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Produced by the Business Intelligence Hub June 2019

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			Collection Frequency	2016/2017	2017/2018	2018/2019	Q1	Q2	Q3	Q4	Target	Polarity	DOT
1. Waste	CES43	Cost of landfill tax - Commercial collection rounds - (YTD)	Discontinued	£409,593	£425,334	-	-	-	-	-	-	Up is Bad	◄◄ Neutral
	CES44	Cost of landfill tax - Combined (excluding liquid waste) - (YTD)	Discontinued	£4,440,959	£4,565,883	-	-	-	-	-	-	Up is Bad	◄◄ Neutral
	CES45	% of properties offered 2 kerbside recycle collections - (YTD)	Quarterly	100.00%	100.00%	-	-	-	-	-	-	Up is Good	◄◄ Neutral
	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%	42.83%	NC	24.89%	NC	-	Up is Good	▼ Red
		% 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%	48.95%	NC	51.35%	NC	-	Up is Bad	◄◄ Neutral
	WA104	Number of Complaints (Stage 1) - Waste Services	Monthly	-	656	979	228	281	299	171	-	Up is Bad	◄◄ Neutral
		Number of Complaints (Stage 2) - Waste Services	Monthly	-	267	283	78	83	85	37	-	Up is Bad	◄◄ Neutral
		Number of Complaints (Stage 3) - Waste Services	Monthly	-	15	6	3	0	3	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	13,399.54	12,404.11	12,723.58	12,581.68	-	Up is Bad	◄◄ Neutral
	WA401	Tonnage recycled - All CYC Vehicles	Monthly	14,424.02	14,227.5	14,175.86	3,553.6	3,428	3,630.86	3,563.4	-	Up is Good	◄◄ Neutral
WA402	Tonnage composted (green) - All CYC Vehicles	Monthly	15,031.79	15,381.64	14,595.44	6,287.72	4,678.4	2,993.3	636.02	-	Up is Good	◄◄ Neutral	
WA403	Tonnage commingled - All CYC Vehicles	Monthly	2,846.62	3,512.94	2,746.2	679.62	716.52	716.2	633.86	-	Up is Bad	◄◄ Neutral	
WA404	% waste recycled - All CYC Vehicles	Monthly	36.09%	36.22%	36.02%	42.34%	39.52%	34.24%	25.02%	-	Up is Good	▼ Red	
	Tonnage commingled - All CYC Vehicles (Weekly Average)	Monthly	54.55	67.09	52.62	52.24	54.47	54.5	49.28	< 32.7 (Weekly)	Up is Bad	◄◄ Neutral	
2. Public Realm	CAN008	Average days taken to remove offensive graffiti - (YTD)	Monthly	2.02	3.54	5.2	2.5	7.8	6	5.2	-	Up is Bad	▲ Red
		No of offensive graffiti cases reported	Monthly	56	26	51	8	12	21	10	-	Up is Bad	▲ Red
		No of offensive graffiti cases dealt with by CYC	Monthly	23	14	21	2	6	10	3	-	Neutral	◄◄ Neutral
		No of offensive graffiti cases that breached SLA	Monthly	12	6	18	1	5	10	2	-	Up is Bad	▲ Red

