

# Delivering the Council Plan: Quarter 4 2021-22

## Introduction

This quarter 4 performance report provides details of the Council's achievements between January and March 2022.

It also highlights any challenges to overcome moving forward.

## Summary of Performance Indicators

Key performance indicators (KPIs) provide one tool for measuring performance against the priorities in the Council Plan 2020-24. They have a target, a green, amber or red status and an arrow to show the performance trend in comparison to the previous quarter.

Data-only indicators measure performance in a shorter timeframe to identify how the Council is delivering projects and activities on an ongoing basis to achieve the overall aims in the Council Plan. These indicators can be affected by a number of things including variations in market trends, customer activities and events and as such, they do not have a target.

	Key
↑	Improved performance
→	Maintained performance
↓	Decline in performance

## Contents

**Communities: strong, inclusive and attractive – Page 2**

**Economy: harnessing Ryedale's unique economy to deliver growth, homes and jobs – Page 8**

**Environment: a sustainable, safe and clean place – Page 11**

**Organisation: an innovative, enterprising council – Page 14**

**Our communities; strong, inclusive and attractive**

*Help for those in need*

**We will tackle homelessness, rough sleeping and poverty by providing services in partnership with others to prevent homelessness.**

**Achievements in Quarter 4**

- Towards the end of March 2022, the Council began working alongside partners at NYCC and with the wider community to offer homes to people fleeing conflict in Ukraine. The Homes for Ukraine Sponsorship Scheme involves conducting a number of visits to assess and review the suitability of prospective accommodation. As at the end of quarter 4, individual sponsorships in Ryedale resulted in 13 visas being issued.
- A part-time Support Worker for Ex-Offenders started in post to work in collaboration with a number of other service providers to assist prison leavers to obtain and sustain accommodation. Success has already been achieved during this quarter, in providing assistance and support to enable a prison leaver to access new accommodation.
- The Council used additional funding from the Department for Levelling Up, Housing and Communities to protect vulnerable renters by assisting 10 households to sustain their current accommodation and moving 2 further households into alternative accommodation, to prevent future homelessness.

**We will offer advice, support and budgeting assistance to those who need it, helping them to manage their finances, ensuring they can access Citizens' Advice services and working with the credit union to promote access to small loans. We will also act promptly to process benefit applications.**

Description	RDC Target	Q1	Q2	Q3	Q4	Trend (previous Qtr)	RAG Status
Housing Benefit Speed of processing new Housing Benefit Claims	<21 days	6.9	7.1	4.7	5.3	↓ <sup>1</sup>	
Council Tax Support Speed of processing new claims for Council Tax Support	<25 days	19.1	16.7	13.2	14.0	↓ <sup>1</sup>	

<sup>1</sup>Quarter 4 saw a slight increase in Housing Benefit and Council Tax Support new claims processing times as a result of a continued increase in Test and Trace support payments.

**Achievements in Quarter 4**

- Housing Benefit and Council Tax Support new claims processing times continued to perform well above target. This Council remains the best-performing local authority in North Yorkshire for processing Housing Benefit new claims.

<p><b>We will create a district where everyone feels welcome and can thrive. We will safeguard vulnerable people, become a ‘dementia-friendly’ and ‘autism-friendly’ Council, and ensure that equalities, mental health and well-being are at the heart of service design, giving training to our employees and encouraging businesses and communities to do the same.</b></p>	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Safeguarding Number of referrals	Data Only	5	3	10	7
	Safeguarding Percentage of Employees who have read the Safeguarding Policy	New Q2 Data Only	N/A	90%	95%	96%
	Safeguarding Percentage of Employee with up to date Level 1 Safeguarding Training	New Q3 Data Only	N/A	N/A	55%	75%
	Safeguarding Percentage of Employees with up to date PREVENT Training	New Q3 Data Only	N/A	N/A	68%	69%

