




Performance Report – Appendix 1

Status	Performance Indicators showing as Amber or Red on more than one consecutive occasion
	Prevention of Homelessness through Advice and Proactive intervention
	Customer complaints resolved within 5 working days
	Processing of planning applications (Other)

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 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.

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.

CUSTOMERS AND COMMUNITIES

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.

The processing of '**Other**' **planning applications** continuing at an Amber status for the second consecutive quarter.

Following a request from the committee, and a previous report from the Benefits Manager, the processing of new claims for Council Tax Support has been split out into Universal Credit and non-Universal Credit claims to show the difference in the processing times for elected members.

Customer complaints resolved within 5 working days has moved from a Red to an Amber status in Q2.


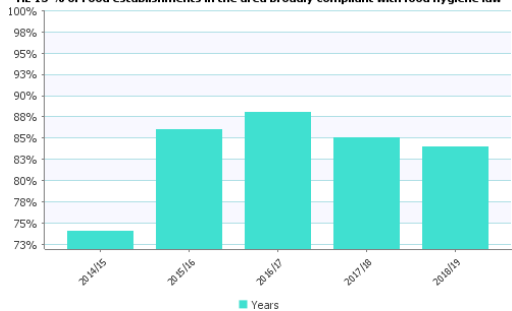
ONE RYEDALE

Both the collection rate for Non-Domestic Rates and the percentage of Council Tax collected PIs have moved from an amber to a green status at the end of Q2.


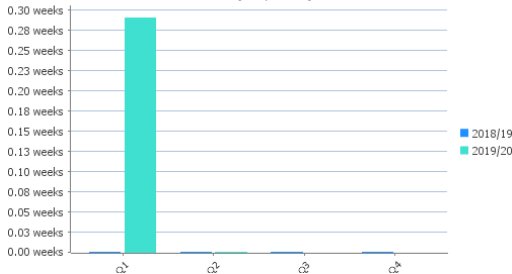

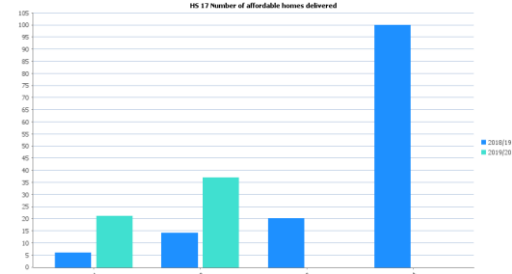
SUSTAINABLE GROWTH

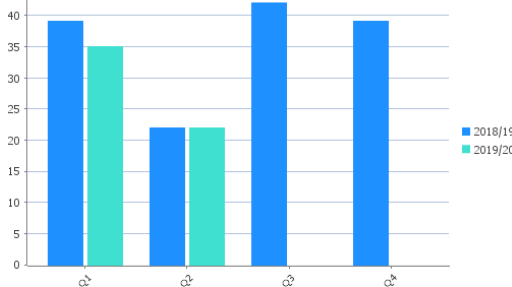
- Promoting a strong economy with thriving business and supporting infrastructure
- Capitalising on our culture, leisure and tourism opportunities
- Managing the environment of Ryedale with partners
- Enabling the provision of housing that meets existing and anticipates future need
- Minimising homelessness, improving the standard and availability of rented accommodation and supporting people to live independently

ENVIRONMENT - GARY HOUSDEN

Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note												
	% of Food establishments in the area broadly compliant with food hygiene law	84%	72%	2018/19 result Aim to maximise	<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>2014/15</td><td>74%</td></tr><tr><td>2015/16</td><td>87%</td></tr><tr><td>2016/17</td><td>89%</td></tr><tr><td>2017/18</td><td>86%</td></tr><tr><td>2018/19</td><td>84%</td></tr></tbody></table>	Year	Percentage	2014/15	74%	2015/16	87%	2016/17	89%	2017/18	86%	2018/19	84%	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.
Year	Percentage																	
2014/15	74%																	
2015/16	87%																	
2016/17	89%																	
2017/18	86%																	
2018/19	84%																	

