





SUSTAINABLE GROWTH

This Council wants to do all it can to create the conditions for economic success in our area. We also want Ryedale residents to have the skills, opportunities and living conditions that allow them to benefit from a healthy local economy and enjoy a good quality of life. A supply of local labour with the right skills is also essential for our businesses. To support both our businesses and our communities we also need new homes, particularly affordable homes for local people.





We can only influence and seek to facilitate these matters in partnership with others. To guide our policies, proposals and priorities we monitor our relative performance in terms of the key baseline issues of: Employment and benefit claimant levels, Wage levels, Qualifications and education, Supply of homes (market and affordable) and housing sites. Housing affordability, including fuel poverty, Dealing with homelessness. Where local performance doesn't reflect our ambitions for our economy and communities, we will work with the appropriate partners to seek to address this through the most deliverable means.

| | | | |
|-----------------------------------------------------------------------------------|--------------------|------------------|----------------------------------------------------|
|  | EMPLOYMENT | Pages 2-3 | External Partnerships and Place Specialists |
|  | SKILLS | Pages 4-5 | External Partnerships and Place Specialists |
|  | HOUSING | Pages 5-7 | People Specialists |
|  | ENVIRONMENT | Page 7 | Environment Specialists |

CUSTOMERS AND COMMUNITIES



Following the implementation of the new operating model for the Council, customer facing services such as Council tax collection and rebate and housing benefit have maintained performance levels. The community team are developing new ways of working with parishes and communities, and working closely with partners including the police and fire services. The changes in circumstances processing performance has fallen, however we are working through the backlog of these created by Universal Credit notifications, of which we are receiving between 30 and 40 a day. These affect both CTR and HB changes. Previously we averaged 10 changes a day.

In terms of supporting the growth agenda the Council has continued to determine major applications in a timely manner with 100% of major applications determined in time and/or agreed extensions of time (11 / 11). The Specialist Place Team is below target in the year to date on 'minor' and 'other development' categories (61/90 and 119/148 respectively) – arising from the current vacancy of a Senior Specialist in the team. We are currently recruiting to that role in order to improve performance over all categories.

| | | | |
|-------------------------------------------------------------------------------------|---------------------------------|--------------------|-----------------------------------|
|  | COUNCIL TAX AND BENEFITS | Pages 8-9 | Customer Services (People) |
|  | PLANNING | Pages 9-10 | Customer Services (Place) |
|  | RECYCLING | Pages 11-12 | Operations |
|  | CUSTOMERS | Pages 12-13 | Customer Services |

ONE RYEDALE

Overall, income levels are performing well against budget. Development Management fees and income from recyclates are significantly above budget, however Trade Waste income and Car Park ticket income are currently below budgeted levels.

| | | | |
|-------------------------------------------------------------------------------------|------------------------|--------------------|----------------------------------------|
|  | FINANCE | Pages 13-14 | Resources and Enabling Services |
|  | HUMAN RESOURCES | Page 14 | Human Resources |

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

| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart |
|---------------|------------|-------------|---------------|----------------|------------|-------------|
|---------------|------------|-------------|---------------|----------------|------------|-------------|

EMPLOYMENT



Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 – 64

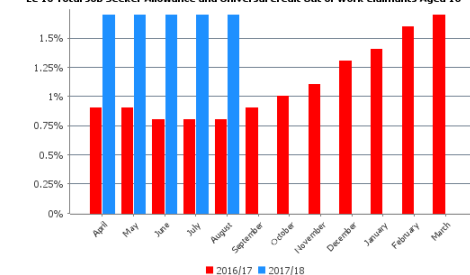
Yorkshire & Humber: 2.2%
Great Britain: 1.9%
Monthly indicator

1.7%
Aug 2017

1.5%
2017/18

Julian Rudd

EC 10 Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 – 64



Gross weekly earnings by residency

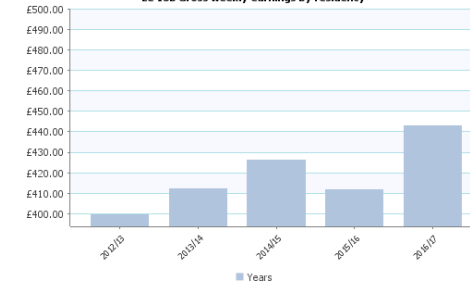
Yorkshire & Humber: £498.30
Ryedale is the lowest in the region
Great Britain: £541.00
Annual indicator

£443.10
2016/17

£460
2017/18

Julian Rudd

EC 13b Gross weekly earnings by residency



Gross weekly earnings by workplace

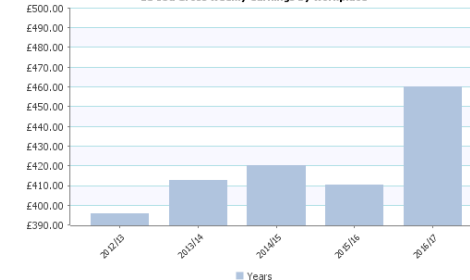
Yorkshire & Humber: £498.30
Ryedale is the 3rd lowest in the region
Great Britain: £540.20
Annual indicator


