

Delivering the Council Plan Overview

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, 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 Local Plan Sites Document which has been examined with hearing sessions held in September and October 2018. It is expected that the Inspectors report will be received by the end of the year with the Council in a position to consider and consult on any of the Main Modifications required by the Inspector to make the plan sound. It is hoped that the Sites document will be adopted in spring 2019.

CUSTOMERS AND COMMUNITIES

Following the implementation of the new operating model for the Council and the roll out of Universal Credit, customer facing services such as council tax collection 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.

In terms of supporting the growth agenda and by meeting the needs of customers, the Council has continued to determine major planning applications in a timely manner with 100% of major applications determined in time and/or agreed extensions of time. In addition all application types, including 'Minor' applications (92.7%) and 'Other' applications (91.7%) are exceeding their respective performance target levels at the end of the second quarter.

ONE RYEDALE

Council Tax and NNDR collection rates remain on par with the 2017/18 figures. FOI response rates are continuing to improve, with new staff undergoing training to build resilience in this service area for the future.

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

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
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HS 1 Homeless applications decided within 33 working days - Under review

HS 5 Number of Homeless applications - Under review


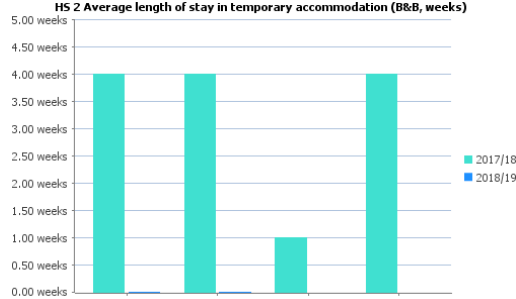

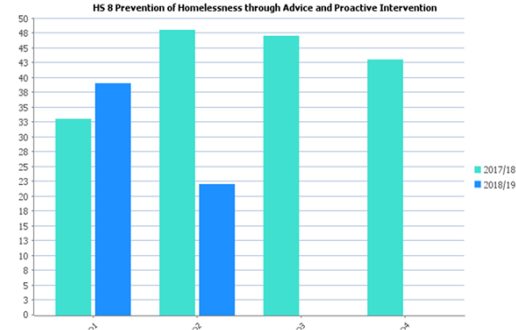

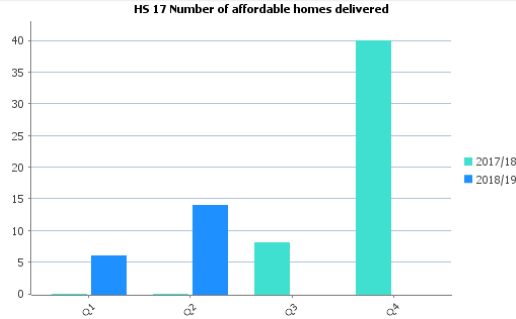
Reason: Data reporting requirements changed in April 2018 in line with the Homelessness Reduction Act.

The DCLG's new homelessness data collection system, H-CLIC, is used to report homelessness case data to the Ministry of Housing, Communities and Local Government (MHCLG) and reports data from homelessness applications taken on or after 3 April 2018.

It should be noted that it will not be possible to compare statistics published prior to April 2018 with those published afterwards because there is such a significant difference in the duties and the data collected.


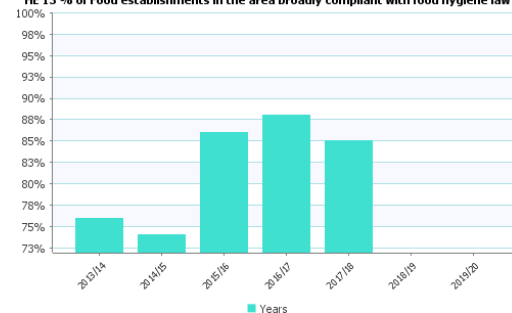
Work is ongoing across North Yorkshire to put in place data reporting mechanisms that are relevant, run in line with the updated legislation and enable comparisons across the county.

MHCLG are working towards a high level data report which will include; the number of households in temporary accommodation, prevention duties owed / discharged, relief duties owed / discharged alongside other key facts.

