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RYEDALE DISTRICT COUNCIL

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OVERVIEW AND SCRUTINY COMMITTEE

Thursday 22 June 2017 at 6.30 pm

Council Chamber, Ryedale House, Malton

Agenda

1 **Emergency Evacuation Procedure.**

The Chairman to inform Members of the Public of the emergency evacuation procedure.

2 **Apologies for absence**

3 **Minutes of the meeting held on 30 March 2017** (Pages 3 - 4)

4 **Urgent Business**

To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.

5 **Declarations of Interest**

Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.

6 **Appointment of Corporate Governance Standards Sub-committee**

(political proportionality does not apply)

That a Corporate Governance Standards Sub-committee be established comprising any three Members of the Overview and Scrutiny Committee drawn from across the political groups on the Council as far as reasonably practicable.

7 **Attendance at Policy Committees** (Pages 5 - 14)

8 **Scrutiny Reviews Progress Report** (Pages 15 - 20)

Suggestions for potential topic ideas for the next scrutiny review are requested at the meeting.

9 **Delivering the Council Plan** (Pages 21 - 28)

10 **Customer Complaints Q4 2016-17** (Pages 29 - 32)

11 **Decisions from other Committees**

Policy and Resources Committee held on 15 June 2017 (to follow)

12 **Any other business that the Chairman decides is urgent.**

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton
on Thursday 30 March 2017

Present

Councillors Acomb (Vice-Chairman), Cussons MBE, Duncan, Gardiner, Jainu-Deen, Jowitt, Di Keal (Chairman), Potter, Sanderson and Wainwright

In Attendance

Fiona Casson, PC Holly Hornsby, Jos Holmes and Clare Slater and Will Baines

Minutes

94 **Apologies for absence**

There were no apologies for absence.

95 **Minutes of the meeting held on the 16 February 2017**

Decision

That the minutes of the meeting of the Overview and Scrutiny Committee held on 16 February 2017 be approved and signed by the Chairman as a correct record.

96 **Urgent Business**

There were no items of urgent business.

97 **Declarations of Interest**

There were no declarations of interest.

98 **Exempt Information**

Resolved

That under Section 100(A)(4) of the Local Government Act 1972 that the public be excluded from the meeting for the following item as there will be a likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A of the Act as the information provided relates to individuals.

Voting record
Unanimous

99 **Safer Ryedale Update**

Considered – Report of the Economy and Infrastructure Manager.

Decision
That Members note the report and appendices presented.

100 **Delivering the Council Plan**

Considered – Report of the Deputy Chief Executive.

Decision
That the report be noted.

101 **Scrutiny Review Progress Report**

Considered – Report of the Democratic Services Manager.

Decision
That the revised terms of reference be approved. <u>Voting record</u> 9 votes for 1 abstention

102 **Decisions from other Committees**

The minutes of the Policy and Resources Committee on 16 February 2017 were presented.

103 **Any other business that the Chairman decides is urgent.**

There being no other business, the meeting closed at 7:35pm.

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REPORT TO:	**OVERVIEW AND SCRUTINY COMMITTEE**
DATE:	**22 JUNE 2017**
REPORT OF THE:	**RESOURCES AND ENABLING SERVICES LEAD PETER JOHNSON**
TITLE OF REPORT:	**ATTENDANCE AT POLICY COMMITTEES**
WARDS AFFECTED:	**ALL**

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To provide Members with a draft rota for attendance to observe at policy committee meetings and to agree guidance to assist this process.

2.0 RECOMMENDATION

2.1 It is recommended that Members agree the rota for attendance at Policy Committees.

3.0 INTRODUCTION

3.1 One of the key legislative roles of the Committee is holding the Executive to account. In Ryedale's case this means examining the policy committees minutes and forward plans in detail and using call-in or other mechanisms to comment or intervene in the decision making process. In order to be effective in this it has been previously agreed that Members of the Committee would take turns to attend both the Policy and Resources Committee and, when policy decisions are being made, the Planning Committee for the purposes of observation. Subsequently, Full Council agreed that this be an approved duty for Members of this Committee.

3.2 Draft guidance and a checklist is attached at Annex A to assist Members in undertaking this responsibility.

3.3 Attached at Annex B is a draft rota for Members consideration.

4.0 CONCLUSION

4.1 Members have previously agreed a rota for attendance at policy committees. Guidance and an accompanying checklist have been produced to help Members with this important process.

Peter Johnson
Resources and Enabling Services Lead

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Background Papers:
The Constitution of the Council

ANNEX A

Guidance for Members observing at a policy committee

This note sets out details of the issues that should be considered when observing. A simple checklist is appended at Appendix A.

The Role of the Committee
The Committee has a number of complimentary roles, being both the Scrutiny Committee, the Audit Committee, the Standards Committee and the Crime and Disorder overview and Scrutiny Committee for Ryedale District Council.

The Committee undertakes its work by:

- Scrutinising the decisions made by other committees and using the ability to 'call-in' a decision of a committee of the Council and refer it back if necessary for re-consideration;
- Scrutinising the performance and effect of council services and policies by receiving internal and external audit reports, reports on the Council's counter fraud work, monitoring and reviewing the statement on internal control, examining our approach to the minimization and control of risk, and examining progress on our improvement plans;
- Undertaking and instigating reviews of existing policy and the development of new policy;
- Monitoring service performance, through the performance management framework and customer complaints, and considering the outcomes of Best Value and other reviews.

