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OVERVIEW AND SCRUTINY COMMITTEE

Thursday 26 March 2020 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 23 January 2020.

(Pages 3 - 8)

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 Safer Ryedale and Community Safety Plan

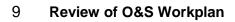
(To Follow)

7 Performance Report Q3

(Pages 9 - 34)

8 Customer Complaints and Compliments Q3 2019/20

(To Follow)



(Pages 35 - 36)

10 Any other business that the Chairman decides is urgent.

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton on Thursday 23 January 2020

Present

Councillors Bailey, Clark (Chairman), Cussons MBE, Garbutt Moore, Middleton and Raper

In Attendance

Will Baines, Jonathan Dodsworth, Anton Hodge, Gareth Mills, Christine Phillipson and Thilina De Zoysa

Minutes

87 Apologies for absence

Apologies were received from Councillor Brackstone, Councillor Raine, Councillor Oxley and Councillor Keal.

88 Urgent Business

There were no items of urgent business.

89 Minutes of the meeting held on 21st November 2019

Decision

That the minutes of the meetings of the Overview and Scrutiny Committee held on 21 November 2019 be approved and signed by the Chairman as a correct record.

Voting record

- 5 For
- 0 Against
- 0 Abstentions

90 **Declarations of Interest**

There were no declarations of interest.

91 Chair's Announcements

There were no Chair's announcements

PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE

92 Second Internal Audit and Counter Fraud Progress Reports 2019/20

Considered – Report of the Chief Finance Officer (s151).

Decision

That the Committee notes the work undertaken by internal audit in the year to date.

Voting Record

- 5 For
- 0 Against
- 0 Abstentions

Decision

That the Committee notes the work undertaken by the counter fraud team in the year to date.

Voting Record

- 6 For
- 0 Against
- 0 Abstentions

93 Internal Audit Plan 2020/21 - Consultation

Considered – Report of the Chief Finance Officer (s151).

Decision

That Members agree to consider any specific risk areas and inform Internal Audit via the Chair of Committee or Committee clerk.

Voting Record

- 6 For
- 0 Against
- 0 Abstentions

94 Grant Thornton External Audit Plan

Considered – Report of Grant Thornton.

Decision

That the External Audit Plan be noted, thanks given to Grant Thornton and any comments fed back via the Chair of Committee or Committee clerk.

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Voting Record

- 6 For
- 0 Against
- 0 Abstentions

95 Update on the use of Regulation of Investigatory Powers Act 2000

Considered – Report of the Democratic Services Manager.

Decision

That Members note that no application for covert surveillance has been made to the Council's approved "Authorising Officers" and as a consequence no application to the Magistrates Court requesting approval of any such grant has been made.

Voting Record

- 6 For
- 0 Against
- 0 Abstentions

96 Treasury Management Strategy Statement and Annual Investment Strategy 2020/21

Considered – Report of the Chief Finance Officer (s151).

Decision

- (i) Members note this report;
- (ii) The Operational Borrowing Limit for 2020/21 is set at £6m;
- (iii) The Authorised Borrowing Limit for 2020/21 is set at £11.5m;
- (iv) Councillors delegate authority to the Chief Finance Officer to effect movement within the agreed authorised boundary limits for long-term borrowing for 2020/21 onwards.

- (v) Councillors delegate authority to the Chief Finance Officer to effect movement within the agreed operational boundary limits for long-term borrowing for 2020/21 onwards.
- (vi) The treasury management strategy statement 2020/21 be noted.
- (vii) The minimum revenue provision policy statement for 2020/21 be noted.
- (viii) The treasury management investment strategy for 2020/21 be noted.
- (ix) The prudential indicators for 2020/21 which reflect the capital expenditure plans which are affordable, prudent and sustainable be noted.
- (x) The Capital Strategy for 2020/21 be noted

Voting Record

- 6 For
- 0 Against
- 0 Abstentions

97 Timetable of Meetings 2020-21

Considered – Report of the Democratic Services Manager.

Note: Councillors Middleton and Garbutt-Moore to identify specific issues around overlapping school holiday and meeting dates and make comment to Chair of Overview and Scrutiny Committee and feed into Policy and Resources Committee.

Decision

That Council is recommended to note the timetable of meetings as a basis for working in 2020-21.

Voting Record

- 6 For
- 0 Against
- 0 Abstentions

98 **O&S Workplan**

Considered.

Decision

That the O&S workplan be noted. Chair of Committee made reference to the possibility of the next scheduled meeting on 13th February 2020 being cancelled or a working party to be scheduled in its place.

Voting Record

- 6 For
- 0 Against
- 0 Abstentions

99 Dates for Future Working Party Meetings.

A date to be confirmed in March for a Universal Credit working party to meet and visit the Job Centre.

Any other business that the Chairman decides is urgent.

There being no other business, the meeting closed at 8.10pm





PART A: MATTERS DEALT WITH UNDER DELEGATED POWERS

REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 26 MARCH 2020

REPORT OF THE: HEAD OF COMMUNICATIONS, TECHNOLOGIES AND

BUSINESS TRANSFORMATION

TITLE OF REPORT: PERFORMANCE REPORT

WARDS AFFECTED: ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To provide a progress update on the Council Plan 2017-2022 to elected members showing the status of key performance indicators (PIs) comparing actual performance against targets for the period up to the end of quarter 3 of the reporting cycle (October - December 2019).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members:
 - (i) note the progress report

3.0 REASON FOR RECOMMENDATIONS

3.1 To inform elected members of progress in delivering the council's objectives and where applicable, identify any specific areas where progress for individual PIs has not been achieved together with further explanation and details of planned management action to address performance.

