



PART A:	MATTERS DEALT WITH UNDER DELEGATED POWERS
REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	26 MARCH 2020
REPORT OF THE:	HEAD OF COMMUNICATIONS, TECHNOLOGIES AND BUSINESS TRANSFORMATION
TITLE OF REPORT:	PERFORMANCE REPORT
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide a progress update on the Council Plan 2017-2022 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 3 of the reporting cycle (October - December 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.

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 is a high level report of the progress of key performance indicators against the Council's priorities, as set out in the Council Plan 2017-2022, comparing actual performance indicators (PIs) against target performance

up to the end of the third quarter of reporting, the end of December 2019.

The performance indicators are grouped under the three current strategic priorities of the council: Sustainable Growth, Customers and Communities and One Ryedale.

6.2 **Summary of progress**

Overall, 16 of the performance indicators are showing a green status, 3 as an amber status and 3 as a red status when analysing quarter 3 performance.

Affordable housing delivery continues to perform well above target, with 68 units completed so far in the year, with an expected 102 units to be delivered by year end against a target of 75 units.

The speed of processing new claims for both housing benefit and council tax support during quarter 3 are working significantly faster than in the same period in 2018/19, with housing benefit showing a 47.9% improvement on the average processing time and council tax support showing a 43.2% improvement.

The processing of major planning applications continues to operate at 100% processed within the 13 week time period.

6.3 **Red and Amber PIs**

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.”

Under this criteria, there are three performance indicators with an amber status in quarter 3 (October - December) of the reporting cycle:

Standard searches carried out within 10 working days

Performance has improved markedly overall in comparison to 2018/19, operating at 100% completion from April to July 2019. A fall in accumulative performance to 99.5% in August 2019 came from a query on a listed building curtilage that required further investigation and specialist advice from the Building Conservation Officer, causing the search to go over the 10 working day target.

Up to the end of December 2019, of the 323 standard searches carried out, 322 have been completed within 10 working days. Therefore it is not proposed to take any additional action at this stage.

Non-domestic rates collected

NNDR collection can be subject to potential large-scale fluctuation due to the level of yield individual hereditaments can raise when the valuation office agency make an alteration. For example, if a premises' Rateable Value (RV) increases substantially or a new hereditament is assessed with a significant RV, then additional yield is raised. As collection is monitored by comparing monetary value collected against net yield, any individual increases to RV show as a decrease in collection. Unfortunately, any decreases in yield do not show as an increase in collection as we have to refund the credit to the ratepayer in these circumstances. This is something we expect will level out by the end of the financial year though to finish the year with a collection rate on or above target.

Processing of planning applications (Other applications – 8 weeks processing time)

More staff are now supporting this area of work since the end of quarter 2 (September 2019) to address the performance issues identified following the

continued Amber PI status. As a result, the graduate staff and other members of the Planning and Regulatory Services team have taken on caseloads of delegated planning applications to support the rest of the team and to improve processing times.

This move has seen processing performance improve in January 2020 for the fourth month in succession to 87.4% of applications processed within the 8 week time limit, and officers expect to see this improve further before the year-end.

Performance will continue to be monitored in this area and the caseload for delegated planning applications undertaken by members of the Planning and Regulatory Services team where possible.

There are also three performance indicators currently showing a red status:

Prevention of Homelessness through Advice and Proactive intervention

Work is conducted with many households prior to them coming under the statutory timescales, for example completing prevention work so they do not get notice from landlords in the first place, and this is not included in the statistics. Without this very early intervention, many more would be facing homelessness.

Housing Legislation changed 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 we were previously 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.

At this stage it is difficult to compare any figures under the old legislation with the current figures as the system has changed so much. 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. Meetings are planned in March 2020 to work on this indicator with the Housing Team to

Customer complaints resolved within five working days

Of the customer complaints that weren't resolved within the 5 day target in quarter 3, there was 1 overdue complaint from Environmental Health, 1 from Housing Services and 3 from Planning and Regulatory Services.

The complaint on Environmental Health was not answered within the five working day target due to the site visit that was required to be scheduled as part of the investigation into the issue raised.

The overdue complaint in Housing was the result of a detailed investigation regarding an allegation received from a member of the public.

Overall delays in respect of two of the Planning and Regulatory Services complaints are directly attributable to lack of staff capacity. We now have a dedicated enforcement officer to assist with this type of complaint but other vacancies still include a part time Tree & Landscape officer and a Planning officer. We are currently seeking to recruit to

these hard to fill posts, using a concerted effort with the assistance of colleagues in NYCC-ESS. There is no further action considered to be necessary or arising from the other overdue complaint, as further correspondence received from the complainant partway through dealing with the complaint delayed a response.

Despite the complaints not being completed within the five working day target, the complainants were kept informed throughout of the reason for delays and expected timescales for a response from the Customer Services team.

As a result of the continued poor performance of this indicator, procedures have been changed and training is ongoing in the administration of customer complaints to improve response times.

Planning appeals allowed

Following no allowed appeals in quarters 1 and 2 of the year, in quarter 3 there were 2 allowed appeals out of a total of 5 decisions.

One of the allowed appeals was the BP Garage proposal in Norton, which was not contested by the Council as the result of further information provided by the applicants to satisfy the initial reasons for refusal. Appeal decisions received continue to be monitored, and there is no concern at this stage.

- 6.4 Appendix 2 of the report provides data on the previous performance of all 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.

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

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Background Papers:

None

Appendices:

Appendix 1: Performance Report
Appendix 2: Red and Amber Performance Indicator report