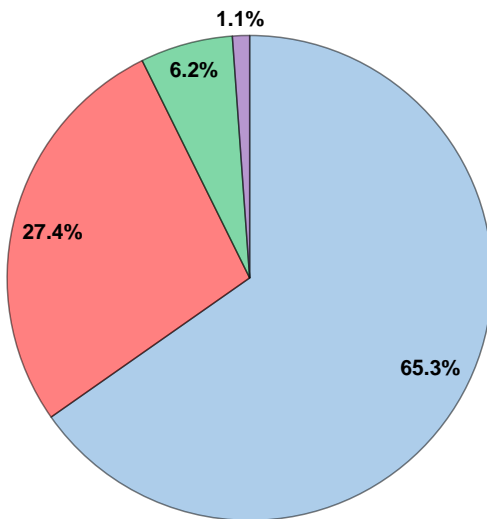
Legend: Christian, None, Not stated, Other Religions

Bar chart — Other Religions (York / Acomb):
- Buddhist: 0.4%
- Hindu: 0.1%
- Jewish
- Muslim: 0.4%
- Sikh
- Other: 0.3%

Legend: York, Acomb
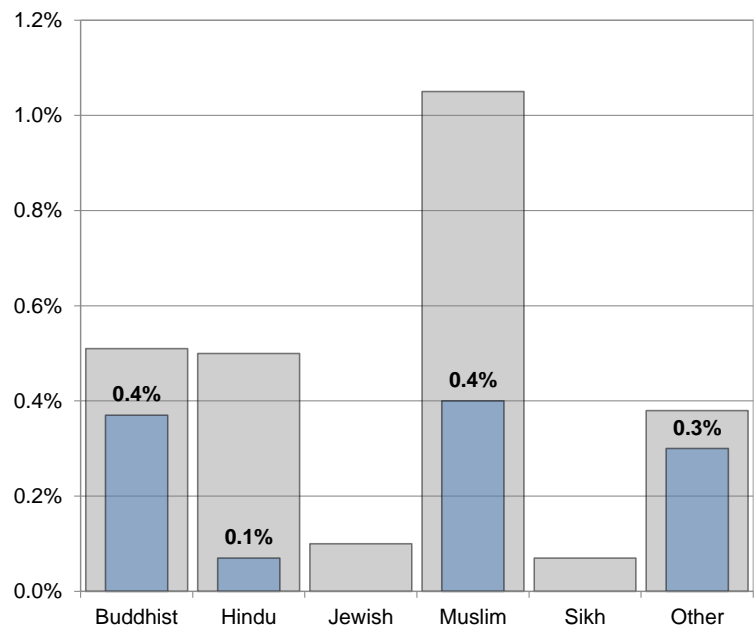
Source: Census 2011

Hours Worked

- 15 hours or less: 9.1%
- 16 - 30 hours: 22.0%
- 31 - 48 hours: 59.8%
- 49 or more hours: 9.1%

Legend: York, Acomb
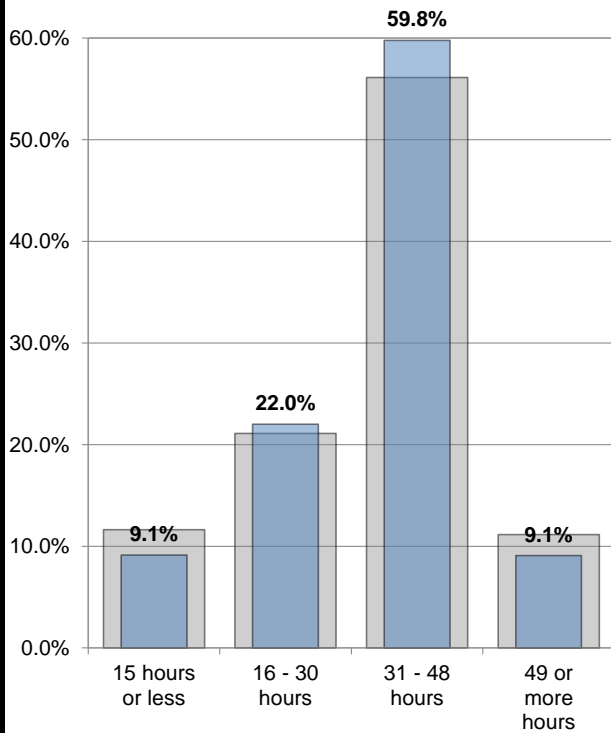
Source: Census 2011

Qualifications

- None: 23.8%
- Level 1: 12.1%
- Level 2: 16.4%
- Level 3: 11.9%
- Level 4: 25.1%
- Other: 4.2%
- Apprenticeship: 6.5%

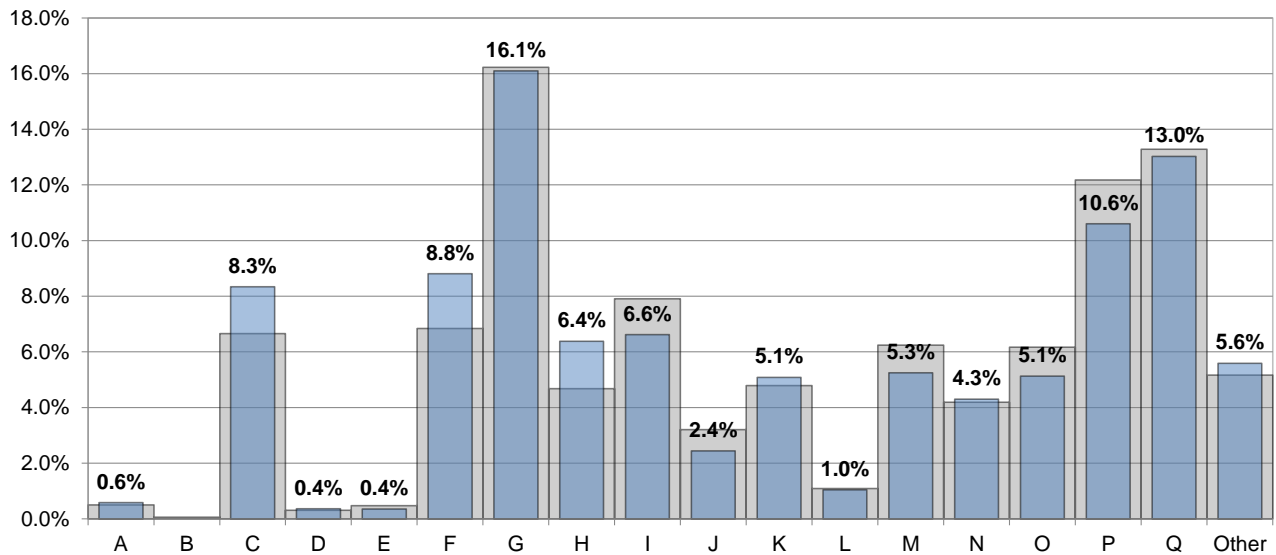Legend: York, Acomb
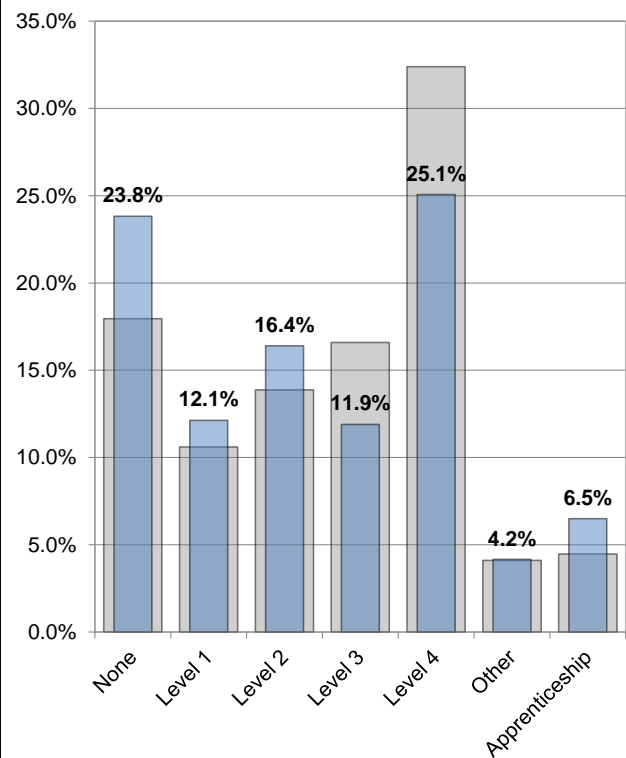
Source: Census 2011

Industry

A: Agriculture, forestry and fishing, B: Mining and quarrying, C: Manufacturing, D: Electricity, gas, steam and air conditioning supply, E: Water supply; sewerage, waste management and remediation activities, F: Construction
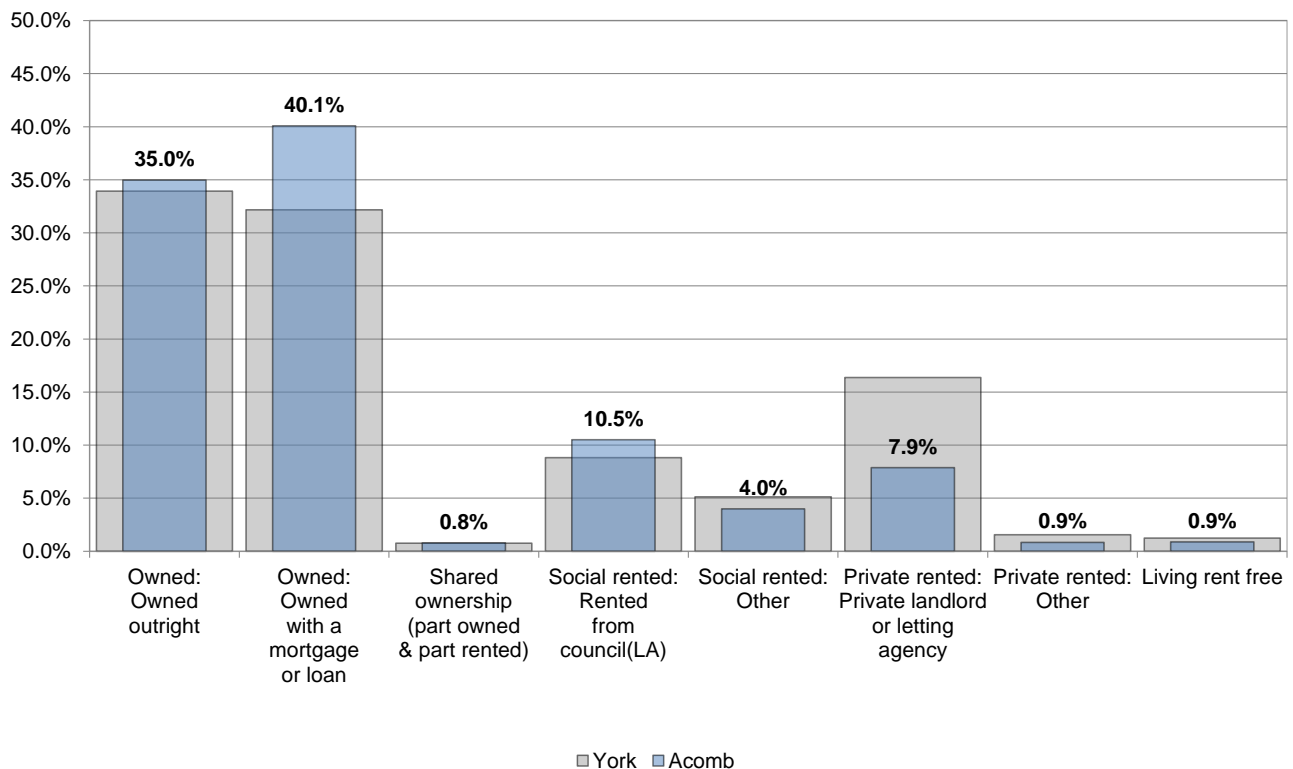
G: Wholesale and retail trade; repair of motor vehicles and motor cycles, H: Transport and storage, I: Accommodation and food service activities, J: Information and communication, K: Financial and insurance activities, L: Real estate activities