**Achievements in Quarter 4**

- Although quarter 4 has seen fewer safeguarding referrals compared to quarter 3, overall, the second half of the year has realised a much stronger performance than the first half. Referrals made during the quarter came from both inside and outside the housing team, evidencing that work to increase awareness of safeguarding issues has given staff the confidence to raise any concerns.
- During quarter 4, 33 staff attended a monthly safeguarding training session; further training took place at the depot and another 5% of the workforce are scheduled to complete their training in April. The introduction of video training has played a significant part in the increased level of employees with up to date Level 1 Safeguarding Training.
- Effective use of social media underpinned successful awareness campaigns, with a particular focus on raising awareness of domestic abuse services and related topics. During quarter 4, the number of people who saw content relating to domestic abuse awareness on the Council’s social media sites totalled 6,323 and the average engagement rate was 8.5%, which is significantly higher than the national average of around 4%. In addition, evidence from statistics calculated across the quarter suggests that public engagement rates almost quadruple when video content is used to promote public interest.

<p><b>We want everyone in our communities to be able to live independent lives. We will promote our Lifeline service and provide well-being services, Disabled Facilities Grants and handy person services to enable people to stay in their homes. We will also support community transport schemes to help those in need get around.</b></p>	Description	Value/ Baseline	Q1	Q2	Q3	Q4	Trend (previous Qtr)
	Ryecare Total number of Ryecare customers	Data Only	540	543	522	513	↓
	Ryecare No of new Ryecare installations	Data Only 127 for 2020/21	31	31	19	27	↑

#### Achievements in Quarter 4

- The Ryecare Lifeline service helps residents to live independently, with a dedicated team answering calls around the clock, handling out-of-hours requests for shelter from the homeless, flooding alerts, and getting assistance to Lifeline customers in difficulty. The closing figure for quarter 4 was 513 live connections, a reduction of 9 from the previous quarter. This is due to customers moving into residential care or sadly passing away. In January 2022, a Ryecare Marketing and Admin Officer commenced in post and began promoting the Ryecare service with the aim of increasing the number of live connections and installations.
- The Handyperson service carries out minor adaptations and small repair jobs for residents across Ryedale, usually lasting less than three hours, such as fitting shelves, smoke alarms, changing light bulbs, hanging pictures and many other items or small repairs. During quarter 4, this service delivered 102 minor adaptations and 33 small repairs, representing a third more compared to the previous quarter.
- Disabled Facilities Grants help disabled and elderly people to live more comfortably and independently in their own home by altering or adapting their homes. Quarter 4 saw the completion of 37 Disabled Facilities Grants and 10 referrals.
- Ryedale Community Transport CIO provides affordable rural transport solutions for people who are disadvantaged because of physical or mental disability, geographical isolation or through deprivation and poverty. During this quarter 1,317 journeys were made, bringing the annual total to 5,570. This represents a 6% fall in journeys compared to quarter 3, however this may be due to the reduction in people going to COVID-19 vaccination appointments. Usage of the Ryedale Rover dropped by a third, whereas the volunteer car scheme saw no significant change in activity.

#### Our communities; strong, inclusive and attractive *Healthy and happy communities*

	Description	Value/ Baseline	Q1	Q2	Q3	Q4
<b>Ryedale is home to hundreds of voluntary organisations delivering invaluable services for local people. We will work with this essential sector to ensure it continues to flourish. We will aim to build strong communities by contributing to community events, activities and facilities through our community grants scheme.</b>	Community Connect website views	Data Only	320	424	248	299
	Community Development Grants	Annual budget £45,372	6 totalling £4,347	5 totalling £10,250	11 totalling £23,808	1 totalling £5,000
	Number of community events attended by Community Team officers	Data Only	1	12	22	12