HOUSING - PHILLIP SPURR


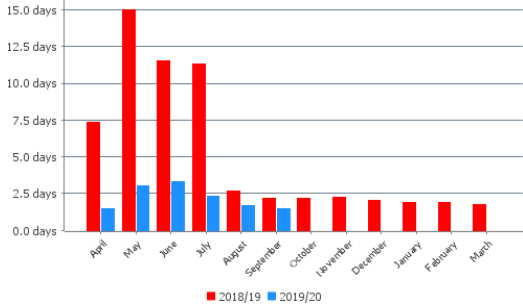

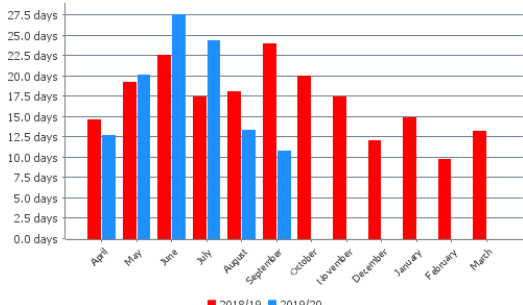
Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note															
	Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&B, weeks)	0.00 weeks	4.00 weeks	Q2 2019/20 result Aim to minimise	<p>HS 2 Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&B, weeks)</p>  <table><caption>HS 2 Average length of stay in temporary accommodation</caption><thead><tr><th>Year</th><th>Average length of stay (B&B, weeks)</th></tr></thead><tbody><tr><td>2018/19</td><td>~0.28</td></tr><tr><td>2019/20</td><td>0.00</td></tr></tbody></table>	Year	Average length of stay (B&B, weeks)	2018/19	~0.28	2019/20	0.00	Zero dependent children or pregnant women placed in Bed & Breakfast accommodation during this quarter									
Year	Average length of stay (B&B, weeks)																				
2018/19	~0.28																				
2019/20	0.00																				
	Number of affordable homes delivered	37 homes	38 homes	Q2 2019/20 result Aim to maximise	<p>HS 17 Number of affordable homes delivered</p>  <table><caption>HS 17 Number of affordable homes delivered</caption><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Q1</td><td>~5</td><td>~25</td></tr><tr><td>Q2</td><td>~15</td><td>~35</td></tr><tr><td>Q3</td><td>~20</td><td>~25</td></tr><tr><td>Q4</td><td>~95</td><td>~95</td></tr></tbody></table>	Quarter	2018/19	2019/20	Q1	~5	~25	Q2	~15	~35	Q3	~20	~25	Q4	~95	~95	<p>37 affordable units have been completed to date and on target to complete another 115 by the end of March 2020.</p> <p>Units completed so far in 2019/20:</p> <ul style="list-style-type: none">- 7 at Broughton Manor, Malton- 12 at Mickle Hill. Pickering- 5 at Easthill, Thornton-le-Dale- 6 at Firthlands Road, Pickering- 7 at Auburn Cottages, Langton Road, Norton
Quarter	2018/19	2019/20																			
Q1	~5	~25																			
Q2	~15	~35																			
Q3	~20	~25																			
Q4	~95	~95																			

Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note															
	Prevention of Homelessness through Advice and Proactive Intervention	22 cases	39 cases	Q2 2019/20 result Aim to maximise	<div>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</div>  <table><caption>HS 8 Prevention of Homelessness through Advice and Proactive Intervention Data</caption><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Q1</td><td>39</td><td>35</td></tr><tr><td>Q2</td><td>22</td><td>22</td></tr><tr><td>Q3</td><td>42</td><td>-</td></tr><tr><td>Q4</td><td>39</td><td>-</td></tr></tbody></table>	Quarter	2018/19	2019/20	Q1	39	35	Q2	22	22	Q3	42	-	Q4	39	-	<p>Since the implementation of the Homelessness Reduction Act 2017 (HRA), we have only been able to claim preventions if households have approached us and are homeless or threatened with homelessness within 56 days. We were previously able to claim preventions when people approached us at an earlier stage.</p> <p>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, which is no longer possible under the new legislation.</p> <p>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.</p>
Quarter	2018/19	2019/20																			
Q1	39	35																			
Q2	22	22																			
Q3	42	-																			
Q4	39	-																			