M: Professional, scientific and technical activities, N: Administrative and support service activities, O: Public administration and defence; compulsory social security, P: Education, Q: Human health and social work activities
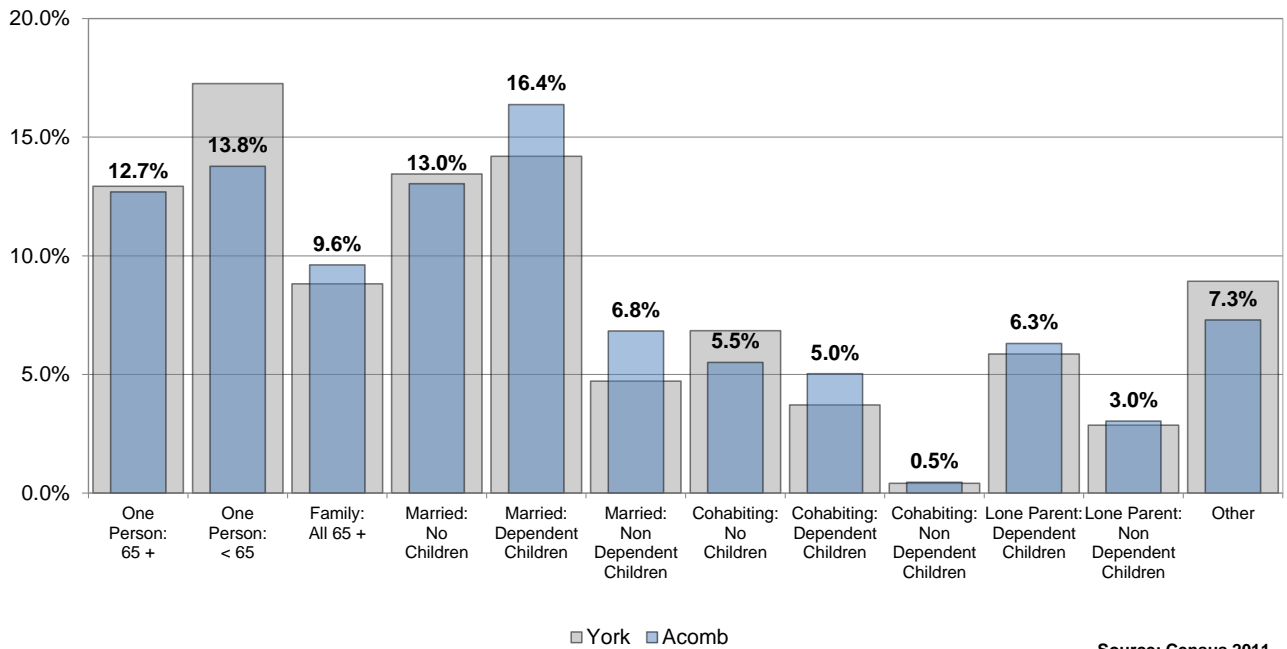
☐ York ☐ Acomb

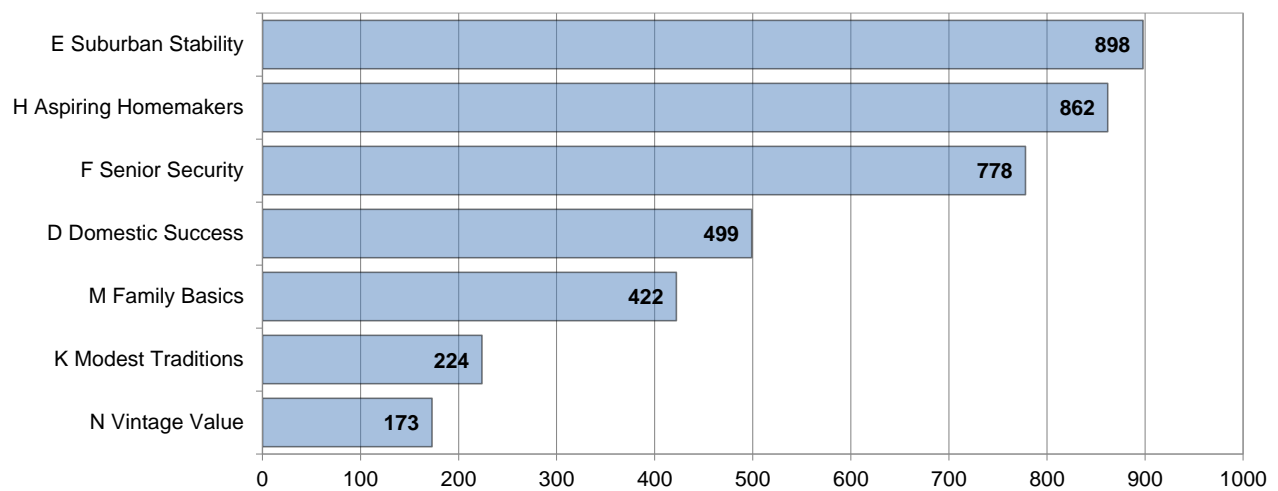**Source: Census 2011**

Tenure

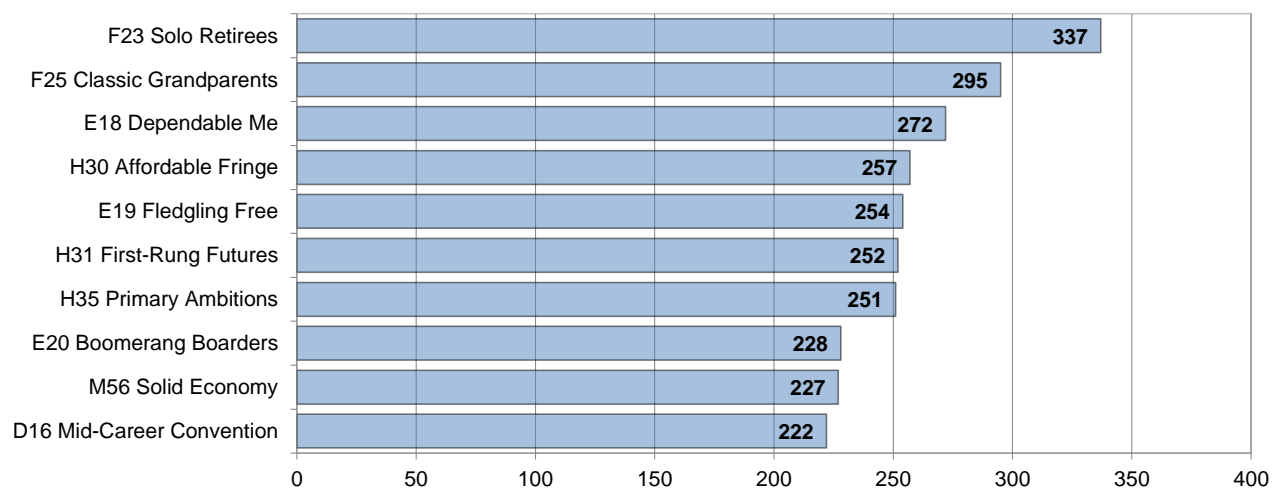☐ York ☐ Acomb

Source: Census 2011

Household Composition

Source: Census 2011

Legend: ■ York ■ Acomb

Category	Value
One Person: 65 +	12.7%
One Person: < 65	13.8%
Family: All 65 +	9.6%
Married: No Children	13.0%
Married: Dependent Children	16.4%
Married: Non Dependent Children	6.8%
Cohabiting: No Children	5.5%
Cohabiting: Dependent Children	5.0%
Cohabiting: Non Dependent Children	0.5%
Lone Parent: Dependent Children	6.3%
Lone Parent: Non Dependent Children	3.0%
Other	7.3%

Household Types

Experian Groups (2019)

Group	Value
E Suburban Stability	898
H Aspiring Homemakers	862
F Senior Security	778
D Domestic Success	499
M Family Basics	422
K Modest Traditions	224
N Vintage Value	173

Experian Types (2019)

Type	Value
F23 Solo Retirees	337
F25 Classic Grandparents	295
E18 Dependable Me	272
H30 Affordable Fringe	257
E19 Fledgling Free	254
H31 First-Rung Futures	252
H35 Primary Ambitions	251
E20 Boomerang Boarders	228
M56 Solid Economy	227
D16 Mid-Career Convention	222

Economy

Benefit Claimant Numbers
Working age Population (16-64)

Legend: Income Support, Lone Parents, Disability Living Allowance, ESA, Carers, Incapacity Benefit

	2017/2018 Q3	2018/2019 Q3	2019/2020 Q3
Income Support	55	45	26
Lone Parents	41	31	
Disability Living Allowance	185	183	180
ESA	214	193	181
Carers	15	151	149
Incapacity Benefit		5	

Source: Department for Work and Pensions (DWP)
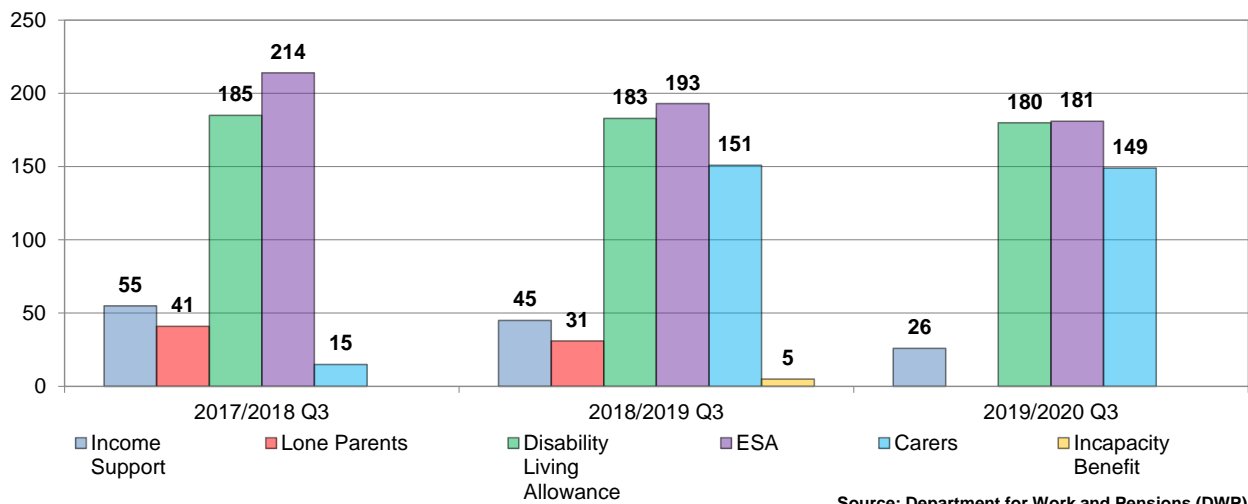
Benefit Claimant Rate
Working age Population (16-64)
Q3 2019/2020

	York	Value
% Income Support		0.5%
% Lone Parents		
% Disability Living Allowance		2.0%
% ESA		3.2%
% Carers		2.6%
% Incapacity Benefit		

□ York

Source: Department for Work and Pensions (DWP)

JSA and Universal Credit (out of work) Claimant Rate

	2017/2018 Q4	2018/2019 Q4	2019/2020 Q4
Aged 16-64	1.1%	1.4%	1.6%
Aged 16-64 Male	1.1%	1.7%	1.8%
Aged 16-64 Female	1.1%	1.0%	1.1%
Aged 18-24	1.5%	3.0%	2.3%
Aged 50+	1.1%	0.9%	0.6%
Aged 50+ Male	0.6%	0.7%	0.6%
Aged 50+ Female	1.1%	0.6%	0.6%

Legend: Aged 16-64, Aged 16-64 Male, Aged 16-64 Female, Aged 18-24, Aged 50+, Aged 50+ Male, Aged 50+ Female

Source: Office for National Statistics (ONS)

Economy

JSA Claimant Rate (Age and Gender)
Working age Population (16-64)

Legend: York | All | All Male | All Female | All > 6 Months | All > 1 Year

JSA and Universal Credit (out of work) Claimant Rate
Working age Population (16-64)

Legend: York | All | All Male | All Female

Business Start Ups

Numbers (YTD)

Legend: York Average | Acomb
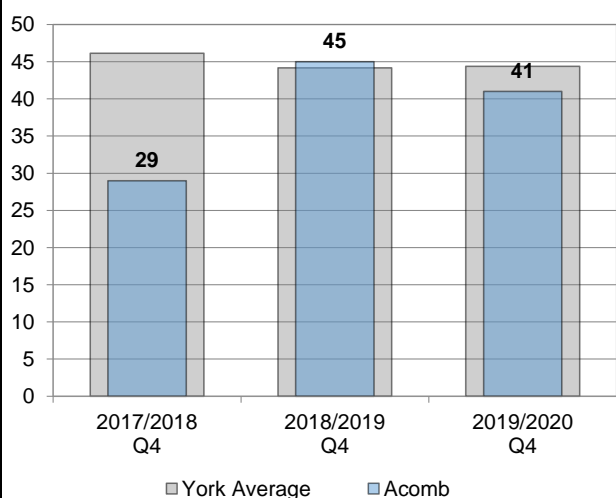
BankSearch Information Consultancy Ltd

per 10,000 working age population (YTD)

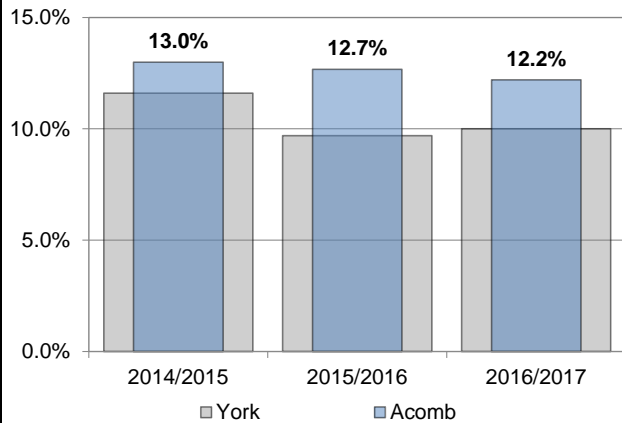Legend: York Average | Acomb
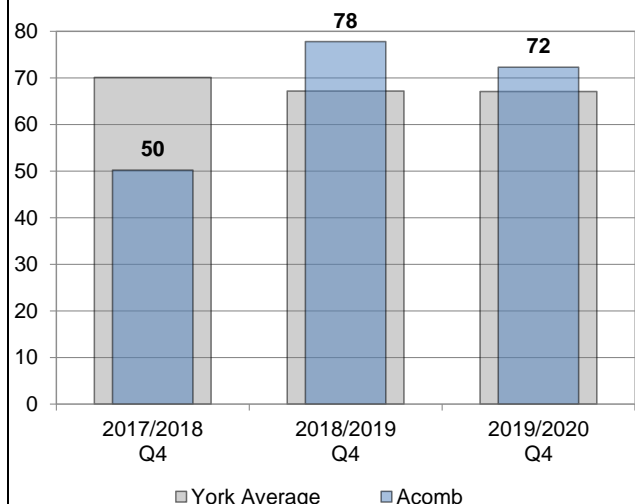
BankSearch Information Consultancy Ltd