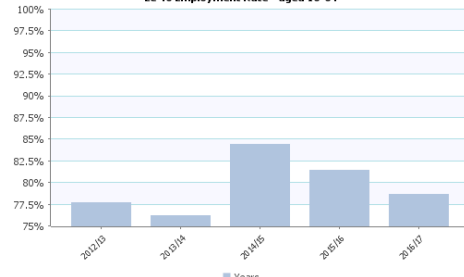

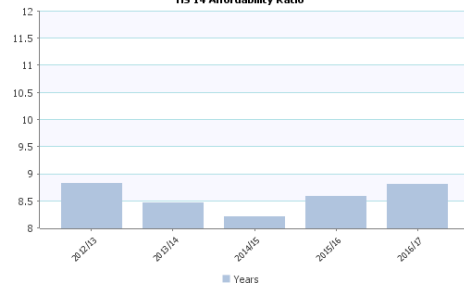
£460.10
2016/17

£480
2017/18


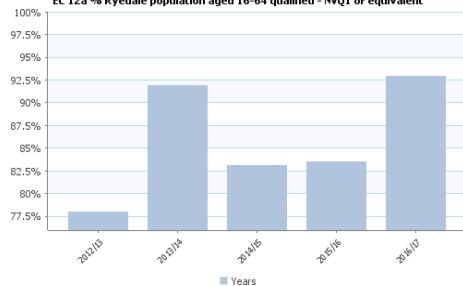

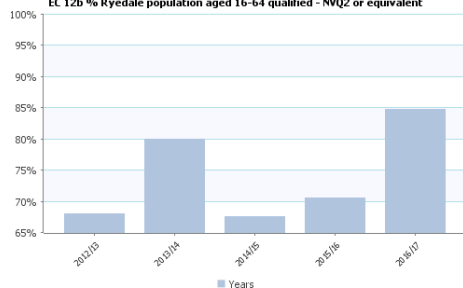

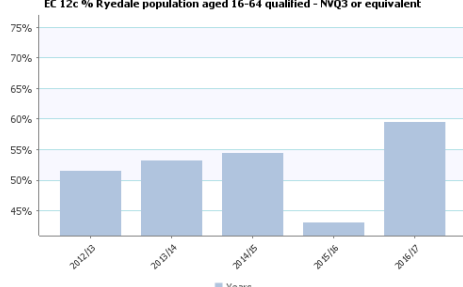
Julian Rudd


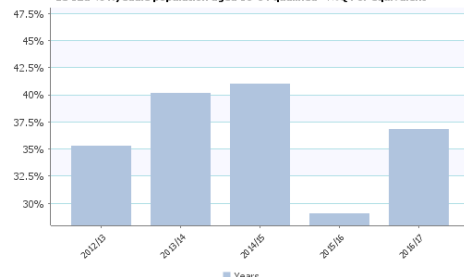
EC 13a Gross weekly earnings by workplace




