



Executive Member for Environment and Climate Emergency 2024/2025

No of Indicators = 75 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Business Intelligence Hub December 2024

			Previous Years			2024/2025								
			Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
1. Waste	WA104	Number of Complaints (All Grades) - Waste Services	Monthly	857	1,225	935	176	163	-	-	-	Up is Bad	▼ Green	
		Number of Complaints (Grade 1) - Waste Services	Monthly	164	109	116	82	83	-	-	-	Up is Bad	▲ Red	
		Number of Complaints (Grade 2) - Waste Services	Monthly	693	1,116	804	93	80	-	-	-	Up is Bad	▼ Green	
		Number of cases referred to the Ombudsman - Waste	Monthly	5	3	1	0	0	-	-	-	Up is Bad	▼ Green	
	CES35	Residual household waste per household (kg/household) (DEFRA)	Quarterly	514.61kg	499.41kg	511.18kg (Prov)	134.44kg (Prov)	-	-	-	-	Up is Bad	▲ Red	
		Benchmark - National Data	Annual	546.8kg	508.8kg	(Avail Jan 2025)	-	-	-	-	-			
		Benchmark - Regional Data	Annual	539.3kg	504.7kg		-	-	-	-	-			
		Regional Rank (Rank out of 15)	Annual	6	8		-	-	-	-	-	-		
	CES36	Household waste sent for reuse, recycling or composting (%) (DEFRA)	Quarterly	43.17%	41.59%	41.71% (Prov)	45.39% (Prov)	-	-	-	-	Up is Good	◀▶ Neutral	
		Household waste recycled / composted: Benchmark - National Data	Annual	42.50%	41.70%	(Avail Jan 2025)	-	-	-	-	-			
		Household waste recycled / composted: Benchmark - Regional Data	Annual	42.30%	41.50%		-	-	-	-	-	-		
		Household waste recycled / composted: Regional Rank (Rank out of 15)	Annual	10	10		-	-	-	-	-	-		
	CES36a	Household waste sent for reuse, recycling or composting per household (kg/household) (DEFRA)	Quarterly	389.22kg	353.62kg (Prov)	365.82kg (Prov)	111.74kg (Prov)	-	-	-	-	Up is Good	▲ Green	
		Benchmark - National Data	Quarterly	465.53kg	364.3kg	(Avail Jan 2025)	-	-	-	-	-			
		Benchmark - Regional Data	Quarterly	457.07kg	357.7kg		-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Quarterly	13	6		-	-	-	-	-	-		
	CES37	Municipal waste sent to landfill (%) (DEFRA)	Quarterly	4.97%	2.87%	1.82% (Prov)	8.73% (Prov)	-	-	-	-	Up is Bad	▲ Red	
		Benchmark - National Data	Annual	8.10%	7.30%	(Avail Jan 2025)	-	-	-	-	-			
		Benchmark - Regional Data	Annual	2.90%	2.50%		-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	13	12		-	-	-	-	-	-		
	CES38	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste)	Quarterly	93,698.68	88,541.59	90,171.33	25,178.45	-	-	-	-	Neutral	◀▶ Neutral	
	CES45a	% of properties offered 4 or more recyclable materials - (Snapshot)	Annual	99.86%	99.46%	92.29%	-	-	-	-	-	Up is Good	◀▶ Neutral	



