

Council Plan Progress Report: September 2024

An annual snapshot of activity to deliver the Council Plan



Vision

Over the next four years, the council will establish the conditions that would make the city of York **a healthier, fairer, more affordable, more sustainable and more accessible place, where everyone feels valued**, creating more regional opportunities to help today's residents and benefit future generations.

If you would like this document in an alternative format, please call (01904) 551550 or email ycc@york.gov.uk.

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Executive Summary

This Council Plan Progress Report provides an update of activity to deliver the Council Plan actions over the last year, helping residents hold the council to account for delivery and to share successes and achievements for the city.

The Council Plan 2023-2027, One City for All, sets the vision for the council and the Four Core Commitments that underpin decision making and service design.

The Four Core Commitments are the outcomes that support delivery of our vision and guide our decision making and service planning. They are:

Equalities and Human Rights - Equality of opportunity



We will create opportunities for all, providing equal opportunity and balancing the human rights of everyone to ensure residents and visitors alike can benefit from the city and its strengths. We will stand up to hate and work hard to champion our communities.

Affordability - Tackling the cost-of-living crisis



We will find new ways so everyone who lives here benefits from the success of the city, targeting our support at those who need it most, supporting communities to build on their own strengths and those of the people around them.

Climate - Environment and the climate emergency



We know the race to net zero is more urgent than ever and we will understand the impact our actions have on the environment. We will prepare for the future, adapting our city to extreme climate events and enhancing our environment for future generations to enjoy.

Health - Health and wellbeing



We will improve health and wellbeing and reduce health inequalities, taking a 'Health in All Policies' approach, with good education, jobs, travel, housing, better access to health and social care services and environmental sustainability. We will achieve better outcomes by targeting areas of deprivation, aiming to level opportunity across the city.

The Council Plan has seven priorities, with the Four Core Commitment outcomes running through each.

- A.** Health and wellbeing: A health generating city, for children and adults
- B.** Education and skills: High quality skills and learning for all
- C.** Economy and good employment: A fair, thriving, green economy for all
- D.** Transport: Sustainable accessible transport for all
- E.** Housing: Increasing the supply of affordable housing
- F.** Sustainability: Cutting carbon, enhancing the environment for our future
- G.** How the Council operates

To deliver our ambitious vision we identified over 100 different actions responding to the seven priorities.

We know we cannot deliver all of these without working together to harness the city's income generating and investment potential, rather than relying on the council resources alone. By working hand in hand with partners, investors, businesses, communities, residents and the voluntary sector, we can make the biggest difference, focusing on our critical priorities.

York 2032 Strategy and policy framework

Our vision

York will be a vibrant, prosperous, welcoming and sustainable city, where everyone can share and take pride and share in its success.

A city where history meets the future.

Our priorities

Health and Wellbeing

All York residents (young, old and future residents) will enjoy happier, healthier, longer lives, in homes that meet their needs, able to actively participate in their communities, with access to the right support at the right time.

Education and Skills

All ages will have access to learning throughout their lives to equip them with the skills to succeed commercially, socially, locally and nationally.

Economic Growth

York's economy will be vibrant and inclusive, with businesses supported to grow and prosper and talent nurtured, retained and supported. Our economy will be developed to be well balanced with a mix of different sectors providing opportunities for young and old.

Transport

York's transport networks will be inclusive and sustainable, connecting neighbourhoods and communities.

Sustainability

York will be carbon neutral and contribute to the regional ambition to be carbon negative, with iconic green spaces to enjoy today and the environment protected for future generations to enjoy.

Setting the vision: City strategic ambitions are co-developed in partnership. The strategic ambitions are set for 10 years with 5 year review points, delivered with partners on behalf of the city.

By their nature, they are aspirational, inspirational and encourage experimentation.

Our goals

Health and Wellbeing Strategy 2022 - 2032

The POLICY FRAMEWORK Policies set the context. Policies typically include SMART objectives and / or targets. The Council's Executive approve council policy and related budget, with city partner's own governance arrangements responding to their own strategies and policies. Council Policies are called Plans, for example the Local Plan, the Local Transport Plan, the Council Plan, etc.