#### **Achievements in Quarter 4**

- Ryedale District Council, North Yorkshire Police and North Yorkshire County Council set up the Community Connect Partnership to coordinate our response and support for our most vulnerable citizens. The partnership aims to improve connectivity, support and inclusivity in Ryedale’s communities and the website brings together public services, Voluntary, Community and Social Enterprise (VCSE) and community voluntary groups, to provide information for those seeking help and assistance. Quarter 4 saw an increase in the number of Community Connect website views, potentially due to the rebranding of the Ryedale Community Connect Bulletin, which resulted in a more engaging format, with an appealing visual layout including a number of photographs.
- Community Grants are open to any Ryedale community-based organisation or group, for projects that make a positive impact on community owned or managed facilities and activities in Ryedale, such as village halls, play areas, sports facilities, village-owned shops and activities that support the local community. The Council considers grant applications through the Grants Working Party and decides on recommendations for approval at Policy and Resources Committee. The remaining Community Development Grant funding for the financial year 2021/22 of £5,000 was awarded in quarter 4.

**We will promote our creative industries and expand our cultural offer by supporting Ryedale’s network of skilled craft businesses and thriving arts hubs.**

#### **Achievements in Quarter 4**

- During quarter 4, the Council’s Small Arts Grant Scheme provided for 14 creative singing sessions for toddlers at Norton Hive; a photographic and audio exhibition at the Moors Rooms, Kirkbymoorside; and a regional artist networking event open to the public at Community House, Malton.
- Renovation work including installation of new sound and lighting equipment and refurbishment of the main hall at the Milton Rooms in Malton progressed as a result of funding approved by Ryedale District Council. Completed works included refurbishment of the toilets, installation of an access lift and lighting and sound infrastructural/rigging work.
- Museums are amazing repositories of wonderful artefacts and curiosities, and during this quarter the Council developed an Out of the Box cultural education project to get museum objects into the community. A variety of resources provide groups in schools, care homes and other community groups with opportunities to express opinions and understand more about Ryedale’s heritage.
- The Creative Economy Commissioning programme was designed to strategically support our cultural sector locally, providing investment to help develop activity, strengthen partnerships and support training and skills provision. During quarter 4, the Council awarded the following four Ryedale District Council Creative Economy Commissions: a Ryedale Actor Training Programme; a Young Persons’ Technical Theatre Training Programme; National Trust community workshops and exhibitions; and a photographic project showcasing Ryedale’s artisan crafters and their work.

**Our communities; strong, inclusive and attractive**

*A place like no other - to live, work, visit and invest*

**We want everyone to enjoy Ryedale's natural beauty, market towns, shops and amazing attractions. We will promote our area as a hub for food, drink, creative culture and active recreation.**

**Achievements in Quarter 4**

- March 2022 saw the Easter Escapes for the Chocolate Connoisseur publicity campaign to promote its 20-mile golden circle of Wonkaesque chocolate micro-workshops, all independent and highly individual, where thousands of extraordinary Easter delicacies are handcrafted each year. Chocolate and Easter in Ryedale features in publications including the Yorkshire Post, Longing for Provence 2022, Yorkshire Life and Yorkshire Living magazines.
- The Council introduced a joint partnership with Pickering Library volunteer group to improve visitor provision and offer information on local accommodation, attractions, activities, places to eat and much more.

**We will work with partners to meet shortfalls in our visitor accommodation and increase visitor spend. We will promote the district's niche and unique activities, as well as the development of eco-tourism.**

**Achievements in Quarter 4**

- Ryedale District Council allocated funding of £175,000 to the development of the Pickering Town CIC action and funding plan, which will support outdoor recreation in Pickering. Development of a Pickering Town Community Interest Company (CIC) cycling and outdoors activity bid and action plan progressed during quarter 4. The plan aims to support cycling and active outdoor development through promotion of activity and is part of a programme of projects to improve and maintain existing cycling infrastructure, enhance public access to these facilities and support further developments outlined in the CIC's business plan.