Poverty

Child Poverty

The proportion of children living in families in receipt of out-of-work (means-tested) benefits or in receipt of tax credits where their reported income is less than 60 per cent of UK median income


	2014/2015	2015/2016	2016/2017
Acomb	13.0%	12.7%	12.2%

Legend: York, Acomb

Source: HM Revenue & Customs

Fuel Poverty

The Low Income High Costs indicator is a twin indicator consisting of:
• the number of households that have both low incomes and high fuel costs; and
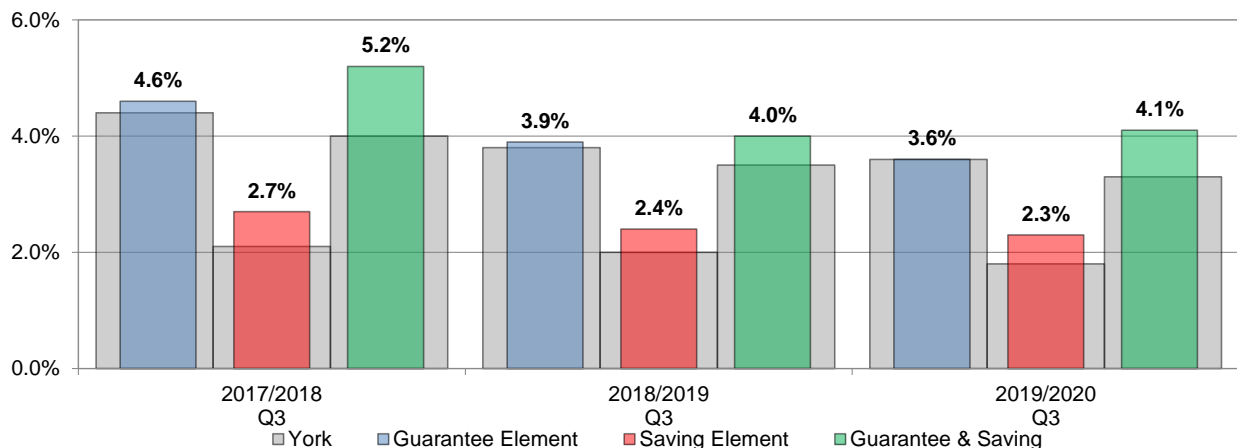• the depth of fuel poverty amongst these fuel poor households.

This is measured through a fuel poverty gap which represents the difference between the required fuel costs for each household and the median required fuel costs.

	2015/2016	2016/2017	2017/2018
Acomb	10.1%	10.3%	8.2%

Legend: York, Acomb
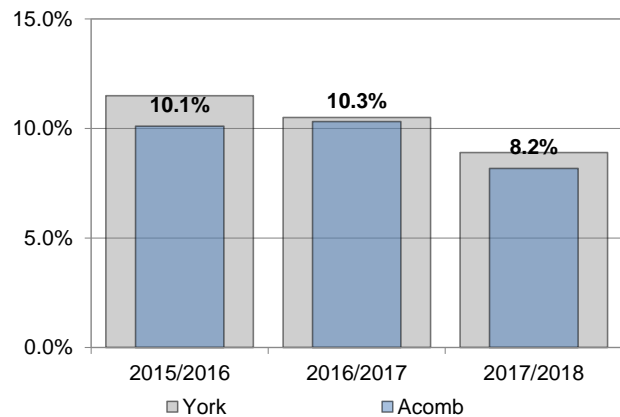
Source: Department for Business, Energy & Industrial Strategy

Pension Credit

Pension Credit is an income-related benefit made up of 2 parts - Guarantee Credit and Savings Credit.

	2017/2018 Q3	2018/2019 Q3	2019/2020 Q3
Guarantee Element	4.6%	3.9%	3.6%
Saving Element	2.7%	2.4%	2.3%
Guarantee & Saving	5.2%	4.0%	4.1%

Legend: York, Guarantee Element, Saving Element, Guarantee & Saving

Source: Department for Work and Pensions (DWP)
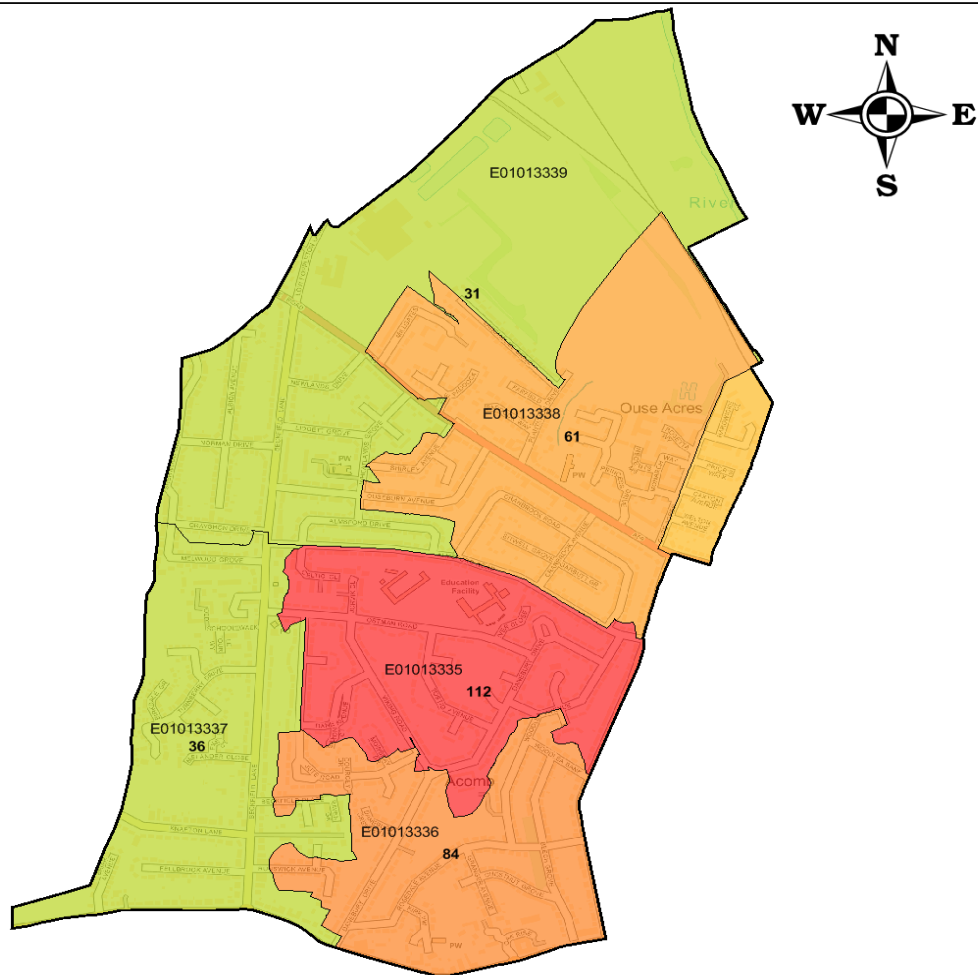
Indices of Multiple Deprivation

The IMD measures and rates a number of different domains affecting quality of life including income, employment, education and skills, health and disability, crime, barriers to services and quality of living environments. **A high score is bad**.

	2010	2015	2019
	14.85	12.19	11.76

Legend: York

Ward Rank in York (Low is Bad**)**		
7 out of 21	9 out of 21	8 out of 21
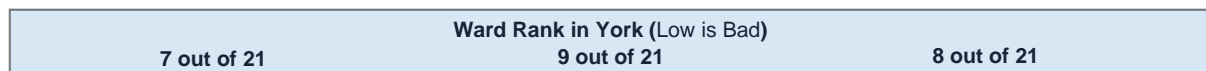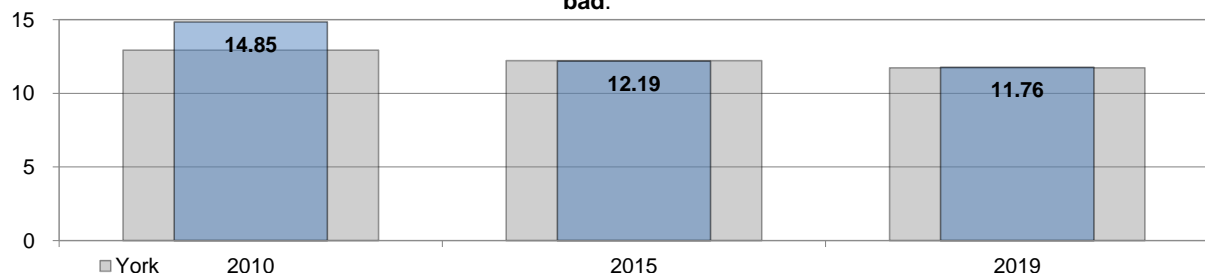
Source: Department for Communities and Local Government (DCLG)

Index of Multiple Deprivation 2019
Acomb Ward: breakdown by LSOA

Key to Index of Multiple Deprivation Deciles 2019
1 is least deprived; 120 is most deprived

■ Decile 10 Most Deprived		■ Decile 5	
■ Decile 9		■ Decile 4	
■ Decile 8		■ Decile 3	
■ Decile 7		■ Decile 2	
■ Decile 6		■ Decile 1 Least Deprived	

Produced by
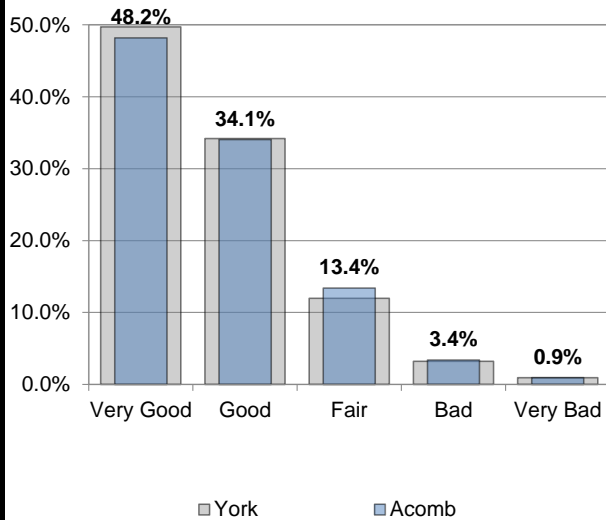
Business Intelligence Hub

Created   22/11/2019

Health and Wellbeing

Day to Day Activities

	York	Acomb
Limited a lot All ages		7.7%
Limited a little All ages		9.5%
Not Limited All ages		82.9%
Limited a lot Age 16-64		4.1%
Limited a little Age 16-64		7.0%
Not Limited Age 16-64		88.9%

■ York ■ Acomb

Source: Census 2011

General Health

- Very Good 48.2%
- Good 34.1%
- Fair 13.4%
- Bad 3.4%
- Very Bad 0.9%

■ York ■ Acomb

Source: Census 2011

Provide Unpaid Care

- No Unpaid Care 89.6%
- 1 to 19 hours a week 6.6%
- 20 to 49 hours a week 1.3%
- 50 + hours a week 2.5%

■ York ■ Acomb

Source: Census 2011

Adult Health & Lifestyle

- Limiting long term illness or disability 17.3%
- Obese adults 27.2%

■ York 2014/2015 ■ Acomb - 2014/2015

Source: Public Health England

Fertility and Life Expectancy

- Live births per 1,000 women (15-44 years): 67.6 / 62.7
- Life Expectancy (years) - Male: 78.7 / 79.1
- Life Expectancy (years) - Female: 83.0 / 83.7

(5 year aggregated data)

■ York ■ Acomb - 2014/2015 ■ 2015/2016

Source: Public Health England

Childhood weight

(3 year aggregated data)

Legend: York | Acomb - 2017/2018 | 2018/2019

Source: Public Health England

- % Overweight - Reception: 25.0%, 27.0%
- % Obese - Reception: 10.5%, 11.6%
- % Overweight - Year 6: 27.4%, 29.0%
- % Obese - Year 6: 15.1%, 15.0%

Births

(5 year aggregated data)

Legend: York | Acomb - 2014/2015 | 2015/2016

Source: Public Health England

- Birth weight less than 2500g: 9.0%, 2.4%
- Teenage mothers (under 18): 1.9%, 1.6%

Hospital Admissions

Hospital Admissions, All ages

(standardised admission ratio, 4 year aggregated data)