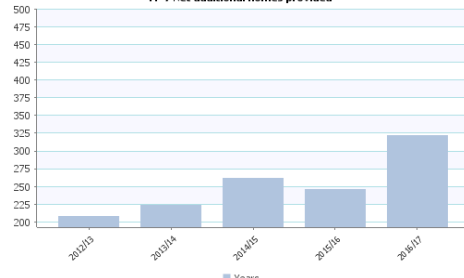

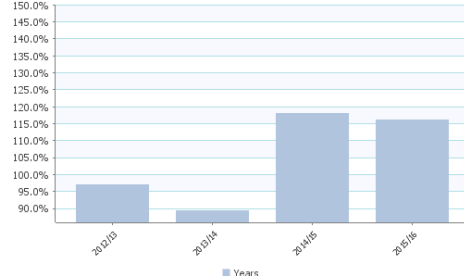
| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart | | | | | | | | | | | | |
|----------------------------------------------------------------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|---------------------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
|  | Employment Rate – aged 16–64 | Yorkshire & Humber: 72.8% Ryedale had the 5 th biggest employment rate in the region Great Britain: 74.2% Annual indicator | 78.6% 2016/17 | 80% 2017/18 | Julian Rudd | <div><p>EC 40 Employment Rate - aged 16-64</p><table><caption>EC 40 Employment Rate - aged 16-64</caption><thead><tr><th>Year</th><th>Employment Rate (%)</th></tr></thead><tbody><tr><td>2012/13</td><td>78.6%</td></tr><tr><td>2013/14</td><td>76.5%</td></tr><tr><td>2014/15</td><td>85.5%</td></tr><tr><td>2015/16</td><td>82.5%</td></tr><tr><td>2016/17</td><td>78.6%</td></tr></tbody></table></div> | Year | Employment Rate (%) | 2012/13 | 78.6% | 2013/14 | 76.5% | 2014/15 | 85.5% | 2015/16 | 82.5% | 2016/17 | 78.6% |
| Year | Employment Rate (%) | | | | | | | | | | | | | | | | | |
| 2012/13 | 78.6% | | | | | | | | | | | | | | | | | |
| 2013/14 | 76.5% | | | | | | | | | | | | | | | | | |
| 2014/15 | 85.5% | | | | | | | | | | | | | | | | | |
| 2015/16 | 82.5% | | | | | | | | | | | | | | | | | |
| 2016/17 | 78.6% | | | | | | | | | | | | | | | | | |
|  | Affordability Ratio | On average, working people could expect to pay around 7.6 times their annual earnings on purchasing a home in England and Wales in 2016, up from 3.6 times earnings in 1997. Annual indicator | 8.8 2016/17 | 7.6 2017/18 | Clare Slater | <div><p>HS 14 Affordability Ratio</p><table><caption>HS 14 Affordability Ratio</caption><thead><tr><th>Year</th><th>Affordability Ratio</th></tr></thead><tbody><tr><td>2012/13</td><td>8.8</td></tr><tr><td>2013/14</td><td>8.5</td></tr><tr><td>2014/15</td><td>8.2</td></tr><tr><td>2015/16</td><td>8.6</td></tr><tr><td>2016/17</td><td>8.8</td></tr></tbody></table></div> | Year | Affordability Ratio | 2012/13 | 8.8 | 2013/14 | 8.5 | 2014/15 | 8.2 | 2015/16 | 8.6 | 2016/17 | 8.8 |
| Year | Affordability Ratio | | | | | | | | | | | | | | | | | |
| 2012/13 | 8.8 | | | | | | | | | | | | | | | | | |
| 2013/14 | 8.5 | | | | | | | | | | | | | | | | | |
| 2014/15 | 8.2 | | | | | | | | | | | | | | | | | |
| 2015/16 | 8.6 | | | | | | | | | | | | | | | | | |
| 2016/17 | 8.8 | | | | | | | | | | | | | | | | | |


