



## **SUSTAINABLE GROWTH**

This Council wants to do all it can to create the conditions for economic success in our area.

We 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.

We need new homes, particularly affordable homes for local people. We can only influence and seek to facilitate these matters in partnership with others.

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, and 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.

The Council has approved the Local Plan Sites Document which has been submitted for examination with hearing sessions anticipated in September and October 2018. It is expected that the Sites document will be adopted winter 2018/spring 2019.

## **CUSTOMERS AND COMMUNITIES**

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.

The processing performance of change events in housing benefits continues to improve following targeted work.

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, with the minor and other development categories both performing above target to the end of August 2018.

The processing of Freedom of Information requests is performing just below target, but we have now allocated this to Customer Services since the last report and this has already led to a reduction in processing times.

## **ONE RYEDALE**

Council Tax and Business Rates collection rates have remained at or close to 2017/18 levels up to the end of August 2018.

Work is continuing to improve quarterly reporting performance information in this priority area.

## 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

## PEOPLE - GARY HOUSDEN, SPECIALIST SERVICES LEAD

Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
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The Homelessness Reduction Act 2017 came into force 1 April 2018 and is a major legislative change. Due to new ways of working and a new IT system it is not possible to report on figures which were previously recorded. New KPI's will be established in the near future in consultation with neighbouring authorities.

Since the 1 April 2018 we have had 216 enquiries through the Jigsaw system:

Snapshot as at 12<sup>th</sup> September 2018:

- 66 Clients are in Approach (Not threatened with Homelessness)
- 17 Application Triggered, (initial investigations have commenced)
- 19 in Prevention (Threatened with Homelessness within 56 days)
  - 8 in Relief (Actually Homeless)
  - 4 Main duty has been accepted (Full duty accepted)
  - 106 cases have been dealt with and closed



Number of affordable homes delivered

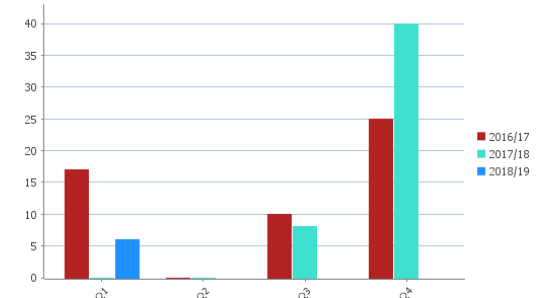
Following 40 affordable units completed in 2017/18, performance is expected to be much improved this year as several developments are due for completion. The Peckitts Yard development at Sheriff Hutton has delivered 6 units in the first quarter.

6



19  
(One quarter of the annual target of 75)

Q1 2018/19 result

HS 17 Number of affordable homes delivered (gross)



## ENVIRONMENT - GARY HOUSDEN, SPECIALIST SERVICES LEAD

Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	% of Food establishments in the area broadly compliant with food hygiene law	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.	85%	72% National Target	2017/18 result	<p><b>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</b></p> 

## 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 - ANGELA JONES, CUSTOMER SERVICES LEAD

Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Speed of processing new Housing Benefit claims	Performance in processing new Housing Benefit claims is slightly improved on last year	18.36 days	21 days	Average result for 2018/19 as of August 2018	<p><b>CS RB 2a Speed of processing new HB claims</b></p> 

Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
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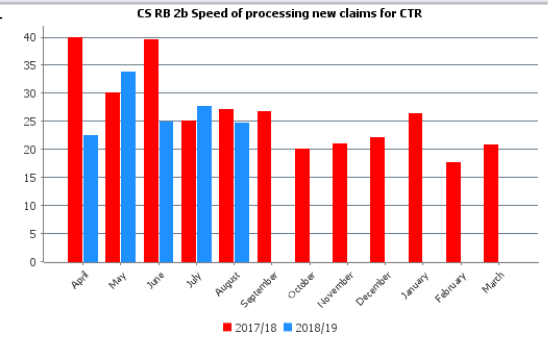
Speed of processing new claims for Council Tax Support

Performance in processing new Council Tax Support claims is slightly down in comparison to last year