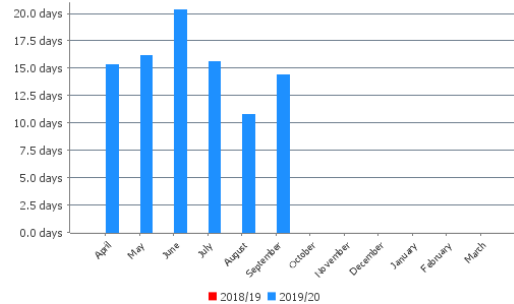
CUSTOMERS AND COMMUNITIES

- 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 - MARGARET WALLACE

Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note																																							
	Speed of processing Council Tax Support change events	2.2 days	12.0 days	Q2 2019/20 result Aim to minimise	<p>CS RB 3b Speed of processing Council Tax Support change events</p>  <table border="1"><caption>CS RB 3b Speed of processing Council Tax Support change events</caption><thead><tr><th>Month</th><th>2018/19 (days)</th><th>2019/20 (days)</th></tr></thead><tbody><tr><td>April</td><td>7.5</td><td>1.5</td></tr><tr><td>May</td><td>15.0</td><td>3.0</td></tr><tr><td>June</td><td>11.5</td><td>3.5</td></tr><tr><td>July</td><td>11.5</td><td>2.5</td></tr><tr><td>August</td><td>2.5</td><td>1.5</td></tr><tr><td>September</td><td>2.0</td><td>1.5</td></tr><tr><td>October</td><td>2.0</td><td>1.5</td></tr><tr><td>November</td><td>2.0</td><td>1.5</td></tr><tr><td>December</td><td>2.0</td><td>1.5</td></tr><tr><td>January</td><td>2.0</td><td>1.5</td></tr><tr><td>February</td><td>2.0</td><td>1.5</td></tr><tr><td>March</td><td>2.0</td><td>1.5</td></tr></tbody></table>	Month	2018/19 (days)	2019/20 (days)	April	7.5	1.5	May	15.0	3.0	June	11.5	3.5	July	11.5	2.5	August	2.5	1.5	September	2.0	1.5	October	2.0	1.5	November	2.0	1.5	December	2.0	1.5	January	2.0	1.5	February	2.0	1.5	March	2.0	1.5	<p>The processing times following notification of change events on Council Tax Support continues to perform well within the target levels.</p> <p>To maintain this strong level of performance, system processes have continued to be developed and staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.</p>
Month	2018/19 (days)	2019/20 (days)																																											
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March	2.0	1.5																																											
	Speed of processing new Housing Benefit claims	18.1 days	21.7 days	Q2 2019/20 result Aim to minimise	<p>CS RB 2a Speed of processing new Housing Benefit claims</p>  <table border="1"><caption>CS RB 2a Speed of processing new Housing Benefit claims</caption><thead><tr><th>Month</th><th>2018/19 (days)</th><th>2019/20 (days)</th></tr></thead><tbody><tr><td>April</td><td>15.0</td><td>12.5</td></tr><tr><td>May</td><td>19.0</td><td>20.0</td></tr><tr><td>June</td><td>22.0</td><td>26.0</td></tr><tr><td>July</td><td>17.0</td><td>24.0</td></tr><tr><td>August</td><td>18.0</td><td>13.0</td></tr><tr><td>September</td><td>23.0</td><td>11.0</td></tr><tr><td>October</td><td>20.0</td><td>1.0</td></tr><tr><td>November</td><td>17.0</td><td>1.0</td></tr><tr><td>December</td><td>12.0</td><td>1.0</td></tr><tr><td>January</td><td>15.0</td><td>1.0</td></tr><tr><td>February</td><td>10.0</td><td>1.0</td></tr><tr><td>March</td><td>13.0</td><td>1.0</td></tr></tbody></table>	Month	2018/19 (days)	2019/20 (days)	April	15.0	12.5	May	19.0	20.0	June	22.0	26.0	July	17.0	24.0	August	18.0	13.0	September	23.0	11.0	October	20.0	1.0	November	17.0	1.0	December	12.0	1.0	January	15.0	1.0	February	10.0	1.0	March	13.0	1.0	<p>The processing times for new housing benefit claims continues to perform within the target levels.</p> <p>To maintain and improve performance, new processing procedures have been implemented and staff continue to encourage citizens to</p>
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						provide all the required information as soon as possible so it can be worked on as soon as it is received.																																							
✓	Speed of processing new claims for Council Tax Support (Overall)	17.7 days	25.0 days	Q2 2019/20 result Aim to minimise	<p>CS RB 2b Speed of processing new claims for Council Tax Support</p> <table><caption>CS RB 2b Speed of processing new claims for Council Tax Support</caption><thead><tr><th>Month</th><th>2018/19 (days)</th><th>2019/20 (days)</th></tr></thead><tbody><tr><td>April</td><td>23.0</td><td>18.0</td></tr><tr><td>May</td><td>34.0</td><td>21.0</td></tr><tr><td>June</td><td>25.0</td><td>22.0</td></tr><tr><td>July</td><td>28.0</td><td>20.0</td></tr><tr><td>August</td><td>25.0</td><td>12.0</td></tr><tr><td>September</td><td>48.0</td><td>15.0</td></tr><tr><td>October</td><td>42.0</td><td>15.0</td></tr><tr><td>November</td><td>23.0</td><td>15.0</td></tr><tr><td>December</td><td>12.0</td><td>15.0</td></tr><tr><td>January</td><td>13.0</td><td>15.0</td></tr><tr><td>February</td><td>16.0</td><td>15.0</td></tr><tr><td>March</td><td>16.0</td><td>15.0</td></tr></tbody></table>	Month	2018/19 (days)	2019/20 (days)	April	23.0	18.0	May	34.0	21.0	June	25.0	22.0	July	28.0	20.0	August	25.0	12.0	September	48.0	15.0	October	42.0	15.0	November	23.0	15.0	December	12.0	15.0	January	13.0	15.0	February	16.0	15.0	March	16.0	15.0	<p>The processing times for new claims of Council Tax Support continues to perform within the target levels.</p> <p>To maintain and improve performance, new processing procedures have been implemented and system processes have been improved.</p>
Month	2018/19 (days)	2019/20 (days)																																											
