



## Portfolio - Environment and Climate Change 2019/2020

No of Indicators = 74 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Business Intelligence Hub February 2020



			Previous Years			2019/2020				Target	Polarity	DOT
		Collection Frequency	2016/2017	2017/2018	2018/2019	Q1	Q2	Q3	Q4			
0. Council Plan Indicators	CES35	Residual household waste per household (kg/household) (DEFRA)	Quarterly	557.3kg	530.56kg	550.9kg	106.72kg (Prov)	103.66kg (Prov)	-	-	-	Up is Bad Neutral
		Benchmark - National Data	Annual	557.3kg	543.6kg	592.6kg	-	-	-	-	-	
		Benchmark - Regional Data	Annual	551.8kg	537.2kg	565.9kg	-	-	-	-	-	
		Regional Rank (Rank out of 15)	Annual	7	10	12	-	-	-	-	-	
	CES36	Percentage of household waste sent for reuse, recycling or composting (DEFRA)	Quarterly	42.50%	44.86%	43.60%	56.30% (Prov)	56.14% (Prov)	-	-	-	Up is Good Neutral
		Household waste recycled / composted: Benchmark - National Data	Annual	43.70%	43.20%	35.10%	-	-	-	-	-	
		Household waste recycled / composted: Benchmark - Regional Data	Annual	42.90%	42.40%	43.60%	-	-	-	-	-	
		Household waste recycled / composted: Regional Rank (Rank out of 15)	Annual	9	8	9	-	-	-	-	-	
	CSPEC6	GRAFFITI - Number of issues reported	Monthly	337	156	183	71	70	92	-	-	Neutral Neutral
	GCC01	Citywide KPI on air quality (to be created in late 2019/20)	Monthly	TBC	TBC	TBC	TBC	TBC	TBC	TBC	-	Neutral Neutral
	GCC02	Carbon emissions across the city (to be created in late 2019/20)	Monthly	TBC	TBC	TBC	TBC	TBC	TBC	TBC	-	Up is Bad Neutral
	GCC03	Level of CO2 emissions from council buildings and operations (Net emissions) (to be created in late 2019/20)	Monthly	TBC	TBC	TBC	TBC	TBC	TBC	TBC	-	Up is Bad Neutral
	GCC04	Flood Risk properties assessed at lower level than 2019 baseline (to be created in late 2019/20)	Monthly	TBC	TBC	TBC	TBC	TBC	TBC	TBC	-	Neutral Neutral
	GCC05	Number of trees planted (CYC)	Monthly	NC	NC	NC	NC	NC	329	-	-	Up is Good Neutral
	TAP30	% of Talkabout panel who think that the council are doing well at improving green spaces	Quarterly	42.80%	37.09%	38.03%	37.92%	NC	42.14%	NC	-	Up is Good Green
	YCC227	STREET CLEANING - Number of issues reported	Monthly	-	1,387	1,943	555	679	596	-	-	Neutral Neutral