4.0 SIGNIFICANT RISKS

4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

5.1 The Performance Report shows progress across all of the Council's Corporate Priorities: Sustainable Growth, Customer and Communities and One Ryedale.

6.0 REPORT DETAILS

6.1 The report attached at Appendix 1 is a high level report of the progress of key performance indicators against the Council's priorities, as set out in the Council Plan 2017-2022, comparing actual performance indicators (PIs) against target performance

up to the end of the third quarter of reporting, the end of December 2019.

The performance indicators are grouped under the three current strategic priorities of the council: Sustainable Growth, Customers and Communities and One Ryedale.

6.2 **Summary of progress**

Overall, 16 of the performance indicators are showing a green status, 3 as an amber status and 3 as a red status when analysing quarter 3 performance.

Affordable housing delivery continues to perform well above target, with 68 units completed so far in the year, with an expected 102 units to be delivered by year end against a target of 75 units.

The speed of processing new claims for both housing benefit and council tax support during quarter 3 are working significantly faster than in the same period in 2018/19, with housing benefit showing a 47.9% improvement on the average processing time and council tax support showing a 43.2% improvement.

The processing of major planning applications continues to operate at 100% processed within the 13 week time period.

6.3 Red and Amber Pls

A motion was passed by Council in October 2018, stating that "on a repeat of 'unavailable', red or amber, a report is produced for the appropriate committee. An explanation to be given as to why the target is close or missed on more than one occasion. Members to agree / recommend to Full Council appropriate changes so that actions can be implemented."

Under this criteria, there are three performance indicators with an amber status in quarter 3 (October - December) of the reporting cycle:

Standard searches carried out within 10 working days

Performance has improved markedly overall in comparison to 2018/19, operating at 100% completion from April to July 2019. A fall in accumulative performance to 99.5% in August 2019 came from a query on a listed building curtilage that required further investigation and specialist advice from the Building Conservation Officer, causing the search to go over the 10 working day target.

Up to the end of December 2019, of the 323 standard searches carried out, 322 have been completed within 10 working days. Therefore it is not proposed to take any additional action at this stage.

Non-domestic rates collected

NNDR collection can be subject to potential large-scale fluctuation due to the level of yield individual hereditaments can raise when the valuation office agency make an alteration. For example, if a premises' Rateable Value (RV) increases substantially or a new hereditament is assessed with a significant RV, then additional yield is raised. As collection is monitored by comparing monetary value collected against net yield, any individual increases to RV show as a decrease in collection. Unfortunately, any decreases in yield do not show as an increase in collection as we have to refund the credit to the ratepayer in these circumstances. This is something we expect will level out by the end of the financial year though to finish the year with a collection rate on or above target.

<u>Processing of planning applications (Other applications – 8 weeks processing time)</u> More staff are now supporting this area of work since the end of quarter 2 (September 2019) to address the performance issues identified following the continued Amber PI status. As a result, the graduate staff and other members of the Planning and Regulatory Services team have taken on caseloads of delegated planning applications to support the rest of the team and to improve processing times.

This move has seen processing performance improve in January 2020 for the fourth month in succession to 87.4% of applications processed within the 8 week time limit, and officers expect to see this improve further before the year-end.

Performance will continue to be monitored in this area and the caseload for delegated planning applications undertaken by members of the Planning and Regulatory Services team where possible.

There are also three performance indicators currently showing a red status:

Prevention of Homelessness through Advice and Proactive intervention

Work is conducted with many households prior to them coming under the statutory timescales, for example completing prevention work so they do not get notice from landlords in the first place, and this is not included in the statistics. Without this very early intervention, many more would be facing homelessness.

Housing Legislation changed following the implementation of the Homelessness Reduction Act 2017 (HRA), which came into force in April 2018. Since that date, we have only been able to claim cases as preventions if households have approached us and are homeless or threatened with homelessness within 56 days.

The comparative drop in performance so far this year has been caused by the new HRA legislation, as we were previously able to claim preventions when people approached us at an earlier stage. Also, we used to be able to claim partner preventions where certain local partner agencies such as Citizens Advice Bureau and Horton Housing prevented homelessness in Ryedale, but this is no longer possible under the new legislation. In addition, there has also been a reduction recently in the number of households approaching us for advice.

At this stage it is difficult to compare any figures under the old legislation with the current figures as the system has changed so much. Following the introduction of HRA, the target of achieving 39 prevention cases in a quarter has remained unchanged, and needs to be looked at again as the experimental statistics are further developed. Meetings are planned in March 2020 to work on this indicator with the Housing Team to

Customer complaints resolved within five working days

Of the customer complaints that weren't resolved within the 5 day target in quarter 3, there was 1 overdue complaint from Environmental Health, 1 from Housing Services and 3 from Planning and Regulatory Services.

The complaint on Environmental Health was not answered within the five working day target due to the site visit that was required to be scheduled as part of the investigation into the issue raised.

The overdue complaint in Housing was the result of a detailed investigation regarding an allegation received from a member of the public.

