



REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	21 NOVEMBER 2019
REPORT OF THE:	DEPUTY CHIEF EXECUTIVE
TITLE OF REPORT:	PERFORMANCE REPORT
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide details of progress to elected members showing the status of key performance indicators (PIs) comparing actual performance against targets for the period up to the end of quarter 2 of the reporting cycle (July - September 2019).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members:

- (i) note the progress report

3.0 REASON FOR RECOMMENDATIONS

- 3.1 To inform elected members of progress in delivering the council's objectives and where applicable, identify any specific areas where progress for individual PIs has not been achieved together with further explanation and details of planned management action to address performance. The detailed Performance Report is attached at Appendix 1.

4.0 SIGNIFICANT RISKS

- 4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

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

6.0 REPORT DETAILS

- 6.1 The report attached at Appendix 1 shows the status of key performance indicators comparing actual performance indicators (PIs) against target performance up to the end of the second quarter of reporting, the end of September 2019.
- 6.2 The performance indicators are grouped under the three current priorities of the council: Sustainable Growth, Customers and Communities and One Ryedale.

- 6.3 Overall, 16 of the performance indicators are showing a green status, 5 as an amber status and 1 as a red status.
- 6.4 A motion was passed by Council in October 2018, stating that “on a repeat of ‘unavailable’, red or amber, a report is produced for the appropriate committee. An explanation to be given as to why the target is close or missed on more than one occasion. Members to agree / recommend to Full Council appropriate changes so that actions can be implemented.”
- 6.5 Under this criteria, there are 2 performance indicators with a repeat amber status in quarter 1 (April – June) and quarter 2 (July to September) of the reporting cycle:
- Processing of planning applications (Other applications – 8 weeks)
 - Customer complaints resolved within five working days
- 6.6 There is also one performance indicator currently showing a red status:
- Prevention of Homelessness through Advice and Proactive intervention
- 6.7 The processing of Other planning applications within 8 weeks has performed slightly under target levels for the year to date from April to the end of September. At the moment there are currently two vacancies within the team which has had an impact on processing levels in this area, however these posts are currently out to recruitment to support and improve performance as soon as possible.
- 6.8 The delivery of the customer complaints process is under review, to devise a new policy and targets to improve the efficiency of our complaints handling process. Initial investigations have identified that the council’s five working day response target for Stage 1 and Stage 2 complaints can be unrealistic when considering more complex complaints, and is not in line with the complaints procedures of other local authorities within our family group and within North Yorkshire. All steps of the process, including an assessment of the response targets, will form part of the review in line with the Local Government and Social Care Ombudsman document ‘Guidance on running a complaints system’ to use good practice to develop a system that provides a clear, accessible process for residents to make complaints, and ensures that we can learn from the information gathered to make improvements to service delivery.
- 6.9 On having fewer cases to prevent homelessness through advice and proactive intervention, we have been affected by the changes to housing legislation following the implementation of the Homelessness Reduction Act 2017 (HRA), which came into force in April 2018. Since that date, we have only been able to claim cases as preventions if households have approached us and are homeless or threatened with homelessness within 56 days. The comparative drop in performance so far this year has been caused by the new HRA legislation, as previously we were able to claim preventions when people approached us at an earlier stage. Also, we used to be able to claim partner preventions where certain local partner agencies such as Citizens Advice Bureau and Horton Housing prevented homelessness in Ryedale, but this is no longer possible under the new legislation. In addition, there has also been a reduction recently in the number of households approaching us for advice. Following the introduction of HRA, the target of achieving 39 prevention cases in a quarter has remained unchanged, and needs to be looked at again as the experimental statistics are further developed.
- 6.10 Appendix 2 of the report provides data on the previous performance of all three indicators currently displaying an amber or red status having missed their targets, and additional detail on the steps being taken to improve or examine the indicators as applicable.
- 6.11 As part of the review of the Council Plan, officers continue to work on improving the

current performance management reporting arrangements.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

- a) Financial
None
- b) Legal
None
- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
None

Tony Galloway
Deputy Chief Executive

Author: Will Baines, Projects and Performance Officer
Telephone No: 01653 600666 ext: 43228
E-Mail Address: will.baines@ryedale.gov.uk

Background Papers:
None