ACTION PLANS: Action plans set out the city partner's actions to deliver the vision and goals in the 10 year Plan and related 10 year strategies. City Partners own actions plans will respond (in part) to the priorities.

Economic Growth Strategy 2022 - 2032

Climate Change Strategy 2022 - 2032

Establishing objectives:
In 5-10 year cycles with a review point in each Administration

Delivering action: Action plans are informed by citizens engagement and are reviewed regularly.



Monitoring the council plan

Council Plan Progress Report

This is the 1st Council Plan Progress Report since Council approved the new Council Plan in September 2023.

It provides an update of actions set against the seven priorities delivered over the period September 2023 – September 2024.

Subsequent Council Plan Progress Reports will provide an annual update of activity against each of these seven priorities, providing a narrative of the journey which the Council is taking to achieve its ambitions for the city.

This Council Plan Progress Report complements the quarterly Finance and Performance Monitor which sets out progress against key performance metrics.

The data shown in the following report is the most recent data available. Not all Council Plan performance metrics are shown within this report, but these are available within the Performance monitor and available at [YorkOpenData](#).

CP Snapshot

Every six months, the council will also share a snapshot of progress against its priority actions, set against the four core commitments. This is to demonstrate the steps the council is taking to lead to a fairer, more affordable, more sustainable and healthier city.

[Snapshot of progress on the Council Plan – City of York Council](#)

A health generating city, for children and adults

What we've done ...

Partnership working

City of York Council meets regularly with partners across health and care services to coordinate activity to support people to live healthier, independent lives. A key part of this is the York Health and Care Partnership, chaired by the Council's Chief Operating Officer and consisting of key health and wellbeing partners across the city. The partnership meets monthly and takes a systems approach to health and wellbeing in the city.

In the last year, the Council has worked constructively with partners to make strides in ensuring York continues to be a safe, welcoming place to live. This includes the launch of a Domestic Abuse Strategy, revised governance arrangements for and the re-initiation of the Human Rights and Equalities Board, an action plan developed in response to the Anti-racism and Inclusion Strategy and an action plan to support the Gypsy and Traveller Community. There has also been significant work to align the work of partners to keep residents safe, including the development of a Community Safety Strategy developed with the Safer York Partnership.

The specialist mental health housing strategy including homelessness pathways and an extension to the SASH contract was approved in November 2023, while new funding of £234.9k was awarded from the Government's Rough Sleeper Initiative to support people sleeping rough off the street.

Health and wellbeing at all ages

The All-Age Commissioning Strategy was approved in September 2023. This takes a Community Development Model of health promotion to support those in need to access services close to them and supporting independence and a strength-based approach of people.

The Children and Young People's Plan has been approved, setting out our assurance and ambition plans and a city-wide strategic framework for all our partners, reflecting the key things that matter most to children, young people, parents and partners.

Family Hubs and Raise York have been successful in providing high quality, whole-family, joined up family support services with over 5,000 unique users at the Family Hub centres (Hob Moor, Avenues, Clifton) and over 8,000 visits to the Raise York website. Services utilised include midwifery, healthy child service and story time.

We worked with care experienced young people to develop an updated Corporate Parenting Strategy, outlining our ambitions and long-term aspirations for care experienced young people as they become adults.

Following an inspection in August 2023, Ofsted found that “Care leavers are very well supported by staff, with whom they have stable and trusted relationships. They are supported effectively into adulthood by workers who are emotionally invested in them.

Health in All Policies

As a core commitment, health and wellbeing is seen throughout Council activity, whether that is the development of a Movement and Place Framework to potentially reconfigure how the road network can focus on people with more sustainable and active travel routes to move around the city, the new Air Quality Action Plan 4 to build on air quality improvements in the city, through to free school meals pilots in Westfield and Burton Green, a £100k fund which supports the delivery of projects which support those Primary Schools in York which are most in need, and continued work with the Poverty Truth Commission.