- Intentional self harm: 84.5, 110.2
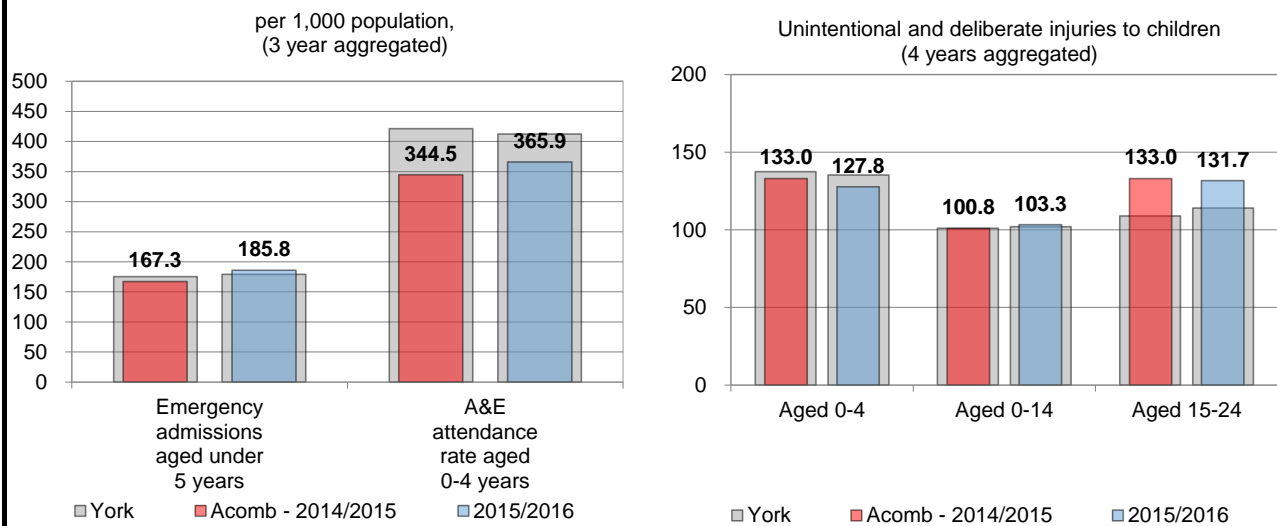- Alcohol related harm (Narrow defintion): 93.2, 108.6

The Standardised Admission Ratio (SAR) is a summary estimate of admission rates relative to the national pattern of admissions and takes into account differences in a population's age, sex and socioeconomic deprivation. The National value is 100.
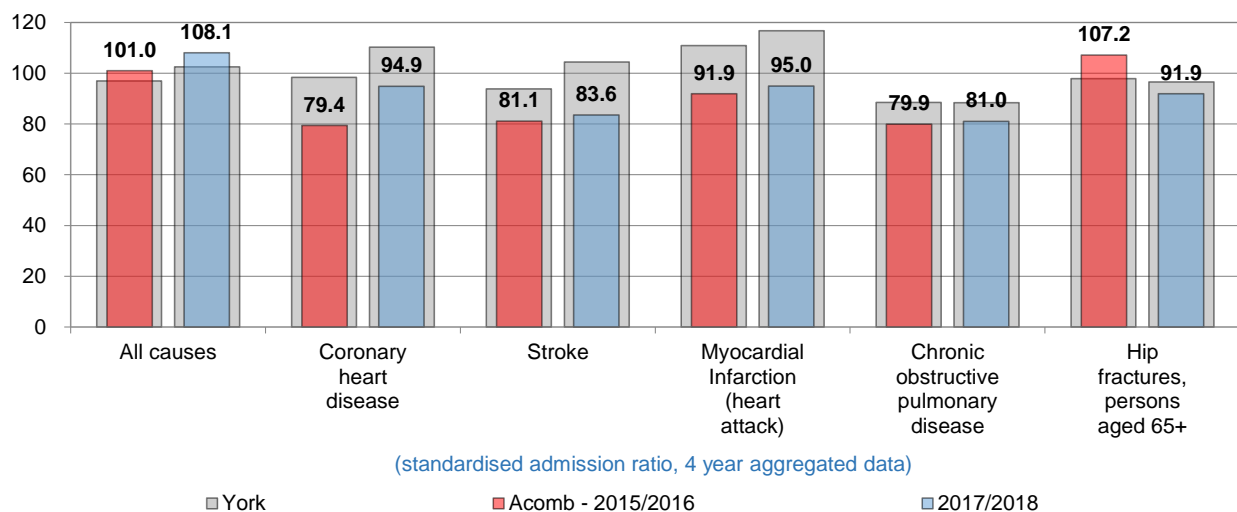
Legend: York | Acomb - 2015/2016 | 2017/2018

Source: Public Health England
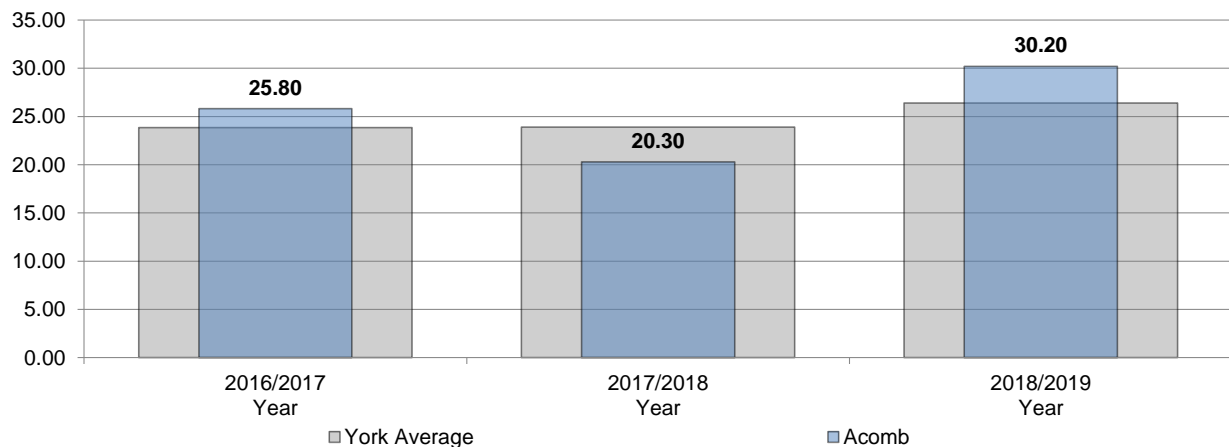
Hospital Admissions - Children & Young People

per 1,000 population, (3 year aggregated)

Emergency admissions aged under 5 years: 167.3, 185.8
A&E attendance rate aged 0-4 years: 344.5, 365.9

Legend: York | Acomb - 2014/2015 | 2015/2016

Unintentional and deliberate injuries to children (4 years aggregated)

Aged 0-4: 133.0, 127.8
Aged 0-14: 100.8, 103.3
Aged 15-24: 133.0, 131.7

Legend: York | Acomb - 2014/2015 | 2015/2016

Emergency hospital admissions

All causes: 101.0, 108.1
Coronary heart disease: 79.4, 94.9
Stroke: 81.1, 83.6
Myocardial Infarction (heart attack): 91.9, 95.0
Chronic obstructive pulmonary disease: 79.9, 81.0
Hip fractures, persons aged 65+: 107.2, 91.9

(standardised admission ratio, 4 year aggregated data)

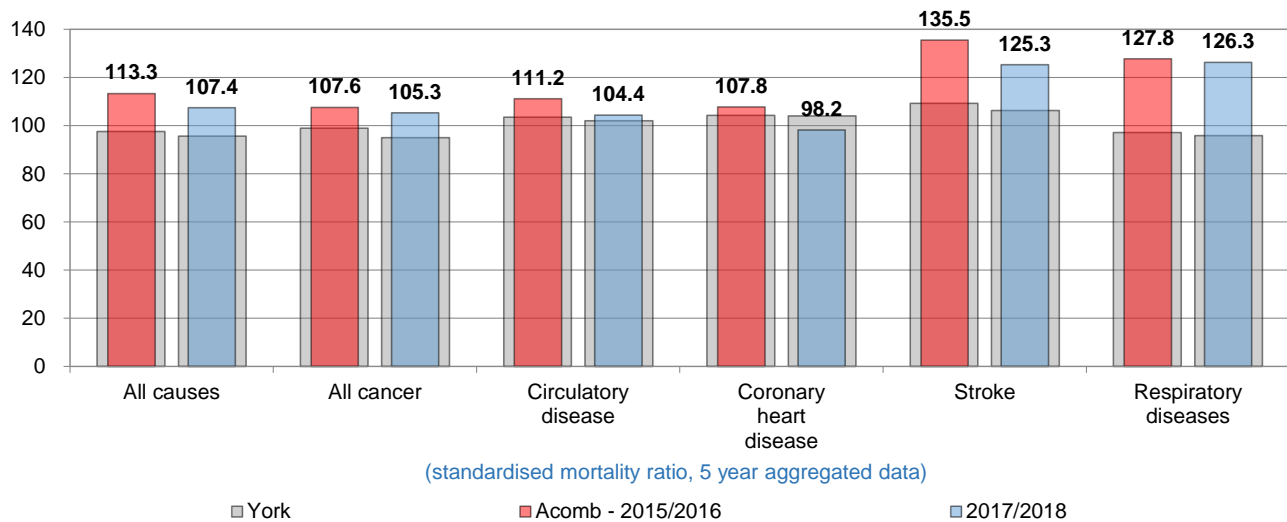Legend: York | Acomb - 2015/2016 | 2017/2018

Emergency hospital admissions for injuries resulting from a fall (over 65), per 1,000 population

Falls data: the figures given here are taken from Hospital Episode Statistics data, which takes the number of those aged 65 or over being admitted to hospital on a non-elective basis at least once in each year as a result of a fall and divides it by the number of those of that age group resident in each ward to give a rate per 1,000 population.

2016/2017 Year: 25.80
2017/2018 Year: 20.30
2018/2019 Year: 30.20

Legend: York Average | Acomb

Mortality, All ages

(standardised mortality ratio, 5 year aggregated data)

York   Acomb - 2015/2016   2017/2018

Source: Public Health England

Premature mortality

(standardised mortality ratio, 5 year aggregated data)

York   Acomb - 2015/2016   2017/2018
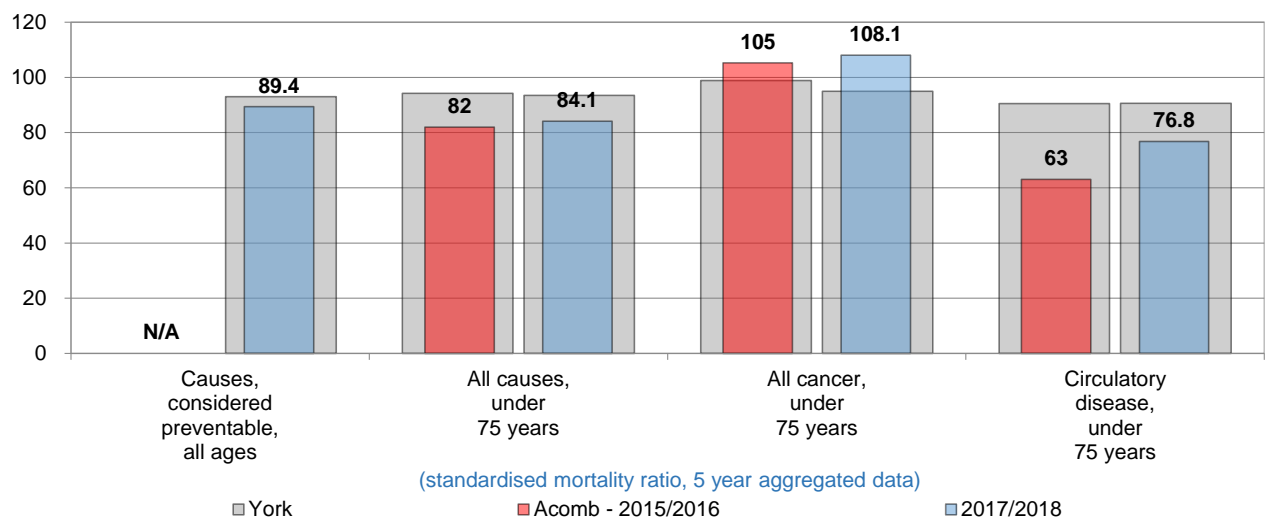
Source: Public Health England

New cases of cancer

(standardised incidence ratio, 5 year aggregated data)

York   Acomb - 2015/2016   2016/2017
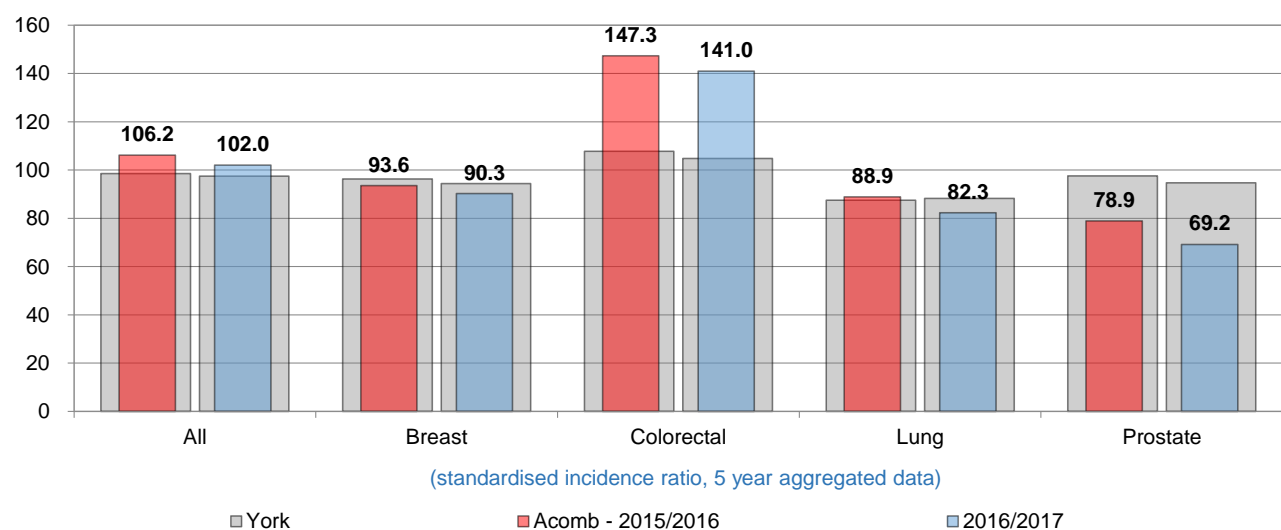
Source: Public Health England

