Environment and Climate Change 2023/2024 - Indicators under review
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Produced by the Business Intelligence Hub September 2023

| | | | Collection Frequency | Previous Years | | | 2023/2024 | | | | | Polarity | DOT |
				2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4	Target		
1. Waste	WA104	Number of Complaints (All Grades) - Waste Services	Monthly	249	857	1,225	383	-	-	-	-	Up is Bad	▲ Red
		Number of Complaints (Grade 1) - Waste Services	Monthly	177	164	109	32	-	-	-	-	Up is Bad	◄► Neutral
		Number of Complaints (Grade 2) - Waste Services	Monthly	68	693	1,116	351	-	-	-	-	Up is Bad	▲ Red
		Number of cases referred to the Ombudsman - Waste	Monthly	-	5	3	0	-	-	-	-	Up is Bad	▼ Green
	CES35	Residual household waste per household (kg/household) (DEFRA)	Quarterly	496.68kg	514.61kg	503.49kg (Prov)	-	-	-	-	-	Up is Bad	◄► Neutral
		Benchmark - National Data	Annual	552.9kg	546.8kg	(Avail Nov 2023)	-	-	-	-	-		
		Benchmark - Regional Data	Annual	549.3kg	539.3kg		-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	4	6		-	-	-	-	-		
	CES36	Household waste sent for reuse, recycling or composting (%) (DEFRA)	Quarterly	44.13%	43.17%	41.26% (Prov)	-	-	-	-	-	Up is Good	▼ Red
		Household waste recycled / composted: Benchmark - National Data	Annual	42.30%	42.50%	(Avail Nov 2023)	-	-	-	-	-		
		Household waste recycled / composted: Benchmark - Regional Data	Annual	42.00%	42.30%		-	-	-	-	-		
		Household waste recycled / composted: Regional Rank (Rank out of 15)	Annual	6	10		-	-	-	-	-		
	CES36a	Household waste sent for reuse, recycling or composting per household (kg/household) (DEFRA)	Quarterly	392.32kg (Prov)	389.22kg (Prov)	353.62kg (Prov)	-	-	-	-	-	Up is Good	◄► Neutral
		Benchmark - National Data	Quarterly	474.07kg	465.53kg	(Avail Nov 2023)	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	460.67kg	457.07kg		-	-	-	-	-		
		Regional Rank (Rank out of 15)	Quarterly	12	13		-	-	-	-	-		
	CES37	Municipal waste sent to landfill (%) (DEFRA)	Quarterly	9.33%	4.97%	2.87% (Prov)	-	-	-	-	-	Up is Bad	▼ Green
		Benchmark - National Data	Annual	7.80%	8.10%	(Avail Nov 2023)	-	-	-	-	-		
		Benchmark - Regional Data	Annual	3.90%	2.90%		-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	14	13		-	-	-	-	-		
	CES38	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste)	Quarterly	89,667.94	93,698.68	88,541.59	-	-	-	-	-	Neutral	◄► Neutral
	CES45a	% of properties offered 4 or more recyclable materials - (Snapshot)	Annual	99.35%	99.86%	(Avail Oct 2023)	-	-	-	-	-	Up is Good	◄► Neutral
	CES46	Missed refuse collections - Number of issues reported	Monthly	1,730	2,455	1,868	560	-	-	-	-	Up is Bad	◄► Neutral

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				2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4			
1. Waste	CES48	Missed refuse collections - Number of issues per 100,000 collections - (YTD)	Monthly	33.17 (est.)	52	39.6	47.7	-	-	-	-	Up is Bad	▲ Red
	CES49	Missed refuse collections - Number of issues dealt with	Monthly	337	2,433	1,865	560	-	-	-	-	Neutral	◄► Neutral
	SLA21	Missed refuse collections - Number of issues dealt with that breached next-day target time (SLA)	Monthly	753	1,373	823	302	-	-	-	-	Up is Bad	◄► Neutral
	SLA22	Missed refuse collections - Average time taken to resolve issues (Working days)	Monthly	NC	3.4	2	1.4	-	-	-	-	Up is Bad	▲ Red
	TAP33	% of panel who think that the council and partners are doing well helping to reduce amount of household waste	Quarterly	24.81%	23.35%	26.26%		-	-	-	-	Up is Good	◄► Neutral
		% of panel who think that the council and partners are not doing well helping to reduce amount of household waste	Quarterly	56.82%	52.50%	46.68%		-	-	-	-	Up is Bad	▼ Green