Work continues to support people to improve their health and wellbeing. This includes funding to tackle substance misuse, support and grow the drug and alcohol recovery system, grant funding to support smoking cessation in addition to continued application of schemes that address some of the wider determinants of health such as the York Financial Assistance Scheme, Household Support Fund, and Early Support Fund that provide support to some of our most vulnerable residents. The Warms Places Grant was also launched to provide warm places for people struggling to cover energy costs over winter.



UK Shared Prosperity Funding has also been utilised to support York Community Energy to provide outreach to households across the city. This includes support with installing energy-saving measures and helping York residents to apply for retrofit grants. Together with the retrofit one stop shop being developed following award of £3.3m from Innovate UK to the Council and partners, this will support people to live in more sustainable, warmer homes.

What we plan to do over the next three months

- Develop a York Youth Justice Service Plan
- Produce a Community Dementia Model
- Consider the establishment of a Joint Committee between City of York Council and the Humber and North Yorkshire Integrated Care Board
- Finalise a Homelessness and Rough Sleeper Strategy 2024-29

Areas of Positive Performance

Council delivery

Number of children in care

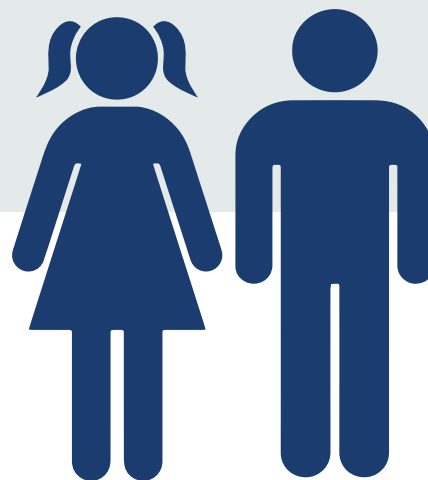
232

(Q2 2023/24)

Number of children subject to a Child Protection Plan

139

(Q2 2024/25)



City outcomes



Number of children in temporary accommodation

45 v **63**

(2023/24)

(2022/23)

Absolute gap in % of children who reach expected level of development 2-2.5 years of age between highest and lowest York ward (4 yr aggregated)

10.5% v **13.7%**

(2023/24)

(2022/23)

High quality skills and learning for all

What we've done ...

City of York Council has taken action to provide opportunities from early years to adult education.

Supporting children and young people

In May 2024, an Executive Decision saw approval for the tender and capital funding to provide for the creation of early years and childcare places at Lowfield Green.

The Children and Young People's Plan is now live and sets out ambitious plans and a strategic framework for partners to address the things that matter most to children, young people, and parents.

The Early Talk for children's speech and language programme won a national Learning Award at the Children and Young People Now Awards.

The Free School Meals pilot at Westfield and Burton Green Primary Schools continue to provide access to nutritious meals that support children's development, encourage attendance and support family household budgets.





The Council has also been successful in securing £10k from the Department for Education to support the commissioning of specialist after school provision for children with complex needs. York is the only local authority to successfully secure this funding via a strategic support partner and is the first in the country to test the market for specialist provision.

In September 2024, Executive approved the creation of a new SEND Hub in Clifton to bring practitioners together across different disciplines and agencies within a single physical environment. This will enhance the service offer, improve partnership practice, and ensure greater accessibility for families to specialist early advice.

Skills for Life

Work has continued to support multiple routes into employment for all residents. This includes the SEND Supported Internship Hub launched in September 2023, promotion of health and care careers via the York Health and Care Partnership and the launch of the Construction York Skills Initiative which aims to equip York residents, particularly those from disadvantaged, underrepresented and underemployed groups, with relevant skills, qualifications and experience to progress in green construction skills.

York Learning's published accountability statement details a closer working alignment between the Council Plan and the opportunities available through the funding of adult learning. The statement details how provision will increase opportunity for adults to be able to navigate cost of living issues whilst also developing a range of essential and transferable skills, how it will develop opportunities for families to work, learn and play together, and how it will support greater community cohesion and civic pride.

The Reducing Inequalities, Supporting Employment (RISE) programme is a groundbreaking support programme that offers one-to-one advice and employability support, empowering those involved to overcome both personal and professional challenges.