Together this enables the Committee to focus on the improvement of services: considering in-depth major issues, examining other areas of the work of the Council or of other local and national agencies, highlighting when things are going wrong and seeking action to address this in the most effective way.

Decision-making and call-in

The main purpose of observing at policy committee meetings is to consider whether or not decision-making has complied with the Council's Constitution. All decisions of the Council will be made in accordance with the following principles:

(a) the rule of law;
(b) clarity of aims and desired outcomes.
(c) proportionality (i.e. the action must be proportionate to the desired outcome);
(d) due consultation and the taking of professional advice from officers and/or appropriately qualified consultants;
(e) respect for human rights (see below for further details); and
(f) a presumption in favour of openness.

If Members consider that one of more of these rules have been breached then the decision may be 'called-in'. To call in a decision a proforma, attached at Appendix B, must be completed with the reasons for the call-in clearly stated. It must be signed by either the Chairman or three Members of the Committee and must be handed to the proper officer within 10 working days of the publication of the decisions of the meeting. The Overview and Scrutiny Committee then meets within a further 10 working days of the decision to call-in. Members may request the attendance of relevant officers or Members to answer any questions that they may have. The Committee can then refer the matter back to the decision-making committee, setting out in writing the nature of its concerns or refer the matter to Full Council. If referred

back to the decision-making committee, a meeting will be convened to reconsider the decision within a further 10 working days.

Further details can be found in the Council Constitution on page 116.

At the heart of the Overview and Scrutiny Committees work should be the consideration of what impact the Policy Committees decisions, plans and policies have on the communities of Ryedale. If the Committee considers the decisions made will have an adverse affect they have a duty to say so and suggest improvements.

Members of Overview and Scrutiny Committees should also make efforts to identify issues of concern to the residents of Ryedale and where the Committee agrees, instigate a Scrutiny review.

General Framework for Scrutiny:

Function	Scope	How delivered:
Democracy and Governance	Local democracy and the achievement of effective, transparent and accountable decision making by the Council.	The Call in function and involvement in Policy Review Review of the Statement of Internal Control
Lifelong learning and culture	The provision, planning and management of education, training and Culture in the District in so far as the Council is responsible for this.	
Public Accounts	The Councils budget, the management of its budget, capital, revenue borrowing and assets and its audit arrangements.	Review of the relevant documents.
Regeneration and Housing	The physical, social and economic environment and regeneration of the Ryedale District; enabling the provision, planning and management of its housing and the rural and built environment.	Review of the Housing Strategy and Capital Strategy.
Services	The provision, planning, management and performance of Council services, including support services, the community plan and any other Council functions not otherwise addressed by any other Committee.	Review of the Performance Management framework on a quarterly basis and the review of policy documents. Their involvement in VFM processes.
Social Inclusion	Policies and Strategies of the Council and other bodies which affect the economic, social and political resources available to individuals to enable them to participate fully in Society.	Review of the Community Plan and budget/capital strategy. The money should follow the priorities.

Appendix A - Checklist

1. Review decision-making and consider call-in

2. Consider the effect of policy decisions on the community - have the intended policy outcomes been achieved?

Also consider against the implementation of the Council's Equalities Scheme, which is:

- To work towards the elimination of discrimination (either direct or indirect) and harassment
- To ensure that members and officers work towards mainstreaming equality of opportunity across all policies and functions
- To ensure equality, equity and consistency in working practices and conditions
- To ensure that the workforce represents the wider community of the District

3. Identify areas for future policy investigation

4. Identify any issues arising from the strategies and plans of the Council:
    - Corporate Plan
    - Medium Term Financial Plan
    - Capital Strategy
    - Asset Management Plan
    - Crime and Disorder Strategy
    - Housing Strategy

5. Budget issues: capital programme, revenue budgets, borrowing, assets

6. Performance issues

7. Value for Money issues

8. Management issues

9. Audit and Governance issues

10. Environmental issues

Appendix B – Call-in Proforma **Date …….**

Committee:

Decision to be called in:

Council's Constitution – Article 12 Decision Making

Principles of decision-making:

All decision of the Council will be made in accordance with the following principles:

(a) the rule of law
(b) clarity of aims and desired outcomes
(c) proportionality
(d) due consultation and the taking of professional advice from officers and/or appropriately qualified consultants
(e) respect for human rights
(f) a presumption in favour of openness

Reason for calling in the decision:

This form is to be signed by **either** the Chairman of Overview & Scrutiny Committee **or** 3 Members of the Committee

Signature of Chairman of Overview & Scrutiny Committee **or** Councillor

……Date:……

Signature of Councillor

…….Date:……

Signature of Councillor

…….Date:……

Date of meeting to consider the Call in …….
(Must be within 10 working days of call in)

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ANNEX B

Attendance at Policy Committees 2017/18 – Draft Rota

Policy and Resources Committee	Jun 15	Sept 21	Nov 23	Feb 8	March 15	
Cllr Acomb	X			X		
Cllr Clark	X			X		
Cllr Cussons	X				X	
Cllr Duncan		X			X	
Cllr Frank		X			X	
Cllr Gardiner		X				
Cllr Jowitt			X			
Cllr Keal			X			
Cllr Sanderson			X			
Cllr Thornton				X		