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2. Public Realm	CAN009	Average days taken to remove non-offensive graffiti - (YTD)	Monthly	5.16	3.33	5.8	5.8	5.8	4.9	5.8	-	Up is Bad	▲ Red
		No of non-offensive graffiti cases reported	Monthly	274	107	132	29	32	15	56	-	Up is Bad	◀▶ Neutral
		No of non-offensive graffiti cases dealt with by CYC	Monthly	112	36	50	12	11	4	23	-	Neutral	◀▶ Neutral
		No of non-offensive graffiti cases that breached SLA	Monthly	37	7	41	11	11	2	17	-	Up is Bad	▲ Red
	CSPEC1	Calls for Service - Flytipping - Rubbish	Monthly	2,276	2,151	1,995	496	545	437	517	-	Up is Bad	▼ Green
	CSPEC4	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1,759	1,788	1,912	659	665	333	255	-	Up is Bad	◀▶ Neutral
	CSPEC5	Calls for Service - Cleansing (includes dog fouling, litter and all other cleansing cases)	Monthly	2,130	2,921	1,941	402	474	430	635	-	Up is Bad	◀▶ Neutral
	CSPEC6	Calls for Service - Graffiti	Monthly	337	156	183	37	44	36	66	-	Up is Bad	◀▶ Neutral
	CSPEC7	Calls for Service - Litter bins	Monthly	190	214	246	82	79	47	38	-	Neutral	◀▶ Neutral
	CSPEC8	Calls for Service - Dog bins	Monthly	130	175	114	42	21	26	25	-	Neutral	◀▶ Neutral
	CSPMA7	CYC Mobile App - Grand Total	Monthly	126	121	65	16	22	11	16	-	Neutral	◀▶ Neutral
	SLA02	2 Hour Cleansing cases completed within SLA - (YTD)	Monthly	72.00%	61.00%	43.00%	65.00%	57.00%	50.00%	43.00%	-	Up is Good	▼ Red
SLA04	Standard Cleansing cases completed within SLA - (YTD)	Monthly	87.00%	84.00%	70.00%	78.00%	75.00%	72.00%	70.00%	-	Up is Good	▼ Red	
SLA18	Overall Public Realm Cleansing cases completed within SLA - (YTD)	Monthly	81.00%	75.00%	62.00%	77.00%	69.00%	65.00%	62.00%	-	Up is Good	▼ Red	
3. Satisfaction	TAP01	% of panel satisfied with their local area as a place to live	Quarterly	89.84%	89.94%	88.61%	88.09%	NC	88.61%	NC	-	Up is Good	◀▶ Neutral
		Benchmark - Community Life Survey	Annual	78.00%	77.00%	-	-	-	-	-	-		
		Benchmark - LG Inform	Annual	87.00%	88.70%	78.00%	-	-	78.00%	-	-		
		% of panel dissatisfied with their local area as a place to live	Quarterly	6.18%	6.29%	8.02%	7.80%	NC	8.02%	NC	-	Up is Bad	◀▶ Neutral

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3. Satisfaction	TAP30	% of panel who think that the council and partners are doing well at improving green spaces	Quarterly	42.80%	37.09%	38.03%	45.22%	NC	38.03%	NC	-	Up is Good	◀▶ Neutral
		% of panel who think that the council and partners are not doing well at improving green spaces	Quarterly	40.77%	45.12%	49.22%	41.19%	NC	49.22%	NC	-	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	47.40%	38.26%	33.70%	35.59%	NC	33.70%	NC	-	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	44.00%	52.61%	59.91%	57.84%	NC	59.91%	NC	-	Up is Bad	▲ Red
4. Penalty Notices	FPN01a	Fixed Penalty Notices - Dog Fouling	Monthly	4	3	1	0	0	1	0	-	Neutral	◀▶ Neutral
	FPN01b	Fixed Penalty Notices - Litter	Monthly	8	11	6	1	2	2	1	-	Neutral	◀▶ Neutral
	FPN01c	Fixed Penalty Notices - S34 non production of waste transfer notes/licenses	Monthly	16	19	19	4	2	6	7	-	Neutral	◀▶ Neutral
	FPN01d	Fixed Penalty Notices - S46 Household Waste presentation	Monthly	7	2	0	0	0	0	0	-	Neutral	◀▶ Neutral
	FPN01e	Fixed Penalty Notices - S47 Commercial Waste	Monthly	0	2	2	0	1	1	0	-	Neutral	◀▶ Neutral
	FPN02a	Community Protection Notices - Dog Fouling (Private or communal areas)	Monthly	0	0	2	0	0	0	2	-	Neutral	◀▶ Neutral
	FPN02b	Community Protection Notices - Waste accumulation on residential property	Monthly	1	0	10	0	5	4	1	-	Neutral	◀▶ Neutral
	FPN02c	Community Protection Notices - Other	Monthly	0	4	7	0	5	0	2	-	Neutral	◀▶ Neutral
5. Public Protection	PP06	% of food premises that are classified as broadly compliant	Quarterly	94.25%	93.80%	93.00%	96.00%	94.00%	94.00%	89.00%	-	Up is Good	◀▶ Neutral
	TAP29	% of panel who think that the council and partners are doing well at reducing air pollution	Quarterly	29.78%	29.65%	27.90%	25.74%	NC	27.90%	NC	-	Up is Good	◀▶ Neutral
		% of panel who think that the council and partners are not doing well at reducing air pollution	Quarterly	38.83%	45.67%	56.03%	49.58%	NC	56.03%	NC	-	Up is Bad	▲ Red