Overall delays in respect of two of the Planning and Regulatory Services complaints are directly attributable to lack of staff capacity. We now have a dedicated enforcement officer to assist with this type of complaint but other vacancies still include a part time Tree & Landscape officer and a Planning officer. We are currently seeking to recruit to

these hard to fill posts, using a concerted effort with the assistance of colleagues in NYCC-ESS. There is no further action considered to be necessary or arising from the other overdue complaint, as further correspondence received from the complainant partway through dealing with the complaint delayed a response.

Despite the complaints not being completed within the five working day target, the complainants were kept informed throughout of the reason for delays and expected timescales for a response from the Customer Services team.

As a result of the continued poor performance of this indicator, procedures have been changed and training is ongoing in the administration of customer complaints to improve response times.

Planning appeals allowed

Following no allowed appeals in quarters 1 and 2 of the year, in quarter 3 there were 2 allowed appeals out of a total of 5 decisions.

One of the allowed appeals was the BP Garage proposal in Norton, which was not contested by the Council as the result of further information provided by the applicants to satisfy the initial reasons for refusal. Appeal decisions received continue to be monitored, and there is no concern at this stage.

6.4 Appendix 2 of the report provides data on the previous performance of all indicators currently displaying an amber or red status having missed their targets, and additional detail on the steps being taken to improve or examine the indicators as applicable.

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

Louise Wood

Head of Communications, Technologies and Business Transformation

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Background Papers:

None

Appendices:

Appendix 1: Performance Report

Appendix 2: Red and Amber Performance Indicator report



Performance Report Quarter 3 (October-December 2019)

SUSTAINABLE GROWTH

- Promoting a strong economy with thriving business and supporting infrastructure
- Capitalising on our culture, leisure and tourism opportunities
- Managing the environment of Ryedale with partners
- Enabling the provision of housing that meets existing and anticipates future need
- Minimising homelessness, improving the standard and availability of rented accommodation and supporting people to live independently

HOUSING Traffic Light **Short Name** Latest Note **Latest Actual** Latest Target Last Update Trend Chart (Previous Year v Current Year) Result H5 2 Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&B, weeks) Page Average length of stay in 0 households where temporary 0.00 weeks 4.00 weeks Q3 2019/20 result accommodation ended in this quarter temporary accommodation (B&B) which include and they were placed in B&B at any Aim to minimise .28 weeks .25 weeks dependent children or a point and were subsequently accepted 0.23 weeks pregnant woman and as homeless (with dependent children Source: Based on 1 20 weeks which are unintentionally or pregnant) 28 day internal 0.18 weeks ယ 0.15 weeks homeless and in priority turnaround target need. to find resolution .10 weeks 0.08 weeks 0.05 week 0.03 weeks 0.00 weeks HS 8 Prevention of Homelessness through Advice and Proactive Intervention Prevention of 18 successful preventions and 11 29 cases 39 cases Q3 2019/20 result successful reliefs were undertaken in Homelessness through Advice and Proactive this quarter. Aim to maximise Intervention By the end of quarter 3, the team have Source: Based on intervened in 86 cases in the year to annual target to date to prevent homelessness. support 156 cases More detail on this Red performance indicator in outlined in Appendix 2.

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
	Number of affordable homes delivered	68 affordable units completed so far in 2019/20: (As of 31/12/2019) - 16 at Broughton Manor, Malton - 12 at Mickle Hill. Pickering - 5 at Easthill, Thornton-le-Dale - 16 at Firthlands Road, Pickering - 16 at Auburn Cottages, Langton Road, Norton - 1 at Mount Farm, Westow - 2 at Swanland Park, Helmsley Expected outturn for 2019/20 is 102 affordable housing units.	68 homes	57 homes Aim to maximise Source: Based on SHMA annual target of 75 over the course of the year	Q3 2019/20 result	## ## ## ## ## ## ## ## ## ## ## ## ##

ENVIRONM	NVIRONMENT CONTROL OF THE PROPERTY OF THE PROP							
Paffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart		
4	% of Food establishments in the area broadly compliant with food hygiene law	Broadly compliant means a food establishments standards are equivalent to an overall food hygiene rating of 3, 4 or 5. 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. 2018/19 summary 950 total establishments (some not rated as deemed low risk) 637 out of 756 achieved Broadly Compliant FSA rating (3, 4 or 5)	84.26%	72% Aim to maximise Source: Based on comparative performance to other North Yorkshire LAs over the last 5 years	2018/19 result	HE 13 % of Food establishments in the area broadly compliant with food hygiene law 100% 98% 98% 88% 88% 88% 88% 88% 88% 88% 88		

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Formal enforcement Voluntary closure: 1 Hygiene Improvement Notice: 1 Written Warnings issued: 162			
2017/18 summary 925 total establishments 84.81% of Broadly Compliant establishments 631 out of 744 establishments achieved a Broadly Compliant FSA rating (3, 4 or 5)			
Formal enforcement Food seizure, detention & surrender: 1 Written warnings: 187			

CUSTOMERS AND COMMUNITIES

- Designing all of our services with the customer at the heart of everything we do
- Making the best use of resources to ensure maximum benefit for all customers and communities across the district, particularly the most vulnerable
- Helping our partners to keep our communities safe and healthy
- Supporting communities to identify their needs, plan and develop local solutions and resilience