Planning Committee	Jul 4	Aug 1	Aug 30	Sep 26	Oct 24	Nov 21	Dec 19	Jan 16	Feb 13	Mar 13	Apr 10	May 8	
Cllr Acomb	X					X					X		
Cllr Clark	X					X					X		
Cllr Cussons		X					X					X	
Cllr Duncan		X					X					X	
Cllr Frank			X					X					
Cllr Gardiner			X					X					
Cllr Jowitt				X					X				
Cllr Keal				X					X				
Cllr Sanderson					X					X			
Cllr Thornton					X					X			

The rota is based on three Members observing at each meeting of the Policy and Resources Committee and two at the Planning Committee.

Observers are required at Planning Committee only when the agenda includes a Part A planning policy item requiring a decision by the committee.

If you are unable to attend could you please try and obtain a substitute in the first instance.

If you are unable to do so then please contact the Chairman of the Overview and Scrutiny Committee.

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REPORT TO:	**OVERVIEW AND SCRUTINY COMMITTEE (SCRUTINY)**
DATE:	**22 JUNE 2017**
REPORT OF THE:	**FRONT LINE SERVICE DELIVERY LEAD BECKIE BENNETT**
TITLE OF REPORT:	**SCRUTINY REVIEWS - PROGRESS REPORT AND IDENTIFICATION OF TOPIC FOR FUTURE REVIEW**
WARDS AFFECTED:	**ALL**

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To provide an update on progress with implementing the recommendations agreed resulting from previous scrutiny reviews and to agree the topic for the next review.

2.0 RECOMMENDATIONS

2.1 It is recommended that Members:

(i) note the progress report for previous scrutiny review recommendations and
(ii) agree the topic for the next scrutiny review

3.0 REASON FOR RECOMMENDATIONS

3.1 To keep the Members of the Scrutiny Committee appraised of the progress with implementing recommendations made following previous reviews (Summary table attached at Annex A) and to plan the future work of the Scrutiny Committee.

4.0 SIGNIFICANT RISKS

4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

5.1 Scrutiny reviews link into corporate aim 5 (to transform the Council), strategic objective 8 (to know our communities and meet their needs) and 9 (to develop the leadership, capacity and capability to deliver future improvements).

6.0 REPORT DETAILS

6.1 The table attached at Annex A details the recommendations agreed following previous scrutiny reviews and provides an update on progress.

6.2 Suggestions for the topic for the next scrutiny are requested to enable the Committee to agree the next scrutiny review.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

a) Financial
None

b) Legal
None

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
None

8.0 NEXT STEPS

8.1 The Scrutiny Committee are requested to agree the topic for the next scrutiny review to enable a draft terms of reference to be brought back to the next Scrutiny Committee for agreement.

Beckie Bennett
Frontline Service Delivery Lead

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Background Papers:

Links to final reports have been included in the table attached at Annex A

Scrutiny Review of Meeting Start Times and Management of Meetings - link to final report	
Recommendations - As agreed by Overview & Scrutiny	
(i) That the Constitution be amended to change the order of business for Full Council to put items for decision first; (ii) That the Constitution be amended to bring forward the guillotine, so that it takes effect after 3 hours; (iii) That the Constitution be amended to require corrections to the minutes to be submitted in writing in advance of the meeting; (iv) That working practices be amended so that questions to officers have to be dealt with ahead of, rather than during, meetings of Full Council; (v) That the Constitution be amended to require the circulation of the Leader's Statement with the agenda; (vi) That working practices be amended to stop reading out the Leader's Statement at meetings of Full Council.	Awaiting consideration by Policy & Resources Committee
Scrutiny Review of the Councils Role in Flood Management considered by Council on 8 December 2016 - link to final report	
Recommendations as agreed by Council	
1. That RDC commits £12,000 funding (up to a maximum of 20%) to resource a project manager to progress delivery of the Malton, Norton and Old Malton Flood Study project and drive partnership working, and seeks match funding from the partners of the Malton and Norton Project Group	The Malton, Norton and Old Malton Project Team meets as part of the ongoing commitment to deliver outcomes to the community as responsible flood risk management authorities. NYCC have commissioned consultants to make progress with the MN and OM flood study which may identify the need for additional PM support.