26.69 days

25 days

Average result for 2018/19 as of August 2018



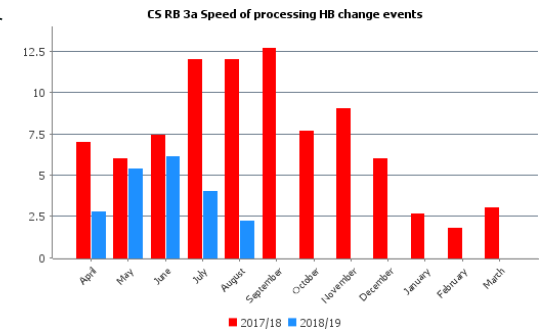
Speed of processing Housing Benefit change events

Performance in processing changes to Housing Benefit claims is much improved this year, for example in August 2017 the speed of processing changes was 12 days and now in August 2018 it is down to 2.19 days.

4.09 days

12 days

Average result for 2018/19 as of August 2018



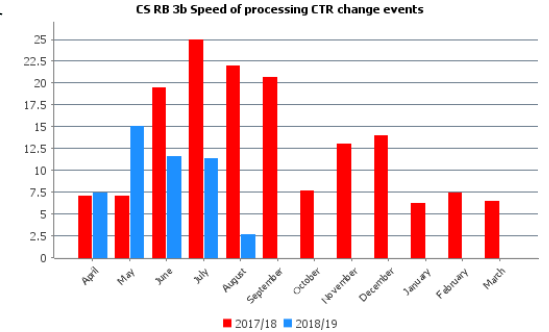
Speed of processing Council Tax Support change events

Performance in processing changes to Council Tax Support has improved in comparison to last year.

9.56 days

12 days

Average result for 2018/19 as of August 2018



Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
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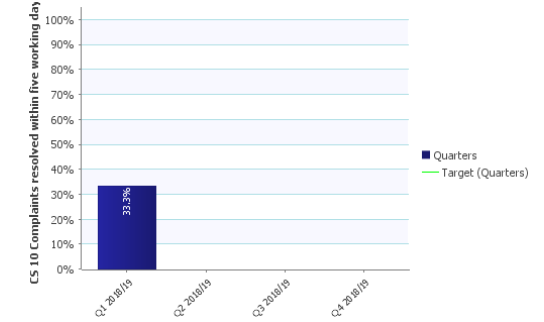
Customer Complaints resolved within five working days

2 out of the 6 customer complaints received during Quarter 1 were dealt with by the 5 day deadline. The processing of complaints has now moved to a new team to improve resilience in this area.

33.3%

50%

Q1 2018/19 result



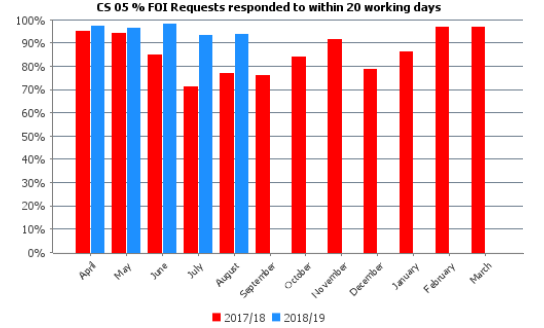
% FOI Requests responded to within 20 working days

From 317 FOIs received so far this year, 16 have not been answered within the 20 working day limit.

April-August result

94.95%

95%



**PLACE - GARY HOUSDEN, SPECIALIST SERVICES LEAD**

Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
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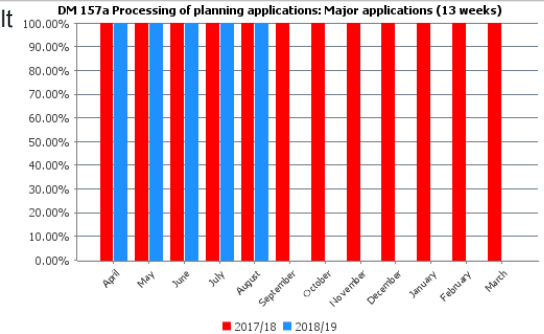
Processing of planning applications: Major applications (13 weeks)

All 12 major planning applications received so far this year have been processed within the required 13 week period.