CUSTOMER SERVICES

	(SERVISES					
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
Page 16	Speed of processing Council Tax Support change events	Processing times continue to be under target. To maintain this level of performance, system processes continue to be developed and staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	2.0 days	-	Average result for 2019/20 as of December 2019	CS RB 3b Speed of processing Council Tax Support change events 15.0 days 12.5 days 7.5 days 5.0 days 2.5 days 2.5 days 2.018/19 2019/20
	% FOI Requests responded to within 20 working days	149 out of 158 FOIs were responded to within 20 working days during quarter 3. Up to 31 December 2019, 488 FOIs have been received during the 2019/20 year. Response time performance continues to be above the ICO target.	94.3%	90% Aim to maximise Source: Target set by the Information Commissioner's Office for public authorities	Q3 2019/20 result	CS 05 % FOI Requests responded to within 20 working days 90% 80% 70% 60% 50% 40% 90% 40% 90% 40% 90% 40% 90% 9

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
	Standard searches carried out in 10 working days	Just one query in relation to a search on a property can take this indicator over the 10 working day limit and cause a drop below the 100% accumulative performance target. Performance has steadily improved from September to December and the current accumulative value is 99.7%. More detail on this Amber performance indicator is outlined in Appendix 2.	99.7%	100.0% Aim to maximise Source: Target set internally	Q3 2019/20 result	CS MD 0.2 Standard searches carried out in 10 working days 99.9% 99.9% 99.9% 99.9% 99.0% 90.0%
Page 17	Speed of processing - New claims for Council Tax Support (Universal Credit)	The initial new claim made under Universal Credit will be processed by the Department of Work and Pensions and paid within 35 days. Although it takes 35 days (5 weeks) for the customer to receive their first payment, they are able to view their Universal Credit award via their Journal after approximately 30 days. At this point, we are notified of the award and the new Council Tax Support (CTS) claim is assessed. Following notification of a new claim for Universal Credit, if a customer's income is too high for Council Tax Support, the new CTS claim is cancelled at that point but still monitored. If a customer's income subsequently reduces in their next Universal Credit Assessment period which makes them eligible for CTS going forward, this is sent through by the DWP and counts as a new claim for CTS purposes. As the previous new claim has been cancelled, the claim is processed within one or two	16.7 days	25.0 days Aim to minimise Source: Based on comparative performance to other North Yorkshire LAs	Q3 2019/20 result	SS.0 days 0.0 days 15.0 days 10.0 days 1

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
		days of the award being received. This is why the Q3 average processing time for the performance indicator is down at the 16.7 day value.				
⊘ Pa	Speed of processing - New claims for Council Tax Support (non-Universal Credit)	This performance indicator demonstrates the speed of processing Council Tax Support new claims the Benefits team receives directly from Ryedale citizens.	11.7 days	25.0 days Aim to minimise Source: Based on comparative performance to other North Yorkshire LAs	Q3 2019/20 result	CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit) 20.0 days 17.5 days 15.0 days 12.5 days 10.0 days 7.5 days 5.0 days 2.5 days 0.0 days 2.5 days 1.5 days 2.5 days 1.5 days 2.5 days 1.5 days 2.5 days 1.5 days 2.5 days 2.5 days 1.5 days 2.5 days 3.5 days 3.6 days 2.7 days 2.8 days 3.8 days 3.8 days 4.8 days
age 18	Customer Complaints resolved within five working days	7 out of 12 customer complaints were resolved within the 5 working day target. More detail on this Red performance indicator is outlined in Appendix 2.	58.3%	75% Aim to maximise Source: Target set internally (under review)	Q3 2019/20 result	CS 10 Customer Complaints resolved within five working days 70% 65% 60% 55% 45% 45% 45% 30% 20% 15% 10% 5% 0% 62 & & & & & & & & & & & & & & & & & & &

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
	Speed of processing new Housing Benefit claims	Processing times continue to be under target. To maintain performance, new processing procedures have been implemented and staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	14.7 days	21.0 days Aim to minimise Source: Based on comparative performance to other North Yorkshire LAs	Average result for 2019/20 as of December 2019	C5 RB 2a Speed of processing new Housing Benefit claims 27.5 days 25.0 days 22.5 days 15.0 days 15.0 days 10.0 days 5.0 days 10.0 days 2.5 days 10.0 days 2.5 days 10.0 days 2.5 days 3.5 days 4.5 days 5.0 days 2.5 days 3.5 days 4.5 days 4.5 days 5.0 days 2.5 days 3.5 days
Page 19	Speed of processing new claims for Council Tax Support	The processing times for new claims of Council Tax Support continues to perform within the target levels. To maintain and improve performance, new processing procedures have been implemented and system processes have been improved.	15.5 days	25.0 days Aim to minimise Source: Based on comparative performance to other North Yorkshire LAs	Average result for 2019/20 as of December 2019	CS RB 2b Speed of processing new claims for Council Tax Support 50.0 days 45.0 days 40.0 days 35.0 days 20.0 days 15.0 days 5.0 days 10.0 days 3.0 days
	Speed of processing Housing Benefit change events	The processing times following notification of changes to Housing Benefit claims continues to perform well within the target levels. To maintain performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	3.5 days	12.0 days Aim to minimise Source: Based on comparative performance to other North Yorkshire LAs	Average result for 2019/20 as of December 2019	CS RB 3a Speed of processing Housing Benefit change events 9.0 days 8.0 days 6.0 days 5.0 days 4.0 days 1.0 days 1.0 days 2.0 days 1.0 days 2.0 days 4.0 days 4.0 days 4.0 days 4.0 days 4.0 days 5.0 days 4.0 days 6.0 days 6.0 days 6.0 days 6.0 days 6.0 days 7.0 days 7.0 days 8.0 days 9.0 days 9.0 days 1.0 day