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		Collection Frequency	2016/2017	2017/2018	2018/2019	Q1	Q2	Q3	Q4			
1. Waste	CES35	Residual household waste per household (kg/household) (DEFRA)	Quarterly	557.3kg	530.56kg	550.9kg	106.72kg (Prov)	103.66kg (Prov)	-	-	-	Up is Bad Neutral
		Benchmark - National Data	Annual	557.3kg	543.6kg	592.6kg	-	-	-	-	-	
		Benchmark - Regional Data	Annual	551.8kg	537.2kg	565.9kg	-	-	-	-	-	
		Regional Rank (Rank out of 15)	Annual	7	10	12	-	-	-	-	-	
	CES36	Percentage of household waste sent for reuse, recycling or composting (DEFRA)	Quarterly	42.50%	44.86%	43.60%	56.30% (Prov)	56.14% (Prov)	-	-	-	Up is Good Neutral
		Household waste recycled / composted: Benchmark - National Data	Annual	43.70%	43.20%	35.10%	-	-	-	-	-	
		Household waste recycled / composted: Benchmark - Regional Data	Annual	42.90%	42.40%	43.60%	-	-	-	-	-	
		Household waste recycled / composted: Regional Rank (Rank out of 15)	Annual	9	8	9	-	-	-	-	-	
	CES37	Percentage of municipal waste sent to landfill (DEFRA)	Quarterly	59.60%	33.63%	20.80%	17.00% (Prov)	8.26% (Prov)	-	-	-	Up is Bad Green
		Municipal waste landfilled: Benchmark - National Data	Annual	15.90%	12.70%	7.10%	-	-	-	-	-	
		Municipal waste landfilled: Benchmark - Regional Data	Annual	14.60%	9.60%	16.40%	-	-	-	-	-	
		Municipal waste landfilled: Regional Rank (Rank out of 15)	Annual	15	14	15	-	-	-	-	-	
	CES38	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste)	Quarterly	98,076.51	97,467.02	109,455.48	27,181.79	24,401.17	-	-	-	Neutral Neutral
	CES42	Cost of landfill tax - Household (excluding liquid waste) - (YTD)	Quarterly	£4,031,366	£4,140,549	-	-	-	-	-	-	Up is Bad Neutral
	CES45	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	100.00%	100.00%	-	-	-	-	-	-	Up is Good Neutral
	CES48	Missed bins per 100,000 collections - (YTD) (COLI3)	Monthly	54.64	57.06	48.65	51.52	54.01	51.66	-	-	Up is Bad Neutral



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			Collection Frequency	2016/2017	2017/2018	2018/2019	Q1	Q2	Q3	Q4	Target	Polarity	DOT
1. Waste	TAP33	% of panel who think that the council and partners are doing well helping to reduce amount of household waste	Quarterly	51.51%	52.90%	24.89%	33.68%	NC	37.47%	NC	-	Up is Good	▲ Green
		% of panel who think that the council and partners are not doing well helping to reduce amount of household waste	Quarterly	39.84%	39.35%	51.35%	57.38%	NC	53.10%	NC	-	Up is Bad	▲ Red
	WA104	Number of Complaints (Stage 1) - Waste Services	Monthly	-	656	979	194	231	129	-	-	Up is Bad	◀▶ Neutral
		Number of Complaints (Stage 2) - Waste Services	Monthly	-	267	283	53	53	23	-	-	Up is Bad	◀▶ Neutral
		Number of Complaints (Stage 3) - Waste Services	Monthly	-	15	6	0	1	0	-	-	Up is Bad	▼ Green
	WA400	Tonnage landfilled (AWRP from 2018/19) (inc commercial) - All CYC Vehicles	Monthly	52,171.99	52,129.12	51,108.91	12,821.9	12,834.7	12,739.56	-	-	Up is Bad	◀▶ Neutral
	WA401	Tonnage recycled - All CYC Vehicles	Monthly	14,424.02	14,227.5	14,175.86	3,529.81	3,574.73	3,791.3	-	-	Up is Good	◀▶ Neutral
	WA402	Tonnage composted (green) - All CYC Vehicles	Monthly	15,031.79	15,381.64	14,595.44	6,230.52	5,797.8	2,833.32	-	-	Up is Good	◀▶ Neutral
	WA403	Tonnage commingled - All CYC Vehicles	Monthly	2,846.62	3,512.94	2,746.2	643.88	687.52	1,012.46	-	-	Up is Bad	◀▶ Neutral
	WA404	% waste recycled - All CYC Vehicles	Monthly	36.09%	36.22%	36.02%	43.22%	42.20%	34.21%	-	-	Up is Good	◀▶ Neutral
		Tonnage commingled - All CYC Vehicles (Weekly Average)	Monthly	54.55	67.09	52.62	49.49	52.28	77.25	-	-	Up is Bad	◀▶ Neutral
2. Public Realm	CAN008	GRAFFITI - Average time taken to resolve offensive issues (Working days) - (YTD)	Monthly	2.02	3.54	5.2	35	22.3	12	-	-	Up is Bad	▲ Red
	CAN008a	GRAFFITI - Number of offensive issues reported	Monthly	56	26	51	16	23	21	-	-	Neutral	◀▶ Neutral
	CAN008b	GRAFFITI - Number of offensive issues dealt with by CYC	Monthly	23	14	21	4	7	16	-	-	Neutral	◀▶ Neutral
	CAN008c	GRAFFITI - Number of offensive issues dealt with that breached target time (SLA)	Monthly	12	6	18	4	7	10	-	-	Up is Bad	▲ Red
	CAN009	GRAFFITI - Average time taken to resolve non-offensive issues (Working days) - (YTD)	Monthly	5.16	3.33	5.8	19.8	18.8	13	-	-	Up is Bad	▲ Red
	CAN009a	GRAFFITI - Number of non-offensive issues reported	Monthly	274	107	132	55	47	71	-	-	Neutral	◀▶ Neutral
	CAN009b	GRAFFITI - Number of non-offensive issues dealt with by CYC	Monthly	112	36	50	13	18	55	-	-	Neutral	◀▶ Neutral