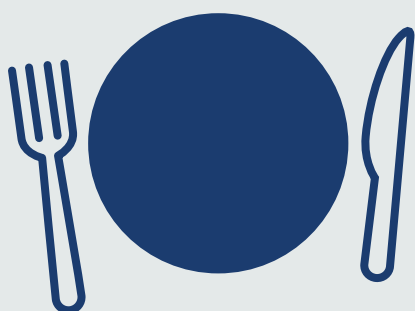
City of York Council has worked with partners, including the York and North Yorkshire Combined Authority on the development of adult skills provision offering support and guidance to plans ahead of devolution of the Adult Education Budget. The Council have also been integral to the work that has seen the approval of an Adult Strategic Skills Plan for the region.

What we plan to do over the next three months

- Consider a York Learning Strategic Plan 2024-25
- Develop a York Youth Strategy

Areas of Positive Performance

Council delivery



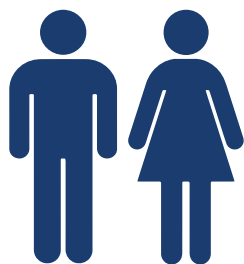
Free School Meal eligible children who took a Free School Meal on Census Day

3,289 (January 2024) **v** **2,987** (January 2023)

City outcomes

% of working age population qualified - to at least L2 and above

90% (2023/24) **v** **86.5%** (National benchmark)



% of working age population qualified - to at least L4 and above

53.8% (2023/24) **v** **47.3%** (National benchmark)

A fair, thriving, green economy for all

What we've done ...

Developing the city

York remains a fantastic place to live, work and visit. Aligned to this is the Our City Centre regeneration work which has developed, and is consulting, on a new masterplan for the Castle and Eye of York area to make the area more accessible, family friendly and more vibrant.

York Central is one of the biggest brownfield development opportunities in Europe with strategic developers McLaren Property and Arlington Real Estate now in place. Highway infrastructure for the site is well progressed with planning approval for a government hub to bring 2,600 civil services jobs to the city and the revitalisation of National Railway Museum's Central Hall.

Following consultation with residents and businesses, improvements to Acomb Front Street, funded through the UK Shared Prosperity Fund, have been approved with work beginning in October 2024. The improvements will see an increased ability to hold events and community activities, wider and more accessible public crossings, removal of two-thirds of the bollards, four accessible Blue Badge car parking locations, and more seating, bins, a community notice board and planting.





Working at a regional level

The establishment of the York and North Yorkshire Combined Authority, and the election of its first Mayor in May 2024, creates significant opportunities to secure funding for York. This has led to the development of a York pipeline of projects, aligned to the Council Plan and the Combined Authority's Regional Economic Framework, which was approved in July 2024. At time of writing, over £18m has been secured for all projects within York including for Council projects such as work on the city centre, skills, cultural passports, transport, brownfield housing and net zero projects with further investment in the pipeline.

Good business

The Council continues to promote the Good Business Charter and Living Wage Foundation. We celebrated Living Wage Week and have uploaded Good Business Charter case studies onto the Council's website. We also continue to support businesses to start up and flourish through the UK Shared Prosperity Fund. Over 1,000 York businesses have had support through the funding, which has led to business growth, securing jobs and investment in the city and removing over 200 Tonnes of CO2 from the city's carbon footprint.

Skills for the future

Recognising the need for skills development, particularly linked to the green construction sector, such as retrofitting, the Council has launched the Construction York Skills Initiative. This aims to equip York residents, particularly those from disadvantaged, underrepresented and underemployed groups, with relevant skills, qualifications and experience to progress in construction. Our Retrofit training project, in partnership with North Yorkshire, is upskilling Council, social landlord and supply chain employees to undertake the retrofitting of social housing.

What we plan to do over the next three months

- Review feedback from engagement on Castle and Eye of York consultation
- Work with the York and North Yorkshire Combined Authority to secure additional funding for York priorities

Areas of Positive Performance

City outcomes



8.1%
(August 2024)

14%
(National benchmark)



% of working age population in employment (16-64)

78% v **75.6%**
(2023/24) (National benchmark)



% of Total Employees working for an Accredited Living Wage employer

16% v **14%**
(2022/23) (2021/22)

Sustainable accessible transport for all

What we've done ...