2. Public Realm	CSPEC6	GRAFFITI - Number of issues reported	Monthly	479	452	856	165	-	-	-	-	Neutral	◄► Neutral
	CAN008b	GRAFFITI - Number of offensive issues dealt with by CYC	Monthly	50	59	93	28	-	-	-	-	Neutral	◄► Neutral
	CAN009b	GRAFFITI - Number of non-offensive issues dealt with by CYC	Monthly	327	309	694	131	-	-	-	-	Neutral	◄► Neutral
	CAN008	GRAFFITI - Average time taken to resolve offensive issues (Working days) - (YTD)	Monthly	3.7	0.8	1.3	0.7	-	-	-	-	Up is Bad	▲ Red
	CAN008d	GRAFFITI - % offensive issues resolved within target time (SLA)	Monthly	84.00%	86.40%	92.50%	100.00%	-	-	-	-	Up is Good	▲ Green
	CAN009	GRAFFITI - Average time taken to resolve non-offensive issues (Working days) - (YTD)	Monthly	5	3.3	2.8	2	-	-	-	-	Up is Bad	▼ Green
	CAN009d	GRAFFITI - % non-offensive issues resolved within target time (SLA)	Monthly	80.10%	93.50%	95.80%	96.90%	-	-	-	-	Up is Good	◄► Neutral
	YCC227	STREET CLEANING - Number of issues reported	Monthly	1,990	2,150	2,307	586	-	-	-	-	Neutral	◄► Neutral
	CSPEC4	VEGETATION - Number of issues reported (includes weeds and overgrown hedges)	Monthly	1,652	1,993	2,112	1,000	-	-	-	-	Neutral	◄► Neutral
		VEGETATION - Number of issues reported (includes weeds and overgrown hedges) - (Rolling 12 months)	Monthly	1,652	1,997	2,116	2,291	-	-	-	-	Up is Bad	▲ Red
	CSPEC7	LITTER BINS - Number of issues reported	Monthly	313	165	151	56	-	-	-	-	Neutral	◄► Neutral

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				2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4	Target	Polarity	DOT
2. Public Realm	CSPEC8	DOG BINS - Number of issues reported	Monthly	241	52	36	14	-	-	-	-	Neutral	◄► Neutral
	SLA02	STREET CLEANING - % of urgent cleansing cases resolved within SLA (2 hours) - (YTD)	Monthly	62.90%	53.50%	46.10%	53.00%	-	-	-	-	Up is Good	◄► Neutral
	SLA04	STREET CLEANING - % of standard cleansing cases resolved within SLA (3 days) - (YTD)	Monthly	72.70%	67.70%	65.20%	52.30%	-	-	-	-	Up is Good	▼ Red
	SLA13	Overall Public Realm Standard Cleansing cases completed within SLA	Monthly	80.80%	76.70%	75.00%	69.70%	-	-	-	-	Up is Good	▼ Red
	SLA13b	Overall Public Realm Standard Cleansing cases dealt with that breached SLA	Monthly	601	618	742	252	-	-	-	-	Up is Bad	▲ Red
	SLA18	Overall Public Realm Cleansing cases completed within SLA - (YTD)	Monthly	77.00%	69.90%	67.90%	66.00%	-	-	-	-	Up is Good	▼ Red
	SLA11	VEGETATION - Average time taken to resolve issues (includes weeds and overgrown hedges) (Working days)	Monthly	3.1	3.8	16.5	3.8	-	-	-	-	Up is Bad	◄► Neutral
3. Parks	TAP30	% of Talkabout panel who think that the council are doing well at improving green spaces	Quarterly	44.31%	43.26%	38.30%		-	-	-	-	Up is Good	▼ Red
		% of Talkabout panel who think that the council are not doing well at improving green spaces	Quarterly	31.93%	41.25%	45.74%		-	-	-	-	Up is Bad	▲ Red
	TAP32	% of panel who think that the council and partners are doing well at improving the quality of streets/public spaces	Quarterly	48.26%	36.53%	31.56%		-	-	-	-	Up is Good	▼ Red
		% of panel who think that the council and partners are not doing well at improving the quality of streets/public spaces	Quarterly	38.06%	56.29%	59.42%		-	-	-	-	Up is Bad	▲ Red
4. Penalty Notices	FPN01a	Fixed Penalty Notices - Dog Fouling	Monthly	2	4	2	0	-	-	-	-	Neutral	◄► Neutral
	FPN01b	Fixed Penalty Notices - Litter	Monthly	0	4	6	1	-	-	-	-	Neutral	◄► Neutral
	FPN01c	Fixed Penalty Notices - S34 non production of waste transfer notes/licences	Monthly	18	9	5	6	-	-	-	-	Neutral	◄► Neutral
	FPN01d	Fixed Penalty Notices - S46 Household Waste presentation	Monthly	0	0	2	4	-	-	-	-	Neutral	◄► Neutral
	FPN01e	Fixed Penalty Notices - S47 Commercial Waste	Monthly	0	0	1	2	-	-	-	-	Neutral	◄► Neutral