Adult Social Care

Social isolation

Social isolation: This is based on respondents to two questions on the Adult Social Care Survey regarding social contact and how time is spent.
A score of 1 indicates that the respondent has plenty of social contact and that they spend their time doing things they enjoy
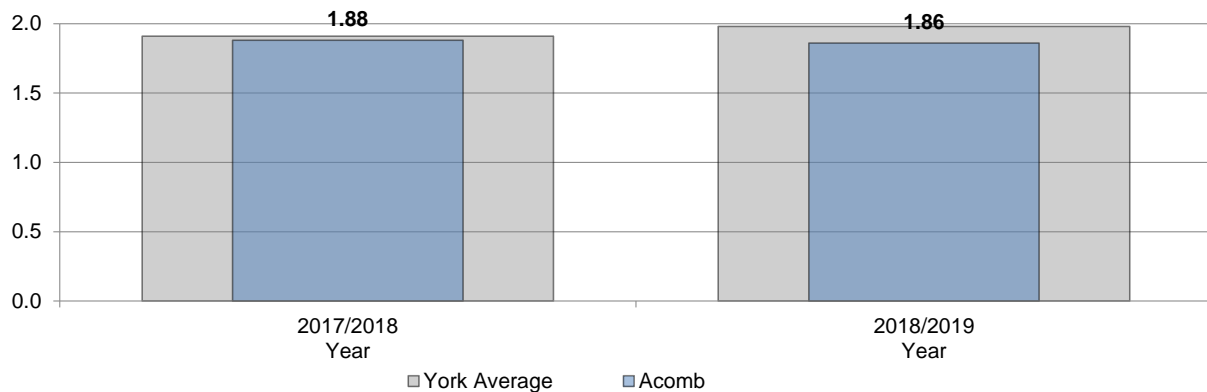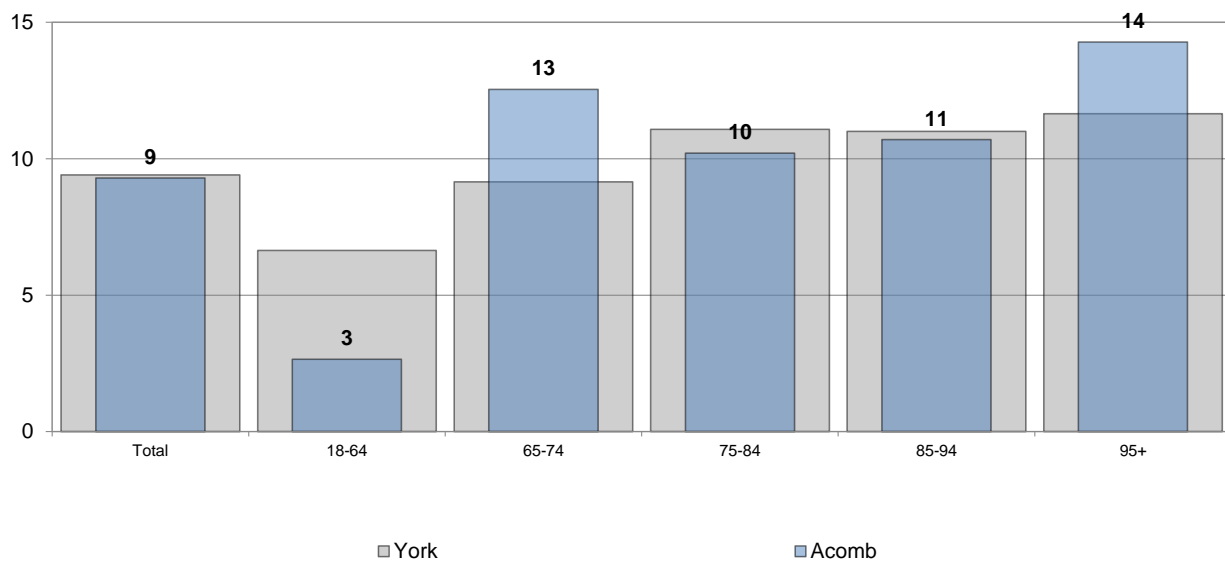A score of 4 indicates that the respondent feels socially isolated and that they don't feel they do anything of value with their time.

The mean of all respondents' responses to both questions is the score presented here.
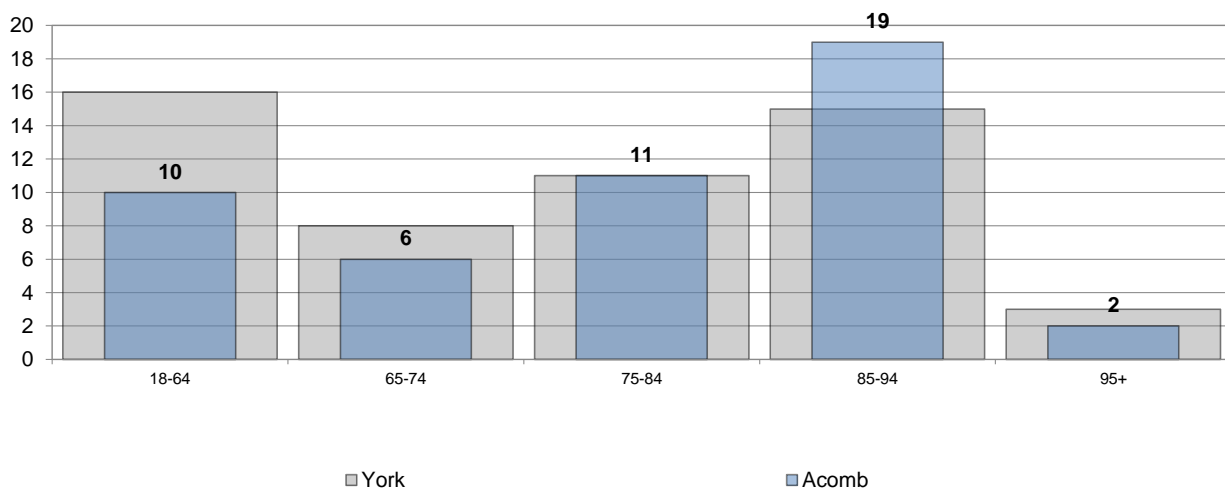

Source: Adult Social Care User Survey

Average Weekly Homecare Hours by Client Age

Source: Adults Social Care - 2019/2020

Homecare Clients by Age

Source: Adults Social Care - 2019/2020

Number of clients getting paid packages of care that are not residential/nursing care

70 (2019/2020 Q1), **69** (2019/2020 Q2), **62** (2019/2020 Q3)

Legend: ■ York Average ■ Acomb
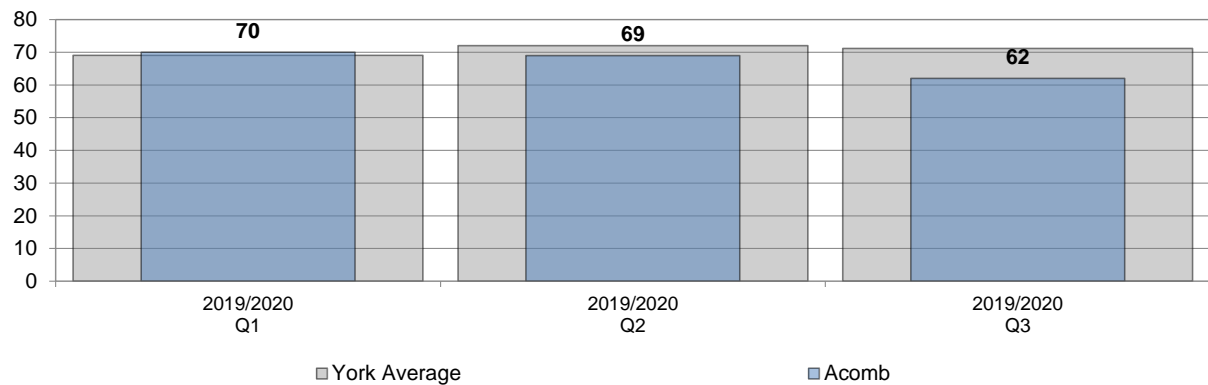
Source: Adults Social Care - 2019/2020

Number of new customers requesting Adult Social Care support
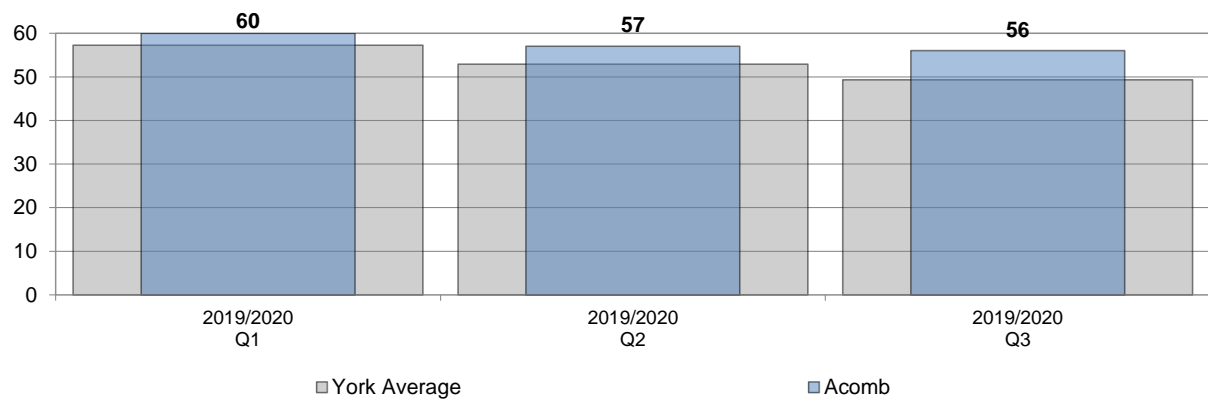
60 (2019/2020 Q1), **57** (2019/2020 Q2), **56** (2019/2020 Q3)

Legend: ■ York Average ■ Acomb

Source: Adults Social Care - 2019/2020

People supported to live independently through social services packages of care

72 (2017/2018 Q4), **75** (2018/2019 Q4), **72** (2019/2020 Q4)

Legend: ■ York Average ■ Acomb
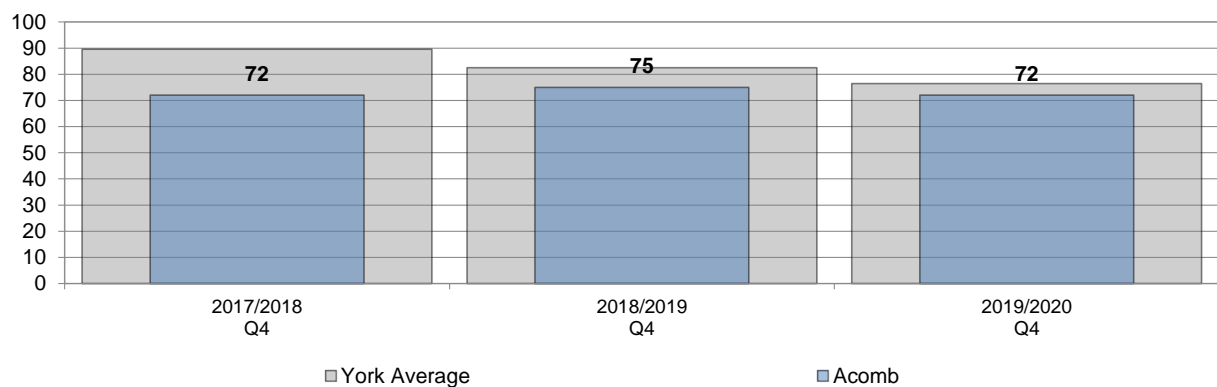
Source: Adults Social Care - 2019/2020

People supported to live independently through social services intervention

53 (2017/2018 Q4), **52** (2018/2019 Q4), **53** (2019/2020 Q4)

Legend: ■ York Average ■ Acomb
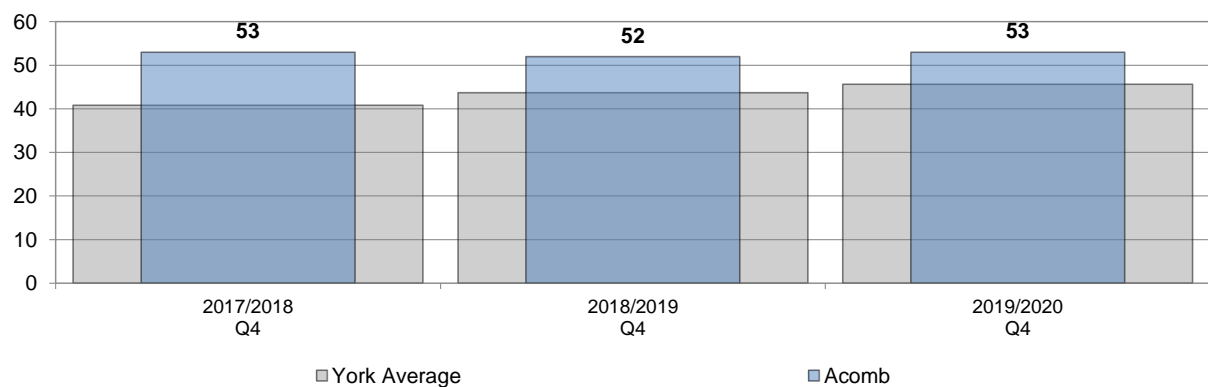
Source: Adults Social Care - 2019/2020