April	23.0	18.0																																											
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✓	Speed of processing New claims for Council Tax Support (Universal Credit)	21.0 days	25.0 days	Q2 2019/20 result Aim to minimise	<p>CS RB 04 Speed of processing - New claims for Council Tax Support (Universal Credit)</p> <table><caption>CS RB 04 Speed of processing - New claims for Council Tax Support (Universal Credit)</caption><thead><tr><th>Month</th><th>2018/19 (days)</th><th>2019/20 (days)</th></tr></thead><tbody><tr><td>April</td><td>28.0</td><td>28.0</td></tr><tr><td>May</td><td>35.0</td><td>35.0</td></tr><tr><td>June</td><td>32.0</td><td>32.0</td></tr><tr><td>July</td><td>20.0</td><td>20.0</td></tr><tr><td>August</td><td>18.0</td><td>18.0</td></tr><tr><td>September</td><td>20.0</td><td>20.0</td></tr><tr><td>October</td><td>20.0</td><td>20.0</td></tr><tr><td>November</td><td>20.0</td><td>20.0</td></tr><tr><td>December</td><td>20.0</td><td>20.0</td></tr><tr><td>January</td><td>20.0</td><td>20.0</td></tr><tr><td>February</td><td>20.0</td><td>20.0</td></tr><tr><td>March</td><td>20.0</td><td>20.0</td></tr></tbody></table>	Month	2018/19 (days)	2019/20 (days)	April	28.0	28.0	May	35.0	35.0	June	32.0	32.0	July	20.0	20.0	August	18.0	18.0	September	20.0	20.0	October	20.0	20.0	November	20.0	20.0	December	20.0	20.0	January	20.0	20.0	February	20.0	20.0	March	20.0	20.0	<p>The initial new claim made under Universal Credit will be processed by the Department of Work and Pensions and paid within 35 days. Although it takes 35 days (5 weeks) for the customer to receive their first payment they are able to view their Universal Credit award via their Journal after approximately 30 days, at this point we are notified of the award and the new Council Tax Support (CTS) claim is assessed. Following notification of a new claim for Universal Credit, if a customer's income is too high for</p>
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						Council Tax Support, the new claim CTS is cancelled at that point but still monitored. If a customer's income subsequently reduces in their next Universal Credit Assessment period which makes them eligible for CTS going forward, this is sent through by the DWP and counts as a new claim for CTS purposes. As the previous new claim has been cancelled, the claim is processed within one or two days of the award being received. This is why the average processing time for the performance indicator is down at the current 21 day value.																																							
	Speed of processing New claims for Council Tax Support (non-Universal Credit)	14.4 days	25.0 days	Q2 2019/20 result Aim to minimise	<p>CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit)</p>  <table><caption>CS RB 04a Speed of processing - New claims for Council Tax Support (non-Universal Credit)</caption><thead><tr><th>Month</th><th>2018/19 (days)</th><th>2019/20 (days)</th></tr></thead><tbody><tr><td>April</td><td>15.0</td><td>15.0</td></tr><tr><td>May</td><td>16.0</td><td>16.0</td></tr><tr><td>June</td><td>19.0</td><td>19.0</td></tr><tr><td>July</td><td>15.0</td><td>-</td></tr><tr><td>August</td><td>10.0</td><td>-</td></tr><tr><td>September</td><td>14.0</td><td>-</td></tr><tr><td>October</td><td>-</td><td>-</td></tr><tr><td>November</td><td>-</td><td>-</td></tr><tr><td>December</td><td>-</td><td>-</td></tr><tr><td>January</td><td>-</td><td>-</td></tr><tr><td>February</td><td>-</td><td>-</td></tr><tr><td>March</td><td>-</td><td>-</td></tr></tbody></table>	Month	2018/19 (days)	2019/20 (days)	April	15.0	15.0	May	16.0	16.0	June	19.0	19.0	July	15.0	-	August	10.0	-	September	14.0	-	October	-	-	November	-	-	December	-	-	January	-	-	February	-	-	March	-	-	This performance indicator demonstrates the speed of processing Council Tax Support new claims the Benefits team receives directly from Ryedale citizens to us at Ryedale House.
Month	2018/19 (days)	2019/20 (days)																																											
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	Speed of processing Housing Benefit change events	4.2 days	12.0 days	Q2 2019/20 result Aim to minimise	<p>CS RB 3a Speed of processing Housing Benefit change events</p> <table><thead><tr><th>Month</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>April</td><td>2.8</td><td>2.0</td></tr><tr><td>May</td><td>5.5</td><td>5.2</td></tr><tr><td>June</td><td>6.2</td><td>9.2</td></tr><tr><td>July</td><td>4.0</td><td>3.5</td></tr><tr><td>August</td><td>2.2</td><td>3.0</td></tr><tr><td>September</td><td>3.2</td><td>2.5</td></tr><tr><td>October</td><td>3.5</td><td>3.5</td></tr><tr><td>November</td><td>6.8</td><td>3.5</td></tr><tr><td>December</td><td>3.5</td><td>3.5</td></tr><tr><td>January</td><td>2.5</td><td>2.5</td></tr><tr><td>February</td><td>2.5</td><td>2.5</td></tr><tr><td>March</td><td>1.8</td><td>2.5</td></tr></tbody></table>	Month	2018/19	2019/20	April	2.8	2.0	May	5.5	5.2	June	6.2	9.2	July	4.0	3.5	August	2.2	3.0	September	3.2	2.5	October	3.5	3.5	November	6.8	3.5	December	3.5	3.5	January	2.5	2.5	February	2.5	2.5	March	1.8	2.5	<p>The processing times following notification of changes to Housing Benefit claims continues to perform well within the target levels.</p> <p>To maintain performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.</p>