OPERATIONS

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
P	% of Household Waste Recycled	This indicator shows the cumulative percentage of household waste recycled to December 2019. This represents a 0.81% fall when compared to performance at the end of December 2018. Note these figures are estimates due to checking against the WasteDataFlow data management system.	21.13%	20.00% Aim to maximise Source: Target set internally	2019/20 result	55 15 % of Household Waste Recycled 25.00% 20.00% 17.50% 12.50% 10.00% 20 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
P ag e 20	% of Household Waste Composted	This indicator shows the cumulative percentage of household waste composted to December 2019. This represents a 2.89% increase when compared to performance at the end of December 2018. Note these figures are estimates due to checking against the WasteDataFlow data management system.	29.77%	23.00% Aim to maximise Source: Target set internally	2019/20 result	SS 16 % of Household Waste Composted 45.00% 40.00% 35.00% 25.00% 10.00% 10.00% 30.00%

Traffic Light	Short Name	1	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
	kg per household	This indicator shows the kilograms per household of residual household waste to the end of December 2019. This represents a 0.91kg drop per household on Q3 performance from last year. Note these figures are estimates due to checking against the WasteDataFlow data management system.	111.33kg/hh	112.50kg/hh Aim to minimise Source: Target set internally	Q3 2019/20 result	150.00kg/hh 125.00kg/hh 100.00kg/hh 50.00kg/hh 25.00kg/hh 0.00kg/hh

PLANNING & REGULATION

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age 21	Planning appeals allowed	2018/19 15 appeal decisions received / 3 appeals allowed (20%) Q1 2019/20 0 decisions received Q2 2019/20 0 decisions received Q3 2019/20 5 decisions received / 2 appeals allowed (40%) One of the planning appeals related to the BP Garage application in Norton, which was not contested by the Council as the result of further information provided by the applicant on the refusal reasons. More detail on this Red performance	40.0%	33.0% Aim to minimise Source: Target set internally based on comparative performance to other North Yorkshire LAs		DM 2 Planning appeals allowed 40.0% 35.0% 30.0% 20.0% 15.0% 0.0% 30.0%

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
		indicator in outlined in Appendix 2.				
	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with the 5 major applications received in this quarter processed within the 13 week time period. Whilst this performance can be volatile due to small numbers, we are currently well above target level of 70%.	100.00%	70.00% Aim to maximise Source: Target set internally based on comparative performance to other North Yorkshire LAs		DM 157a Processing of planning applications: Major applications (13 weeks) 90.00% 90.00% 70.00% 60.00% 40.00% 20.00% 10.00% 10.00% 20.00% 10.00% 20.00% 20.00% 20.00% 20.00% 20.00% 20.00% 20.00% 20.00%
Page 22	Processing of planning applications: Minor applications (8 weeks)	42 minor planning applications received during this quarter. Performance is currently running down on last year, but processing times are above the 80% target level.	81.20%	80.00% Aim to maximise Source: Target set internally based on comparative performance to other North Yorkshire LAs		DM 157b Processing of planning applications: Minor applications (8 weeks) 90.00% 80.00% 70.00% 60.00% 40.00% 20.00% 10.00% 10.00% 20.
	Processing of planning applications: Other applications (8 weeks)	More staff are now supporting this area of work since the end of quarter 2 (September 2019). The graduate staff and members of the Planning and Regulatory Services team have taken on delegated planning applications to support the rest of the team and to improve processing times. 91 applications have been received in this third quarter. More detail on this Amber performance indicator in outlined in Appendix 2.	86.90%	90.00% Aim to maximise Source: Target set internally based on comparative performance to other North Yorkshire LAs		DM 157c Processing of planning applications: Other applications (8 weeks) 99.00%

ONE RYEDALE

- Working together as One Ryedale, members and staff share the PROUD values and behaviours
- Utilising assets in supporting the delivery of priorities

- Developing business opportunities for the council and optimise income
 Building capacity and influencing policy in partnership
 Enabling services through the innovative use of ICT
 Delivering the Towards 2020 programme and anticipating further savings required to 2022

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
Page 23	% of Council Tax collected	Council Tax collection currently or target and expect year-end target be achieved. Period Data (Acc) 2018/19 (Q3) 85.419 2018/19 (Year-end) 98.819 2019/20 (Q1) 29.919 2019/20 (Q2) 57.519 2019/20 (Q3) 85.359	6 6 6	85.35% 85.30%	Latest result for 2019/20 as of December 2019	C5 RB 11 % of Council Tax collected 100.00% 90.00% 60.00% 70.00% 40.00% 10.00%
	% of Non-domestic Rates Collected	We remain on course to meet the collection rate year-end target, bu NNDR collection rates/previous ye debt levels can be prone to volatile and significant changes due to the level of yield that individual hereditaments can raise when the valuation office agency (VOA) ma an alteration. More detail on this Amber performance indicator in outlined in Appendix 2.	ar e ke	86.04% Aim to maximise Source: Target based on matching 2018/19 performance	Latest result for 2019/20 as of December 2019	CS RB 12 % of Non-domestic Rates Collected 100.00% 90.00% 80.00% 60.00% 50.00% 40.00% 10.00%