	FPN02a	Community Protection Notices - Dog Fouling (Private or communal areas)	Monthly	0	1	3	1	-	-	-	-	Neutral	◄► Neutral
	FPN02b	Community Protection Notices - Waste accumulation on residential property	Monthly	1	3	10	4	-	-	-	-	Neutral	◄► Neutral
	FPN02c	Community Protection Notices - Other	Monthly	0	2	4	1	-	-	-	-	Neutral	◄► Neutral

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				Previous Years			2023/2024						
			Collection Frequency	2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4	Target	Polarity	DOT
5. Air Quality and Climate Change	CAN026	The number of CYC electric vehicle recharging points in York (updated definition Q4 21/22 to CYC points only)	Quarterly	102	62	110	110	-	-	-	-	-	Up is Good	◄► Neutral
	CAN027	Average Annual Mean Nitrogen Dioxide concentration in Salisbury Terrace (ug/m3) (Calendar Year)	Annual	21.5	25.1	24.1	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027a	Average Annual Mean Nitrogen Dioxide concentration in Prices/Nunnery Lane (ug/m3) (Calendar Year)	Annual	21.9	25.5	24.4	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027b	Average Annual Mean Nitrogen Dioxide concentration in Blossom St/Holgate (ug/m3) (Calendar Year)	Annual	25.8	28.7	27.9	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027c	Average Annual Mean Nitrogen Dioxide concentration in Fishergate/Paragon (ug/m3) (Calendar Year)	Annual	20.7	22.8	21.7	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027d	Average Annual Mean Nitrogen Dioxide concentration in Lawrence St (ug/m3) (Calendar Year)	Annual	22.5	25	23.8	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027e	Average Annual Mean Nitrogen Dioxide concentration in Fulford (ug/m3) (Calendar Year)	Annual	19	19.2	19.2	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027f	Average Annual Mean Nitrogen Dioxide concentration in Gillygate / LMW (ug/m3) (Calendar Year)	Annual	28.5	32.7	33	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN027g	Average Annual Mean Nitrogen Dioxide concentration in Rougier St/GHS (ug/m3) (Calendar Year)	Annual	36.7	39.1	40.6	-	-	-	-	-	-	Up is Bad	▲ Red
	CAN028	The maximum Nitrogen Dioxide concentration in Salisbury Terrace (ug/m3) (Calendar Year)	Annual	24.4	29.2	28.45	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN028a	The maximum Nitrogen Dioxide concentration in Prices/Nunnery Lane (ug/m3) (Calendar Year)	Annual	27.2	32.8	30.62	-	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN028b	The maximum Nitrogen Dioxide concentration in Blossom St/Holgate (ug/m3) (Calendar Year)	Annual	35	43.5	41.33	-	-	-	-	-	-	Up is Bad	◄► Neutral

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				2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4			
5. Air Quality and Climate Change	CAN028c	The maximum Nitrogen Dioxide concentration in Fishergate/Paragon (ug/m3) (Calendar Year)	Annual	29.2	32.9	30.39	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN028d	The maximum Nitrogen Dioxide concentration in Lawrence St (ug/m3) (Calendar Year)	Annual	32.5	33.7	33.77	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN028e	The maximum Nitrogen Dioxide concentration in Fulford (ug/m3) (Calendar Year)	Annual	24.6	25.4	25.97	-	-	-	-	-	Up is Bad	▲ Red
	CAN028f	The maximum Nitrogen Dioxide concentration in Gillygate / LMW (ug/m3) (Calendar Year)	Annual	40.2	47.5	47.26	-	-	-	-	-	Up is Bad	◄► Neutral
	CAN028g	The maximum Nitrogen Dioxide concentration in Rougier St/GHS (ug/m3) (Calendar Year)	Annual	38.8	40.5	43.73	-	-	-	-	-	Up is Bad	▲ Red
	CES020	CO2 emissions (tonnes) per head of population (within LA scope) (Calendar Year)	Annual	3.4 (2020)	3.9 (2021)	(Due Jun 2024)	-	-	-	-	-	Up is Bad	◄► Neutral