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	CES46	Missed waste collections - Number of issues reported	Monthly	2,455	1,868	2,308	862	867	-	-	-	Up is Bad	▲ Red	
	CES48	Missed waste collections - Number of issues meeting criteria for recollection per 100,000 collections - (YTD)	Monthly	52	39.6	49.1	73.4	73	-	-	-	Up is Bad	▲ Red	
	CES49	Missed waste collections - Number of issues meeting criteria for recollection dealt with	Monthly	2,433	1,865	2,305	662	696	-	-	-	Neutral	◀▶ Neutral	
	GWA01	Number of active subscriptions to the Garden Waste Scheme - (Snapshot)	Monthly	-	-	-	97	38,875	-	-	-	Up is Good	◀▶ Neutral	
	SLA21	Missed waste collections - Number of issues meeting criteria for recollection dealt with that breached next-day target time (SLA)	Monthly	1,373	823	1,308	313	425	-	-	-	Up is Bad	▲ Red	
	SLA22	Missed waste collections - Average time taken to resolve issues meeting criteria for recollection (Working days)	Monthly	3.4	2	1.4	2.5	6.2	-	-	-	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	23.35%	26.26%	24.51%	24.80%	-	23.91%	-	-	-	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	52.50%	46.68%	47.91%	51.21%	-	48.33%	-	-	-	Up is Bad	◀▶ Neutral
	CSPEC6	GRAFFITI - Number of issues reported	Monthly	452	856	550	95	73	-	-	-	Neutral	◀▶ Neutral	
	CAN008b	GRAFFITI - Number of offensive issues dealt with by CYC	Monthly	59	93	94	23	24	-	-	-	Neutral	◀▶ Neutral	
	CAN009b	GRAFFITI - Number of non-offensive issues dealt with by CYC	Monthly	309	694	430	67	45	-	-	-	Neutral	◀▶ Neutral	
	CAN008	GRAFFITI - Average time taken to resolve offensive issues (Working days) - (YTD)	Monthly	0.8	1.3	1	1	0.8	-	-	-	Up is Bad	◀▶ Neutral	
	CAN008d	GRAFFITI - % offensive issues resolved within target time (SLA set in 2016)	Monthly	86.40%	92.50%	95.70%	95.70%	100.00%	-	-	-	Up is Good	▲ Green	
	CAN009	GRAFFITI - Average time taken to resolve non-offensive issues (Working days) - (YTD)	Monthly	3.3	2.8	3.2	2.1	2.2	-	-	-	Up is Bad	◀▶ Neutral	
	CAN009d	GRAFFITI - % non-offensive issues resolved within target time (SLA set in 2016)	Monthly	93.50%	95.80%	95.10%	98.50%	93.30%	-	-	-	Up is Good	◀▶ Neutral	
	YCC227	STREET CLEANING - Number of issues reported	Monthly	2,150	2,307	2,214	549	530	-	-	-	Neutral	◀▶ Neutral	



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2. Public Realm	CSPEC4	VEGETATION - Number of issues reported (includes weeds and overgrown hedges)	Monthly	1,993	2,112	2,711	956	1,033	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Grass	Monthly	-	-	-	327	126	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Hedges	Monthly	-	-	-	199	324	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Leaves or blossom	Monthly	-	-	-	10	9	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Moss	Monthly	-	-	-	6	4	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Trees	Monthly	-	-	-	263	396	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Weeds	Monthly	-	-	-	151	174	-	-	-	Neutral	◀▶ Neutral
		VEGETATION - Number of issues reported – Not specified	Monthly	-	-	-	0	0	-	-	-	Neutral	◀▶ Neutral
	CSPEC4a	VEGETATION - Number of issues reported (includes weeds and overgrown hedges) - (Rolling 12 months)	Monthly	1,997	2,116	2,713	2,667	2,793	-	-	-	Up is Bad	▲ Red
	CSPEC7	LITTER BINS - Number of issues reported - (Customer Raised)	Monthly	165	151	194	49	68	-	-	-	Neutral	◀▶ Neutral
	CSPEC8	DOG BINS - Number of issues reported - (Customer Raised)	Monthly	52	36	62	29	60	-	-	-	Neutral	◀▶ Neutral
	SLA02	STREET CLEANING - % of urgent cleansing cases resolved within SLA (2 hours) - (YTD) (SLA set in 2016)	Monthly	53.50%	46.10%	55.20%	51.90%	56.80%	-	-	-	Up is Good	◀▶ Neutral
	SLA04	STREET CLEANING - % of standard cleansing cases resolved within SLA (3 days) - (YTD) (SLA set in 2016)	Monthly	67.70%	65.20%	52.60%	50.80%	48.60%	-	-	-	Up is Good	▼ Red
	SLA13	Overall Public Realm Standard Cleansing cases completed within SLA (SLA set in 2016)	Monthly	76.70%	75.00%	66.80%	68.00%	64.20%	-	-	-	Up is Good	◀▶ Neutral
SLA13b	Overall Public Realm Standard Cleansing cases dealt with that breached SLA (SLA set in 2016)	Monthly	618	742	1,065	246	362	-	-	-	Up is Bad	▲ Red	
SLA18	Overall Public Realm Cleansing cases completed within (YTD) (SLA set in 2016)	Monthly	69.90%	67.90%	64.30%	64.20%	64.10%	-	-	-	Up is Good	◀▶ Neutral	
SLA20	VEGETATION - Average time taken to resolve issues (includes weeds and overgrown hedges) (Working days)	Monthly	3.8	16.5	9	7.1	9	-	-	-	Up is Bad	▼ Green	



