



Portfolio - Environment 2015/2016

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Produced by the Strategic Business Intelligence Hub May 2016

			Previous Years			2015/2016					Polarity	DoT	
			2013/14	2014/15	2015/16	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target			
1. Waste	CES35	Residual household waste (kg per HH) - (YTD)	Quarterly	559kg	598.3kg	-	142kg	279kg	417kg	-	-	Up is Bad	Bad
		Benchmark - National Data	Annual	555kg	558kg	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	534kg	543kg	-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	9	10	-	-	-	-	-	-		
	CES36	Household waste recycled / composted- (YTD)	Quarterly	43.63%	42.50%	-	49%	50%	44%	-	-	Up is Good	Neutral
		Benchmark - National Data	Annual	43.45%	43.70%	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	43.85%	43.60%	-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	9	7	-	-	-	-	-	-		
	CES37	Municipal waste landfilled - (YTD)	Quarterly	55.83%	57.40%	-	50%	50%	53%	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	30.93%	24.50%	-	-	-	-	-	-		
		Benchmark - Regional Data	Annual	34.71%	30.00%	-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	13	14	-	-	-	-	-	-		
	CES38	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) - (YTD)	Quarterly	93,830	93,430	-	26,957	52,647	74,760	-	-	Neutral	Neutral
	CES39	Tonnes of Landfilled waste - Household (excluding liquid waste) - (YTD)	Quarterly	46,850	46,740	-	12,124	23,864	35,702	-	-	Up is Bad	Neutral
	CES40	Tonnes of Landfilled waste - Commercial collection rounds - (YTD)	Quarterly	5,620	5,630	-	1,191	2,411	3,669	-	-	Up is Bad	Neutral
CES41	Tonnes of Landfilled waste - Combined (excluding liquid waste)	Quarterly	52,470	52,370	-	13,512	26,589	39,370	-	-	Up is Bad	Neutral	
CES42	Cost of landfill tax - Household (excluding liquid waste) - (YTD)	Quarterly	£3,373,200	£3,739,200	-	£1,001,938	£2,144,367	£2,948,985	-	-	Up is Bad	Bad	
CES43	Cost of landfill tax - Commercial collection rounds - (YTD)	Quarterly	£404,640	£450,400	-	£98,294	£199,182	£303,059	-	-	Up is Bad	Neutral	
CES44	Cost of landfill tax - Combined (excluding liquid waste) - (YTD)	Quarterly	£3,777,840	£4,189,600	-	£1,100,232	£2,343,549	£3,252,044	-	-	Up is Bad	Bad	
CES45	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	98.80%	99%	-	99%	99%	99%	-	-	Up is Good	Good	
2. Public Realm	CAN008	Average days taken to remove obscene graffiti - (YTD)	Monthly	0.69	1.34	1.68	0.67	1.93	1.88	1.68	-	Up is Bad	Bad
		No of offensive graffiti cases reported	Monthly	-	25	27	9	9	2	7	-		Neutral
		No of offensive graffiti cases dealt with by CYC	Monthly	-	19	22	6	9	1	6	-		Neutral
		No of offensive graffiti cases that breached SLA	Monthly	-	3	2	0	1	0	1	-		Good
	CAN009	Average days taken to remove non-obscene graffiti - (YTD)	Monthly	0.98	2.05	3.67	2.79	2.49	3.59	3.67	-	Up is Bad	Bad
		No of non-offensive graffiti cases reported	Monthly	-	139	233	50	56	73	54	-		Neutral
		No of non-offensive graffiti cases dealt with by CYC	Monthly	-	89	123	35	34	34	20	-		Neutral
No of non-offensive graffiti cases that breached SLA		Monthly	-	8	27	9	4	11	3	-		Bad	