		Benchmark - National Data	Annual	3.8 (2020)	4.1 (2021)		-	-	-	-	-		
		Benchmark - Regional Data	Annual	4 (2020)	4.3 (2021)		-	-	-	-	-		
	GCC02	Carbon emissions across the city (kilotonnes of carbon dioxide equivalent) - (Calendar Year)	Annual	(Avail Sep 23)	-	-	-	-	-	-	-	Up is Bad	◄► Neutral
	GCC03	Level of CO2 emissions from council buildings and operations (tonnes of carbon dioxide equivalent)	Annual	3,657.56	3,633.3	(Avail Sep 23)	-	-	-	-	-	Up is Bad	◄► Neutral
	TAP29	% of panel who think that the council and partners are doing well at reducing air pollution	Quarterly	41.29%	38.84%	33.07%		-	-	-	-	Up is Good	▼ Red
		% of panel who think that the council and partners are not doing well at reducing air pollution	Quarterly	35.32%	45.42%	49.07%		-	-	-	-	Up is Bad	▲ Red
	TAP34	% of panel who think that the council and partners are doing well helping to reduce carbon footprint	Quarterly	28.22%	34.86%	41.99%		-	-	-	-	Up is Good	▲ Green
		% of panel who think that the council and partners are not doing well helping to reduce carbon footprint	Quarterly	44.55%	53.39%	43.83%		-	-	-	-	Up is Bad	◄► Neutral
	TAP35	% of panel who think that the council and partners are doing well encouraging the use of low emission vehicles	Quarterly	13.43%	15.54%	17.65%		-	-	-	-	Up is Good	▲ Green
		% of panel who think that the council and partners are not doing well encouraging the use of low emission vehicles	Quarterly	55.47%	53.78%	46.26%		-	-	-	-	Up is Bad	▼ Green

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				2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4	Target			
6. Satisfaction	TAP01	% of Talkabout panel satisfied with their local area as a place to live	Quarterly	84.90%	84.38%	82.18%		-	-	-	-	Up is Good	◀▶ Neutral
		Benchmark - Community Life Survey	Annual	79.10%	-	-	-	-	-	-	-		
		Benchmark - LG Inform	Quarterly	82.00%	80.00%	-	80.00%	-	-	-	-		
		% of Talkabout panel dissatisfied with their local area as a place to live	Quarterly	7.67%	9.74%	10.64%		-	-	-	-	Up is Bad	▲ Red
7. Public Protection	PP01	% of businesses visited reporting that contact with officers was helpful	Annual	96.70%	-	-	-	-	-	-	-	Up is Good	◀▶ Neutral
	PP02	% of businesses visited reporting that they were treated fairly	Annual	98.40%	-	-	-	-	-	-	-	Up is Good	◀▶ Neutral
	PP04	% of customers who were satisfied with the overall level of service provided	Annual	86.20%	-	-	-	-	-	-	-	Up is Good	◀▶ Neutral
	PP06	% of food premises that are classified as broadly compliant - (YTD)	Quarterly	89.20%	86.00%	89.50%	92.00%	-	-	-	-	Up is Good	▲ Green
8. Large Projects	CORP10L	Large Project - Local Plan	Quarterly	Amber	Amber	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - York Central	Quarterly	Amber	Amber	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Outer Ring Road (A1237)	Quarterly	Amber	Amber	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Flood Risk	Quarterly	Green	Green	Green	Green	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Hyperhubs	Quarterly	Green	Green	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Council Housing Energy Retrofit Programme	Quarterly	-	Amber	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Haxby Station	Quarterly	-	Amber	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - York Station Gateway	Quarterly	-	-	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Ousewerm (York and North Yorkshire Catchment Flood Management Project)	Quarterly	-	-	Green	Green	-	-	-	-	Neutral	◀▶ Neutral
		Large Project - Harewood Whin Green Energy Park	Quarterly	-	-	Amber	Amber	-	-	-	-	Neutral	◀▶ Neutral
9. Finance	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£1,328	£2,638	£4,887	£6,752	-	-	-	-	Up is Bad	▲ Red