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	Average length of stay in temporary accommodation (B&B, weeks)		0.00 weeks	4.00 weeks	Q2 2018/19 result	<p>HS 2 Average length of stay in temporary accommodation (B&B, weeks)</p>  <table><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>4.00</td><td>0.00</td></tr><tr><td>Q2</td><td>4.00</td><td>0.00</td></tr><tr><td>Q3</td><td>1.00</td><td>0.00</td></tr><tr><td>Q4</td><td>4.00</td><td>0.00</td></tr></tbody></table>	Quarter	2017/18	2018/19	Q1	4.00	0.00	Q2	4.00	0.00	Q3	1.00	0.00	Q4	4.00	0.00
Quarter	2017/18	2018/19																			
Q1	4.00	0.00																			
Q2	4.00	0.00																			
Q3	1.00	0.00																			
Q4	4.00	0.00																			
	Prevention of Homelessness through Advice and Proactive Intervention	12 through old system and 10 under new Homelessness Reduction Act	22	39	Q2 2018/19 result	<p>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</p>  <table><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>33</td><td>39</td></tr><tr><td>Q2</td><td>48</td><td>23</td></tr><tr><td>Q3</td><td>47</td><td>0</td></tr><tr><td>Q4</td><td>43</td><td>0</td></tr></tbody></table>	Quarter	2017/18	2018/19	Q1	33	39	Q2	48	23	Q3	47	0	Q4	43	0
Quarter	2017/18	2018/19																			
Q1	33	39																			
Q2	48	23																			
Q3	47	0																			
Q4	43	0																			
	Number of affordable homes delivered	<p>Up to the end of September 2018 we've had 14 Affordable Housing completions on 2 sites at Broughton Manor and Pecketts Close in Sheriff Hutton.</p> <p>The 14 completions are made up of 7 shared ownership, 6 affordable rent and 1 social rent.</p> <p>However the end of year figure is expected to be in the region of 114 units, well in excess of the annual target. These are expected to be delivered before the end of this financial year from sites at:</p>	14	38	Q2 2018/19 result	<p>HS 17 Number of affordable homes delivered</p>  <table><thead><tr><th>Quarter</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>Q1</td><td>0</td><td>6</td></tr><tr><td>Q2</td><td>0</td><td>14</td></tr><tr><td>Q3</td><td>8</td><td>0</td></tr><tr><td>Q4</td><td>40</td><td>0</td></tr></tbody></table>	Quarter	2017/18	2018/19	Q1	0	6	Q2	0	14	Q3	8	0	Q4	40	0
Quarter	2017/18	2018/19																			
Q1	0	6																			
Q2	0	14																			
Q3	8	0																			
Q4	40	0																			

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
		<ul style="list-style-type: none"> Mickle Hill, Pickering (12 units); Swanland Park Helmsley (6 units); Bransdale View, Helmsley (61 units); East Hill, Thornton le Dale (9 units); Linden Homes, Malton (6 units); Langton Rd Norton (5 units) and 1 further unit at Pecketts Close, Sheriff Hutton. 				