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		Collection Frequency	2021/2022	2022/2023	2023/2024	Q1	Q2	Q3	Q4	Target		
3. Parks	TAP30	% of Talkabout panel who think that the council are doing well at improving green spaces	Quarterly	43.26%	38.30%	36.84%	36.70%	-	37.50%	-	Up is Good	◀▶ Neutral
		% of Talkabout panel who think that the council are not doing well at improving green spaces	Quarterly	41.25%	45.74%	45.43%	42.02%	-	45.31%	-	Up is Bad	◀▶ Neutral
	TAP32	% of panel who think that the council and partners are doing well at improving the quality of streets/public spaces	Quarterly	36.53%	31.56%	28.41%	26.74%	-	31.19%	-	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	56.29%	59.42%	64.62%	64.44%	-	61.08%	-	Up is Bad	◀▶ Neutral
4. Penalty Notices	FPN01a	Fixed Penalty Notices - Dog Fouling	Monthly	4	2	1	0	2	-	-	Neutral	◀▶ Neutral
	FPN01b	Fixed Penalty Notices - Litter	Monthly	4	6	5	1	1	-	-	Neutral	◀▶ Neutral
	FPN01c	Fixed Penalty Notices - S34 non production of waste transfer notes/licences	Monthly	9	5	15	1	0	-	-	Neutral	◀▶ Neutral
	FPN01d	Fixed Penalty Notices - S46 Household Waste presentation	Monthly	0	2	18	2	1	-	-	Neutral	◀▶ Neutral
	FPN01e	Fixed Penalty Notices - S47 Commercial Waste	Monthly	0	1	3	0	0	-	-	Neutral	◀▶ Neutral
	FPN02a	Community Protection Notices - Dog Fouling (Private or communal areas)	Monthly	1	3	5	1	0	-	-	Neutral	◀▶ Neutral
	FPN02b	Community Protection Notices - Waste accumulation on residential property	Monthly	3	10	5	3	1	-	-	Neutral	◀▶ Neutral
	FPN02c	Community Protection Notices - Other	Monthly	2	4	11	1	2	-	-	Neutral	◀▶ Neutral
	CAN026	The number of CYC electric vehicle recharging points in York (updated definition Q4 21/22 to CYC points only)	Quarterly	62	110	103	103	103	-	-	Up is Good	◀▶ Neutral
	CAN027	Average Annual Mean Nitrogen Dioxide concentration in Salisbury Terrace (ug/m3) (Calendar Year)	Annual	25.1	24.1	23.4	-	-	-	-	Up is Bad	▼ Green
	CAN027a	Average Annual Mean Nitrogen Dioxide concentration in Prices/Nunnery Lane (ug/m3) (Calendar Year)	Annual	25.5	24.4	21.8	-	-	-	-	Up is Bad	▼ Green
	CAN027b	Average Annual Mean Nitrogen Dioxide concentration in Blossom St/Holgate (ug/m3) (Calendar Year)	Annual	28.7	27.9	25.8	-	-	-	-	Up is Bad	▼ Green
	CAN027c	Average Annual Mean Nitrogen Dioxide concentration in Fishergate/Paragon (ug/m3) (Calendar Year)	Annual	22.8	21.7	20.1	-	-	-	-	Up is Bad	▼ Green