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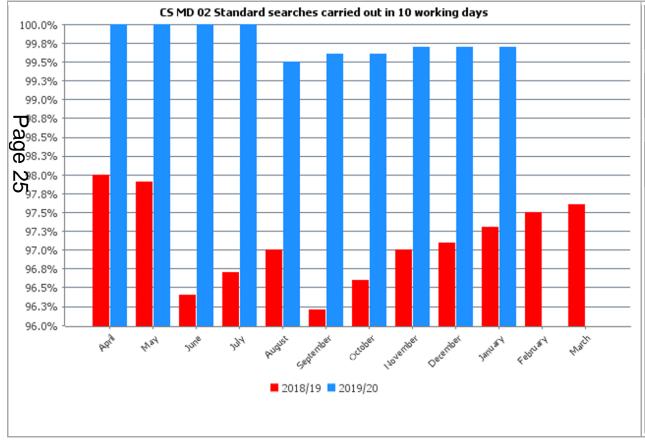
Traffic Light	Short Name			Latest Actual Result	Latest Target	Last Update	Trend Chart (Previous Year v Current Year)
		Period	Data (Acc)				
		2018/19 (Q3) 2018/19 (Year-end)	86.04% 99.49%				
		2019/20 (Q1)	33.81%				
		2019/20 (Q2) 2019/20 (Q3)	59.62% 84.82%				

Red and Amber Performance Indicator Review



Performance Indicators are included in this report if they show an Amber or Red status in Quarter 3 (1 October 2019 to 31 December 2019)

Standard searches carried out in 10 working days		
		Past Performance
100.0% —	CS MD 02 Standard searches carried out in 10 working days	2017-18



2017-18								
	Status	Value	Target					
2017/18		96.1%	100.0%					
	2018-19							
	Status	Value	Target					
2018/19		97.6%	100.0%					
	201	9-20						
	Status	Value	Target					
Apr 2019		100.0%	100.0%					
May 2019		100.0%	100.0%					
Jun 2019		100.0%	100.0%					
Jul 2019		100.0%	100.0%					
Aug 2019		99.5%	100.0%					
Sep 2019		99.6%	100.0%					
Oct 2019		99.6%	100.0%					
Nov 2019		99.7%	100.0%					
Dec 2019		99.7%	100.0%					

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Jan 2020		100.0%
Feb 2020		100.0%
Mar 2020		100.0%

Officer comments and actions to take:

Performance has improved markedly overall in comparison to 2018/19, operating at 100% completion from April to July 2019. A fall in accumulative performance to 99.5% in August 2019 came from a query on a listed building curtilage that required further investigation and specialist advice from the Building Conservation Officer, causing the search to go over the 10 working day target.

The search completion percentage improved to 99.6% in September and October and improved further in November and December to the current value of 99.7%. The percentage completed by the end of January 2020 maintained at an accumulative 99.7% of searches completed.

He 323 standard searches carried out in the year to date, 322 have been completed within 10 working days, so it is not proposed to take any actions at this stage.

% of Non-domestic Rates Collected

CS RB 12 % of Non-domestic Rates Collected 100.00% 90.00% 80.00% 70.00% 60.00% 50.00% 40.00% 30.00% ⊕.00% ∂.00% e.00% **2018/19** 2019/20

Past Performance

2017-18					
	Status	Value	Target		
2017/18		99.56%	99.39%		
	201	8-19			
	Status	Value	Target		
2018/19		99.49%	99.56%		
	201	9-20			
	Status	Value	Target		
Apr 2019		16.16%	16.76%		
May 2019		25.36%	25.51%		
Jun 2019		33.81%	34.21%		
Jul 2019		42.18%	42.70%		
Aug 2019		51.06%	51.38%		
Sep 2019		59.62%	60.20%		
Oct 2019		67.92%	68.88%		
Nov 2019		76.57%	77.48%		
Dec 2019		84.82%	86.04%		
Jan 2020			94.64%		
Feb 2020			97.15%		
Mar 2020			99.49%		

Officer comments and actions to take:

NNDR collection can be subject to potential large-scale fluctuation due to the level of yield individual hereditaments can raise when the valuation office agency make an alteration. For example, if a premises' RV increases substantially or a new hereditament is assessed with a significant RV, then additional yield is raised. As collection is monitored by comparing monetary value collected against net yield, any individual increases to RV show as a decrease in collection. This is something we expect will level out by the end of the financial year. Unfortunately, any decreases in yield do not show as an increase in collection as we have to refund the credit to the ratepayer in these circumstances.

Comparative statistics for NNDR collection from 2013/14 to 2018/19

The table below shows that Ryedale has collected the highest percentage of non-domestic rates for LA districts in Y&H for the last four years.