2. RDC commits £2.5k (20%) funding towards a CCTV monitoring survey to understand the drainage system in Old Malton.	See above as this survey will be included in the work being commissioned by NYCC and RDC will make the agreed contribution to this.
3. That Natural Flood Management (NFM) considerations should be integral to all local flood management solutions and that RDC continues to facilitate links across the various partners and interested stakeholders endorsing a whole catchment approach	The Yorkshire Derwent Partnership Board are currently developing a whole catchment area set of plans with specific delivery task groups in place to achieve outcomes eg Ryevitalise and a RDC rep attends, with a key objective of these projects being to develop natural flood management solutions.
4. That RDC allocates a sum of £50,000 to a grant fund to support local flood solutions which will be allocated through Resources Working Party (similar to the arrangements for the allocation of Community Grants) where the criteria for allocation will also be agreed. Town and Parish Councils would be eligible to apply (including Malton and Brawby), as should any fully constituted community group, with any grant conditional on the preparation of a Community Resilience Plan to ensure sustainability and linkage to NYCC and other flood risk management partner organisations. Any contribution RDC makes towards a local solution involving equipment is on the basis that: a) The community group or parish council engage with NYCC to set up a community resilience group (CRG) with a Community Resilience Plan (CRP) b) The CRG undertake training and take responsibility for deploying and insuring the pump with sign off from NYCC c) That the Resources Working Party make recommendations to the Policy & Resources Committee on the grant applications for this fund, and that the criteria be similar to that used for the Community Grant applications ie; i. Grant must not exceed £5000.00 or 25% of the total cost - whichever is the lowest ii. Grants up to £1000 may be 100% of the total cost. iii. In certain circumstances the above criteria may be waived if it is felt that an application will be of exceptional benefit to a community.	All Parish and Town Councils have been informed of the availability of grant funding to support local flood solutions. Work is continuing, with several meetings already planned, to support the development of projects which may be eligible and to ensure links to NYCC and community resilience plans. Communities are being invited to submit an expression of interest in grant funding to enable the development of solutions with support from the relevant authorities. The formal application process is currently being developed.

5. That the above spending be funded from the New Homes Bonus Reserve	
6. That Council may consider that funding be allocated from the New Homes Bonus towards the funding gap of £1.8m of the approved GiA scheme for the alleviation of flooding in Malton, Norton and Old Malton. That any contribution should be to a maximum of 20% of the funding gap.	The further work commissioned by NYCC to progress the M, N and OM Study will provide more detailed costings to inform future stakeholder engagement to bridge the funding gap**.**
Scrutiny Review of Assets - link to final report considered by Council 8.10.16	
Recommendations - As agreed by Council	
The Council policy on the management of property assets is as follows: **Vision:** To optimise the use of the Councils property assets in supporting the delivery of the Councils priorities and delivering best value and value for money for the residents of Ryedale **Policy:** To achieve best value from each property asset by: • Occupying an asset for the efficient delivery of Council services or • Renting to another to generate revenue income for the Council or • Disposing of any asset which achieves neither of the above and which could generate a receipt for the Council	A new asset management strategy is being developed by officers to enable the delivery of this policy. The Chief Executive reassured Members that officers would not dispose of any major assets without coming back to Council if the policy was adopted. Member Briefing 11 January 2017 linking the budget and assets.

Principles: • To optimise the use of operational assets • That fewer operational buildings is lowest cost and lowest risk to service delivery • To manage the councils estate to achieve the best social, economic and environmental benefit for the communities of Ryedale • To dispose of underutilised assets • To acquire assets that would support the finances of the Council and delivery of the Council priorities • That the proceeds of the sale of any of the assets be used to support the delivery of the Council's priorities. • For disposal of any Council owned asset used for car parking, decisions should be made in the context of a car parking policy.	
Scrutiny Review of Fuel Poverty in Ryedale - Link to final report	
Scrutiny Review of Members Involvement in Outside Bodies and as Member Champions - Link to final report	
Scrutiny Review of the Role the Council Should play in Supporting the Voluntary and Community Sector Link to final report	
Scrutiny Review of Post Offices 2010-11 Link to final report	

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Council Plan

Generated on: 13 June 2017

Sustainable Growth																
	EC 10	EC 12a	EC 12b	EC 12c	EC 12d	EC 13a	EC 13b	EC 40	FP 7	FP 8	HS 1	HS 2	HS 8	HS 11b	HS 14	HS 17
Customers and Communities																
	EC 77	BS RB 3	SS 15	SS 16	SS 17	HE 10	BS BI 02	BS RB 11	HS 10b	BS RB 2						
One Ryedale																
	DM 157a	HE 13	BS AS 3	BS AS 1 RDC	BS RB 12	DM 2	HR A 01 R	SS 192	DM 157c	SS 35	SS 36	DM 157b	BS MD 1			

Status Icon Key

On track	Warning	Alert	Data only indicator	Long term trend arrow

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Sustainable Growth

	EC 10	Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 - 64			
Value	1.1%	2016/17	Annual Target	0.9%	2015/16
Yorkshire & Humber 2.2%, Great Britain 1.85%					

	EC 12a	% Ryedale population aged 16-64 qualified - NVQ1 or equivalent			
Value	92.9%	2016/17	Annual Target	83.5%	2015/16
Ryedale had 29,100 residents between January-December 2016 aged 16-64 studying at NVQ1 level and above. Young people achieve level 1 and 2 NVQ's in order to improve their career prospects. The council has targeted resources through various apprenticeships. This level is a stepping stone to future learning opportunities.					

	EC 12b	% Ryedale population aged 16-64 qualified - NVQ2 or equivalent			
Value	84.8%	2016/17	AnnualTarget	70.5%	2015/16
Ryedale had 26,500 residents between January-December 2016 aged 16-64 studying at NVQ2 level and above.					