Month	2018/19	2019/20																																											
April	2.8	2.0																																											
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November	6.8	3.5																																											
December	3.5	3.5																																											
January	2.5	2.5																																											
February	2.5	2.5																																											
March	1.8	2.5																																											
	% FOI Requests responded to within 20 working days	94.6%	90%	Q2 2019/20 result Aim to maximise	<p>CS 05 % FOI Requests responded to within 20 working days</p> <table><thead><tr><th>Month</th><th>2018/19</th><th>2019/20</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>95%</td></tr><tr><td>August</td><td>95%</td><td>95%</td></tr><tr><td>September</td><td>95%</td><td>95%</td></tr><tr><td>October</td><td>95%</td><td>95%</td></tr><tr><td>November</td><td>95%</td><td>95%</td></tr><tr><td>December</td><td>95%</td><td>95%</td></tr><tr><td>January</td><td>95%</td><td>95%</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>	Month	2018/19	2019/20	April	95%	95%	May	95%	95%	June	95%	95%	July	95%	95%	August	95%	95%	September	95%	95%	October	95%	95%	November	95%	95%	December	95%	95%	January	95%	95%	February	95%	95%	March	95%	95%	<p>176 out of 186 FOI requests received were responded to within 20 working days.</p>
Month	2018/19	2019/20																																											
April	95%	95%																																											
May	95%	95%																																											
June	95%	95%																																											
July	95%	95%																																											
August	95%	95%																																											
September	95%	95%																																											
October	95%	95%																																											
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December	95%	95%																																											
January	95%	95%																																											
February	95%	95%																																											
March	95%	95%																																											
	Standard searches carried out in 10 working days	99.6%	100.0%	Q2 2019/20 result Aim to maximise	<p>CS MD 02 Standard searches carried out in 10 working days</p> <table><thead><tr><th>Month</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>April</td><td>99.6%</td><td>99.6%</td></tr><tr><td>May</td><td>99.6%</td><td>99.6%</td></tr><tr><td>June</td><td>99.6%</td><td>99.6%</td></tr><tr><td>July</td><td>99.6%</td><td>99.6%</td></tr><tr><td>August</td><td>99.6%</td><td>99.6%</td></tr><tr><td>September</td><td>99.6%</td><td>99.6%</td></tr><tr><td>October</td><td>99.6%</td><td>99.6%</td></tr><tr><td>November</td><td>99.6%</td><td>99.6%</td></tr><tr><td>December</td><td>99.6%</td><td>99.6%</td></tr><tr><td>January</td><td>99.6%</td><td>99.6%</td></tr><tr><td>February</td><td>99.6%</td><td>99.6%</td></tr><tr><td>March</td><td>99.6%</td><td>99.6%</td></tr></tbody></table>	Month	2018/19	2019/20	April	99.6%	99.6%	May	99.6%	99.6%	June	99.6%	99.6%	July	99.6%	99.6%	August	99.6%	99.6%	September	99.6%	99.6%	October	99.6%	99.6%	November	99.6%	99.6%	December	99.6%	99.6%	January	99.6%	99.6%	February	99.6%	99.6%	March	99.6%	99.6%	<p>The performance to date to carry out standard searches within 10 working days is under the target levels, but this work area has two vacancies in the team which has affected performance levels.</p>
Month	2018/19	2019/20																																											
April	99.6%	99.6%																																											
May	99.6%	99.6%																																											
June	99.6%	99.6%																																											
July	99.6%	99.6%																																											
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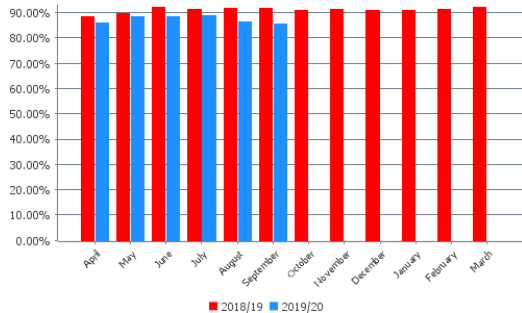
Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note															
	Customer Complaints resolved within five working days	73.68%	75%	Q2 2019/20 result Aim to maximise	<div>CS 10 Customer Complaints resolved within five working days</div>  <table><caption>CS 10 Customer Complaints resolved within five working days</caption><thead><tr><th>Period</th><th>2018/19 (%)</th><th>2019/20 (%)</th></tr></thead><tbody><tr><td>Q1</td><td>35%</td><td>55%</td></tr><tr><td>Q2</td><td>75%</td><td>75%</td></tr><tr><td>Q3</td><td>60%</td><td>-</td></tr><tr><td>Q4</td><td>65%</td><td>-</td></tr></tbody></table>	Period	2018/19 (%)	2019/20 (%)	Q1	35%	55%	Q2	75%	75%	Q3	60%	-	Q4	65%	-	14 out of 19 customer complaints were responded to within the five working day target. Review currently underway to revise the current complaints policy and refine processes to improve response times.
Period	2018/19 (%)	2019/20 (%)																			
Q1	35%	55%																			
Q2	75%	75%																			
Q3	60%	-																			
Q4	65%	-																			

OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note																				
	% of Household Waste Recycled	20.09%	20.00%	Q2 2019/20 result Aim to maximise	<p>SS 15 % of Household Waste Recycled</p>  <table border="1"><caption>% of Household Waste Recycled</caption><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Q1</td><td>20.00%</td><td>20.09%</td></tr><tr><td>Q2</td><td>20.00%</td><td>20.09%</td></tr><tr><td>Q3</td><td>20.00%</td><td>-</td></tr><tr><td>Q4</td><td>20.00%</td><td>-</td></tr></tbody></table>	Quarter	2018/19	2019/20	Q1	20.00%	20.09%	Q2	20.00%	20.09%	Q3	20.00%	-	Q4	20.00%	-	The percentage of household waste recycled is just above the 20% target.					
Quarter	2018/19	2019/20																								
Q1	20.00%	20.09%																								
Q2	20.00%	20.09%																								
Q3	20.00%	-																								
Q4	20.00%	-																								
	% of Household Waste Composted	33.39%	23.00%	Q2 2019/20 result Aim to maximise	<p>SS 16 % of Household Waste Composted</p>  <table border="1"><caption>% of Household Waste Composted</caption><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Q1</td><td>33.39%</td><td>33.39%</td></tr><tr><td>Q2</td><td>33.39%</td><td>33.39%</td></tr><tr><td>Q3</td><td>33.39%</td><td>-</td></tr><tr><td>Q4</td><td>33.39%</td><td>-</td></tr></tbody></table>	Quarter	2018/19	2019/20	Q1	33.39%	33.39%	Q2	33.39%	33.39%	Q3	33.39%	-	Q4	33.39%	-	The percentage of household waste composted (up to the end of September) is well above the 23% target.					
Quarter	2018/19	2019/20																								
Q1	33.39%	33.39%																								
Q2	33.39%	33.39%																								
Q3	33.39%	-																								
Q4	33.39%	-																								
	Residual household waste - kg per household	99.42kg/hh	112.50kg/hh	Q2 2019/20 result Aim to minimise	 <table border="1"><caption>Residual household waste - kg per household</caption><thead><tr><th>Quarter</th><th>Actual</th><th>Target (Quarters)</th><th>Annual</th></tr></thead><tbody><tr><td>Q1 2019/20</td><td>107.84kg/hh</td><td>112.50kg/hh</td><td>-</td></tr><tr><td>Q2 2019/20</td><td>99.42kg/hh</td><td>112.50kg/hh</td><td>-</td></tr><tr><td>Q3 2019/20</td><td>-</td><td>112.50kg/hh</td><td>-</td></tr><tr><td>Q4 2019/20</td><td>-</td><td>112.50kg/hh</td><td>-</td></tr></tbody></table>	Quarter	Actual	Target (Quarters)	Annual	Q1 2019/20	107.84kg/hh	112.50kg/hh	-	Q2 2019/20	99.42kg/hh	112.50kg/hh	-	Q3 2019/20	-	112.50kg/hh	-	Q4 2019/20	-	112.50kg/hh	-	The kilograms of household waste per household is below the target as the recycling and composting rates have improved over the second quarter.
Quarter	Actual	Target (Quarters)	Annual																							
Q1 2019/20	107.84kg/hh	112.50kg/hh	-																							
Q2 2019/20	99.42kg/hh	112.50kg/hh	-																							
Q3 2019/20	-	112.50kg/hh	-																							
Q4 2019/20	-	112.50kg/hh	-																							