A new plan for transport in York

Following Our Big Transport Conversation, the Local Transport Strategy was approved by Executive in July 2024. This included provision for a Movement and Place Plan which will reconsider how people navigate the city with a focus on reallocating road space to create a real sense of place with safe and connected networks for walking, wheeling, wheelchair users, cycling, public transport, cars and freight.

Planning Permission for the Dualling of the York Outer Ring Road was obtained on 19 March 2024

The York Station Gateway project including the demolition of the Queen Street Bridge is well advanced and will improve transport interchange to and from York Station making it more foot friendly and with Urban Realm fit for the 21st century.





A more accessible city centre

A report by independent access consultants MIMA and the Centre for Applied Human Rights at the University of York has made clear recommendations on how to shape a more accessible city centre.

Following consultation with disabled residents, the Blue Badge city centre restrictions were lifted on 4 January 2024 at Goodramgate and at Blake Street on 8 March 2024. Meanwhile, the draft implementation plan for the Local Transport Strategy includes actions to review and expand Blue Badge car parking in the city centre and ways to enable access for disabled cyclists to the city centre, plus installation of accessible cycle parking.

Sustainable transport

To support ambitions to help more people travel on sustainable public transport, 24 single deck and 29 double deck electric buses (owned and operated by First Bus) were purchased with the support of a £10.2M grant from CYC via the Department for Transport's Zero Emission Bus Regional Areas Scheme. This also included support to install charging infrastructure and upgrade the power connection to the First Bus James Street depot, which is now fully electric. The buses were delivered from August 2023 with all vehicles in service following the completion of the power upgrade in April 2024.

Fare initiatives have provided over 250,000 reduced price tickets for young people (16 and under). Ticket prices are capped at £1 for a single fare; or free for children travelling with an adult. To further improve the customer experience, 175 new or replacement real time information screens, which include audio announcement facilities, have been or are being installed across the city. Refurbishment work of 50 bus shelters is also taking place.

York's Air Quality Action Plan 4 was approved by Executive in July 2024 with the ambition of building on work that has seen air quality improvements across the city centre Air Quality Management Area and wider city compared to 2022.

A public charging strategy was approved by Executive in July 2023, setting out plans to grow and maintain electric vehicle charging infrastructure in the city.

What we plan to do over the next three months

- Further develop the Local Transport Strategy Implementation Plan
- Further develop the Movement and Place Plan
- Further develop the Local Cycling and Walking Infrastructure Plan

Areas of positive performance

Council delivery

The number of City of York Council electric vehicle recharging points in York



Area Wide Traffic Levels (07:00 - 19:00) (Excluding A64) from 2009/10 baseline

2.02m
(2023/24)



2.08m
(2022/23)

Index of pedestrians walking to and from the City Centre (%) from 2009/10 baseline



125% v **124%**
(2023) (2022)



% of customers arriving at York Station by sustainable modes of transport

78% v **60%**
(2023) (2022)

Increase the supply of good quality affordable housing



What we've done ...

Affordable housing

The Housing Delivery Programme continues to make progress. In November 2023, Executive approved proposals to deliver 100% affordable housing at Ordnance Lane. Building on the resident consultation, a resubmitted planning application was approved in August 2024 with site preparation now underway with construction due to start in 2025. This revised site plan includes an increase in affordable homes from 85 to 101. Willow House is also progressing with submission of planning applications anticipated in Spring 2025.

Construction continues to progress on two Passivhaus sites, Duncombe Barracks and Burnholme. Duncombe will deliver 34 new homes and Burnholme 78 new homes. Both sites are 60% affordable housing.

The Council has agreed to sell Lowfield Green Plot B for 100% affordable housing for people aged 55 and over. In addition, we have agreed to sell a parcel of land next to the new Clifton Library site for 100% affordable housing.