Public Realm

Total Crime and Total Anti-Social Behaviour per 1,000 population

Chart showing Total Crime and Total Anti-Social Behaviour per 1,000 population:

- 2018/2019 Q4: All Crime 9.4, All ASB 4.7
- 2019/2020 Q4: All Crime 10.5, All ASB 5.9

Legend: York, All Crime, All ASB

Crime Rate per 1,000 population

Chart showing Crime Rate per 1,000 population:

- 2018/2019 Q4: Autocrime 0.2, Burglary 1.7, Damage 2.4, Theft 1.1, Violence 2.8, Other 1.3
- 2019/2020 Q4: Autocrime 0.4, Burglary 0.3, Damage 1.2, Theft 1.1, Violence 6.7, Other 0.8

Legend: York, Autocrime, Burglary, Damage, Theft, Violence, Other
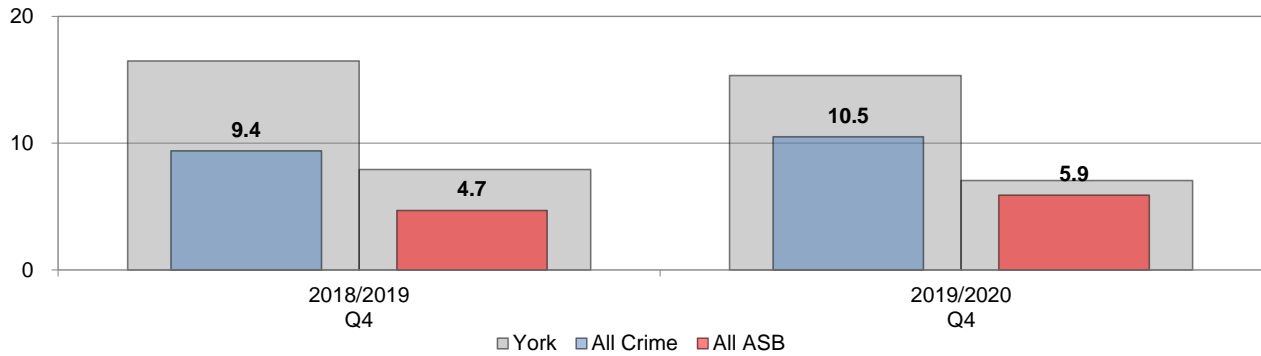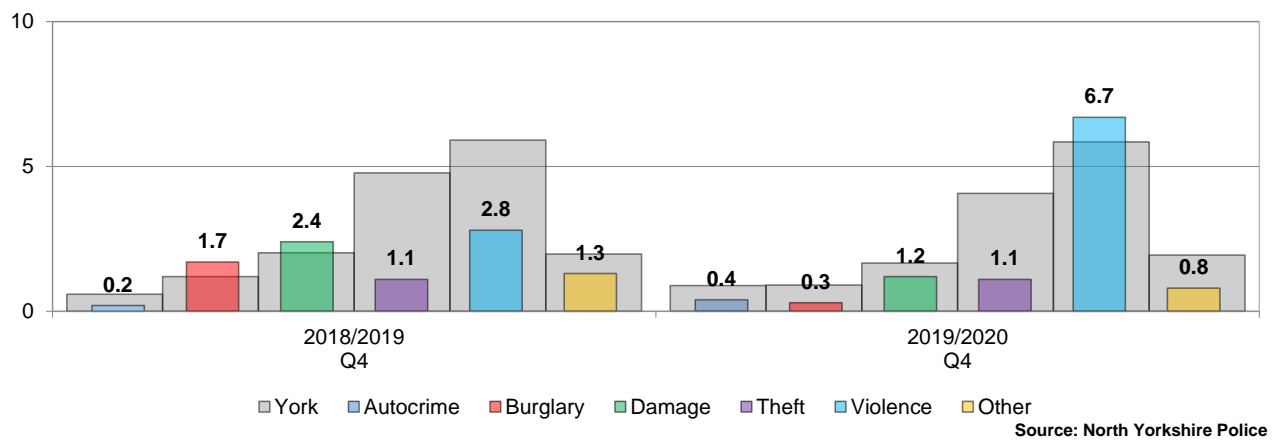
Percentage of road area that is/has

Chart showing Percentage of road area:

- Free from defects (Grade 1): Acomb 2018/2019 24.4%, 2019/2020 21.1%
- Signs of Surface Wear (Grade 2): Acomb 2018/2019 2.5%, 2019/2020 2.7%
- Mid Life (Grade 3): Acomb 2018/2019 45.7%, 2019/2020 47.5%
- Functionally Impaired (Grade 4): Acomb 2018/2019 21.1%, 2019/2020 19.2%
- Structurally Impaired (Grade 5): Acomb 2018/2019 5.6%, 2019/2020 6.2%

Legend: York, Acomb - 2018/2019, 2019/2020

Street Cleaning - % of issues reported

Bar chart showing percentage of issues reported by category, comparing York (748 issues reported) and Acomb - 2019/2020 Q4 (19 issues reported):

- Litter: 26.3%
- Faeces: 31.6%
- Detritus: 10.5%
- Glass: 10.5%
- Dead animal /bird: 0.0%
- Needles/ sharps: 21.1%
- Flood debris: 0.0%
- Paint/ oil: 0.0%

□ York (748 issues reported)   ■ Acomb - 2019/2020 Q4 (19 issues reported)
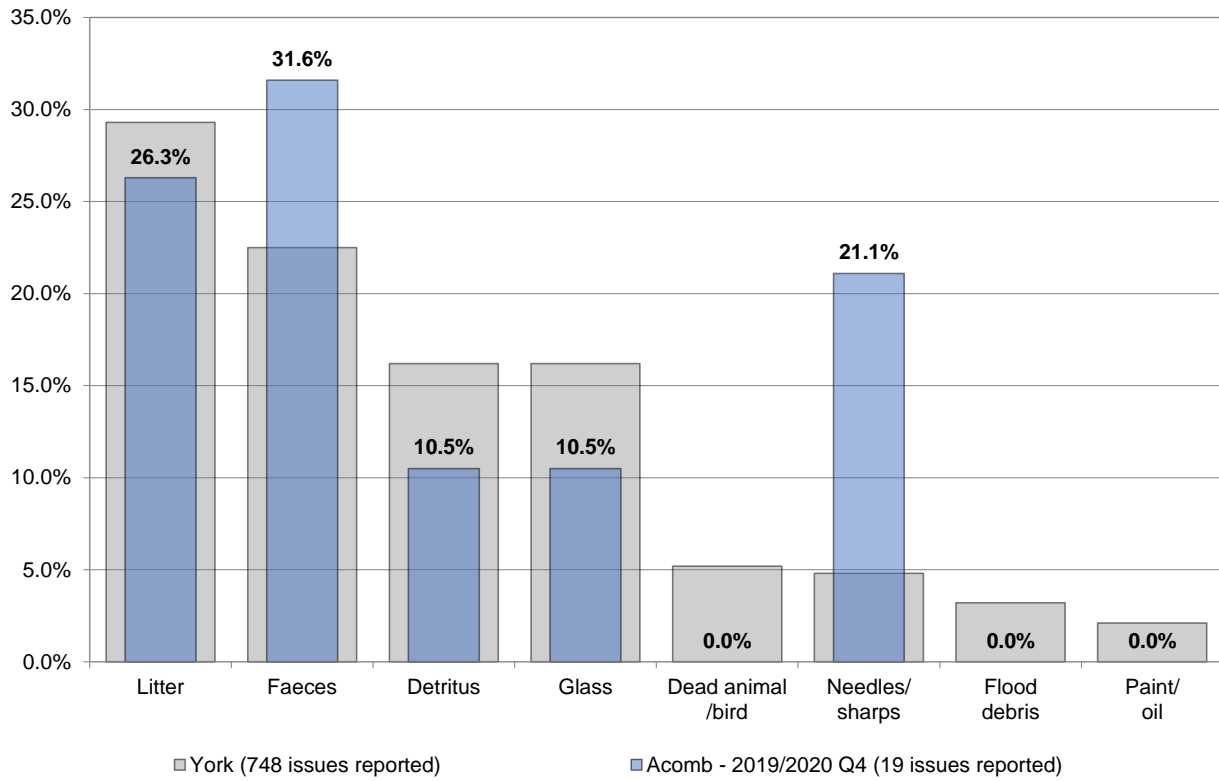
Source: City of York Council

Other Public Realm - % of issues reported

Bar chart showing percentage of issues reported by category, comparing York (3,954 issues reported) and Acomb - 2019/2020 Q4 (113 issues reported):

- Road and Pavement: 46.0%
- Street Lighting: 34.5%
- Fly Tipping: 7.1%
- Water and Drainage: 11.5%
- Graffiti: 0.0%
- Abandoned Vehicles: 0.0%
- Litter Bins: 0.9%
- Dog Bins: 0.0%
- Salt Bins: 0.0%

□ York (3,954 issues reported)   ■ Acomb - 2019/2020 Q4 (113 issues reported)
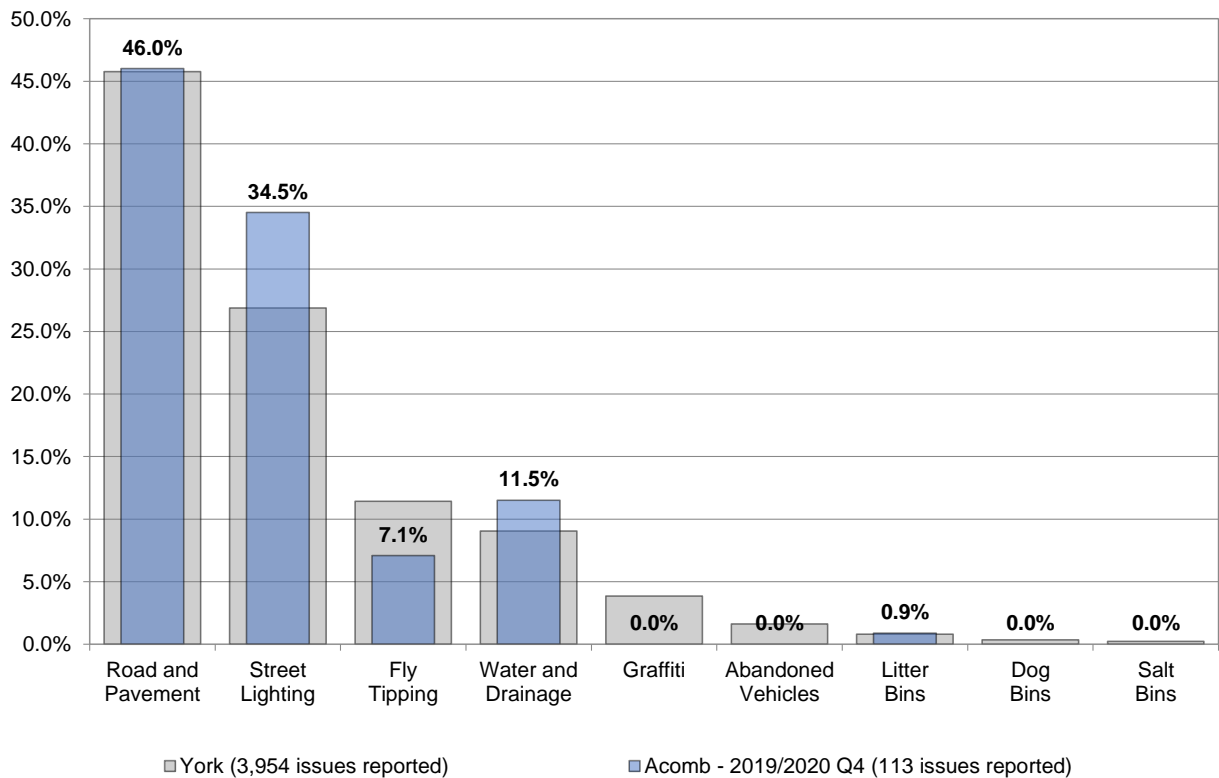
Source: City of York Council

Education and Schools

The following school catchment areas are part of Acomb Ward:

Primary: Acomb School, Carr Infant/Junior and Poppleton Road.

Secondary: Millthorpe and York High.

The following data only relates to those pupils, from this ward, who attend York Schools.