PLANNING & REGULATION - GARY HOUSDEN


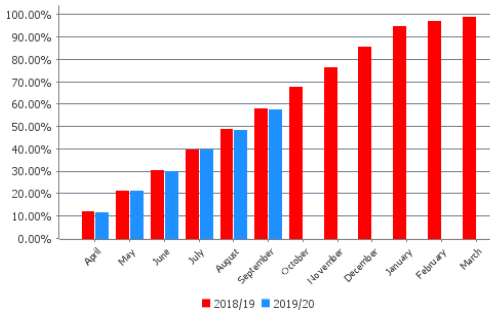
Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note																																							
	Planning appeals allowed	0.0%	33.0%	Q2 2019/20 result Aim to minimise	<p>DM 2 Planning appeals allowed</p> <table><thead><tr><th>Quarter</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>Q1</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Q2</td><td>38.0%</td><td>0.0%</td></tr><tr><td>Q3</td><td>0.0%</td><td>0.0%</td></tr><tr><td>Q4</td><td>0.0%</td><td>0.0%</td></tr></tbody></table>	Quarter	2018/19	2019/20	Q1	0.0%	0.0%	Q2	38.0%	0.0%	Q3	0.0%	0.0%	Q4	0.0%	0.0%	No appeal decisions have been received so far this year.																								
Quarter	2018/19	2019/20																																											
Q1	0.0%	0.0%																																											
Q2	38.0%	0.0%																																											
Q3	0.0%	0.0%																																											
Q4	0.0%	0.0%																																											
	Processing of planning applications: Major applications (13 weeks)	100.00%	70.00%	September 2019 result Aim to maximise	<p>DM 157a Processing of planning applications: Major applications (13 weeks)</p> <table><thead><tr><th>Month</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>April</td><td>100.00%</td><td>100.00%</td></tr><tr><td>May</td><td>100.00%</td><td>100.00%</td></tr><tr><td>June</td><td>100.00%</td><td>100.00%</td></tr><tr><td>July</td><td>100.00%</td><td>100.00%</td></tr><tr><td>August</td><td>100.00%</td><td>100.00%</td></tr><tr><td>September</td><td>100.00%</td><td>100.00%</td></tr><tr><td>October</td><td>0.00%</td><td>0.00%</td></tr><tr><td>November</td><td>0.00%</td><td>0.00%</td></tr><tr><td>December</td><td>0.00%</td><td>0.00%</td></tr><tr><td>January</td><td>0.00%</td><td>0.00%</td></tr><tr><td>February</td><td>0.00%</td><td>0.00%</td></tr><tr><td>March</td><td>0.00%</td><td>0.00%</td></tr></tbody></table>	Month	2018/19	2019/20	April	100.00%	100.00%	May	100.00%	100.00%	June	100.00%	100.00%	July	100.00%	100.00%	August	100.00%	100.00%	September	100.00%	100.00%	October	0.00%	0.00%	November	0.00%	0.00%	December	0.00%	0.00%	January	0.00%	0.00%	February	0.00%	0.00%	March	0.00%	0.00%	We are currently performing at 100%, with 7 major applications received in this quarter. Whilst this performance can be volatile due to small numbers, we are currently performing well above target level of 70%.
Month	2018/19	2019/20																																											
April	100.00%	100.00%																																											
May	100.00%	100.00%																																											
June	100.00%	100.00%																																											
July	100.00%	100.00%																																											
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January	0.00%	0.00%																																											
February	0.00%	0.00%																																											
March	0.00%	0.00%																																											
	Processing of planning applications: Minor applications (8 weeks)	75.90%	80.00%	September 2019 result Aim to maximise	<p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p> <table><thead><tr><th>Month</th><th>2018/19</th><th>2019/20</th></tr></thead><tbody><tr><td>April</td><td>85.00%</td><td>80.00%</td></tr><tr><td>May</td><td>82.00%</td><td>80.00%</td></tr><tr><td>June</td><td>80.00%</td><td>80.00%</td></tr><tr><td>July</td><td>80.00%</td><td>80.00%</td></tr><tr><td>August</td><td>80.00%</td><td>80.00%</td></tr><tr><td>September</td><td>75.00%</td><td>75.90%</td></tr><tr><td>October</td><td>80.00%</td><td>80.00%</td></tr><tr><td>November</td><td>80.00%</td><td>80.00%</td></tr><tr><td>December</td><td>80.00%</td><td>80.00%</td></tr><tr><td>January</td><td>80.00%</td><td>80.00%</td></tr><tr><td>February</td><td>80.00%</td><td>80.00%</td></tr><tr><td>March</td><td>80.00%</td><td>80.00%</td></tr></tbody></table>	Month	2018/19	2019/20	April	85.00%	80.00%	May	82.00%	80.00%	June	80.00%	80.00%	July	80.00%	80.00%	August	80.00%	80.00%	September	75.00%	75.90%	October	80.00%	80.00%	November	80.00%	80.00%	December	80.00%	80.00%	January	80.00%	80.00%	February	80.00%	80.00%	March	80.00%	80.00%	<p>Performance has been above target for Quarter 1, but has dropped from July to September 2019 and processing levels will continue to be monitored.</p> <p>47 minor applications were received during this quarter.</p>
Month	2018/19	2019/20																																											
April	85.00%	80.00%																																											
May	82.00%	80.00%																																											
June	80.00%	80.00%																																											
July	80.00%	80.00%																																											
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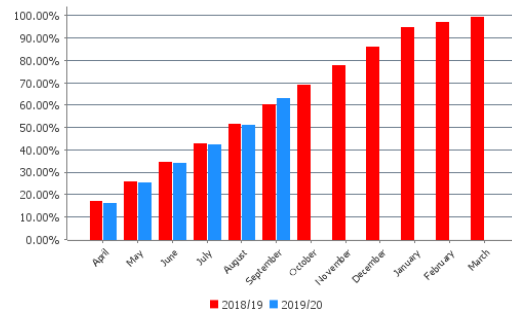
Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note
	Processing of planning applications: Other applications (8 weeks)	85.60%	90.00%	September 2019 result Aim to maximise	<p>DM 157c Processing of planning applications: Other applications (8 weeks)</p> 	<p>The processing of Other planning applications has been slightly under the 90% target from April to the end of September. This work area currently has two vacancies in the team which has affected performance.</p> <p>126 applications have been received in this quarter.</p>