City of York Council is working constructively with the York and North Yorkshire Combined Authority to secure funding via the Brownfield Housing Fund and has recently secured funding for the Lowfield Phase 2 and Ordnance Lane projects with funding of over £3 million.

Sustainable housing

Work has also progressed to improve current social housing via the Social Housing Decarbonisation Fund Wave 2 (with funding secured from the UK Government) with 95 properties planned to have energy efficiency retrofit insulation works completed in 2024/25. A further 40 are due energy efficient improvements in the Bell Farm project which is monitored separately.

Innovate UK awarded the Council and partners £3.3m to develop a retrofit one-stop-shop. The proposal includes two demonstrator homes, based in council houses and working with suppliers to make it easier for householders to know how and what to commission to retrofit their homes.

Grant funding, via the Combined Authority's Net Zero Fund, for Alex Lyon House and Honeysuckle House have led to upgrading heating and installing renewable generation and energy storage systems to 61 supported housing apartments.



Housing those in need

In November 2023, an additional £1.3m of grant funding was secured through the Local Authority Housing Fund to support the purchase of an additional 10 homes, 7 homes for Afghan resettlement households and a further 3 homes to contribute towards meeting wider temporary accommodation needs in the city. To date, all homes are either under offer and progressing through the conveyancing process or purchased and in occupation.

Finally, Homeshare York continues to provide an ongoing opportunity for younger and older residents with a partnership established with Age UK York to provide a stronger connection to potential householders.

What we plan to do over the next three months

- Soft launch of the digital platform for the Retrofit One Stop Shop

Areas of positive performance



Council delivery

Number of City of York Council Housing Voids

77 v **102**
(August 2024) (2022/23)

% of Repairs completed on first visit

87.7% v **79.7%**
(August 2024) (2022/23)

City outcomes



Net additional homes provided

528 v **459**
(2023/24) (2021/22)

Number of new affordable homes delivered in York

122 v **109**
(2023/24) (2022/23)

Cutting Carbon, Enhancing the environment for future generations

What we've done ...

Progress to net zero

City of York Council continue working with partners across the city to meet net zero by 2030.

The York Climate Commission was refreshed in January, with representatives from 80 organisations considering how best to deliver net zero carbon and become a climate resilient city. Subsequently, the Commission has organised into seven working groups, covering topics from buildings and retrofit to the future economy.

Meanwhile, an Energy Hackathon was hosted with public sector, energy suppliers, researchers, technology innovators and community groups to discuss the outcome of York's Local Area Energy Plan and identify opportunities for accelerating the low carbon transition at lowest cost.

Approval was given by the Department of Energy, Skills and Net Zero of the business case to deliver the regional Net Zero Accelerator (City Leap) project with North Yorkshire Council and the Combined Authority, with an award of £2m to explore delivery models to achieve the outcomes of the York Local Area Energy Plan at scale and pace.



Nearly £3m in funding has been secured from the York and North Yorkshire Combined Authority's Net Zero Fund for York projects. These include streetlighting and commercial building LED conversion and the initiation of a feasibility study for solar / green energy park at Harewood Whin.

Internally, the Council has installed new LED lighting at Hazel Court and West Offices and expanded the number of Council buildings to receive a heat decarbonisation plan.



Our natural environment

Turning to the natural environment, York Community Woodland has opened to the public, with 210,000 trees and over 5km of new tracks and trails. Two micro-woodland sites have been identified in Holgate and Rawcliffe, with approval to commence planting this winter. Over the last 12 months, 2,550 new trees at 13 sites across the city as part of the Green Streets Programme have been planted, including at school playing fields and public open spaces.

In November 2023, approval was given for including climate resilience in the Council's Climate Change Strategy Action Plan, including using financial contributions received through planning for preparations for York to be climate ready by 2030.

The Millennium Bridge flood resilience scheme raised part of the path by 60cm to level it out and installed piping under the path to allow flood water to drain under the route. This will enable Millennium Bridge to continue to be used by residents when the River Ouse is in flood. The Ousewem project is an integrated, catchment-scale, long-term approach to safeguarding communities working in close collaboration with North Yorkshire Council that includes exploring the potential of natural-based solutions, natural flood management and land management changes spanning the rivers Swale, Ure, Nidd and Ouse catchment areas.