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2. Public Realm	CAN009c	GRAFFITI - Number of non-offensive issues dealt with that breached target time (SLA)	Monthly	37	7	41	10	12	24	-	-	Up is Bad	▲ Red	
	CSPEC4	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1,759	1,788	1,912	632	933	366	-	-	Up is Bad	▲ Red	
	CSPEC6	GRAFFITI - Number of issues reported	Monthly	337	156	183	71	70	92	-	-	Neutral	◀▶ Neutral	
	CSPEC7	LITTER BINS - Number of issues reported	Monthly	190	214	246	41	72	40	-	-	Neutral	◀▶ Neutral	
	CSPEC8	DOG BINS - Number of issues reported	Monthly	130	175	114	16	28	17	-	-	Neutral	◀▶ Neutral	
	CSPMA7	CYC Mobile App - Grand Total	Monthly	126	121	65	10	23	7	-	-	Neutral	◀▶ Neutral	
	SLA02	STREET CLEANING - % of urgent cleansing cases resolved within SLA (2 hours) - (YTD)	Monthly	72.00%	61.00%	43.00%	27.00%	24.40%	21.60%	-	100%	Up is Good	▼ Red	
	SLA04	STREET CLEANING - % of standard cleansing cases resolved within SLA (3 days) - (YTD)	Monthly	87.00%	84.00%	70.00%	60.10%	55.80%	52.10%	-	100%	Up is Good	▼ Red	
	SLA13	Overall Public Realm Standard Cleansing cases completed within SLA	Monthly	85.00%	81.00%	71.00%	71.60%	61.40%	56.20%	-	-	Up is Good	▼ Red	
	SLA18	Overall Public Realm Cleansing cases completed within SLA - (YTD)	Monthly	81.00%	75.00%	62.00%	59.30%	54.90%	51.60%	-	100%	Up is Good	▼ Red	
	YCC227	STREET CLEANING - Number of issues reported	Monthly	-	1,387	1,943	555	679	596	-	-	Neutral	◀▶ Neutral	
3. Parks	APSE079	Parks and Open Spaces: Hectares of maintained public open space per 1,000 head of population (PI 30)	Annual	3.56	3.24	-	-	-	-	-	-	Up is Good	◀▶ Neutral	
		Benchmark - National Data	Annual	3.54	3.51	-	-	-	-	-	-	-		
		Benchmark - APSE Family	Annual	3.43	2.2	-	-	-	-	-	-	-		
	TAP30	% of Talkabout panel who think that the council are doing well at improving green spaces	Quarterly	42.80%	37.09%	38.03%	37.92%	NC	42.14%	NC	-	Up is Good	▲ Green	
		% of Talkabout panel who think that the council are not doing well at improving green spaces	Quarterly	40.77%	45.12%	49.22%	51.06%	NC	44.14%	NC	-	Up is Bad	◀▶ Neutral	