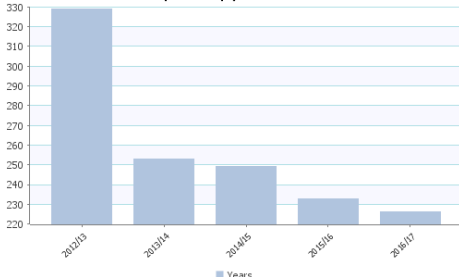


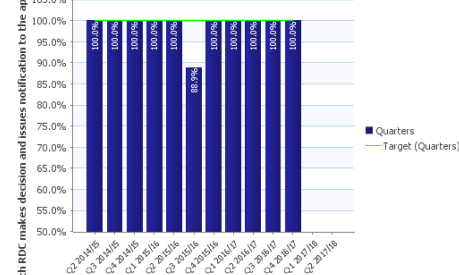

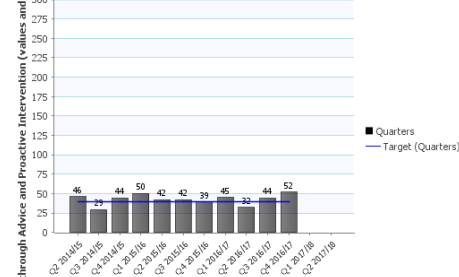
SKILLS


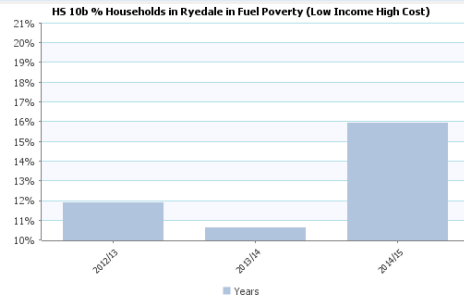

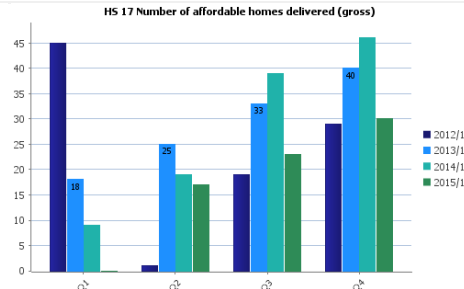
| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart | | | | | | | | | | | | |
|----------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|
|  | % Ryedale population aged 16–64 qualified – NVQ1 or equivalent | e.g. fewer than 5 GCSEs at grades A–C, foundation GNVQ, NVQ 1 28,600 of the population in Ryedale qualified to this level Annual indicator | 92.9% 2016/17 | 95% 2017/18 | Julian Rudd | <div>EC 12a % Ryedale population aged 16-64 qualified - NVQ1 or equivalent</div>  <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/13</td><td>78%</td></tr><tr><td>2014/14</td><td>93%</td></tr><tr><td>2015/15</td><td>83%</td></tr><tr><td>2016/16</td><td>84%</td></tr><tr><td>2017/17</td><td>94%</td></tr></tbody></table> | Year | Percentage | 2013/13 | 78% | 2014/14 | 93% | 2015/15 | 83% | 2016/16 | 84% | 2017/17 | 94% |
| Year | Percentage | | | | | | | | | | | | | | | | | |
| 2013/13 | 78% | | | | | | | | | | | | | | | | | |
| 2014/14 | 93% | | | | | | | | | | | | | | | | | |
| 2015/15 | 83% | | | | | | | | | | | | | | | | | |
| 2016/16 | 84% | | | | | | | | | | | | | | | | | |
| 2017/17 | 94% | | | | | | | | | | | | | | | | | |
|  | % Ryedale population aged 16–64 qualified – NVQ2 or equivalent | e.g. 5 or more GCSEs at grades A–C, intermediate GNVQ, NVQ 2 26,200 of the population in Ryedale qualified to this level Annual indicator | 84.8% 2016/17 | 85% 2017/18 | Julian Rudd | <div>EC 12b % Ryedale population aged 16-64 qualified - NVQ2 or equivalent</div>  <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/13</td><td>68%</td></tr><tr><td>2014/14</td><td>80%</td></tr><tr><td>2015/15</td><td>68%</td></tr><tr><td>2016/16</td><td>71%</td></tr><tr><td>2017/17</td><td>85%</td></tr></tbody></table> | Year | Percentage | 2013/13 | 68% | 2014/14 | 80% | 2015/15 | 68% | 2016/16 | 71% | 2017/17 | 85% |
| Year | Percentage | | | | | | | | | | | | | | | | | |
| 2013/13 | 68% | | | | | | | | | | | | | | | | | |
| 2014/14 | 80% | | | | | | | | | | | | | | | | | |
| 2015/15 | 68% | | | | | | | | | | | | | | | | | |
| 2016/16 | 71% | | | | | | | | | | | | | | | | | |
| 2017/17 | 85% | | | | | | | | | | | | | | | | | |
|  | % Ryedale population aged 16–64 qualified – NVQ3 or equivalent | e.g. 2 or more A levels, advanced GNVQ, NVQ 3 18,400 of the population in Ryedale qualified to this level Annual indicator | 59.5% 2016/17 | 65% 2017/18 | Julian Rudd | <div>EC 12c % Ryedale population aged 16-64 qualified - NVQ3 or equivalent</div>  <table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2013/13</td><td>52%</td></tr><tr><td>2014/14</td><td>54%</td></tr><tr><td>2015/15</td><td>55%</td></tr><tr><td>2016/16</td><td>43%</td></tr><tr><td>2017/17</td><td>60%</td></tr></tbody></table> | Year | Percentage | 2013/13 | 52% | 2014/14 | 54% | 2015/15 | 55% | 2016/16 | 43% | 2017/17 | 60% |
| Year | Percentage | | | | | | | | | | | | | | | | | |
| 2013/13 | 52% | | | | | | | | | | | | | | | | | |
| 2014/14 | 54% | | | | | | | | | | | | | | | | | |
| 2015/15 | 55% | | | | | | | | | | | | | | | | | |
| 2016/16 | 43% | | | | | | | | | | | | | | | | | |
| 2017/17 | 60% | | | | | | | | | | | | | | | | | |



| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart | | | | | | | | | | | | |
|----------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|
|  | % Ryedale population aged 16–64 qualified – NVQ4 or equivalent | e.g. HND, Degree and Higher Degree level qualifications 11,300 of the population in Ryedale qualified to this level Annual indicator | 36.8% 2016/17 | 40% 2017/18 | Julian Rudd | <div><p>EC 12d % Ryedale population aged 16-64 qualified - NVQ4 or equivalent</p><table><caption>EC 12d % Ryedale population aged 16-64 qualified - NVQ4 or equivalent</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2012/13</td><td>35.5%</td></tr><tr><td>2013/14</td><td>40.0%</td></tr><tr><td>2014/15</td><td>41.0%</td></tr><tr><td>2015/16</td><td>28.0%</td></tr><tr><td>2016/17</td><td>37.0%</td></tr></tbody></table></div> | Year | Percentage | 2012/13 | 35.5% | 2013/14 | 40.0% | 2014/15 | 41.0% | 2015/16 | 28.0% | 2016/17 | 37.0% |
| Year | Percentage | | | | | | | | | | | | | | | | | |
| 2012/13 | 35.5% | | | | | | | | | | | | | | | | | |
| 2013/14 | 40.0% | | | | | | | | | | | | | | | | | |
| 2014/15 | 41.0% | | | | | | | | | | | | | | | | | |
| 2015/16 | 28.0% | | | | | | | | | | | | | | | | | |
| 2016/17 | 37.0% | | | | | | | | | | | | | | | | | |