100.00%

70.00%

August 2018 result



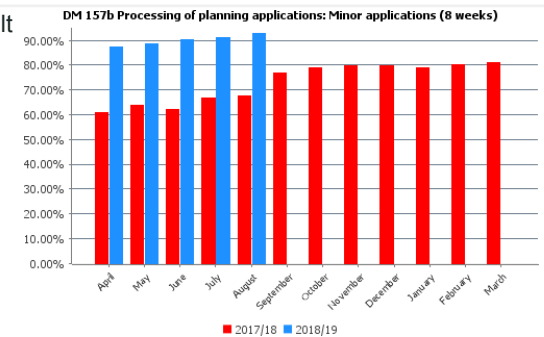
Processing of planning applications: Minor applications (8 weeks)

84 Minor planning applications have been received so far this year, with performance much improved on last year to process within 8 weeks.

93.00%

80.00%

August 2018 result



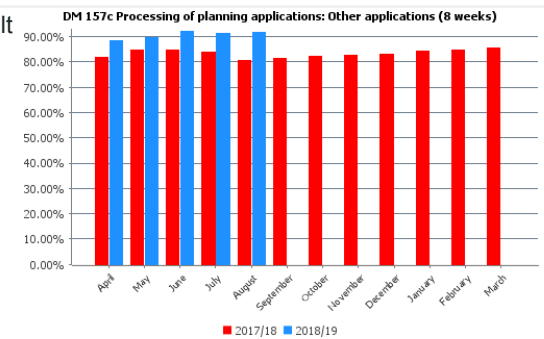
Processing of planning applications: Other applications (8 weeks)

154 Other planning applications have been received to date this year, with processing performance improved in every month in comparison to last year.

91.50%

90.00%

August 2018 result



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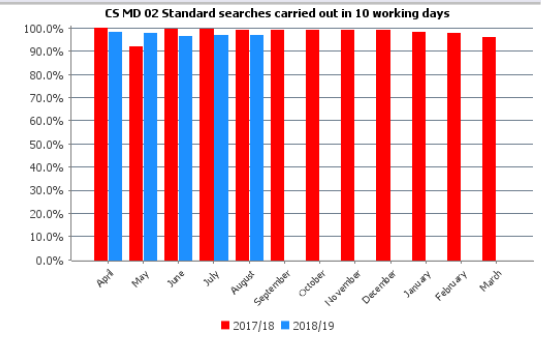


Standard searches carried out in 10 working days

97.0%

100.0%

August 2018 result



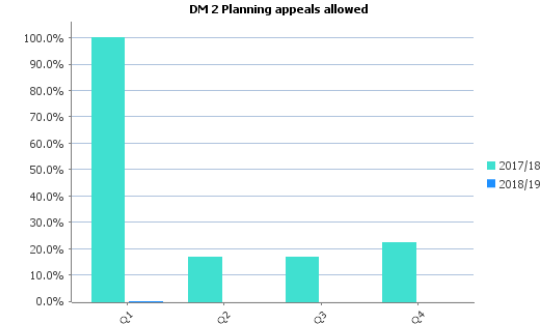
Planning appeals allowed

As with previous years, the overall number of appeals is very low so the performance out turn can be volatile. However, during Q1, no planning appeals were allowed.