% Free School Meal pupils - (excluding subsidiary pupils)
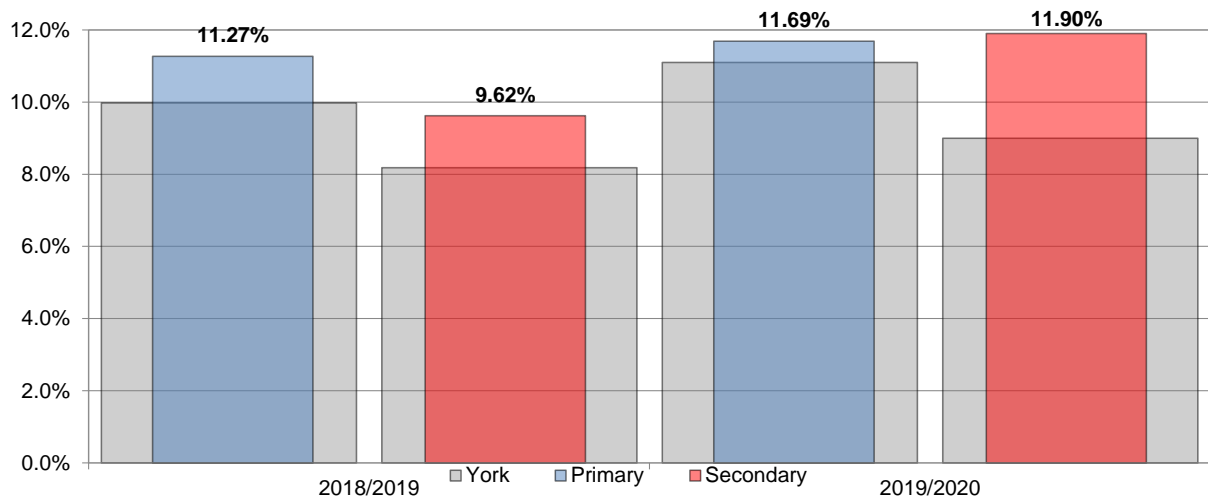
Number of Pupils	2018/2019	2019/2020
Primary	754	787
Secondary	603	603

Source: School Census - October

Educational Attainment

Source: Department for Education - 2018/19

Access to local services

Travel time (minutes) by public transport / walking to nearest...

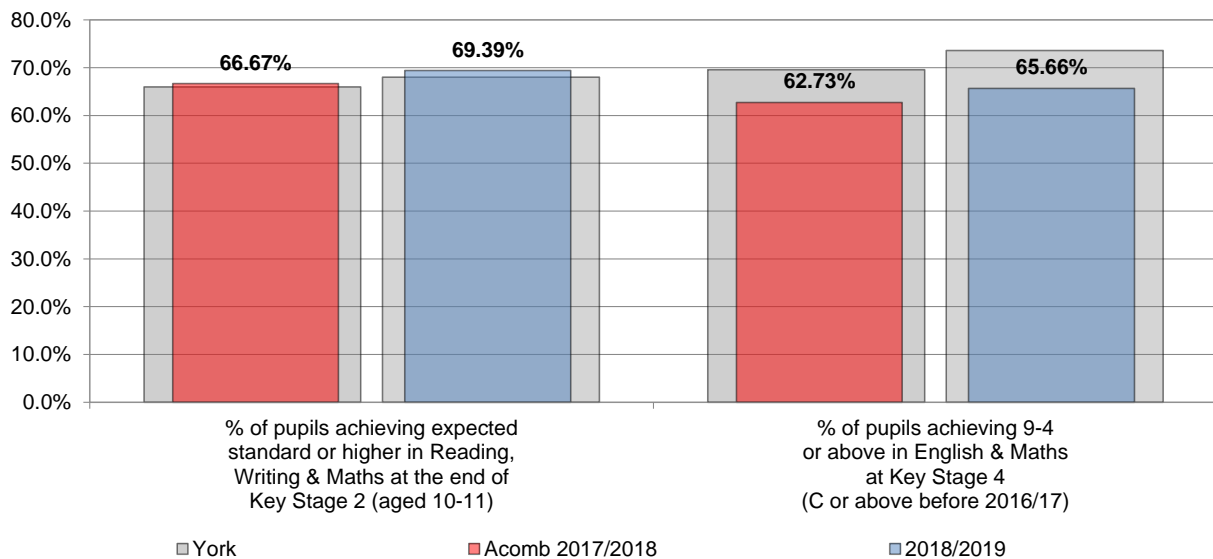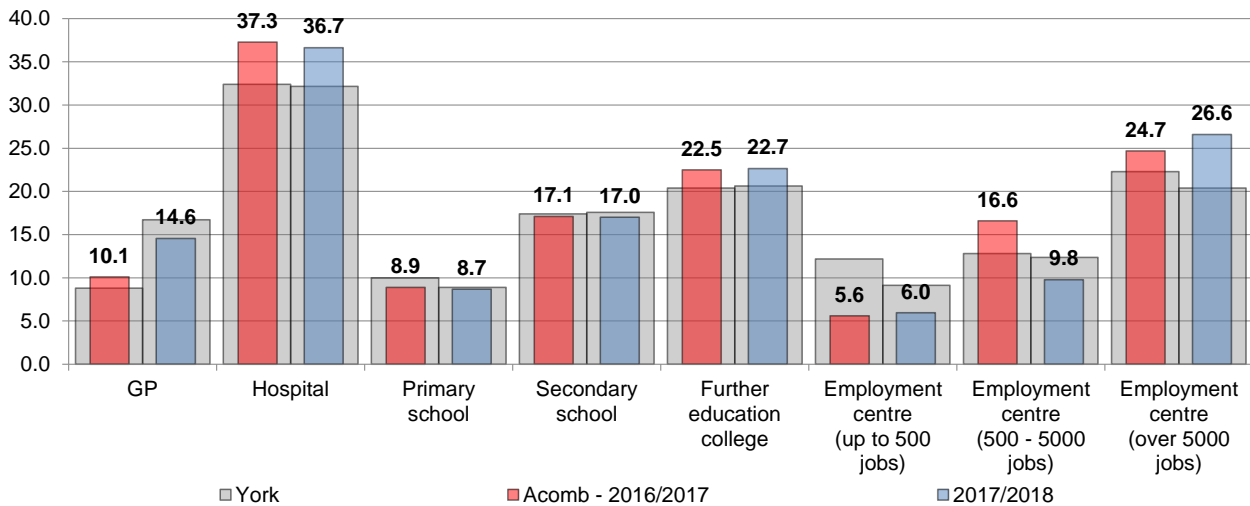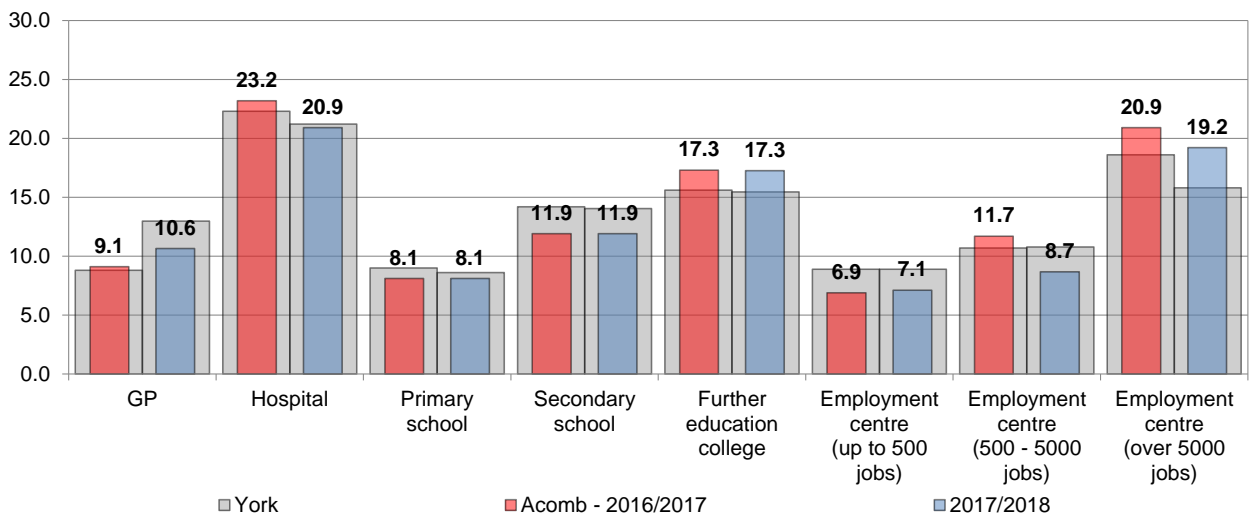| Service	Acomb 2016/2017	2017/2018
GP	10.1	14.6
Hospital	37.3	36.7
Primary school	8.9	8.7
Secondary school	17.1	17.0
Further education college	22.5	22.7
Employment centre (up to 500 jobs)	5.6	6.0
Employment centre (500 - 5000 jobs)	16.6	9.8
Employment centre (over 5000 jobs)	24.7	26.6

Legend: York ■ | Acomb - 2016/2017 ■ | 2017/2018 ■

Source: Department of Transport - Journey time statistics

Travel time (minutes) by cycle to nearest...

Service	Acomb 2016/2017	2017/2018
GP	9.1	10.6
Hospital	23.2	20.9
Primary school	8.1	8.1
Secondary school	11.9	11.9
Further education college	17.3	17.3
Employment centre (up to 500 jobs)	6.9	7.1
Employment centre (500 - 5000 jobs)	11.7	8.7
Employment centre (over 5000 jobs)	20.9	19.2

Legend: York ■ | Acomb - 2016/2017 ■ | 2017/2018 ■

Source: Department of Transport - Journey time statistics

Travel time (minutes) by car to nearest...

Service	Acomb 2016/2017	2017/2018
GP	7.9	8.7
Hospital	19.7	19.6
Primary school	7.6	7.8
Secondary school	10.0	10.2
Further education college	13.2	13.2
Employment centre (up to 500 jobs)	6.6	6.7
Employment centre (500 - 5000 jobs)	9.4	7.9
Employment centre (over 5000 jobs)	17.2	14.7

Legend: York ■ | Acomb - 2016/2017 ■ | 2017/2018 ■
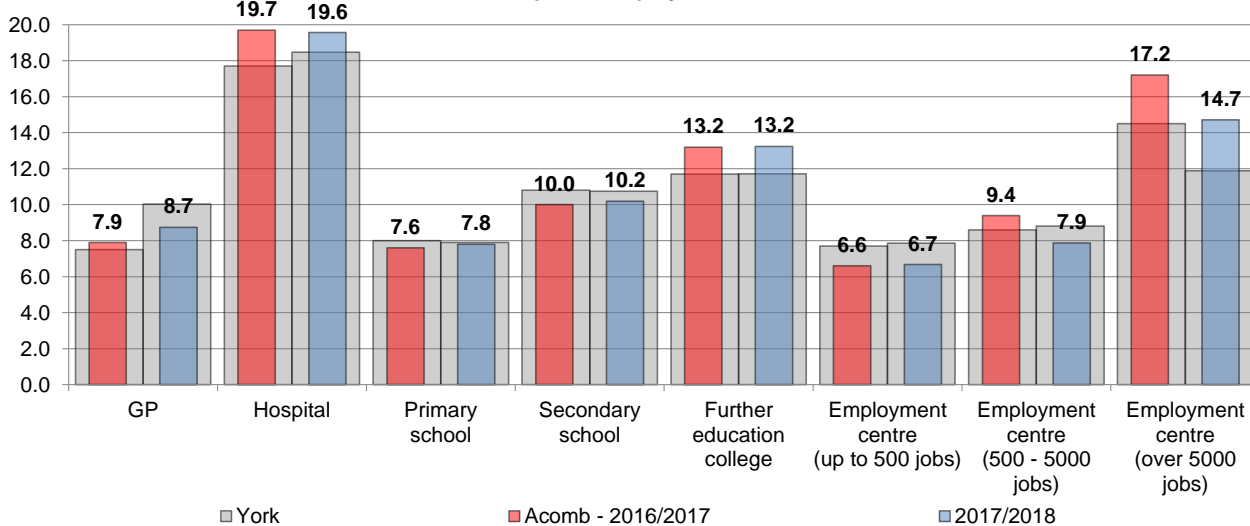
Source: Department of Transport - Journey time statistics

Broadband coverage and speeds

In March 2017 the UK Government introduced the Universal Service Obligation (USO) for broadband as part of its commitment in the UK Digital Strategy to ensure that the UK has world-class digital connectivity and inclusion.

Measure	Acomb	York	Summary
Average download speed (Mb/s)	72.84	56.10	faster than the York average
Superfast broadband availability	100.00%	93.81%	better than the York average
Connections receiving:			
slowest speeds (under 2 Mb/s)	0.00%	0.04%	lower than the York average
slower speeds (under 10 Mb/s)	0.00%	0.64%	lower than the York average
superfast speeds (over 30 Mb/s)	100.00%	93.06%	higher than the York average

This data is based on analysis of Ofcom's Connected Nations data for 2019/2020. Ofcom collected and analysed data from major fixed telecoms operators (BT, Virgin Media, Sky, Talk Talk, Vodafone and KCOM). The availability data also includes coverage information provided by alternative network providers (B4RN, BU-UK, City Fibre, Gigaclear, Hyperoptic, ITS and Relish). Due to variations in broadband performance over time, Ofcom cautions that the data should not be regarded as a definitive and fixed view of the broadband infrastructure but rather a snapshot of current variation in availability and performance across the country. Due to privacy concerns Ofcom did not present the information in postcodes with fewer than four broadband connections.