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 - MARGARET WALLACE

Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note
	% of Council Tax collected	57.51%	57.49%	Latest result for 2019/20 as of September 2019 Aim to maximise	<p>CS RB 11 % of Council Tax collected</p> 	<p>The monthly targets were amended this year to compensate that the collection rate falls behind in the earlier months of the financial year, but then catch up again towards the end of the year. This is due to the ongoing increase in uptake of customers opting to pay over 12 instalments of the year as opposed to 10. We are now</p>

Traffic Light	Short Name	Latest Actual Result	Latest Target	Last Update	Trend Chart	Latest Note																																							
						<p>keeping a record of the uptake of taxpayers that pay by 12 instalments, so these stats can be provided upon request.</p> <p>The collection rate is now back above the target rate set for the end of September.</p>																																							
	% of Non-domestic Rates Collected	62.91%	60.20%	<p>Latest result for 2019/20 as of September 2019</p> <p>Aim to maximise</p>	<p>CS RB 12 % of Non-domestic Rates Collected</p>  <table><thead><tr><th>Month</th><th>2018/19 (%)</th><th>2019/20 (%)</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>35.00%</td><td>35.00%</td></tr><tr><td>July</td><td>45.00%</td><td>45.00%</td></tr><tr><td>August</td><td>55.00%</td><td>55.00%</td></tr><tr><td>September</td><td>60.20%</td><td>62.91%</td></tr><tr><td>October</td><td>70.00%</td><td></td></tr><tr><td>November</td><td>80.00%</td><td></td></tr><tr><td>December</td><td>90.00%</td><td></td></tr><tr><td>January</td><td>95.00%</td><td></td></tr><tr><td>February</td><td>98.00%</td><td></td></tr><tr><td>March</td><td>100.00%</td><td></td></tr></tbody></table>	Month	2018/19 (%)	2019/20 (%)	April	18.00%	18.00%	May	25.00%	25.00%	June	35.00%	35.00%	July	45.00%	45.00%	August	55.00%	55.00%	September	60.20%	62.91%	October	70.00%		November	80.00%		December	90.00%		January	95.00%		February	98.00%		March	100.00%		<p>Business Rate collection is prone to substantial fluctuation due to increases and decreases to rateable values, but the collection rate has moved from an Amber Status in Quarter 1 to a Green Status as of the end of September.</p>
Month	2018/19 (%)	2019/20 (%)																																											
April	18.00%	18.00%																																											
May	25.00%	25.00%																																											
June	35.00%	35.00%																																											
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