HOUSING

| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart | | | | | | | | | | | | |
|------------------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|---------|-------|---------|-------|---------|--------|---------|--------|---------|-----|
|  | Net additional homes provided | Encourage a greater supply of new homes in England to address the long term housing affordability issue. Annual indicator | 321 2016/17 | 200 | Jill Thompson | <div><p>FP 7 Net additional homes provided</p><table><caption>FP 7 Net additional homes provided</caption><thead><tr><th>Year</th><th>Value</th></tr></thead><tbody><tr><td>2012/13</td><td>200</td></tr><tr><td>2013/14</td><td>220</td></tr><tr><td>2014/15</td><td>260</td></tr><tr><td>2015/16</td><td>240</td></tr><tr><td>2016/17</td><td>320</td></tr></tbody></table></div> | Year | Value | 2012/13 | 200 | 2013/14 | 220 | 2014/15 | 260 | 2015/16 | 240 | 2016/17 | 320 |
| Year | Value | | | | | | | | | | | | | | | | | |
| 2012/13 | 200 | | | | | | | | | | | | | | | | | |
| 2013/14 | 220 | | | | | | | | | | | | | | | | | |
| 2014/15 | 260 | | | | | | | | | | | | | | | | | |
| 2015/16 | 240 | | | | | | | | | | | | | | | | | |
| 2016/17 | 320 | | | | | | | | | | | | | | | | | |
|  | Supply of deliverable housing sites | Planning Policy Statement 3 (PPS3) requires Local Planning Authorities to maintain a 5 year supply of deliverable sites for housing through their Local Development Framework Annual indicator | 116.0% | 100.0% | Jill Thompson | <div><p>FP 8 Supply of deliverable housing sites</p><table><caption>FP 8 Supply of deliverable housing sites</caption><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2012/13</td><td>98.0%</td></tr><tr><td>2013/14</td><td>92.0%</td></tr><tr><td>2014/15</td><td>118.0%</td></tr><tr><td>2015/16</td><td>115.0%</td></tr></tbody></table></div> | Year | Percentage | 2012/13 | 98.0% | 2013/14 | 92.0% | 2014/15 | 118.0% | 2015/16 | 115.0% | | |
| Year | Percentage | | | | | | | | | | | | | | | | | |
| 2012/13 | 98.0% | | | | | | | | | | | | | | | | | |
| 2013/14 | 92.0% | | | | | | | | | | | | | | | | | |
| 2014/15 | 118.0% | | | | | | | | | | | | | | | | | |
| 2015/16 | 115.0% | | | | | | | | | | | | | | | | | |

| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart |
|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------|----------------|---------------------------------------------------------------------------------------|
|  | Properties empty for six months or more | Figure for empty properties as stated in the CTB1 annual return in October. 2017 figure forecast to be lower than Current Value. A +/- movement in this indicator affects the annual calculation of New Homes Bonus. | 226 Actual October 2016 | 215 Forecast October 2017 | Peter Johnson |  |
|  | Number of Homeless applications | Less homeless applications were received from April-June 2017. Quarterly indicator | 8 Q1 2017/18 | 12 Q4 2016/17 | Kim Robertshaw | |
|  | Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days | All homeless applications submitted dealt with in the 33 working day timeframe. Quarterly indicator | 100.0% Q1 2017/18 | 100.0% Q4 2017/18 | Kim Robertshaw |  |
|  | Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative) | Number of enquiries in 2016/17: 640 Number of enquiries in 2017/18 so far: 260 Quarterly indicator | 33 Q1 2017/18 | 39 Q4 2016/17 | Kim Robertshaw |  |

| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart | | | | | | | | | | | | | | | | |
|----------------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----------------|---------|-------|---------|-------|---------|-------|---------|----|---------|----|---------|----|---------|----|
|  | % Households in Ryedale in Fuel Poverty (Low Income High Cost) | Household Stock Condition survey undertaken following the Fuel Poverty scrutiny review and results currently being analysed to identify actions for the future. Annual indicator | 15.9% 2014/15 | 10.6% 2013/14 | Kim Robertshaw |  <table><caption>HS 10b % Households in Ryedale in Fuel Poverty (Low Income High Cost)</caption><thead><tr><th>Year</th><th>%</th></tr></thead><tbody><tr><td>2013/15</td><td>12.5%</td></tr><tr><td>2013/14</td><td>10.6%</td></tr><tr><td>2014/15</td><td>15.9%</td></tr></tbody></table> | Year | % | 2013/15 | 12.5% | 2013/14 | 10.6% | 2014/15 | 15.9% | | | | | | | | |
| Year | % | | | | | | | | | | | | | | | | | | | | | |
| 2013/15 | 12.5% | | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | 10.6% | | | | | | | | | | | | | | | | | | | | | |
| 2014/15 | 15.9% | | | | | | | | | | | | | | | | | | | | | |
|  | Number of affordable homes delivered | The forecast for 2017/18 is 40 expected affordable home units to be delivered, although this is subject to change. Annual indicator | 52 2016/17 | 75 (35% of the 200 additional homes target) | Kim Robertshaw |  <table><caption>HS 17 Number of affordable homes delivered (gross)</caption><thead><tr><th>Year</th><th>Number of homes</th></tr></thead><tbody><tr><td>2012/13</td><td>45</td></tr><tr><td>2013/14</td><td>18</td></tr><tr><td>2014/15</td><td>9</td></tr><tr><td>2015/16</td><td>25</td></tr><tr><td>2016/17</td><td>33</td></tr><tr><td>2017/18</td><td>40</td></tr><tr><td>2018/19</td><td>45</td></tr></tbody></table> | Year | Number of homes | 2012/13 | 45 | 2013/14 | 18 | 2014/15 | 9 | 2015/16 | 25 | 2016/17 | 33 | 2017/18 | 40 | 2018/19 | 45 |
| Year | Number of homes | | | | | | | | | | | | | | | | | | | | | |
| 2012/13 | 45 | | | | | | | | | | | | | | | | | | | | | |
| 2013/14 | 18 | | | | | | | | | | | | | | | | | | | | | |
| 2014/15 | 9 | | | | | | | | | | | | | | | | | | | | | |
| 2015/16 | 25 | | | | | | | | | | | | | | | | | | | | | |
| 2016/17 | 33 | | | | | | | | | | | | | | | | | | | | | |
| 2017/18 | 40 | | | | | | | | | | | | | | | | | | | | | |
| 2018/19 | 45 | | | | | | | | | | | | | | | | | | | | | |