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5. Air Quality and Climate Change	CAN027d	Average Annual Mean Nitrogen Dioxide concentration in Lawrence St (ug/m3) (Calendar Year)	Annual	25	23.8	22.2	-	-	-	-	Up is Bad	▼ Green
	CAN027e	Average Annual Mean Nitrogen Dioxide concentration in Fulford (ug/m3) (Calendar Year)	Annual	19.2	19.2	19.5	-	-	-	-	Up is Bad	◄► Neutral
	CAN027f	Average Annual Mean Nitrogen Dioxide concentration in Gillygate / LMW (ug/m3) (Calendar Year)	Annual	32.7	33	29.8	-	-	-	-	Up is Bad	◄► Neutral
	CAN027g	Average Annual Mean Nitrogen Dioxide concentration in Rougier St/GHS (ug/m3) (Calendar Year)	Annual	39.1	40.6	34.4	-	-	-	-	Up is Bad	◄► Neutral
	CAN028	The maximum Nitrogen Dioxide concentration in Salisbury Terrace (ug/m3) (Calendar Year)	Annual	29.2	28.45	27	-	-	-	-	Up is Bad	▼ Green
	CAN028a	The maximum Nitrogen Dioxide concentration in Prices/Nunnery Lane (ug/m3) (Calendar Year)	Annual	32.8	30.62	25.7	-	-	-	-	Up is Bad	▼ Green
	CAN028b	The maximum Nitrogen Dioxide concentration in Blossom St/Holgate (ug/m3) (Calendar Year)	Annual	43.5	41.33	37.1	-	-	-	-	Up is Bad	▼ Green
	CAN028c	The maximum Nitrogen Dioxide concentration in Fishergate/Paragon (ug/m3) (Calendar Year)	Annual	32.9	30.39	28.8	-	-	-	-	Up is Bad	▼ Green
	CAN028d	The maximum Nitrogen Dioxide concentration in Lawrence St (ug/m3) (Calendar Year)	Annual	33.7	33.77	30.9	-	-	-	-	Up is Bad	◄► Neutral
	CAN028e	The maximum Nitrogen Dioxide concentration in Fulford (ug/m3) (Calendar Year)	Annual	25.4	25.97	25	-	-	-	-	Up is Bad	◄► Neutral
	CAN028f	The maximum Nitrogen Dioxide concentration in Gillygate / LMW (ug/m3) (Calendar Year)	Annual	47.5	47.26	42.6	-	-	-	-	Up is Bad	◄► Neutral
	CAN028g	The maximum Nitrogen Dioxide concentration in Rougier St/GHS (ug/m3) (Calendar Year)	Annual	40.5	43.73	36.6	-	-	-	-	Up is Bad	◄► Neutral
	CAN038	The average of maximum annual mean Nitrogen Dioxide concentration recorded across three areas of technical breach (at points of relevant public exposure) (ug/m3) (Calendar Year)	Annual	43.8	44.1	38.8	-	-	-	-	Up is Bad	◄► Neutral
CES020	CO2 emissions (tonnes) per head of population (within LA scope) (Calendar Year)		Annual	3.9 (2021)	3.5 (2022)	(Due June 2025)	-	-	-	-	Up is Bad	◄► Neutral
	Benchmark - National Data		Annual	4.1 (2021)	3.8 (2022)		-	-	-	-		
	Benchmark - Regional Data		Annual	4.3 (2021)	3.9 (2022)		-	-	-	-		



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	EPC01ac	% of dwellings with energy rating A-C band on the EPC Register (where A is the most energy efficient) - (Snapshot) - All dwellings on the register	Monthly	NC	42.00%	44.60%	45.10%	45.30%	-	-	-	Up is Good	▲ Green
	EPC01aci	% of dwellings with energy rating A-C band on the EPC Register (where A is the most energy efficient) - Dwellings added/renewed in the past year only	Annual	51.26%	49.39%	58.47%	-	-	-	-	-	Up is Good	▲ Green
		Benchmark - National Data	Annual	52.69%	56.77%	59.71%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	46.96%	50.33%	55.26%	-	-	-	-	-		
	GCC02	Carbon emissions across the city (kilotonnes of carbon dioxide equivalent) (Calendar Year)	Annual	906 (2021)	-	-	-	-	-	-	-	Up is Bad	◄► Neutral
	GCC03	Level of CO2 emissions from council buildings and operations (tonnes of carbon dioxide equivalent)	Annual	3,633.3	3,462.42	3,309	-	-	-	-	-	Up is Bad	▼ Green
	TAP29	% of panel who think that the council and partners are doing well at reducing air pollution	Quarterly	38.84%	33.07%	34.26%	37.27%	-	36.46%	-	-	Up is Good	▲ Green
		% of panel who think that the council and partners are not doing well at reducing air pollution	Quarterly	45.42%	49.07%	44.29%	43.16%	-	39.84%	-	-	Up is Bad	▼ Green
	TAP34	% of panel who think that the council and partners are doing well helping to reduce carbon footprint	Quarterly	34.86%	41.99%	35.08%	30.75%	-	34.19%	-	-	Up is Good	▼ Red
		% of panel who think that the council and partners are not doing well helping to reduce carbon footprint	Quarterly	53.39%	43.83%	47.24%	56.68%	-	53.98%	-	-	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	15.54%	17.65%	14.53%	14.21%	-	14.32%	-	-	Up is Good	◄► Neutral
		% of panel who think that the council and partners are not doing well encouraging the use of low emission vehicles	Quarterly	53.78%	46.26%	52.23%	48.79%	-	48.85%	-	-	Up is Bad	◄► Neutral
6. Satisfaction	TAP01	% of Talkabout panel satisfied with their local area as a place to live	Quarterly	84.38%	82.18%	79.68%	81.00%	-	80.44%	-	-	Up is Good	◄► Neutral
		Benchmark - Community Life Survey	Annual	76.00%	N/C	74.00%	-	-	-	-	-		
		Benchmark - LG Inform	Quarterly	80.00%	79.00%	-	-	-	-	-	-		
		% of Talkabout panel dissatisfied with their local area as a place to live	Quarterly	9.74%	10.64%	13.10%	13.18%	-	12.22%	-	-	Up is Bad	◄► Neutral



