

Further information on the performance indicators showing Amber and Red status on the Delivering the Council Plan report

Officer Report on the Percentage of Council Tax Collected

The percentage of Council Tax collected throughout a financial year is compared to the level of that collected in the previous financial year. By default, tax payers' accounts are profiled to collect the full amount for the financial year through the statutory instalment scheme. This means that a high proportion of residents are paying 6/5th's of the monthly amount each month so that their liability is clear by January. Since 2013, the government introduced legislation to allow tax payers to pay their instalments over the full 12 months of the year and each year the uptake of residents opting into this increases. This has the effect of the in-year collection being reduced in the months leading up until the end of the financial year.

The number of residents paying by 12 monthly instalments is currently 21.12% compared to 17.98% at the same time last year.

Officer Report on the Standard Searches carried out within 10 working days

The performance for searches had dropped due to a number of reasons including the reduction of staff, temporary staff and staff successfully applying for other roles.

The volume of searches and planning applications has continued to increase and the team were struggling to keep up with the validation of applications, so performance went from 2-3 days to up to 3 weeks.

We recruited for an additional post October 2018 which has had a positive impact on the team's performance. The statistics for January were 96% within 5 days and 100% within 10 days.

Personal search companies have however increased their market share from 25% to 45%.

In response, we intend to upgrade the TLC system for Land Charges. The new system will have additional functionality to enable Solicitors to submit searches on-line. We will then be able to deal with them immediately and increase turnaround time to provide an improved service and to compete with the personal search companies. We also intend to contact Solicitors who use personal search companies in order to show them the new system with the aim of increasing take-up. This will then hopefully increase the number of searches and income over time.

	Total searches	RDC	Personal	Fees
2015/16	1288	1018	270	£113,269
2016/17	1200	915	285	£107,447
2017/18	1128	807	321	£100,107
2018/19	953	626	327	£92,700

Officer Report on the Number of Affordable Homes Delivered

Historically performance in respect of the delivery of affordable housing has been seasonal with quarterly performance usually showing relatively 'heavy' delivery in Quarter 4 in any given year. For example in the annual delivery of 40 affordable units for the financial year 2017/18, 33 of the units delivered that year were in Quarter 4.

For the end of Quarter 3 of the current year 2018/19, 20 affordable units had been delivered against the annual target of 75 units. As of 7 February 2019, this figure has risen to 23 affordable units with one additional unit from Pecketts Yard, Sheriff Hutton (Daniel Gath Homes) and 2 units from Phase 1 of the Showfield Site, Malton (Linden Homes).

The Council Plan report identifies a number of other sites around the District that remain on target to deliver additional affordable units prior to the end of the financial year. Officer contact occurs on a regular basis with developers on these key sites with the expectation of the delivery of the following additional amounts of affordable housing from the following list of sites before the end of March 2019:

- East Hill, Thornton le Dale 4 units (NB-Developer still aiming to hand over 7 units)
- Bransdale View, Helmsley 61 units (Completion / Handover date 18/03/2019)
- Low Moorgate, Rillington 2 units
- Mickle Hill, Pickering 12 units (Delay arising from completion of off-site works)

Together the delivery of these additional sites would exceed 100 affordable units in 2018/19.

Attached to this exception report for Members information is a detailed table showing the Affordable Housing Development Programme for 2018/19 and beyond. The table is maintained by the Council's Rural Housing Enabler as a 'live' document and is amended regularly as information comes to hand in respect of on-site delivery.

Officer Report on Customer Complaints resolved within 5 working days

Of the 10 complaints in quarter 3, four of which were not responded within the target of 5 working days.

Legal

RDC2018_PLA005

Stage 1 Complaint received on 27 November 2018 about how the Council has discharged its planning functions in handling and determining a planning application.

The complaint was acknowledged on 27 November 2018 with standard 5 day response time of 3 December 2018.

A 1 week extension was requested by Mr Winship, Council Solicitor, due to the complexity of the case. This set the revised response date at 10 December 2018.

The customer was advised of the extension and a 7 page response was issued on the 10 December 2018 advising the complaint was not upheld.

Stage 2 complaint received 7 February 2019 and currently under consideration.

Operations

RDC2018_SS0016

Stage 1 Complaint received on 2 October 2018 about garden waste repeatedly not been emptied.

The complaint was acknowledged on 2 October 2018 with the standard 5 day response time of 8 October 2018.

Mr Granger rang the customer on 16 October 2018 and apologised for the poor service and advised the team were looking at a solution to prevent the problem from reoccurring.

Following an investigation, it was found that the garden waste licence was not purchased until mid-summer and it was noticed the missed collections were mostly due to not having an up-to-date licence.

Customer satisfied with outcome and complaint closed.

RDC2018_SS018

Stage 1 complaint received 16 October 2018 about RDC vehicle blocking a driveway.

The complaint was acknowledged on 16 October 2018 with the standard 5 day response time of 22 October 18.

Mr Granger emailed and rang the customer on 24 October 2018 apologising and to arrange a meeting.

On the 1 November 2018, the meeting took place, with apology provided and driver addressed.

The van was removed straight away through the out of hours service. Arrangements were made to meet the customer at the earliest possible time, however Mr Granger was on annual leave from the 24-30 October 2018.

Customer satisfied with outcome and complaint closed.

In order to improve the reporting to Members in this area, it is recommended that we report on customer compliments as well as complaints through the Overview and Scrutiny committee and would appreciate views on this.

RDC2018_SS019

Stage 1 Complaint received 23 October 2018 regarding an RDC waste vehicle causing damage to village green.

The complaint was acknowledged on 23 October 2018 with the standard 5 day response time of 29 October 2018.

On 29 October 2018 the customer was advised of a revised response date of 9 November 2018 due to the need for a site visit and inspection.

On 9 November 2018 Mr Granger sent a letter of response outlining his findings and a remedy.

Mr Granger was on annual leave 24-30 October 2018 and the meeting was arranged around the customers commitments and diary.

The customer was satisfied with the outcome and the complaint closed.

Officer Report on the Speed of processing new claims for Council Tax Support

As at Quarter 2, performance was below target at an average of 34.097 days (Red status). As previously explained to Members at O&S in November 2018, there were a number of reasons for the increase:

1. The increase in the volume of Universal Credit Claims.
2. The Benefits team had a backlog of Universal Credit New Claim notifications whilst the system was implemented to automate the Universal Credit Notifications.
3. During the implementation of the automation of Universal Credit Notifications, the team experienced an 8 week backlog. The system is now up and running, amendments are made on an ongoing basis, there is no backlog and as a result performance has improved.

As at the end of Quarter 3, the speed of processing in this area had improved to 25.597 days (Amber)

Performance is improving – the last 3 months performances have all been under target –

November 2018 – 22.88 days

December 2018 – 12.42 days

January 2019 – 14.74 days

There are factors outside of Officers control with this target, as the assessment of Universal Credit new claims takes a minimum of 35 days. I have asked DWP to provide a range of the time it takes to process a New Claim for Universal Credit.

Non-Universal Credit CTR new claims are dealt with by the Benefits team as soon as all information is received from the citizen. Citizens are encouraged by the team to provide all the required information as soon as they can.

The automation of the Universal Credit notifications has seen an increase in our CTR New claim caseload, citizens are now receiving an entitlement without needing to contact us directly.

CTR Caseload as at:-

June 2018 – 3011

January 2019 – 3068

To continue the improvement in the CTR New Claim performance, I am exploring splitting the performance into two indicators - one for Universal Credit CTR New Claims and one for non-Universal Credit CTR New Claims.