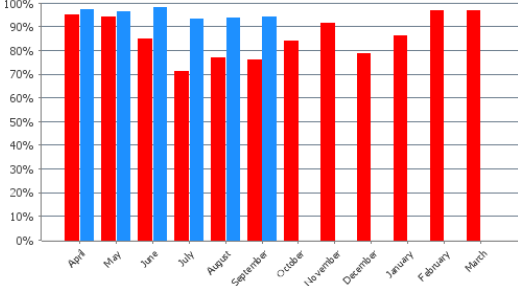
ENVIRONMENT - GARY HOUSDEN


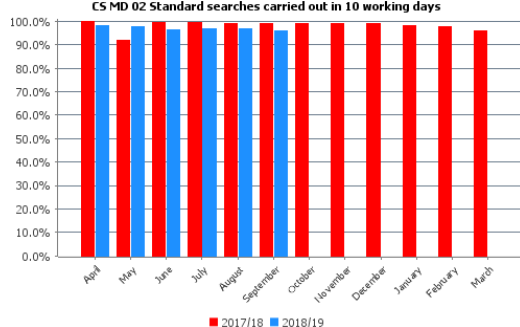

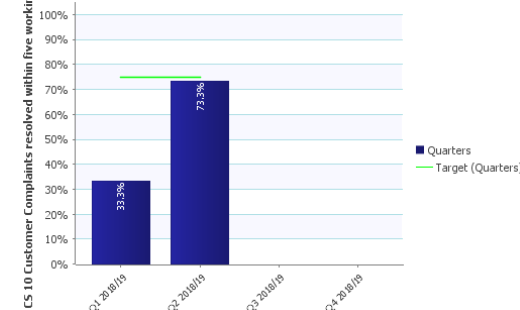

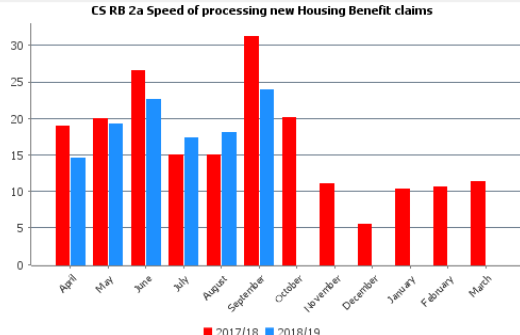
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart												
	% of Food establishments in the area broadly compliant with food hygiene law	The “broadly compliant” performance Indicator is defined as the percentage of food establishments within the local 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. 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.	85%	72%	2017/18 result	<div>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</div>  <table><thead><tr><th>Years</th><th>Percentage</th></tr></thead><tbody><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><tr><td>2017/18</td><td>85%</td></tr></tbody></table>	Years	Percentage	2013/14	76%	2014/15	74%	2015/16	86%	2016/17	88%	2017/18	85%
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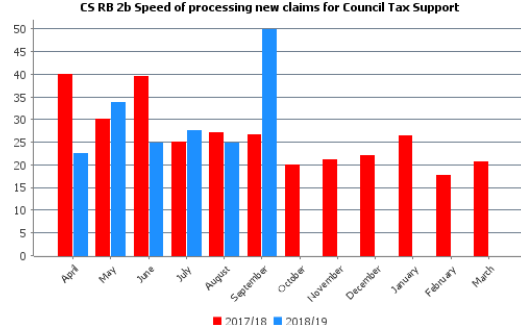