The Local Investment in Natural Capital programme, a £2m regional programme funded by the Department for Environment, Food and Rural Affairs, is delivering a pilot in York to test the feasibility of establishing an urban Green Asset Bank to increase investment in our natural assets whilst the Council continues to work with appropriate bodies on drainage and wastewater issues.

What we plan to do over the next three months

- The York Climate Action Plan Refresh has been completed. The new updated action plan will be presented to the Executive Member in November.
- Progress the Harewood Whin project.
- Continued stakeholder engagement for the Year 2 Green Streets tree planting.

Areas of positive performance

Council delivery

Number of trees planted by City of York Council

1,240 (2023/24) **v** **1,099** (2022/23)

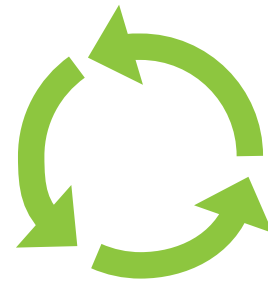


City Outcomes



% of Talkabout panel who give unpaid help to any group, club or organisation

64.4% (Q1 2023/24) **v** **61%** (2022/23)



Household waste sent for reuse, recycling or composting (%)

45% (Q1 2024/25) **v** **42%** (2021/22 national benchmark)



Average of maximum annual mean nitrogen dioxide concentrations recorded across three areas of technical breach (at points of relevant public exposure)

38.8 (2023/24) **v** **44.1** (2022/23)

How the council operates

What we've done...

Open and honest

The Council has been open about the significant financial challenges it faces, driven by less income, rising costs, and an aging population. We need to save £30 million over the next three years. Through “Our Big Budget Conversation” we continue to engage with residents, communities, businesses, and partners on their priorities – whether it is about making savings and raising more income.

We responded to the LGA Peer Review in February 2024 through the development of Corporate Improvement Framework. This is the foundation of continuous improvement that will ensure a more effective and efficient organisation.

Building relationships

The Council has constructive relationships with partners at a local, regional and national level. A regular calendar of partnership meetings takes place with the Council either as the lead organisation or as a key member. These support the wider ambitions of the city in addition to delivering the Council Plan.





A key relationship is with the York and North Yorkshire Combined Authority. This relationship will enhance York's role at a national level and has already seen funding amounting to over £18m for all projects within York at time of writing.

The York Community Fund was launched in July 2024. This is a partnership between Two Ridings Community Foundation, the Joseph Rowntree Foundation, City of York Council, York CVS and York Together collaborating to enable York people and communities to survive and thrive.

Supporting our staff

Our excellent staff are critical, without them we cannot achieve our ambitions for the city. The workforce strategy has been updated which is accompanied by a revised action plan. The strategy and action plan cover key strategic themes including Leadership and Management, Resilience and Wellbeing, Resourcing for a strong Foundation and Equality, Diversity and Inclusion. Actions covering staff wellbeing, training and development and recruitment and retention activity ensure that we both develop and maintain a healthy workforce but continue to be an employer of choice. The Workforce Strategy and action plan has been communicated to the wider workforce and progress is monitored by the Corporate Management team on a quarterly basis.

We have been a Dementia Friendly Employer since 2017. Refreshed communications and training information has been communicated to the workforce and an informal target of 300 employees to be signed up as Dementia Friends by March 2025 has been set.

Areas of positive performance

Council delivery



% of 4Cs
Complaints
responded to
'In Time'

86%
(2023/24)

**Freedom of Information and
Environmental Information
Request - % Requests
responded to In Time**

89% v **86%**
(2023/24) (2023/24)

What we plan to do over the next three months


- Recruit a Head of Equity, Diversity and Inclusion



For more information about how the council is performing against its key actions and statutory services, please see the performance and finance monitor which is reported quarterly to Executive.

[Performance and Annual Report – City of York Council](#)

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It is available in the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

Publication date: April 2024

For further information: West Offices, Station Rise, York YO1 6GA