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6. Climate Change	OPC00	One Planet Council - All Resources - Total Cost (£)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		One Planet Council - All Resources - Total CO2 (t)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		One Planet Council - Energy - Total Cost (£)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		One Planet Council - Water - Total Cost (£)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		One Planet Council - Travel - Total Cost (£)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
		One Planet Council - Waste - Total Cost (£)	Annual	-	-	-	-	-	-	-	-	Up is Bad	◀▶ Neutral
	CES020	York's CO2 per head of population (tonnes)	Annual	4.2 (2016)	-	-	-	-	-	-	-	Up is Bad	▼ Green
	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%	22.03%	NC	40.58%	NC	-	Up is Good	▲ Green
		% 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%	53.60%	NC	51.00%	NC	-	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	16.67%	15.37%	14.70%	15.01%	NC	14.70%	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%	53.07%	NC	55.46%	NC	-	Up is Bad	▲ Red	
7. Large Projects	CORP10 L	Large Project - Local Plan	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral	◀▶ Neutral
		Large Project - Community Stadium	Quarterly	Amber	Green	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral
		Large Project - York Central	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral	◀▶ Neutral
		Large Project - Castle Gateway	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral	◀▶ Neutral
		Large Project - Guildhall	Quarterly	Green	Red	Green	Amber	Amber	Amber	Green	-	Neutral	◀▶ Neutral
		Large Project - Older Person's Accommodation	Quarterly	Green	Green	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral

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7. Large Projects	CORP10 L	Large Project - Outer Ring Road (A1237)	Quarterly	Amber	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral	◀▶ Neutral
		Large Project - Allerton Park (NYCC Managed)	Quarterly	Green	Green	Closed	Amber	Amber	Amber	Closed	-	Neutral	◀▶ Neutral
		Large Project - Housing development (HCA partnership)	Quarterly	-	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral	◀▶ Neutral
		Large Project - Adult Social Care Future Focus	Quarterly	-	Green	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral
		Large Project - Provision of School Places	Quarterly	-	Green	Amber	Amber	Amber	Amber	Amber	-	Neutral	◀▶ Neutral
		Large Project - Specialist Disabled Children Short Break Facility	Quarterly	-	Green	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral
		Large Project - Library Procurement Project	Quarterly	-	Green	Green	Green	Green	Green	Green	-	Neutral	◀▶ Neutral
		Large Project - Housing ICT Programme	Quarterly	-	-	Green	Amber	Green	Amber	Green	-	Neutral	◀▶ Neutral
		Large Project - Smart Travel Evolution Programme (STEP)	Quarterly	-	-	Amber	N/A	N/A	N/A	Amber	-	Neutral	◀▶ Neutral
		Large Project - Procurement of ICT Services	Quarterly	-	-	Green	N/A	N/A	N/A	Green	-	Neutral	◀▶ Neutral
		Large Project - Flood Risk	Quarterly	-	-	Green	N/A	N/A	N/A	Green	-	Neutral	◀▶ Neutral
		Large Project - City Centre Access Project	Quarterly	-	-	Amber	N/A	N/A	N/A	Amber	-	Neutral	◀▶ Neutral
		Large Project - Parking Review	Quarterly	-	-	Green	N/A	N/A	N/A	Green	-	Neutral	◀▶ Neutral
		Large Project - Sufficiency Strategy	Quarterly	-	-	Green	N/A	N/A	N/A	Green	-	Neutral	◀▶ Neutral
		Large Project - Inclusion Review	Quarterly	-	-	Green	N/A	N/A	N/A	Green	-	Neutral	◀▶ Neutral