	EC 12c	% Ryedale population aged 16-64 qualified - NVQ3 or equivalent			
Value	59.5%	2016/17	Annual Target	43.1%	2015/16
The percentage of Ryedale residents aged 16-64 reaching NVQ3 and above from January-December 2016 rose to 18,600 attaining the qualification from 13,000 the year before.					

	EC 12d	% Ryedale population aged 16-64 qualified - NVQ4 or equivalent			
Value	36.8%	2016/17	Annual Target	29%	2015/16
The number of the Ryedale residents qualified to NVQ4 or equivalent from January-December 2016 has rose to 11,500 from 8,700 in 2015/16.					

	EC 13a	Gross weekly earnings by workplace			
Value	£460.10	2016/17	Annual Target	£410.40	2015/16
Ryedale has the lowest median gross weekly wage in the LEP area. Although unemployment is low, low wages cause many people to have more than one job and also cause housing affordability issues. Priorities to increase wage levels for local people are in the Ryedale Economic Action Plan.					

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	EC 13b	Gross weekly earnings by residency			
Value	£443.10	2016/17	Annual Target	£411.80	Target is previous result

Earnings by Workplace 2016 annual data (pounds) Ryedale £443.10, Craven £413.10, Scarborough £460.30, Hambleton £496.80, York £509.60, Harrogate £535.50, Richmond £507.20, Selby £549.40.

Yorkshire and Humber region average £498.30, Great Britain £541.00
Ryedale has the second lowest median gross weekly wage in North Yorkshire. Although unemployment is low, low wages cause many people to have more than one job and also cause housing affordability issues. Priorities to increase wage levels for local people are in the Ryedale Economic Action Plan.

	EC 40	Employment Rate - aged 16-64			
Value	81.5%	2015/16	Annual Target	84.4%	Target is to improve on 2014/15 performance

2015/16: Yorkshire and Humber 72.2% Great Britain 73.7%
Employment rate for April 2016 to March 2017 has not yet been released by NOMIS
Although generally buoyant, the high technology manufacturing sector specialising in sub sea technologies has been declining due to global oil price depressing oil exploration activity. RDC continues to support the high technology manufacturing sector through training and infrastructure. Seasonality is also an issue addressed in the Visitor Economy activity delivered by RDC.

	FP 7	Net additional homes provided			
Value	321	2016/17	Annual Target	200	

The target of 200 is the LDF plan requirement. 245 net additional homes were provided in 2015/16 so the latest figure of 321 marks a significant improvement in this indicator.

	FP 8	Supply of deliverable housing sites			
Value	116.0%	2015/16	Annual Target	100.0%	See Annual Monitoring Statement and Strategic Housing Land Availability Assessments. Target five year housing supply= 100%

The five year deliverable supply figure at 31/3/16 was 1158 plots which equates to 5.8 years of deliverable supply (based on the Plan requirement of 200) or 116%
The supply figure for 2016/17 has not yet been calculated.

	HS 1	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days (was LPI 70)			
Value	100.0%	2016/17	Annual Target	100.0%	Target is to decide on all applications within 33 days

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All homeless applications within this period were processed and applicants notified within 33 days of application

	HS 2	Length of stay in temporary accommodation (B&B, weeks) Snapshot			
Value	2.22 weeks	2016/17	Annual Target	4.00 weeks	Target: National maximum allowable is 6 weeks. Local target of 4 weeks
Over the course of 2016/17, the length of stay in temporary accommodation was 2.22 weeks, well within the local target of 4 weeks and the national maximum of 6 weeks.					

	HS 8	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)			
Value	44	2016/17	Annual Target	39	Target is to achieve 10% improvement in numbers of preventions year on year
There were 44 Homelessness Preventions through Advice and Proactive Intervention through the Local Authority					

	HS 11b	Properties empty for six months or more			
Value	226	2016/17	Annual Target	233	
This figure is included on the government return CTB1 which informs the New Homes Bonus Allocation. The figure is calculated in October and is the total of empty properties which have been empty for six months or more					

	HS 14	Affordability Ratio			
Value	8.8	2016	Annual Target	8.58	Target is to improve on previous years performance
Affordability ratios in 2016 were calculated using median gross annual residence-based earnings data and median house price data for the period September 2015-September 2016.					

	HS 17	Number of affordable homes delivered (gross)			
Value	27	2016/17	Annual Target	75	Target of 75 has been set through the Regional Spatial Strategy
For the period October-December 2016 10 affordable homes were delivered, to give a total of 27 affordable homes built during 2016/17 up to the end of Q3. Q4 and year end figures to be updated.					

Customers and Communities

	EC 77	Total Crime in Ryedale			
Value	2,647	2016/17	Annual Target	2768	2015/16
Total crime reduced by 121 crimes in Ryedale over the course of 2016/17. New Safer Ryedale action plan to be considered by Scrutiny Committee at next committee meeting.					

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		SS 15	% of Household Waste Recycled			
Value		21.73%	2015/16	Annual Target	20.00%	Target set following analysis of previous performance levels
Performance continues to improve. The priority is to maintain this level of performance. 2016/17 figures to be updated when received through Waste Dataflow.						

		BS RB 3	Speed of processing - changes of circumstances for HB/LCTS claims			
Value		6.6 days	2016/17	Annual Target	12.0 days	
The performance for processing changes of circumstance for both Housing Benefit and Local Council Tax Support remains strong despite the delays with Universal Credit.						