| ENVIRONMENT | | | | | | |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------|----------------|----------------|-------------|
| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart |
|  | Number of monitoring locations exceeding the annual mean Nitrogen Dioxide objective level | Monthly monitoring continues as part of the Air Quality Management Action Plan in Malton. | 0 2016/17 | 1 2015/16 | Beckie Bennett | |
|  | % CO2 reduction from LA operations. | Under review | | | Beckie Bennett | |


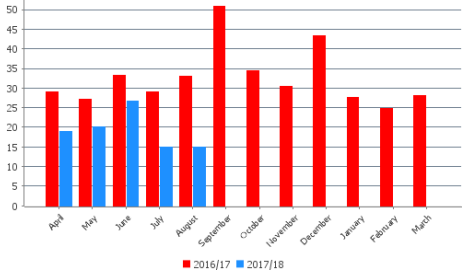

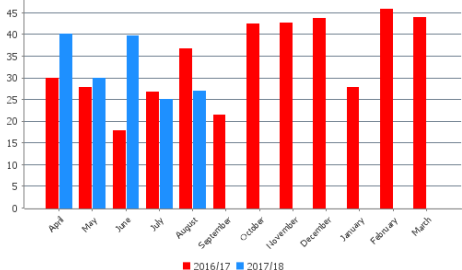


Tonnes of CO2 from LA operations Under review

Beckie Bennett

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

| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart |
|-----------------------------------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------|----------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| COUNCIL TAX AND BENEFITS | | | | | | |
|  | Speed of processing new HB claims | Average number of days taken to process new claims for Housing Benefit August 2016: 33 days Monthly indicator | 15 days Aug 2017 | 25 days | Angela Jones | <p>BS RB 2a Speed of processing new HB claims</p>  <p>■ 2016/17 ■ 2017/18</p> |
|  | Speed of processing new claims for Council Tax Support | Currently operating slightly above target level. In comparison August 2016: 36.7 days Monthly indicator | 27 days Aug 2017 | 25 days | Angela Jones | <p>BS RB 2b Speed of processing new claims for CTR</p>  <p>■ 2016/17 ■ 2017/18</p> |



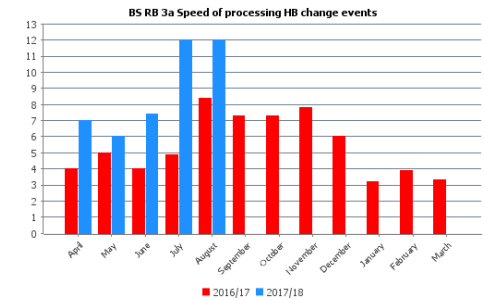
Speed of processing HB change events

Number of days taken to process change events relating to Housing Benefit claims. Currently operating on target.
Monthly indicator

12 days
Aug 2017

12 days

Angela Jones



Traffic Light

Short Name

Description

Current Value

Current Target

Managed By

Trend Chart



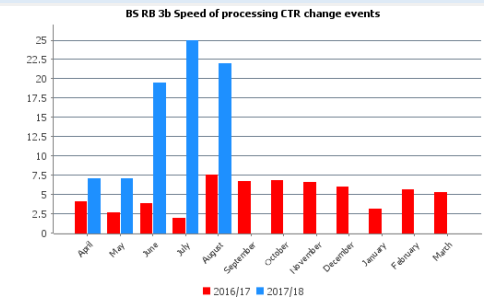
Speed of processing CTR change events

Well above target and work ongoing to bring down the processing down to acceptable levels.
Monthly indicator

22 days
Aug 2017

12 days

Angela Jones



PLANNING

Traffic Light

Short Name

Description

Current Value

Current Target

Managed By

Trend Chart



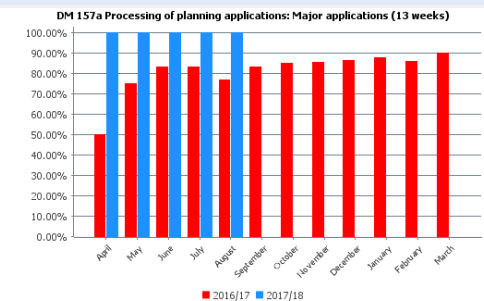
Processing of planning applications: Major applications (13 weeks)

100% of major applications determined in time and/or agreed extensions of time (11/11)
Monthly indicator