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2. Public Realm (continued)	<u>CSPEC1</u>	Calls for Service - Flytipping - Rubbish	Monthly	1841	1358	1711	289	421	408	593	-	Up is Bad	Neutral
	<u>CSPEC2</u>	Calls for Service - Litter	Discontinued	NC	NC	NC	-	-	-	-	-	Up is Bad	Neutral
	<u>CSPEC4</u>	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1126	931	1113	254	467	234	158	-	Up is Bad	Neutral
	<u>CSPEC5</u>	Calls for Service - Cleansing (includes dog fouling, litter and all other cleansing cases)	Monthly	2225	1729	1834	335	399	516	584	-	Up is Bad	Neutral
	<u>CSPEC6</u>	Calls for Service - Graffiti	Monthly	178	158	271	61	68	78	64	-	Up is Bad	Bad
	<u>CSPEC7</u>	Calls for Service - Litter bins	Monthly	108	107	117	14	49	25	29	-	Neutral	Neutral
	<u>CSPEC8</u>	Calls for Service - Dog bins	Monthly	77	105	113	19	44	24	26	-	Neutral	Neutral
	<u>CSPEC9</u>	NYP Recorded ASB Calls for Service - Environmental	Monthly	722	687	562	166	155	125	116	-	Up is Bad	Good
	<u>CSPMA7</u>	CYC Mobile App - Grand Total	Monthly	428	373	289	97	81	55	56	-	Neutral	Neutral
	<u>SLA02</u>	2 Hour Cleansing cases completed within SLA - (YTD)	Monthly	69%	78%	77%	76%	76%	76%	77%	-	Up is Good	Neutral
	<u>SLA04</u>	Standard Cleansing cases completed within SLA - (YTD)	Monthly	91%	90%	83%	77%	82%	86%	83%	-	Up is Good	Bad
<u>SLA18</u>	Overall Public Realm Cleansing cases completed within SLA - (YTD)	Monthly	83%	84%	83%	79%	83%	83%	83%	-	Up is Good	Neutral	
3. Satisfaction	<u>BSC01</u>	Customer satisfaction that the quality of streets/public places is improving	Annual	49%	NC	NC	-	-	-	-	-	Up is Good	Neutral
	<u>BSC02</u>	Customer satisfaction on how we work to improve green spaces	Annual	48%	NC	NC	-	-	-	-	-	Up is Good	Neutral
	<u>BSC03</u>	% of residents who feel its important for them to feel part of their local community	Annual	74%	NC	NC	-	-	-	-	-	Neutral	Neutral
	<u>BYS053</u>	% of residents who are satisfied with their local area as a place to live - Satisfied (All Responses)	Annual	83%	NC	NC	-	-	-	-	-	Up is Good	Neutral
	<u>BYS254</u>	% of residents who volunteer at least once a month (All Responses)	Annual	33%	NC	NC	-	-	-	-	-	Up is Good	Neutral
	<u>BYS302</u>	% of CYC residents think CYC/partners are working well to make communities safer	Annual	45%	NC	NC	-	-	-	-	-	Up is Good	Neutral
4. Penalty Notices	<u>FPN01a</u>	Fixed Penalty Notices - Dog Fouling	Monthly	2	2	1	0	0	0	1	-	Neutral	Neutral
	<u>FPN01b</u>	Fixed Penalty Notices - Litter	Monthly	16	5	9	0	4	0	0	-	Neutral	Neutral
	<u>FPN01c</u>	Fixed Penalty Notices - S34 non production of waste transfer notes	Monthly	2	2	4	0	1	1	2	-	Neutral	Neutral
	<u>FPN01d</u>	Fixed Penalty Notices - S46 Household Waste	Monthly	0	7	0	0	0	0	0	-	Neutral	Neutral
	<u>FPN01e</u>	Fixed Penalty Notices - S47 Commercial Waste	Monthly	0	0	0	0	0	0	0	-	Neutral	Neutral
	<u>FPN02a</u>	Community Protection Notices - Dog Fouling	Monthly	0	0	1	1	0	0	0	-	Neutral	Neutral
	<u>FPN02b</u>	Community Protection Notices - Waste accumulation on residential property	Monthly	0	0	2	0	1	1	0	-	Neutral	Neutral



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	<u>FPN02c</u>	Community Protection Notices - Other	Monthly	0	0	0	0	0	0	0	-	Neutral	Neutral
5. Public Protection	<u>PP05</u>	Number of website users who found the information about air quality easily available	Discontinued	849	NC	NC	-	-	-	-	-	Up is Good	Neutral
	<u>PP06</u>	% of food premises that are classified as broadly compliant	Quarterly	93%	93%	-	94%	94%	94%	-	-	Up is Good	Neutral
6. Climate Change	<u>CES02</u>	Reduction in CO2 through investing in more efficient street lighting	Annual	-	-	-	-	-	-	-	-	Up is Bad	Neutral
	<u>CES020</u>	York's CO2 per head of population (tonnes)	Annual	5.6 (2012)	N/A	N/A	-	-	-	-	-	Up is Bad	Neutral