Non domestic rates collected as percentage non domestic rates due (from 2013/14 to 2018/19) for Ryedale

	NDR collection rate							
	%							
Period	Ryedale	Minimum for All local authority districts in Yorkshire and Humberside	Mean for All local authority districts in Yorkshire and Humberside	Maximum for All local authority districts in Yorkshire and Humberside				
2013/14	99.13	97.51	98.30	99.13				
2014/15	98.86	97.20	98.23	98.95				
2015/16	99.18	97.49	98.36	99.18				
2016/17	99.39	97.64	98.51	99.39				
2017/18	99.60	97.61	98.65	99.60				
2018/19	99.49	97.52	98.66	99.49				

Source:

Page

Ministry of Housing, Communities & Local Government

Processing of planning applications: Other applications (8 weeks)

DM 157c Processing of planning applications: Other applications (8 weeks) 100.00% 99.00% 98.00% 97.00% 96.00% 95.00% 94.00% 93.00% 92.00% 91.00% 0.00% 089.00% 088.00% **№**7.00% 85.00% 84.00% **2**018/19 2019/20

Past Performance

2017-18					
	Status	Value	Target		
2017/18		85.60%	90.00%		
	201	8-19			
	Status	Value	Target		
2018/19		91.90%	90.00%		
	201	9-20			
	Status	Value	Target		
Apr 2019		86.10%	90.00%		
May 2019		88.40%	90.00%		
Jun 2019		88.30%	90.00%		
Jul 2019		88.90%	90.00%		
Aug 2019		86.40%	90.00%		
Sep 2019		85.60%	90.00%		
Oct 2019		86.00%	90.00%		
Nov 2019		86.10%	90.00%		
Dec 2019		86.90%	90.00%		
Jan 2020			90.00%		
Feb 2020			90.00%		
Mar 2020			90.00%		

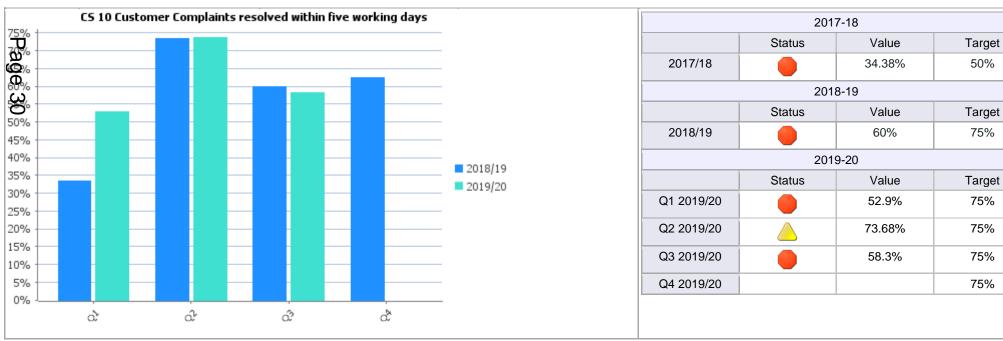
Officer comments and actions to take:

More staff are now supporting this area of work since the end of guarter 2 (September 2019) to address the performance issues identified following the continued Amber PI status. The graduate staff and other members of the Planning and Regulatory Services team have taken on caseloads of delegated planning applications to support the rest of the team and to improve processing times.

The January 2020 processing performance improved for the fourth month in succession to 87.4% of applications processed within the 8 week time limit, and officers expect to see this improve further before the year-end. Performance will continue to be monitored in this area and the caseload for delegated planning applications undertaken by members of the Planning and Regulatory Services team where possible.

Customer Complaints resolved within five working days

Past Performance



Officer comments and actions to take:

In Quarter 3, 7 out of 12 customer complaints dealt with in this period were resolved within 5 working days.

Of those that weren't resolved within the 5 day target in this quarter, there was 1 overdue complaint from Environmental Health, 1 from Housing Services and 3 from Planning and Regulatory Services.

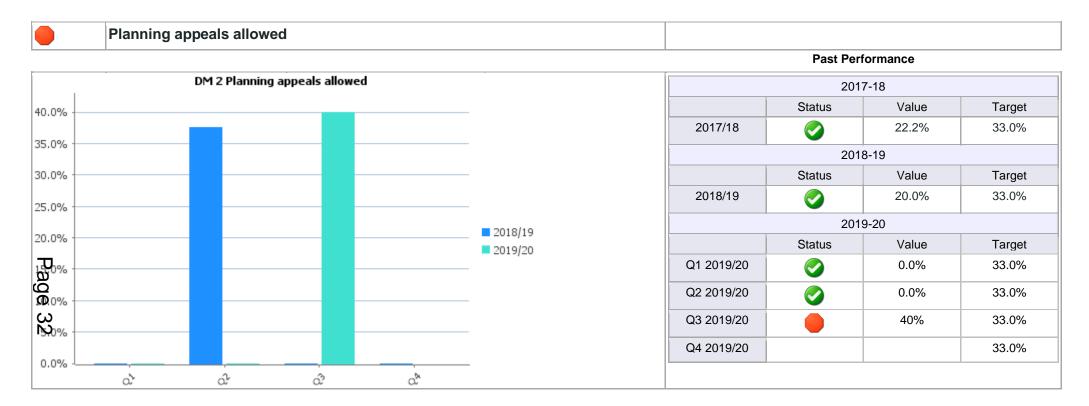
The complaint on Environmental Health was not answered within the five working day target due to the site visit that was required to be scheduled as part of the investigation into the issue raised.

The overdue complaint in Housing was the result of a detailed investigation regarding an allegation received from a member of the public.