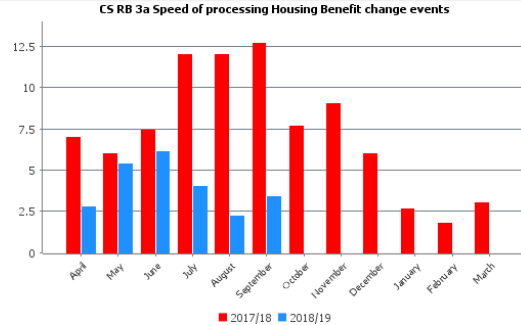

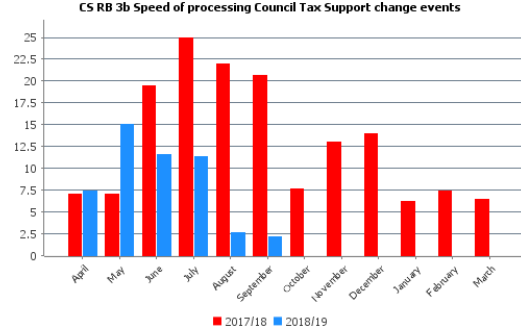
CUSTOMERS AND COMMUNITIES

- 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


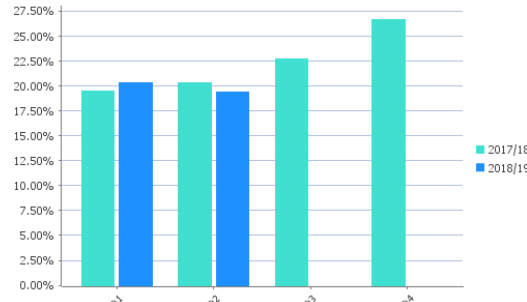

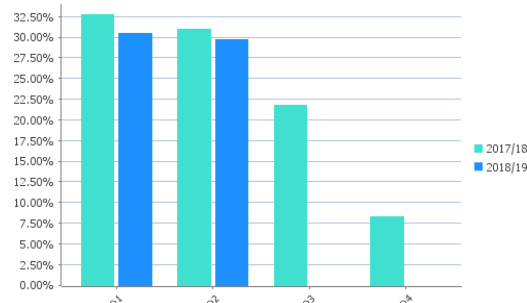
CUSTOMER SERVICES - ANGELA JONES


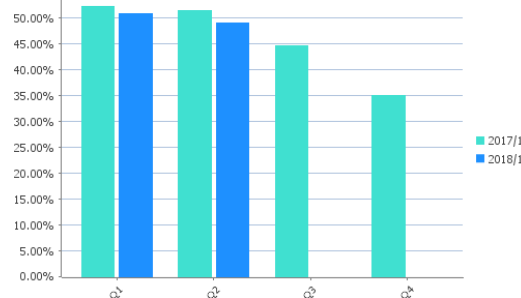
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	% FOI Requests responded to within 20 working days	Staff currently being trained on the system	93.76%	95%	Q2 2018/19 result	<div><p>CS 05 % FOI Requests responded to within 20 working days</p><table><caption>CS 05 % FOI Requests responded to within 20 working days</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>95%</td><td>95%</td></tr><tr><td>May</td><td>95%</td><td>95%</td></tr><tr><td>June</td><td>95%</td><td>95%</td></tr><tr><td>July</td><td>95%</td><td>70%</td></tr><tr><td>August</td><td>95%</td><td>75%</td></tr><tr><td>September</td><td>95%</td><td>75%</td></tr><tr><td>October</td><td>95%</td><td>85%</td></tr><tr><td>November</td><td>95%</td><td>90%</td></tr><tr><td>December</td><td>95%</td><td>80%</td></tr><tr><td>January</td><td>95%</td><td>85%</td></tr><tr><td>February</td><td>95%</td><td>95%</td></tr><tr><td>March</td><td>95%</td><td>95%</td></tr></tbody></table></div>	Month	2017/18 (%)	2018/19 (%)	April	95%	95%	May	95%	95%	June	95%	95%	July	95%	70%	August	95%	75%	September	95%	75%	October	95%	85%	November	95%	90%	December	95%	80%	January	95%	85%	February	95%	95%	March	95%	95%
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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Standard searches carried out in 10 working days	Continued high volume of work exacerbated by the staffing resources. Additional new member of staff just started	96.6%	100.0%	Q2 2018/19 result	<p>CS MD 02 Standard searches carried out in 10 working days</p>  <p>■ 2017/18 ■ 2018/19</p>
	Customer Complaints resolved within five working days	Staff currently being trained on the system	73.3%	75%	Q2 2018/19 result	<p>CS 10 Customer Complaints resolved within five working days</p>  <p>■ Quarters — Target (Quarters)</p>
	Speed of processing new Housing Benefit claims		19.29	21	Average result for 2018/19 as of September 2018	<p>CS RB 2a Speed of processing new Housing Benefit claims</p>  <p>■ 2017/18 ■ 2018/19</p>