		SS 16	% of Household Waste Composted			
Value		24.07%	2015/16	Annual Target	23.00%	Target set following analysis of previous performance levels
The target has been reduced from 30% to 23%. This is to reflect the reduction in tonnages post garden waste subscription, which is circa 35-40% per annum. Although overall tonnage PA has reduced, it is clear to see from sales and tonnage data that participation per household has increased by 36%. Taking the average kg's per household from 297 kg's up to 462 kg's. So whilst tonnage has reduced and impacts on overall recycling performance, residents using the service are 'super users' justifying the kerbside collection. In addition to this rates of contamination have reduced to almost zero. 2016/17 figures to be updated when received through Waste Dataflow.						

		SS 17	Household Waste Collection - % change in kilograms per head			
Value		-3.45%	2015/16	Annual Target	0.25%	Target is to improve on previous years change
Year on year the amount of household waste collected has significantly reduced, giving a net change of -3.39% in 15/16. 2015/16 408.78 kg/per head, 2014/15 423.41 kg per head. 2016/17 figures to be updated when received through Waste Dataflow.						

		HE 10	Adult participation in sport and active recreation. Sport England Active People Survey-Annual			
Value		35.5%	2015/16	Annual Target	32.7%	Target is to improve on previous years performance
The percentage of Ryedale residents exercising with moderate intensity for 30 minutes at least once a week has increased for 2015/16 to 35.5%. This is above the Yorkshire (35.0%) but below the percentage for England (36.1%)						

		BS BI 02	% FOI Requests responded to within 20 working days			
Value		97.17%	2016/17	Annual Target	95%	20 working day limit for answer all FOI requests
Ryedale DC responded to 669 FOI requests from 1 April 2016 to 31 March 2017, with 650 answered within the 20 working day limit. The average FOI response time last year was 7.82 days						

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		BS RB 11	% of Council Tax collected			
Value		98.80%	2016/17	Annual Target	98.76%	2015/17
Collection rate once again higher than previous year. For 2017/18, currently slightly ahead of same position last year.						

		BS RB 2	Speed of processing - new HB/LCTS claims			
Value		34.9 days	2016/17	Annual Target	25.0 days	2015/16
The delay in processing new claims for Housing Benefit has reduced but for Local Council Tax Support has increased as there are still delays with Universal Credit up to six weeks for new claims which is administered by the Department for Work and Pensions but we use as income in the assessment of Local Council Tax Support.						

		HS 10b	% Households in Ryedale in Fuel Poverty (Low Income High Cost)			
Value		15.9%	2014/15	Annual Target	10.6%	Target is to improve on previous years performance
In 2014 (using the low income / high costs methodology) it suggests that Ryedale has 22,827 homes of which 3,636 are considered fuel poor. This is 15.9% of all homes in the area. And although there are less homes in fuel poverty compared to larger areas, Ryedale has the highest proportion of fuel poor households in the Yorkshire and Humber region. The Government have yet to release the 2015 and 2016 figures.						

One Ryedale

		DM 157a	Processing of planning applications: Major applications (13 weeks)			
Value		90%	2016/17	Annual Target	70.00%	Targets originally set under Planning Delivery Grant regime
At the end of April 2017 performance stood at 90% being dealt with within agreed target times exceeding the target of 70% over the course of the last 12 months.						

		HE 13	% of Food establishments in the area broadly compliant with food hygiene law			
Value		86%	2015/16	Annual Target	72%	Target is to improve on previous year. Assessments of premises undertaken using risk based scoring and national guidance. 17% of premises are low risk and not assessed and by default not compliant under the national definition for this indicator.
The “broadly compliant” performance Indicator is defined as the percentage of food establishments within the local authority area that are broadly compliant with food law. The assessment is based on a scoring system that is defined in the national Code of Practice. When officers inspect a food business they rate the business with respect to several aspects. Three of those aspects namely the standard of hygiene, the structural standard and the confidence in management are awarded numerical values and if any one of them falls below a prescribed level then the establishment is judged to be non broadly compliant.						

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		DM 2	Planning appeals allowed			
Value		36.0%	2016/17	Annual Target	33.0%	Target based on national averages and benchmarking
Whilst the 33% allowed appeals target is being exceeded, it is also of note that this target can be extremely volatile because of the low numbers of appeals lodged.						

		BS AS 1 RDC	Service enquiries resolved at first point of contact (telephone)			
Value		64%	2016/17	Annual Target	50%	Target is for year on year improvement
Following changes of staffing within the team at front of house, performance has improved, and call volumes managed at peak times, such as council tax billing and garden waste licence renewals, with support of new Customer Service teams.						

		BS AS 3	Payments made using electronic channels			
Value		97%	2016/17	Annual Target	85%	Target is set to maintain performance
Electronic channels include web, telephone and Direct Debit.						

		BS RB 12	% of Non-domestic Rates Collected			
Value		99.39%	2016-17	Annual Target	99.18%	Target is set to maintain performance
2016-17 showed a further increase in NNDR collection rate compared to previous year.						