100.00%
Aug 2017

70.00%

Gary Housden





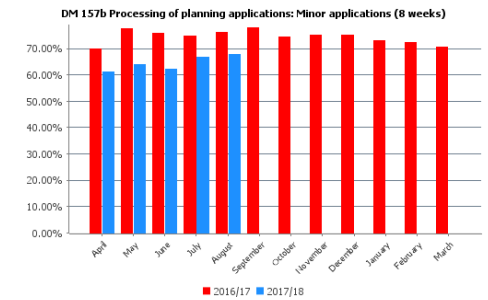
Processing of planning applications:
Minor applications (8 weeks)

Processing for 'minor'
development categories is
below the target, with 61/90
applications processed in 8
weeks.
Monthly indicator

67.70%
Aug 2017

80.00%

Gary Housden



Traffic Light

Short Name

Description

Current Value

Current Target

Managed By

Trend Chart



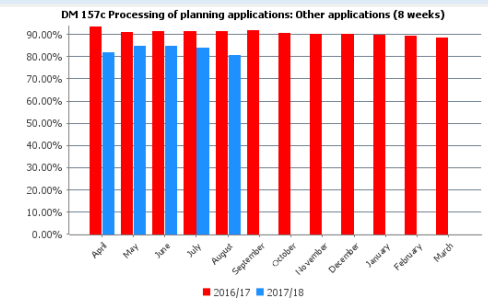
Processing of planning applications:
Other applications (8 weeks)

Processing for 'minor'
development categories is
below the target, with
119/148 applications
processed in 8 weeks.
Monthly indicator

80.40%
Aug 2017

90.00%

Gary Housden



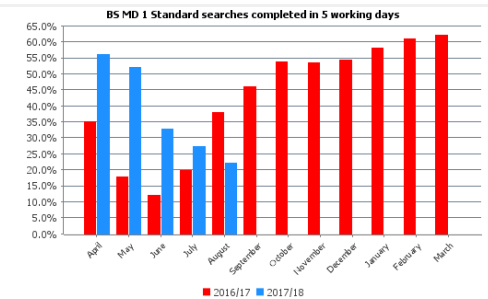
Standard searches completed in 5
working days


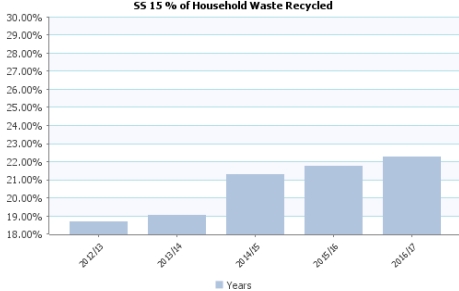



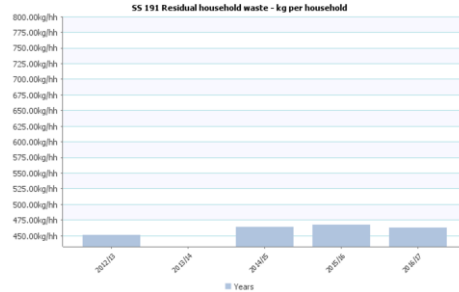
Well below target.
Unfortunately this metric is
outside our control and due
to late responses from NYCC.
Monthly indicator

22%
Aug 2017

90.0%

Gary Housden



| RECYCLING | | | | | | |
|------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------|----------------|---------------------------------------------------------------------------------------|
| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart |
|  | % of Household Waste Recycled | Q1 2017/18 = 19.48% 0.52% below Target <u>2016/17</u> – Actual HW recycled = 4840 tonnes – Actual HW collected = 21754 tonnes | 22.24% 2016/17 | 20.00% | Beckie Bennett |  |
| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart |
|  | % of Household Waste Composted | Q1 2017/18 = 32.75% 9.75% above target (not seasonally adjusted) <u>2016/17</u> – Actual HW composted = 5260 tonnes – Actual HW collected = 21754 tonnes | 24.17% 2016/17 | 23.00% | Beckie Bennett |  |
|  | Residual household waste – kg per household | 2015/16 = 467.00kg per household Q1 2017/18 = 111.14kg per household Forecast 2017/18 = 445kg per household. On track to meet target | 462.65kg/hh 2016/17 | 450.00kg/hh | Beckie Bennett |  |



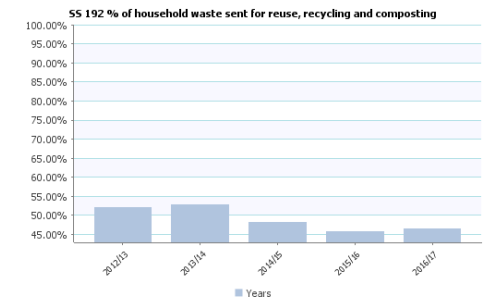
% of household waste sent for reuse, recycling and composting

Target reduced from 50% to 43% when garden waste charging introduced.
Q1 2017/18 = 52.2% however not adjusted for seasonal variations




