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<b>PART B:</b>	<b>RECOMMENDATIONS TO COUNCIL</b>
<b>REPORT TO:</b>	<b>POLICY AND RESOURCES</b>
<b>DATE:</b>	<b>29 NOVEMBER 2021</b>
<b>REPORT OF THE:</b>	<b>STRATEGY &amp; PERFORMANCE MANAGER LYNNE BAYES</b>
<b>TITLE OF REPORT:</b>	<b>COUNCIL PERFORMANCE – QUARTER 2 2021-2022</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To provide a progress update on Council performance up to the end of quarter 2 of the reporting cycle (July – September 2021) for 2021-22.
- 1.2 The update covers delivery of the Council Plan 2020-2024 and progress against key performance indicators (KPIs) and data only indicators.

### **2.0 RECOMMENDATION(S)**

- 2.1 It is recommended to Council that:
- (i) The progress report is noted.

### **3.0 REASON FOR RECOMMENDATION(S)**

- 3.1 To inform Elected Members of progress in delivering the Council's objectives and key performance indicators.
- 3.2 Where applicable, any specific areas where progress for individual KPIs has not been achieved is highlighted with an explanation of planned development actions to make improvements moving forward, as detailed below.

### **4.0 SIGNIFICANT RISKS**

- 4.1 Quarter 2 saw the lifting of most Covid-19 legal restrictions, with the removal of social distancing and social contact restrictions, together with enabling businesses to reopen. The rules regarding self-isolation as a contact, requiring a person identified as a contact of someone who has tested positive for Covid-19 to stay at home and self-isolate for a specified period, also eased. However, Government guidance retained a strong emphasis on continuing to protect ourselves and others as we learn to manage

the risks of living with the virus on a careful and cautious pathway. The Council continues to fulfil its obligations in line with the Health and Safety Executive.

- 4.2 Following the end of most legal restrictions, there has been a significant increase in new cases of the virus across the county as a whole. Further disruption to people, communities and businesses came towards the end of the quarter, with shortages in fuel deliveries and supplies.
- 4.3 However, despite the ongoing impact on workloads during quarter 2 (July – September 2021), key services across the organisation have been sufficiently maintained to support residents and communities, as they start to deal with the accumulation of delays in being able to carry out everyday commitments and responsibilities. This means, the majority of key performance indicators continue to be at target.
- 4.4 The impact on performance of local government reorganisation during quarter 2 has been significant, with timelines and an increased level of related work starting to move at pace, requiring substantial staff resource. The risk associated with this is likely to continue to increase moving forward, with the added risk of potentially losing key staff and expertise throughout the process.
- 4.5 As full delivery of the 2020-24 Council Plan will not be possible by the time Ryedale District Council ceases to exist in April 2023, a reprioritisation process is being conducted to determine priorities for delivery between now and this date.

## **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 The Quarter 2 2021/2022 report shows progress across all of the Council's corporate priorities: Our Communities, Our Economy, Our Environment and Our Organisation.
- 5.2 Key performance indicators continue to be largely on track.

## **6.0 REPORT DETAILS**

### **Introduction and background**

- 6.1 Performance reporting of progress against the Council's priorities – as set out in the Council Plan 2020-24 – is a key element of performance management arrangements.
- 6.2 Ongoing successful delivery of the Council's priorities is demonstrated by a combination of:
  - Progress against priority projects/high level actions (are we meeting/expecting to meet delivery timescales); and
  - Performance against relevant key performance indicators and data only indicators (are targets being met; are we getting better)

This report covers the period July to September 2021.

- 6.3 This report includes the following detail:
  - Actions and project activities completed against the aims and objectives set out under each theme of the Council's objectives in the Council Plan 2020-24.

- Relevant key performance indicator statistics measured against the Council's priorities.
- Future activities planned to address the areas requiring some improvement.

### **Summary of progress**

- 6.4 This report shows the ongoing strong performance of this Council in the second quarter of 2021-22, across all its ambitions. The Council continues to support people, communities and businesses despite the ongoing challenges brought about by the Covid-19 pandemic and local government reorganisation.
- 6.5 Overall, out of the 13 key performance indicators with targets, 10 are showing a green status, 2 as an amber status and 1 as a red status when analysing quarter 2 performance. Particular highlights are as follows:
- The number of new affordable houses delivered has made further good progress bringing the total for the year so far up to 51, against a target of 75 per year.
  - The speed of processing new claims for both housing benefit and council tax support during quarter 2 continues to be significantly higher than target, placing this Council as the best performing authority in North Yorkshire for processing housing benefit new claims.
  - The number of community litter picking groups/individuals supported during quarter 1 has been maintained during quarter 2.
  - The processing of major planning applications continues to operate above target at 82% cumulative processed within the 13 week time period during quarter 2, against a target of 70%.

### **Red Indicators**

- 6.6 Red indicators mean that performance is below where we would want it to be. The areas where this has occurred are summarised below along with explanations for this status. Covid-19 has continued to affect the progress against each of these indicators significantly, due to significant work backlogs accumulating as a result of lengthy lockdown restrictions.

### **Standard searches**

- 6.7 Substantial delays in searches have been experienced with NYCC and the sheer volume they have been receiving from all North Yorkshire Authorities - which have almost doubled from the previous year. However, quarter 2 statistics show the problem has now largely been resolved and the direction of travel in terms of the performance trend, is now an improving one.

This improvement is evidenced by the target of 100% of standard searches carried out in 10 working days improving significantly, up from 55.7% in quarter 1 to 74.4% cumulative in quarter 2, with quarter 2 alone at 94.6%.

## **Amber Indicators**

- 6.8 Amber indicators are important to highlight as they show where the Council must maintain a level of vigilance to ensure that performance does not slip further. Again, Covid-19 has played a role in the status of these indicators, as demand for services increased.

### Minor and other planning applications

- 6.9 A large increase in applications being received has meant these indicators have still fallen just short of the target in quarter 2.

Additional staffing capacity has been secured, with significant progress already achieved in both areas as follows:

- Against a target of 80%, the percentage of minor planning applications processed within 8 weeks - up from 74% in quarter 1 to 75.3% cumulative in quarter 2, with quarter 2 alone at 76%.
- Against a target of 90%, the percentage of other planning applications processed within 8 weeks - up from 81% in quarter 1 to 85.6% cumulative in quarter 2, with quarter 2 alone at 89%.

Further improvements are anticipated for Quarters 3 and 4 of this financial year.

## **7.0 IMPLICATIONS**

- 7.1 The following implications have been identified:

- a) Financial  
Delivery of Council Plan priorities is reflected in the Medium Term Financial Strategy.
- b) Legal  
The organisation complies with all relevant statutory, legislative and constitutional matters when executing the delivery of its Council Plan and delivering against key performance indicators.
- c) Resource  
Performance reporting highlights where we can explore opportunities to adjust resources to support effective implementation of the Council Plan as part of our ongoing business and budget planning.
- d) Other  
Equalities, staffing, health and safety, and policy matters such as environmental and climate change inform the content and execution of the Council Plan and performance priorities on an ongoing basis. Anyone requiring this information in an alternative format, may contact the report author to request this.

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**Background Papers:**

Council Plan 2020 – 2024

<https://www.ryedale.gov.uk/resources/council-plan/>