		DM 157c	Processing of planning applications: Other applications (8 weeks)			
Value		88.67%	2016/17	Annual Target	90.00%	Targets originally set under Planning Delivery Grant regime
Performance at 88.67% by the end of 2016/17 is marginally below the 90% target level. This however is an increase over the 2015/16 end of year figure.						

		SS 192	% of household waste sent for reuse, recycling and composting			
Value		45.80%	2015/16	Annual Target	49.70%	National target to achieve 50% by 2020
15/16 is the first full year of data that reflects the full impact of charging for garden waste. Results are positive, achieving 46% subscription rate against a target of 35%. The overall recycling rate has reduced by 8% against a forecast reduction of 15%. 15/16 45.8% (first full year charging for garden waste) 14/15 48% (Part year charging for garden waste collection) 13/14 53% (no charge for garden waste collection) A new target will be issued upon a review of current performance and receipt of 2016/17 information through Waste Dataflow						

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		HR A 01 R	Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE			
Value		0.48 days	2016/17	Annual Target	0.63 days	Target was North Yorkshire average for 2009. This has been revised to more accurately reflect the absence levels in the public and private sectors as presented by the CIPD in their annual survey of absence management. Average absence last year for the public sector was 8.7 days and in the private sector 6.9. the target has therefore been revised to 7.2 days for RDC to reflect our ambition to be more commercial in how we deliver our business.
Performance in this area has improved significantly since November 2015. The total number of days lost to sickness absence in 2015/16 was 2450 days. The number of days lost in April 2015 for both long term and short term absence was 236 compared with 140 days in April 2016.						

		DM 157b	Processing of planning applications: Minor applications (8 weeks)			
Value		70.60%	2016/17	Annual Target	80.00%	Targets originally set under Planning Delivery Grant regime
Performance has improved in 2016/17 to give the highest processing percentage on this indicator since 2009/10, but still well below 80% target.						

		SS 35	% CO2 reduction from LA operations.			
Value		18.5%	2015/16	Annual Target	-12.5%	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date
A recent audit has identified issues in the calculation of performance data and targets. This matter is being investigated and a revised target will be set. The issue identified is in the analysis of data and NOT performance. However both need assessing to determine a fair and reasonable level of performance. 2016/17 information to be updated once received through Waste Dataflow.						

		SS 36	Tonnes of CO2 from LA operations			
Value		1,680	2015/16	Annual Target	1,418	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date
The large increase in CO2 emissions in 2015-16 is due to the energy consumption of the pools not being included for part of 2014-15. The pools are still owned by the Council and therefore should be included in the calculation of this performance indicator. As such future targets will revised based on 16/17 performance when received through Waste Dataflow.						

		BS MD 1	Standard searches completed in 5 working days			
Value		42.6%	2016/17	Annual Target	90.0%	Target is set to maintain performance
NYCC continue to sending responses late in the day so they meet their deadlines but too late for us to deal with and dispatch search.						

Complaints Q4 2016-17

Generated on: 13 June 2017

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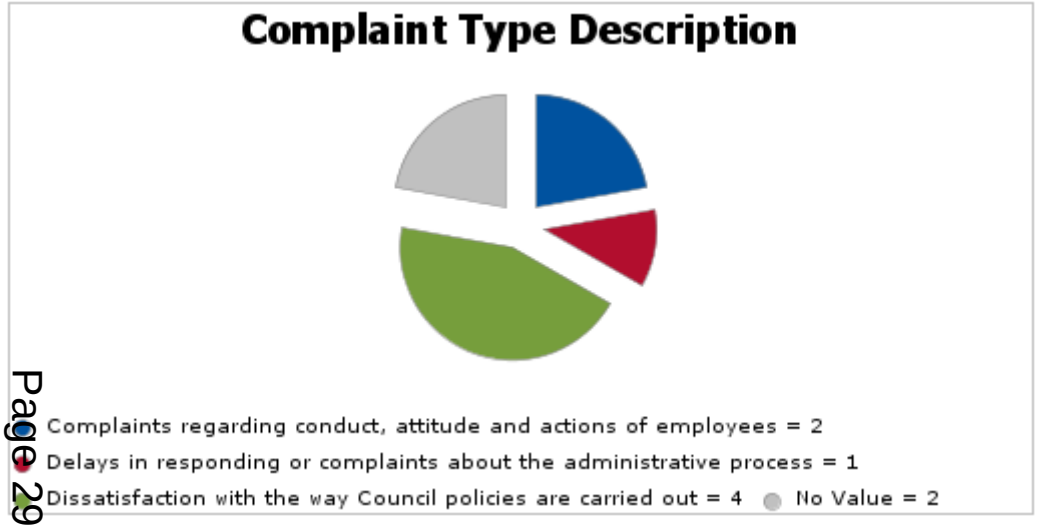
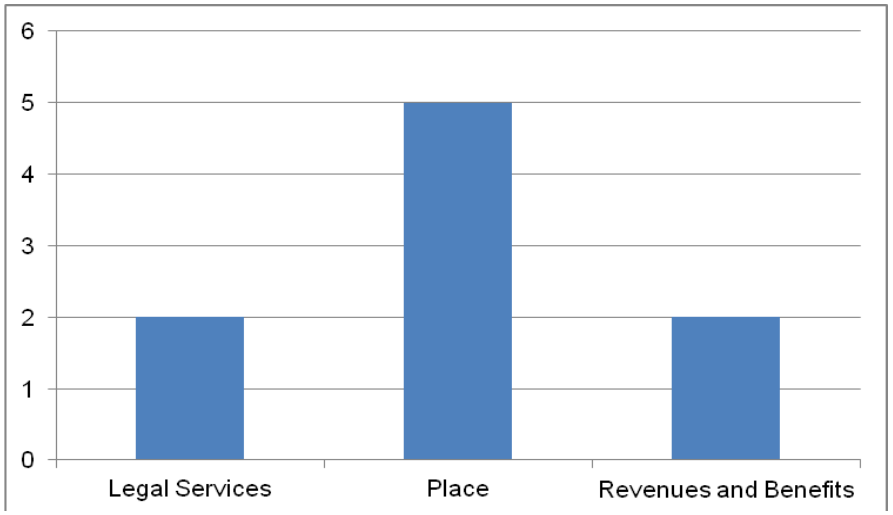