0.0%

33.0%

Q1 2018/19 result



**OPERATIONS - BECKIE BENNETT, DELIVERY AND FRONTLINE SERVICES LEAD**


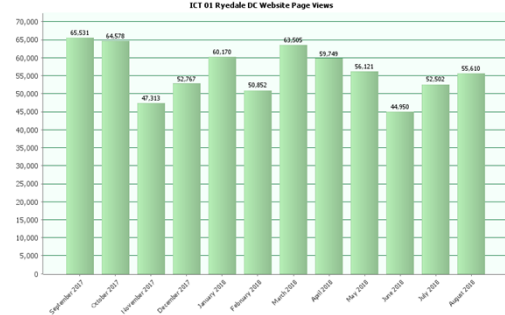

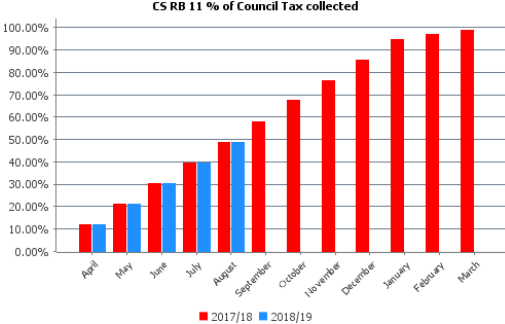
Traffic Light	Short Name	Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
🟢	% of Household Waste Recycled		20.27%	20.00%	Q1 2018/19 result	<p><b>SS 15 % of Household Waste Recycled</b></p> <table border="1"> <caption>% of Household Waste Recycled</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>19.5%</td> <td>20.5%</td> <td>22.5%</td> <td>26.5%</td> </tr> <tr> <td>2018/19</td> <td>20.27%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	19.5%	20.5%	22.5%	26.5%	2018/19	20.27%	-	-	-
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2018/19	20.27%	-	-	-																	
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🟢	% of household waste sent for reuse, recycling and composting		50.70%	43.00%	Q1 2018/19 result	<p><b>SS 192 % of Household Waste sent for reuse, recycling and composting</b></p> <table border="1"> <caption>% of household waste sent for reuse, recycling and composting</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>52.5%</td> <td>52.5%</td> <td>45.5%</td> <td>35.5%</td> </tr> <tr> <td>2018/19</td> <td>50.70%</td> <td>-</td> <td>-</td> <td>-</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	52.5%	52.5%	45.5%	35.5%	2018/19	50.70%	-	-	-
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## 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

## CUSTOMER SERVICES - ANGELA JONES, CUSTOMER SERVICES LEAD

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	Ryedale DC Website Page Views	<p>From April to August 2018 268,932 page views</p> <p>Frequently visited webpages include:</p> <ul style="list-style-type: none"> <li>- View/Comment on a planning application</li> <li>- Find your bin collection day</li> </ul>	August 2018 result	55,610	52,502 July 2018	 <p><b>ICT 01 Ryedale DC Website Page Views</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Page Views</th> </tr> </thead> <tbody> <tr><td>September 2017</td><td>65,511</td></tr> <tr><td>October 2017</td><td>64,678</td></tr> <tr><td>November 2017</td><td>47,313</td></tr> <tr><td>December 2017</td><td>52,767</td></tr> <tr><td>January 2018</td><td>60,170</td></tr> <tr><td>February 2018</td><td>50,852</td></tr> <tr><td>March 2018</td><td>63,995</td></tr> <tr><td>April 2018</td><td>59,749</td></tr> <tr><td>May 2018</td><td>56,121</td></tr> <tr><td>June 2018</td><td>44,959</td></tr> <tr><td>July 2018</td><td>52,502</td></tr> <tr><td>August 2018</td><td>55,610</td></tr> </tbody> </table>	Month	Page Views	September 2017	65,511	October 2017	64,678	November 2017	47,313	December 2017	52,767	January 2018	60,170	February 2018	50,852	March 2018	63,995	April 2018	59,749	May 2018	56,121	June 2018	44,959	July 2018	52,502	August 2018	55,610													
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	% of Council Tax collected	Collection rates tend to be lower between April & January compared to the previous year, but catches back up in February & March.	August 2018 result	48.53%	48.45% August 2017	 <p><b>CS RB 11 % of Council Tax collected</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>10.00</td><td>10.00</td></tr> <tr><td>May</td><td>20.00</td><td>20.00</td></tr> <tr><td>June</td><td>30.00</td><td>30.00</td></tr> <tr><td>July</td><td>40.00</td><td>40.00</td></tr> <tr><td>August</td><td>50.00</td><td>50.00</td></tr> <tr><td>September</td><td>60.00</td><td>60.00</td></tr> <tr><td>October</td><td>70.00</td><td>70.00</td></tr> <tr><td>November</td><td>80.00</td><td>80.00</td></tr> <tr><td>December</td><td>90.00</td><td>90.00</td></tr> <tr><td>January</td><td>95.00</td><td>95.00</td></tr> <tr><td>February</td><td>98.00</td><td>98.00</td></tr> <tr><td>March</td><td>100.00</td><td>100.00</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	10.00	10.00	May	20.00	20.00	June	30.00	30.00	July	40.00	40.00	August	50.00	50.00	September	60.00	60.00	October	70.00	70.00	November	80.00	80.00	December	90.00	90.00	January	95.00	95.00	February	98.00	98.00	March	100.00	100.00
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% of Non-domestic Rates Collected

Decrease in collection compared to previous year attributable to various factors. Primarily increase in uptake of 12 monthly instalment plans and Rateable Value changes.

August 2018 result

51.38%

51.55%  
August 2017