Resident Engagement

Resident responses about the Local Economy

Respondents who are retired or not working due to long term illness or disability were ineligible to answer the following
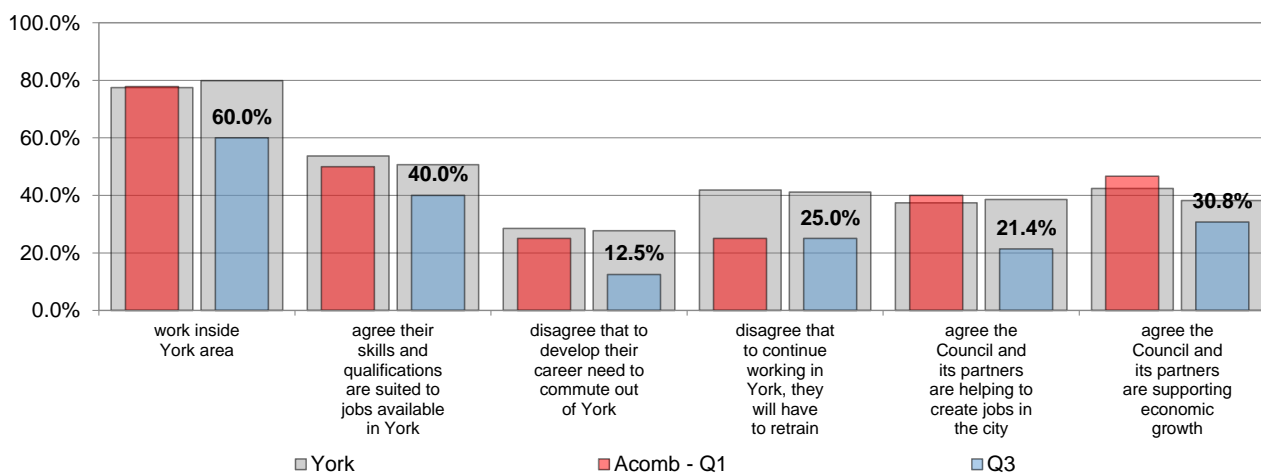
NB - Number of responses varies for each question

Source: Talkabout Survey - Q1 + Q3 2019/2020

Resident satisfaction responses about their Local Area

Respondents were asked to consider their Local Area as the area within 15-20 minutes walking distance from their home

NB - Number of responses varies for each question

Source: Talkabout Survey - Q1 + Q3 2019/2020

Resident satisfaction responses about Public Realm in their Local Area

Respondents reporting the following as 'not a problem'

Categories: Hate crime (64.3%), Noisy neighbours or loud parties (71.4%), People hanging around on the streets (57.1%), Rubbish or litter lying around (57.1%), Vandalism, graffiti and other deliberate damage to property or vehicles (64.3%), People using or dealing drugs (28.6%), People being drunk or rowdy in public places (57.1%), Abandoned or burnt out cars (85.7%)
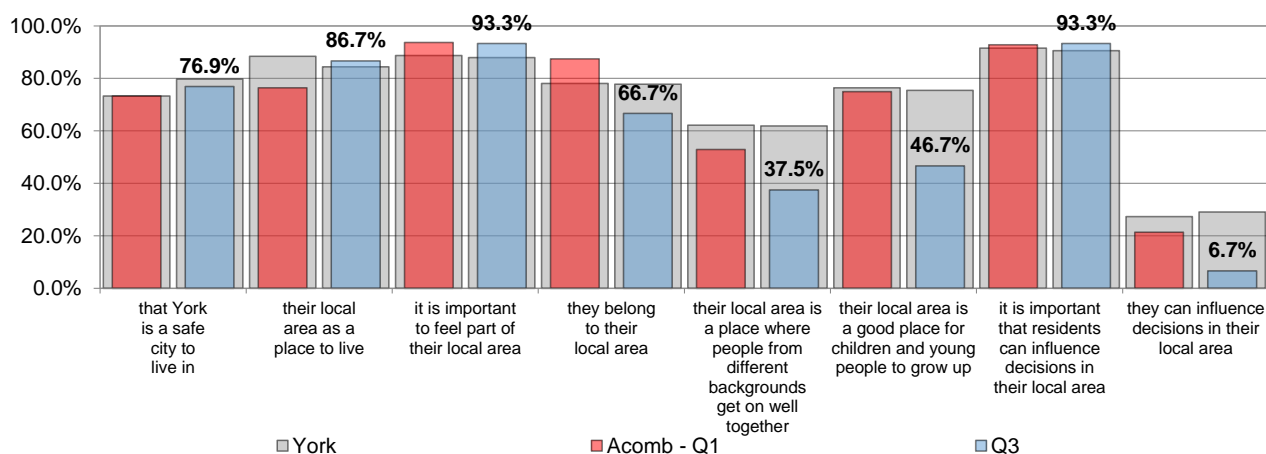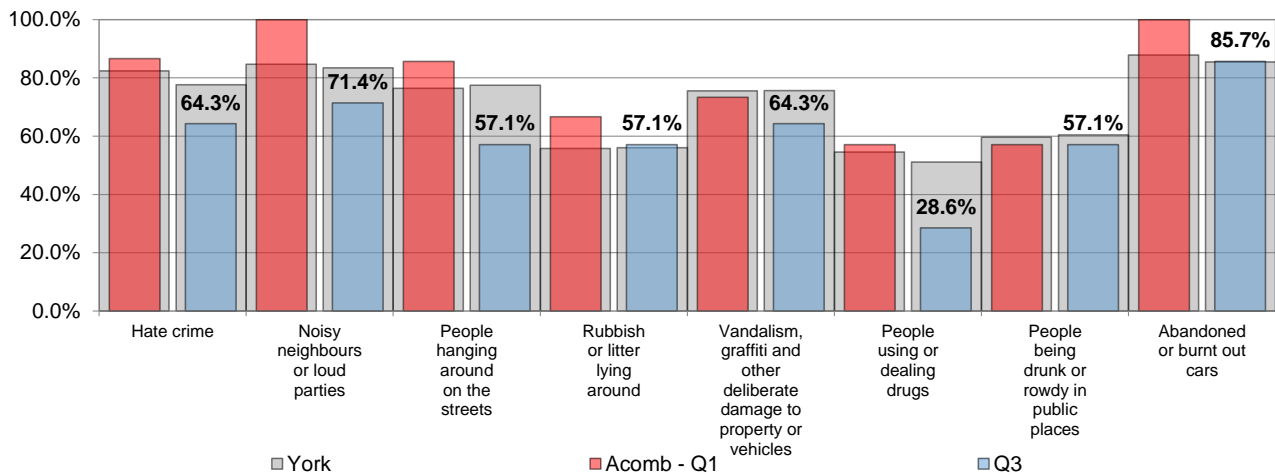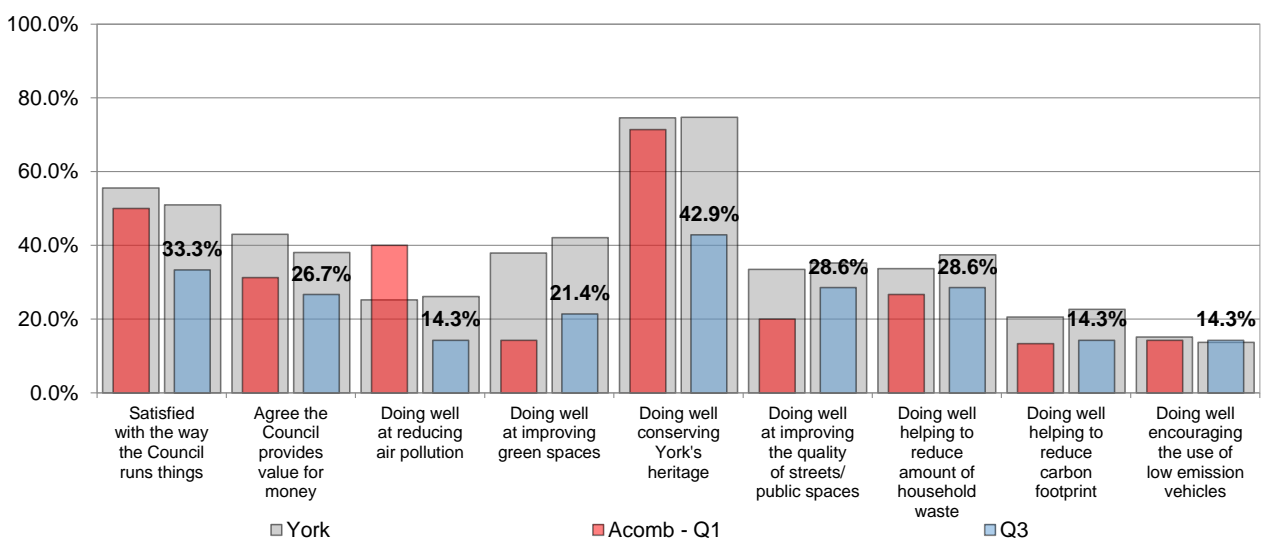
Legend: York, Acomb - Q1, Q3

NB - Number of responses varies for each question

Source: Talkabout Survey - Q1 + Q3 2019/2020

Resident satisfaction responses about the Council (and partners)

Categories: Satisfied with the way the Council runs things (33.3%), Agree the Council provides value for money (26.7%), Doing well at reducing air pollution (14.3%), Doing well at improving green spaces (21.4%), Doing well conserving York's heritage (42.9%), Doing well at improving the quality of streets/ public spaces (28.6%), Doing well helping to reduce amount of household waste (28.6%), Doing well helping to reduce carbon footprint (14.3%), Doing well encouraging the use of low emission vehicles (14.3%)

Legend: York, Acomb - Q1, Q3

NB - Number of responses varies for each question

Source: Talkabout Survey - Q1 + Q3 2019/2020

York Council house tenants satisfied with / agree that...

Categories: the way their landlord deals with repairs and maintenance generally (78.7%, 79.2%), the overall quality of their home (81.0%, 77.1%), their neighbourhood as a place to live (81.9%, 78.7%), the overall service provided by their landlord (86.8%, 82.7%), staff were helpful (last contact with landlord) (86.0%, 82.7%)

Legend: 2017/2018, 2018/2019, 2019/2020

Source: Tenants Satisfaction Survey

York Council house tenants satisfied with / agree that...

Chart data (2017/2018, 2018/2019, 2019/2020):

- the way their landlord deals with complaints: 60.3%, (52.7%)
- their rent provides value for money: 84.5%, 83.9%
- their landlord treats them fairly and with respect: 84.9%, 81.7%
- their landlord listens to their views and acts on them: 73.3%, 70.0%

■ 2017/2018 ■ 2018/2019 ■ 2019/2020

Source: Tenants Satisfaction Survey

York Council house tenants say is a major problem in their neighbourhood...

Chart data:

- abandoned or burnt out vehicles: 0.8%, 0.9%
- car parking: 31.0%, 31.8%
- disruptive children/ teenagers: 11.6%, 10.4%
- dog fouling /dog mess: 21.8%, 19.2%
- drug use or dealing: 15.7%, 20.3%
- drunk or rowdy behaviour: 12.1%, 15.4%
- noise from traffic: 6.7%, 7.0%
- noisy neighbours: 11.4%, 15.5%

■ 2017/2018 ■ 2018/2019 ■ 2019/2020

Source: Tenants Satisfaction Survey

Chart data:

- people damaging your property: 6.2%, 2.8%
- problems with pets & animals: 4.6%, 4.5%
- racial or other harassment: 2.9%, 4.1%
- rubbish or litter: 12.8%, 12.1%
- vandalism or graffiti: 3.7%, 4.1%
- other crime: 4.9%, 4.4%
- conditions of roads/ pavements: 16.3%, 21.5%

■ 2017/2018 ■ 2018/2019 ■ 2019/2020

Source: Tenants Satisfaction Survey

Experian Groups

E Suburban Stability

Older families, some adult children at home, suburban mid-range homes, 3 bedrooms, have lived at same address some years.

H Aspiring Homemakers

Younger households, full-time employment, private suburbs, affordable housing costs, starter salaries.

F Senior Security

Elderly singles and couples, homeowners, comfortable homes, additional pensions above state, don't like new technology.

D Domestic Success

Families with children, upmarket suburban homes, owned with a mortgage, 3 or 4 bedrooms, high internet use.

M Family Basics

Families with children, aged 25 to 40, limited resources, some own low cost homes, some rent from social landlords.

K Modest Traditions

Mature age, homeowners, affordable housing, kids are grown up, suburban locations.

N Vintage Value

Elderly, living alone, low income, small houses and flats, need support.

Experian Types

F23 Solo Retirees

Elderly singles, small private pension, long length of residence, own a suburban semi or terrace, keep bills down by turning things off.

F25 Classic Grandparents

Elderly couples, traditional views, not good with new technology, most likely to have a basic mobile, long length of residence.

E18 Dependable Me

Mature singles, traditional suburbs, own lower value semis, have lived in same house 15 years, intermediate occupations.

H30 Affordable Fringe

Married couples in 30s or 40s, have lived there 5 years or more, own semis in affordable suburbs, school age children, many in receipt of tax credits.

E19 Fledgling Free

Older married couples, children have left home, respectable incomes, own suburban 3 bed semis, one partner often not working full-time.

H31 First-Rung Futures

Younger couples and singles, own 2 or 3 bed semis and terraces, affordable suburbs, have lived there under 4 years, buy and sell on ebay.

H35 Primary Ambitions

Cohabiting couples with children, aged 26-45, good household incomes, own with a mortgage, 2 or 3 bedroom terraces or semis.

E20 Boomerang Boarders

Adult children living with parents, respectable incomes, own mid-range semis or detached homes, older suburbs, search electricals online while in store.

M56 Solid Economy

Families with children, renting from social landlord, pockets of social housing, lower wage service roles, relatively stable finances.

D16 Mid-Career Convention

Married couples with kids, traditional suburbs, professional jobs, likely to have life cover, high proportion with mortgage.