Legal Services (LS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Town Councillor's use of social media		No Action Required		Amotherby	Initial complaint	27-Feb-2017	09-Mar-2017	2
Town Councillor's use of social media		No Action Required		Pickering East	Initial complaint	09-Mar-2017	09-Mar-2017	

Place

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Planning Application Number 16/00009/FUL	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ryedale South West	Initial complaint	17-Jan-2017	18-Jan-2017	

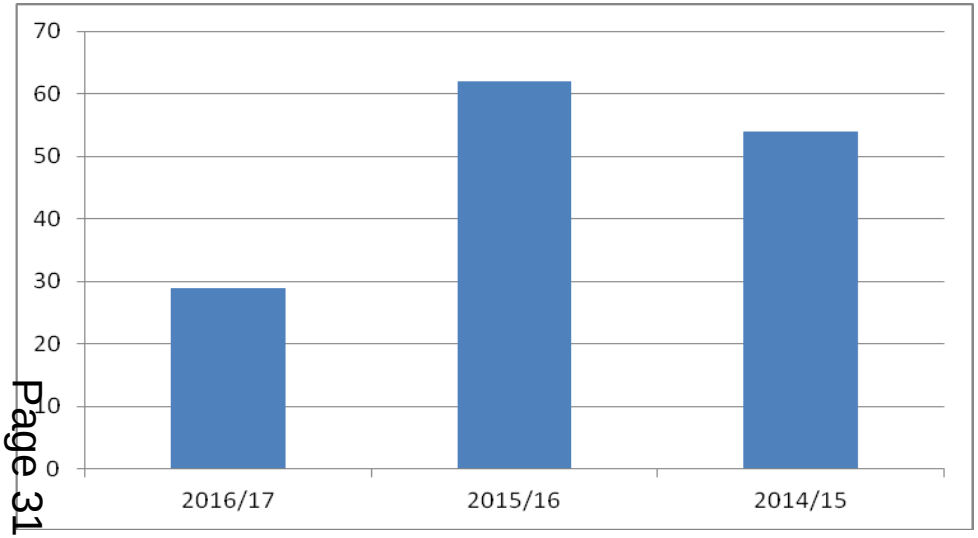
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Failure to respond to customer satisfaction survey re planning application 16/00721/HOUSE	Delays in responding or complaints about the administrative process	Explanation Given		Norton West	Complaint escalated to Ombudsman	31-Jan-2017	31-Jan-2017	5
Planning Enforcement Notice Appeal	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Ryedale South West	Formal complaint	17-Feb-2017	10-Mar-2017	
Planning Reference 16/01165/73A	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Cropton	Initial complaint	13-Mar-2017	22-Mar-2017	
Enforcement Notices	Dissatisfaction with the way Council policies are carried out	Explanation Given		Kirkbymoorside	Initial complaint	16-Mar-2017	30-Mar-2017	

Revenues & Benefits (RB)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax Arrears	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Formal complaint	03-Feb-2017	07-Feb-2017	2
Empty rates exemption	Dissatisfaction with the way Council policies are carried out	No Action Required		Malton	Formal complaint	24-Feb-2017	24-Feb-2017	
							TOTAL	**9**

Complaint Analysis

Number of corporate complaints received



Year	Number of Complaints
2016/17	29
2015/16	62
2014/15	54

2016/17

Department	2016/17 complaints	Average response time (days)	Completed within 5 working days
Revenues and Benefits	6	5.14	33.3%
Development Management/Place	11	4.72	27.3%
Economy and Community	1	2	100%
Facilities	2	2.5	100%
Health and Environment	2	4	100%
Legal Services	2	5	50%
Streetscene	5	4	75%
	29	**3.91 days**	

2015/16

Department	2015/16 complaints	Average response time (days)	Completed within 5 working days
Access to Services	6	3.16	100%
Revenues and Benefits	12	5.08	83%
Development Management/Place	12	4.83	67%
Democratic Services	6	3.17	100%
Facilities	3	8.67	33%
Health and Environment	3	6.3	67%
Housing Services	3	6.7	33%
Human Resources	2	4	100%
ICT	1	1	100%
Legal Services	4	13.75	25%
Streetscene	10	3.8	90%
	62	**5.50 days**	