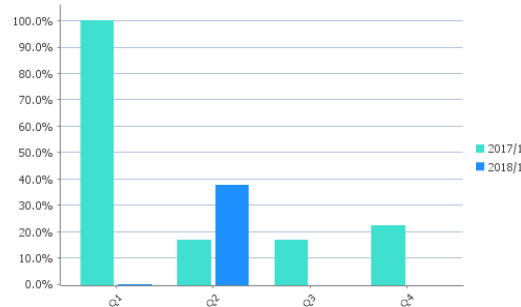
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Speed of processing new claims for Council Tax Support	The increased roll of Universal Credit is impacting on our CTR new claims processing times. A claim for UC takes approximately 35 days (5 weeks) from the day the claim is made to the date of first payment, so for all UC CTR claims, the minimum number of days to process is going to be 35 days. There were a number of claims in September that were waiting UC decisions which took longer than the 35 days which had an impact on performance levels.	30.57	25	Average result for 2018/19 as of September 2018	 <table><caption>CS RB 2b Speed of processing new claims for Council Tax Support</caption><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>April</td><td>40</td><td>23</td></tr><tr><td>May</td><td>30</td><td>34</td></tr><tr><td>June</td><td>40</td><td>25</td></tr><tr><td>July</td><td>25</td><td>28</td></tr><tr><td>August</td><td>27</td><td>25</td></tr><tr><td>September</td><td>27</td><td>50</td></tr><tr><td>October</td><td>20</td><td></td></tr><tr><td>November</td><td>21</td><td></td></tr><tr><td>December</td><td>22</td><td></td></tr><tr><td>January</td><td>27</td><td></td></tr><tr><td>February</td><td>18</td><td></td></tr><tr><td>March</td><td>21</td><td></td></tr></tbody></table>	Month	2017/18	2018/19	April	40	23	May	30	34	June	40	25	July	25	28	August	27	25	September	27	50	October	20		November	21		December	22		January	27		February	18		March	21	
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	Speed of processing Housing Benefit change events		3.97	12	Average result for 2018/19 as of September 2018	 <table><caption>CS RB 3a Speed of processing Housing Benefit change events</caption><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>April</td><td>7.0</td><td>2.5</td></tr><tr><td>May</td><td>6.0</td><td>5.5</td></tr><tr><td>June</td><td>7.5</td><td>6.5</td></tr><tr><td>July</td><td>12.0</td><td>4.0</td></tr><tr><td>August</td><td>12.0</td><td>2.0</td></tr><tr><td>September</td><td>12.5</td><td>3.5</td></tr><tr><td>October</td><td>7.5</td><td></td></tr><tr><td>November</td><td>9.0</td><td></td></tr><tr><td>December</td><td>6.0</td><td></td></tr><tr><td>January</td><td>2.5</td><td></td></tr><tr><td>February</td><td>1.5</td><td></td></tr><tr><td>March</td><td>2.5</td><td></td></tr></tbody></table>	Month	2017/18	2018/19	April	7.0	2.5	May	6.0	5.5	June	7.5	6.5	July	12.0	4.0	August	12.0	2.0	September	12.5	3.5	October	7.5		November	9.0		December	6.0		January	2.5		February	1.5		March	2.5	
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	Speed of processing Council Tax Support change events		8.33	12	Average result for 2018/19 as of September 2018	 <table><caption>CS RB 3b Speed of processing Council Tax Support change events</caption><thead><tr><th>Month</th><th>2017/18</th><th>2018/19</th></tr></thead><tbody><tr><td>April</td><td>7.0</td><td>7.0</td></tr><tr><td>May</td><td>7.0</td><td>15.0</td></tr><tr><td>June</td><td>19.0</td><td>12.0</td></tr><tr><td>July</td><td>25.0</td><td>11.0</td></tr><tr><td>August</td><td>22.0</td><td>2.0</td></tr><tr><td>September</td><td>21.0</td><td>2.0</td></tr><tr><td>October</td><td>7.0</td><td></td></tr><tr><td>November</td><td>13.0</td><td></td></tr><tr><td>December</td><td>14.0</td><td></td></tr><tr><td>January</td><td>6.0</td><td></td></tr><tr><td>February</td><td>7.0</td><td></td></tr><tr><td>March</td><td>6.0</td><td></td></tr></tbody></table>	Month	2017/18	2018/19	April	7.0	7.0	May	7.0	15.0	June	19.0	12.0	July	25.0	11.0	August	22.0	2.0	September	21.0	2.0	October	7.0		November	13.0		December	14.0		January	6.0		February	7.0		March	6.0	
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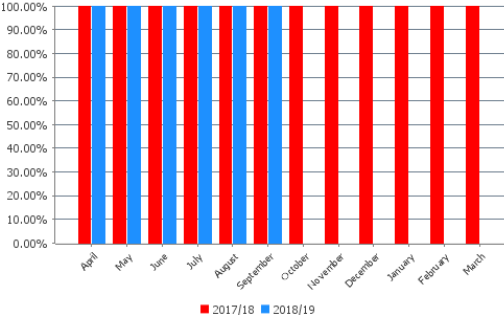