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3. Parks	TAP32	% of panel who think that the council and partners are doing well at improving the quality of streets/public spaces	Quarterly	47.40%	38.26%	33.70%	33.47%	NC	35.24%	NC	-	Up is Good	◀▶ Neutral
		% of panel who think that the council and partners are not doing well at improving the quality of streets/public spaces	Quarterly	44.00%	52.61%	59.91%	60.25%	NC	58.81%	NC	-	Up is Bad	◀▶ Neutral
4. Penalty Notices	FPN01a	Fixed Penalty Notices - Dog Fouling	Monthly	4	3	1	1	1	0	-	-	Neutral	◀▶ Neutral
	FPN01b	Fixed Penalty Notices - Litter	Monthly	8	11	6	1	0	1	-	-	Neutral	◀▶ Neutral
	FPN01c	Fixed Penalty Notices - S34 non production of waste transfer notes/licenses	Monthly	16	19	19	6	1	17	-	-	Neutral	◀▶ Neutral
	FPN01d	Fixed Penalty Notices - S46 Household Waste presentation	Monthly	7	2	0	0	0	0	-	-	Neutral	◀▶ Neutral
	FPN01e	Fixed Penalty Notices - S47 Commercial Waste	Monthly	0	2	2	0	0	0	-	-	Neutral	◀▶ Neutral
	FPN02a	Community Protection Notices - Dog Fouling (Private or communal areas)	Monthly	0	0	2	0	0	0	-	-	Neutral	◀▶ Neutral
	FPN02b	Community Protection Notices - Waste accumulation on residential property	Monthly	1	0	10	0	0	1	-	-	Neutral	◀▶ Neutral
	FPN02c	Community Protection Notices - Other	Monthly	0	4	7	0	0	2	-	-	Neutral	◀▶ Neutral
5. Public Protection	PP04	% of customers who were satisfied with the overall level of service provided	Annual	78.40%	75.00%	80.60%	-	-	-	-	-	Up is Good	◀▶ Neutral
	PP06	% of food premises that are classified as broadly compliant - (YTD)	Quarterly	94.25%	93.80%	93.00%	97.00%	93.00%	92.00%	-	-	Up is Good	◀▶ Neutral
6. Air Quality and Climate Change	CAN027	Average Annual Mean Nitrogen Dioxide concentration in Salisbury Terrace (ug/m3) (Calendar Year)	Annual	28.7	27.61	27.6	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN027a	Average Annual Mean Nitrogen Dioxide concentration in Prices/Nunnery Lane (ug/m3) (Calendar Year)	Annual	32.6	29.94	29.7	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN027b	Average Annual Mean Nitrogen Dioxide concentration in Blossom St/Holgate (ug/m3) (Calendar Year)	Annual	36	33.14	33.7	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN027c	Average Annual Mean Nitrogen Dioxide concentration in Fishergate/Paragon (ug/m3) (Calendar Year)	Annual	29.9	27.33	27.3	-	-	-	-	-	Up is Bad	◀▶ Neutral