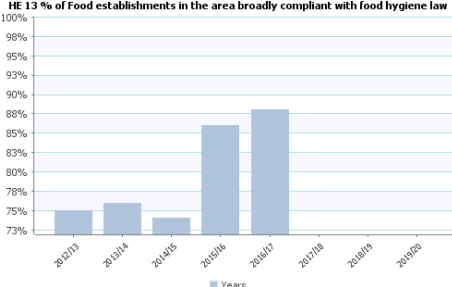
46.40%
2016/17

43.00%

Beckie Bennett



CUSTOMERS

| Traffic Light | Short Name | Description | Current Value | Current Target | Managed By | Trend Chart | | | | | | | | | | | | |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|----------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------|---------|-----|---------|-----|---------|-----|---------|-----|---------|-----|
|  | Service enquiries resolved at first point of contact (telephone) | Service enquiries resolved at first point of contact by telephone excluding dial direct to extension calls | Under review | | Angela Jones | | | | | | | | | | | | | |
|  | Payments made using electronic channels | Payments made using electronic channels (web, telephone & Direct Debit) | Under review | | Angela Jones | | | | | | | | | | | | | |
|  | % of Food establishments in the area broadly compliant with food hygiene law | To protect public health by ensuring food is safe and fit to eat by monitoring local authorities' performance in increasing compliance in food establishments with food law. | 88% | 72% | Robert Robinson | <div><p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p><table><thead><tr><th>Year</th><th>Percentage</th></tr></thead><tbody><tr><td>2012/13</td><td>75%</td></tr><tr><td>2013/14</td><td>76%</td></tr><tr><td>2014/15</td><td>74%</td></tr><tr><td>2015/16</td><td>86%</td></tr><tr><td>2016/17</td><td>88%</td></tr></tbody></table></div> | Year | Percentage | 2012/13 | 75% | 2013/14 | 76% | 2014/15 | 74% | 2015/16 | 86% | 2016/17 | 88% |
| Year | Percentage | | | | | | | | | | | | | | | | | |
| 2012/13 | 75% | | | | | | | | | | | | | | | | | |
| 2013/14 | 76% | | | | | | | | | | | | | | | | | |
| 2014/15 | 74% | | | | | | | | | | | | | | | | | |
| 2015/16 | 86% | | | | | | | | | | | | | | | | | |
| 2016/17 | 88% | | | | | | | | | | | | | | | | | |



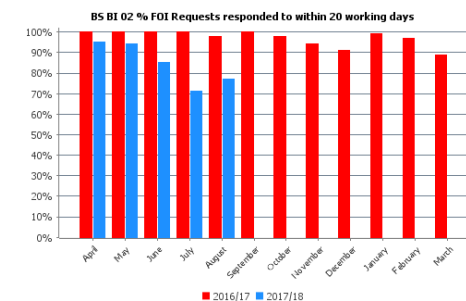
% FOI Requests responded to within 20 working days

48 out of 62 FOIs responded to within 20 day limit during August 2017
Monthly indicator

77%

95%

Angela Jones



Adult participation in sport and active recreation. Sport England Active People Survey-Annual

To measure participation in sport and active recreation at the local level.

35.5%
2016/17

32.7%
2015/16

Jos Holmes

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 | Description | Current Value | Current Target | Managed By | Trend Chart |
|---------------|------------|-------------|---------------|----------------|------------|-------------|
| FINANCE | | | | | | |



Salaries up to end of July 2017

This analysis excludes salaries incurred for NYBCP, Capital Schemes and agencies.
Monthly indicator

£1,797,217

£1,827,317

Peter Johnson



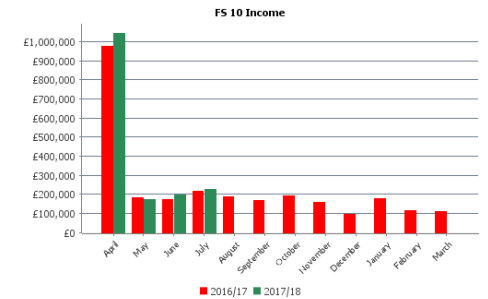
Income up to end of July 2017

This indicator is made up of the following income streams: land charges, development management fees, property rents, Ryecare, recovery of HB overpayments, garden waste, trade waste, car parking and recycles. Monthly indicator

£1,640,720

£1,554,478

Peter Johnson



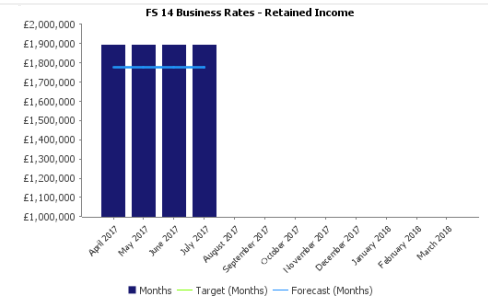
Business Rates – Retained Income up to end of July 2017

At this stage the full effect of appeals following the April 2017 revaluations is unknown, but is likely to have a negative impact on income levels. Monthly indicator

£1,890,574

£1,775,000

Peter Johnson



HUMAN RESOURCES



Average number of working days lost to sickness absence (per FTE)

Under review

Denise Hewitt