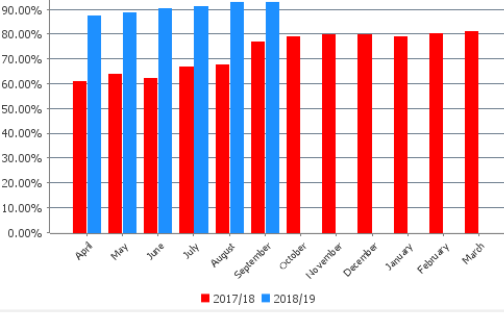

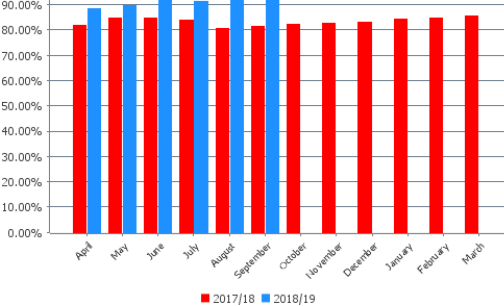
OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	% of Household Waste Recycled	Estimated awaiting verification of weight tickets by NYCC, however performance on par with 2017/18	19.37%	20.00%	Q2 2018/19 result	<div><p>SS 15 % of Household Waste Recycled</p><table><thead><tr><th>Quarter</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>Q1</td><td>19.37</td><td>20.00</td></tr><tr><td>Q2</td><td>20.00</td><td>19.37</td></tr><tr><td>Q3</td><td>22.50</td><td>-</td></tr><tr><td>Q4</td><td>25.00</td><td>-</td></tr></tbody></table></div>	Quarter	2017/18 (%)	2018/19 (%)	Q1	19.37	20.00	Q2	20.00	19.37	Q3	22.50	-	Q4	25.00	-
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Q3	22.50	-																			
Q4	25.00	-																			
	% of Household Waste Composted	Estimated. Awaiting verification of weight tickets by NYCC	29.67%	23.00%	Q2 2018/19 result	<div><p>SS 16 % of Household Waste Composted</p><table><thead><tr><th>Quarter</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>Q1</td><td>29.67</td><td>23.00</td></tr><tr><td>Q2</td><td>30.00</td><td>29.67</td></tr><tr><td>Q3</td><td>22.50</td><td>-</td></tr><tr><td>Q4</td><td>8.00</td><td>-</td></tr></tbody></table></div>	Quarter	2017/18 (%)	2018/19 (%)	Q1	29.67	23.00	Q2	30.00	29.67	Q3	22.50	-	Q4	8.00	-
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Q4	8.00	-																			

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	% of Household Waste sent for reuse, recycling and composting	Estimated. Awaiting verification of weight tickets by NYCC	49.05%	43.00%	Q2 2018/19 result	<div><div>55 192 % of Household Waste sent for reuse, recycling and composting</div><table><caption>55 192 % of Household Waste sent for reuse, recycling and composting</caption><thead><tr><th>Quarter</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>Q1</td><td>50.00</td><td>50.00</td></tr><tr><td>Q2</td><td>50.00</td><td>48.00</td></tr><tr><td>Q3</td><td>45.00</td><td>0.00</td></tr><tr><td>Q4</td><td>35.00</td><td>0.00</td></tr></tbody></table></div>	Quarter	2017/18 (%)	2018/19 (%)	Q1	50.00	50.00	Q2	50.00	48.00	Q3	45.00	0.00	Q4	35.00	0.00
Quarter	2017/18 (%)	2018/19 (%)																			
Q1	50.00	50.00																			
Q2	50.00	48.00																			
Q3	45.00	0.00																			
Q4	35.00	0.00																			

PLACE - GARY HOUSDEN


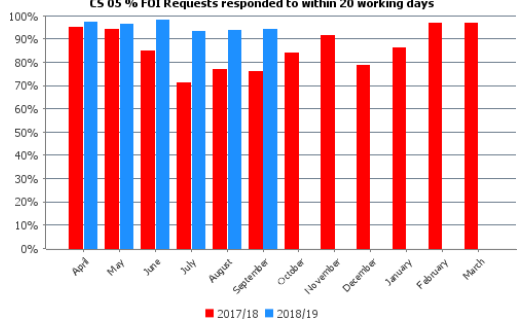

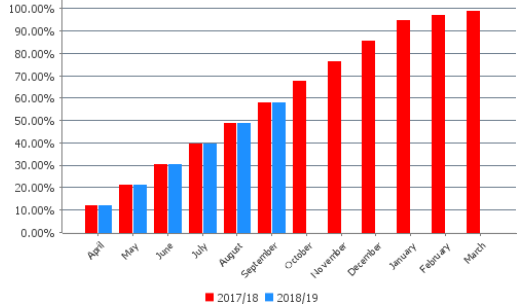
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
	Planning appeals allowed	<p>The number of appeals received to date is very low –</p> <p>5 dismissed with 3 allowed. This means that the % results on appeals can be volatile.</p> <p>The current ‘running’ figure to the end of October is 33% - which is on target.</p>	37.5%	33.0%	Q2 2018/19 result	<div><p>DM 2 Planning appeals allowed</p><table><caption>DM 2 Planning appeals allowed</caption><thead><tr><th>Quarter</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>Q1</td><td>100.0</td><td>0.0</td></tr><tr><td>Q2</td><td>18.0</td><td>38.0</td></tr><tr><td>Q3</td><td>18.0</td><td>0.0</td></tr><tr><td>Q4</td><td>22.0</td><td>0.0</td></tr></tbody></table></div>	Quarter	2017/18 (%)	2018/19 (%)	Q1	100.0	0.0	Q2	18.0	38.0	Q3	18.0	0.0	Q4	22.0	0.0
Quarter	2017/18 (%)	2018/19 (%)																			
Q1	100.0	0.0																			
Q2	18.0	38.0																			
Q3	18.0	0.0																			
Q4	22.0	0.0																			