Overall delays in respect of two of the Planning and Regulatory Services complaints are directly attributable to lack of staff capacity. We now have a dedicated enforcement officer to assist with this type of complaint but other vacancies still include a part time Tree & Landscape officer and a Planning officer. We are currently seeking to recruit to these hard to fill posts, using a concerted effort with the assistance of colleagues in CC-ESS. There is no further action considered to be necessary or arising from the other overdue complaint, as further correspondence ecived from the complainant partway through dealing with the complaint delayed a response.

Despite the complaints not being completed within the five working day target, the complainants were kept informed throughout of the reason for delays and expected timescales for a response from the Customer Services team.

As a result of the continued poor performance of this indicator, procedures have been changed and training is ongoing in the administration of customer complaints to improve response times.

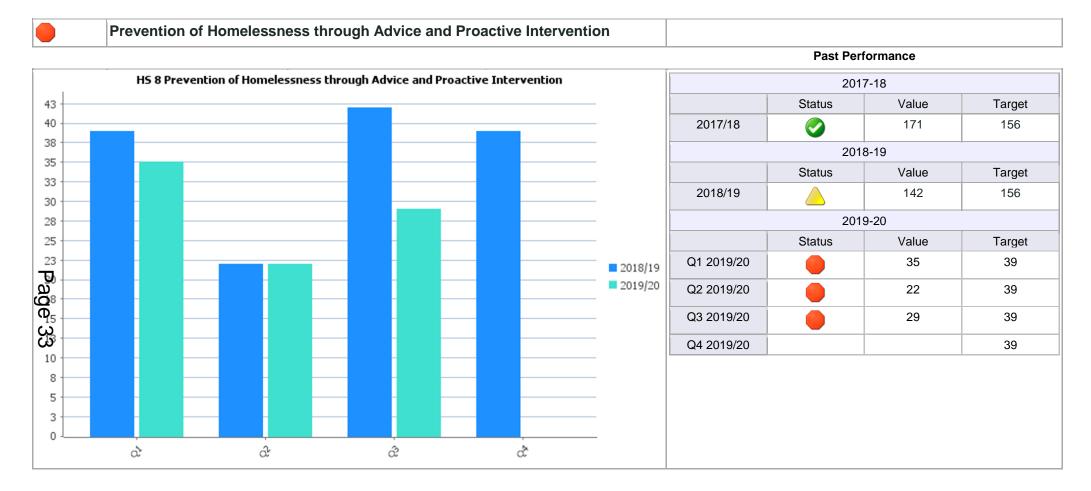


Officer comments and actions to take:

Following no allowed appeals in quarters 1 and 2 of the year, in quarter 3 there were 2 allowed appeals out of a total of 5 decisions.

One of the allowed appeals was the BP Garage proposal in Norton, which was not contested by the Council as the result of further information provided by the applicants to satisfy the initial reasons for refusal.

Appeal decisions received continue to be monitored, and there is no concern at this stage.



Officer comments and actions to take:

There are almost a third less households with whom we were satisfied are homeless or at risk of homelessness within 56 days so far in 2019-20, compared to an average for 3 quarters from 2018-19. Therefore, if less people are being accepted into the statutory duty, we will have less successful preventions or reliefs coming out. We are conducting work with many households prior to them coming under the statutory timescales, for example completing prevention work so they do not get notice from landlords in the first place, and this is not included in the

statistics. Without this very early intervention, many more would be facing homelessness.

Housing Legislation changed following the implementation of the Homelessness Reduction Act 2017 (HRA), which came into force in April 2018. Since that date, we have only been able to claim cases as preventions if households have approached us and are homeless or threatened with homelessness within 56 days.

The comparative drop in performance so far this year has been caused by the new HRA legislation, as we were previously able to claim preventions when people approached us at an earlier stage. Also, we used to be able to claim partner preventions where certain local partner agencies such as Citizens Advice Bureau and Horton Housing prevented homelessness in Ryedale, but this is no longer possible under the new legislation. In addition, there has also been a reduction recently in the number of households approaching us for advice.

At this stage it is difficult to compare any figures under the old legislation with the current figures as the system has changed so much. Following the introduction of HRA, the target of achieving 39 prevention cases in a quarter has remained unchanged, and needs to be looked at again as the experimental statistics are further developed.

National homelessness figures are currently published as experimental statistics at: https://www.gov.uk/government/statistics/statutory-melessness-in-england-april-to-june-2019

O&S Work Plan

Date of Meeting	Committee	OS/Au	Service Area	Report Title
March				
26-Mar-20	Overview and Scrutiny Committee	os		Performance Report Q3
26-Mar-20	Overview and Scrutiny Committee	os	Customer Services	Safer Ryedale progress with Delivering the Community Safety Plan
26-Mar-20	Overview and Scrutiny Committee	os	Customer Services	Customer Complaints and Compliments Q3 2019/20
26-Mar-20	Overview and Scrutiny Committee		Democratic Services	Review of Workplan
April				
T 23-Apr-20	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit and Counter Fraud Progress Report 2019/20
© 23-Apr-20	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit, Counter Fraud and Information Governance Plans 2020-21
GP 3-Apr-20	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Audit Progress Report and Sector Guidance
23-Apr-20	Overview and Scrutiny Committee	os	Delivery & Frontline Services	Progress on implementation of Recommendations of the Climate Change Scrutiny Review
23-Apr-20	Overview and Scrutiny Committee		Democratic Services	Review of Workplan
23-Apr-20	Overview and Scrutiny Committee	os		Scrutiny Review Progress Report

Plus additional O&S meeting on Standards (TBC)

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