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7. Public Protection	PP01	% of businesses visited reporting that contact with officers was helpful	Annual	100.00%	100.00%	100.00%	-	-	-	-	-	Up is Good	◄◄ Neutral
	PP02	% of businesses visited reporting that they were treated fairly	Annual	98.00%	100.00%	100.00%	-	-	-	-	-	Up is Good	◄◄ Neutral
	PP04	% of customers who were satisfied with the overall level of service provided	Annual	NC	49.10%	82.80%	-	-	-	-	-	Up is Good	▲ Green
	PP06	% of food premises that are classified as broadly compliant - (YTD)	Quarterly	86.00%	89.50%	93.00%	90.00%	91.00%	-	-	-	Up is Good	◄◄ Neutral
8. Large Projects	CORP10L	Large Project - Local Plan	Quarterly	Amber	Amber	Green	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - York Central	Quarterly	Amber	Amber	Amber	Amber	Amber	-	-	-	Neutral	◄◄ Neutral
		Large Project - Outer Ring Road (A1237)	Quarterly	Amber	Amber	Amber	Amber	Amber	-	-	-	Neutral	◄◄ Neutral
		Large Project - Flood Risk	Quarterly	Green	Green	Green	Closed	-	-	-	-	Neutral	◄◄ Neutral
		Large Project - Hyperhubs	Discontinued	Green	Amber	Complete	-	-	-	-	-	Neutral	◄◄ Neutral
		Large Project - Council Housing Energy Retrofit Programme	Quarterly	Amber	Amber	Green	Complete	-	-	-	-	Neutral	◄◄ Neutral
		Large Project - Haxby Station	Quarterly	Amber	Amber	Green	Green	Red	-	-	-	Neutral	◄◄ Neutral
		Large Project - York Station Gateway	Quarterly	NA	Amber	Red	Red	Red	-	-	-	Neutral	◄◄ Neutral
		Large Project - Ouseworm (York and North Yorkshire Catchment Flood Management Project)	Quarterly	NA	Green	Green	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - Harewood Whin Green Energy Park	Quarterly	-	Amber	Amber	(Paused)	Amber	-	-	-	Neutral	◄◄ Neutral
		Large Project - Hyperhubs - Union Terrace	Quarterly	-	-	Amber	Amber	Amber	-	-	-	Neutral	◄◄ Neutral
		Large Project - EV Charger	Quarterly	-	-	Amber	Amber	Red	-	-	-	Neutral	◄◄ Neutral
		Large Project - Local Energy Advice Demonstrator (LEAD)	Quarterly	-	-	Green	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - Carbon Reduction	Quarterly	-	-	-	Green	Green	-	-	-	Neutral	◄◄ Neutral
		Large Project - Green Waste	Quarterly	-	-	-	Green	Complete	-	-	-	Neutral	◄◄ Neutral
Large Project - Retrofit One Stop Shop York (ROSSY)	Quarterly	-	-	-	Green	Green	-	-	-	Neutral	◄◄ Neutral		
9. Finance	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£2,638	£4,887	£3,661	£3,896	£4,445	£4,305	-	-	Up is Bad	◄◄ Neutral