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6. Air Quality and Climate Change	CAN027d	Average Annual Mean Nitrogen Dioxide concentration in Lawrence St (ug/m3) (Calendar Year)	Annual	32.4	29.87	29.6	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN027e	Average Annual Mean Nitrogen Dioxide concentration in Fulford (ug/m3) (Calendar Year)	Annual	27.4	26.93	25.4	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN027f	Average Annual Mean Nitrogen Dioxide concentration in Gillygate / LMW (ug/m3) (Calendar Year)	Annual	35.8	33.26	34.2	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN027g	Average Annual Mean Nitrogen Dioxide concentration in Rougier St/GHS (ug/m3) (Calendar Year)	Annual	45.2	42.79	46.1	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028	The maximum Nitrogen Dioxide concentration in Salisbury Terrace (ug/m3) (Calendar Year)	Annual	34.7	31.72	31.8	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028a	The maximum Nitrogen Dioxide concentration in Prices/Nunnery Lane (ug/m3) (Calendar Year)	Annual	36.9	36.35	35.6	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028b	The maximum Nitrogen Dioxide concentration in Blossom St/Holgate (ug/m3) (Calendar Year)	Annual	47.7	45.86	46.3	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028c	The maximum Nitrogen Dioxide concentration in Fishergate/Paragon (ug/m3) (Calendar Year)	Annual	37.5	36.24	36.1	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028d	The maximum Nitrogen Dioxide concentration in Lawrence St (ug/m3) (Calendar Year)	Annual	42.7	42.78	41.8	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028e	The maximum Nitrogen Dioxide concentration in Fulford (ug/m3) (Calendar Year)	Annual	35.5	35.25	32.7	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028f	The maximum Nitrogen Dioxide concentration in Gillygate / LMW (ug/m3) (Calendar Year)	Annual	47.5	43.93	46.6	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CAN028g	The maximum Nitrogen Dioxide concentration in Rougier St/GHS (ug/m3) (Calendar Year)	Annual	49.9	45.77	45.5	-	-	-	-	-	Up is Bad	◀▶ Neutral
CES020	York's CO2 per head of population (tonnes)	Annual	4.2 (2016)	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral



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6. Air Quality and Climate Change	TAP29	% of panel who think that the council and partners are doing well at reducing air pollution	Quarterly	29.78%	29.65%	27.90%	25.21%	NC	26.12%	NC	-	Up is Good	▼ Red
		% of panel who think that the council and partners are not doing well at reducing air pollution	Quarterly	38.83%	45.67%	56.03%	58.82%	NC	59.20%	NC	-	Up is Bad	▲ Red
	TAP34	% of panel who think that the council and partners are doing well helping to reduce carbon footprint	Quarterly	27.68%	28.73%	40.58%	20.55%	NC	22.69%	NC	-	Up is Good	◀▶ Neutral
		% of panel who think that the council and partners are not doing well helping to reduce carbon footprint	Quarterly	46.06%	44.92%	51.00%	56.81%	NC	55.61%	NC	-	Up is Bad	▲ Red
	TAP35	% of panel who think that the council and partners are doing well encouraging the use of low emission vehicles	Quarterly	16.67%	15.37%	14.70%	15.13%	NC	13.72%	NC	-	Up is Good	▼ Red
		% of panel who think that the council and partners are not doing well encouraging the use of low emission vehicles	Quarterly	52.01%	53.46%	55.46%	59.87%	NC	59.85%	NC	-	Up is Bad	▲ Red
7. Satisfaction	TAP01	% of Talkabout panel satisfied with their local area as a place to live	Quarterly	89.84%	89.94%	88.61%	88.45%	NC	84.47%	NC	-	Up is Good	◀▶ Neutral
		Benchmark - Community Life Survey	Annual	78.00%	77.00%	76.00%	-	-	-	-	-		
		Benchmark - LG Inform	Annual	87.00%	88.70%	78.00%	81.00%	-	80.00%	-	-		
		% of Talkabout panel dissatisfied with their local area as a place to live	Quarterly	6.18%	6.29%	8.02%	8.81%	NC	10.12%	NC	-	Up is Bad	▲ Red
8. Large Projects	CORP10L	Large Project - Local Plan	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	-	-	Neutral	◀▶ Neutral
		Large Project - York Central	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	-	-	Neutral	◀▶ Neutral
		Large Project - Outer Ring Road (A1237)	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	-	-	Neutral	◀▶ Neutral
		Large Project - Flood Risk	Quarterly	-	-	Green	Green	Green	Green	-	-	Neutral	◀▶ Neutral