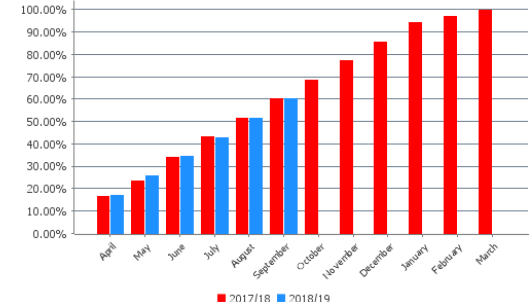

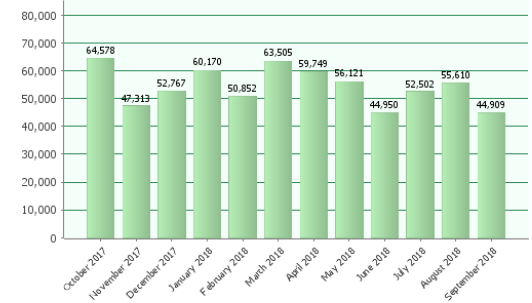
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%. (12/12 applications). Whilst this performance can be volatile due to small numbers we are currently well above target level of 70%.	100.00%	70.00%	September 2018 result	<div>DM 157a Processing of planning applications: Major applications (13 weeks)</div>  <table border="1"><caption>DM 157a Data</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>100</td><td>100</td></tr><tr><td>May</td><td>100</td><td>100</td></tr><tr><td>June</td><td>100</td><td>100</td></tr><tr><td>July</td><td>100</td><td>100</td></tr><tr><td>August</td><td>100</td><td>100</td></tr><tr><td>September</td><td>100</td><td>100</td></tr><tr><td>October</td><td>100</td><td>100</td></tr><tr><td>November</td><td>100</td><td>100</td></tr><tr><td>December</td><td>100</td><td>100</td></tr><tr><td>January</td><td>100</td><td>100</td></tr><tr><td>February</td><td>100</td><td>100</td></tr><tr><td>March</td><td>100</td><td>100</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	April	100	100	May	100	100	June	100	100	July	100	100	August	100	100	September	100	100	October	100	100	November	100	100	December	100	100	January	100	100	February	100	100	March	100	100
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	Processing of planning applications: Minor applications (8 weeks)	100 'Minor applications received so far this year, with processing levels well above national target levels and when compared to 2017/18 performance.	92.70%	80.00%	September 2018 result	<div>DM 157b Processing of planning applications: Minor applications (8 weeks)</div>  <table border="1"><caption>DM 157b Data</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>62</td><td>88</td></tr><tr><td>May</td><td>65</td><td>88</td></tr><tr><td>June</td><td>63</td><td>90</td></tr><tr><td>July</td><td>68</td><td>92</td></tr><tr><td>August</td><td>68</td><td>95</td></tr><tr><td>September</td><td>78</td><td>95</td></tr><tr><td>October</td><td>82</td><td>95</td></tr><tr><td>November</td><td>82</td><td>95</td></tr><tr><td>December</td><td>82</td><td>95</td></tr><tr><td>January</td><td>82</td><td>95</td></tr><tr><td>February</td><td>82</td><td>95</td></tr><tr><td>March</td><td>82</td><td>95</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	April	62	88	May	65	88	June	63	90	July	68	92	August	68	95	September	78	95	October	82	95	November	82	95	December	82	95	January	82	95	February	82	95	March	82	95
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	Processing of planning applications: Other applications (8 weeks)	Processing performance is again above target levels and higher than 2017/18 levels.	91.70%	90.00%	September 2018 result	<div>DM 157c Processing of planning applications: Other applications (8 weeks)</div>  <table border="1"><caption>DM 157c Data</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>82</td><td>88</td></tr><tr><td>May</td><td>85</td><td>88</td></tr><tr><td>June</td><td>85</td><td>92</td></tr><tr><td>July</td><td>85</td><td>92</td></tr><tr><td>August</td><td>82</td><td>92</td></tr><tr><td>September</td><td>82</td><td>92</td></tr><tr><td>October</td><td>82</td><td>92</td></tr><tr><td>November</td><td>82</td><td>92</td></tr><tr><td>December</td><td>82</td><td>92</td></tr><tr><td>January</td><td>82</td><td>92</td></tr><tr><td>February</td><td>82</td><td>92</td></tr><tr><td>March</td><td>82</td><td>92</td></tr></tbody></table>	Month	2017/18 (%)	2018/19 (%)	April	82	88	May	85	88	June	85	92	July	85	92	August	82	92	September	82	92	October	82	92	November	82	92	December	82	92	January	82	92	February	82	92	March	82	92
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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

Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart
	% FOI Requests responded to within 20 working days	Staff currently been trained on the system	Q2 2018/19 result	93.76%	95%	<p>CS 05 % FOI Requests responded to within 20 working days</p>  <p>■ 2017/18 ■ 2018/19</p>
	% of Council Tax collected	Collection rates in line with previous years	Latest result for 2018/19 as of September 2018	57.70%	57.69%	<p>CS RB 11 % of Council Tax collected</p>  <p>■ 2017/18 ■ 2018/19</p>

Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart																																							
	% of Non-domestic Rates Collected	NNDR in-year collection slightly lower than same time previous year. NNDR collection rates / previous year debt levels are prone to volatile and significant changes due the value of debt which can be raised when the Valuation Office Agency assess / re-assess premises. This change is no reflection on performance of collection.	Latest result for 2018/19 as of September 2018	60.20%	60.32%	<div><p>CS RB 12 % of Non-domestic Rates Collected</p><table><caption>CS RB 12 % of Non-domestic Rates Collected Data</caption><thead><tr><th>Month</th><th>2017/18 (%)</th><th>2018/19 (%)</th></tr></thead><tbody><tr><td>April</td><td>18.00</td><td>18.00</td></tr><tr><td>May</td><td>25.00</td><td>25.00</td></tr><tr><td>June</td><td>32.00</td><td>32.00</td></tr><tr><td>July</td><td>40.00</td><td>40.00</td></tr><tr><td>August</td><td>48.00</td><td>48.00</td></tr><tr><td>September</td><td>55.00</td><td>55.00</td></tr><tr><td>October</td><td>62.00</td><td>62.00</td></tr><tr><td>November</td><td>70.00</td><td>70.00</td></tr><tr><td>December</td><td>78.00</td><td>78.00</td></tr><tr><td>January</td><td>85.00</td><td>85.00</td></tr><tr><td>February</td><td>92.00</td><td>92.00</td></tr><tr><td>March</td><td>95.00</td><td>95.00</td></tr></tbody></table></div>	Month	2017/18 (%)	2018/19 (%)	April	18.00	18.00	May	25.00	25.00	June	32.00	32.00	July	40.00	40.00	August	48.00	48.00	September	55.00	55.00	October	62.00	62.00	November	70.00	70.00	December	78.00	78.00	January	85.00	85.00	February	92.00	92.00	March	95.00	95.00
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	Ryedale DC Website Page Views		September 2018 result	44,909	65,531	<div><p>ICT 01 Ryedale DC Website Page Views</p><table><caption>ICT 01 Ryedale DC Website Page Views Data</caption><thead><tr><th>Month</th><th>Page Views</th></tr></thead><tbody><tr><td>October 2017</td><td>64,578</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>63,505</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>44,950</td></tr><tr><td>July 2018</td><td>52,502</td></tr><tr><td>August 2018</td><td>55,610</td></tr><tr><td>September 2018</td><td>44,909</td></tr></tbody></table></div>	Month	Page Views	October 2017	64,578	November 2017	47,313	December 2017	52,767	January 2018	60,170	February 2018	50,852	March 2018	63,505	April 2018	59,749	May 2018	56,121	June 2018	44,950	July 2018	52,502	August 2018	55,610	September 2018	44,909													
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