**We will support our market towns to thrive by installing free Wi-Fi, keeping our streets tidy and devising a new car parking strategy with residents and visitors at its heart.**

**Achievements in Quarter 4**

- The Council secured funding of £183,500 to install six additional Changing Places facilities across Ryedale over the next 2 years in partnership with Forestry England at Dalby Forest and the North York Moors National Park Authority. A Changing Place contains more specialist equipment than a standard accessible toilet and is designed to meet the needs of disabled children and adults with complex care needs who require carer support, appropriate equipment and more space.
- The Council engaged with Malton Town Council, NYCC Highways and Fitzwilliam Malton Estate to review planned improvements to the signage for visitors to Malton, including signs both to and from the car parks for those on foot and in vehicles. Detailed proposals for consultation are expected to be available during the first quarter of the new financial year 2022/23.
- The Welcome Back Fund is providing funding to councils across England to support the safe return to high streets and help communities and businesses to build back better from the Covid-19 pandemic. In

quarter 4, funding was received to provide support for landscaping around The Ropery toilets in Pickering, and further planting schemes in Norton, Helmsley and Pickering.

**Thousands flock to the district's popular events, we will expand our events programme by working with regional agencies, businesses and community groups.**

**Achievements in Quarter 4**

- Progress was made in the development and scheduling of public events and activities at Ryedale Community House in Malton including printmaking courses and drawing classes. 'Art Happens Here' provides artists with the opportunity to present an element of their practice in a supportive arena where values and interests can be discussed and nurtured.

**Our economy; harnessing Ryedale's unique economy to deliver growth, homes and jobs**

*Quality homes local people can afford*

Priority	Description	RDC Target	Q1	Q2	Q3	Q4	Current cumulative figure	Trend (previous Qtr)	RAG Status
<p><b>High house prices and rents mean it is difficult for local people to get onto the property ladder. We will work with our partners to deliver more affordable homes and ensure a supply of good quality housing that reflects the needs of our communities at all stages of their lives. We will work with developers and use our own assets to achieve this, as well as bring more empty properties back into use.</b></p>	Number of new affordable homes completed	75 per annum	33	18	4	34	89	↑	
	Number of empty properties brought back into use through Council involvement	6 per annum	3	0	0	3	6	↑	
	Major planning applications processed within 13 weeks	70%	75%	86%	100%	100%	90%	→	
	Minor planning applications processed within 8 weeks	80%	74%	76%	88.6%	77%	79%	↓	*see notes
	Other planning applications processed within 8 weeks	90%	81%	89%	92%	84%	87%	↓	*see notes
	% of standard searches carried out in 10 working days	90%	55.7%	94.6%	96.4%	99.3%	85.6%	↑	**see notes

**Achievements in Quarter 4**

- Quarter 4 saw the purchase of two derelict second homes in Kirkbymoorside which will now undergo refurbishment to provide family accommodation.
- The initial meeting of the Ryedale Empty Property Working Group took place during this quarter. Progress was made in reaching agreement to identify long-term empty properties such as those in service towns where transport links make property purchase more desirable, as well as identifying any properties of interest to the council for a specific need in the Ryedale area, such as single-person accommodation in Pickering.
- Empty Property Week 2022 took place in quarter 4 and the Council used social media to raise awareness of empty properties in Ryedale and how to report them.

- The Council and managing agent Rentplus worked together to complete six affordable two- and three-bedroomed homes at Wainds Fields, Kirkbymoorside, with the remaining unit forecast to be completed in May this year. All these homes have been allocated to residents with a local connection to Kirkbymoorside.
- Rural exception sites seek to address the needs of a local community by accommodating households that are either current residents or have an existing family or employment connection. York Housing Association, part of Karbon Housing, met with Swinton Parish Council to finalise detailed plans for the rural exception site in Swinton and further consultation with residents of the parish is expected to take place in the next few months.
- The Homes England practical completion of Bay House (the former Railway Tavern) in Norton took place on the 25 March 2022, subject to a waiver in relation to water and electric utilities. Although subject to review at the next site meeting on 14 April 2022, final completion is expected to be on 6 May 2022.

#### Notes

- \* Although the individual quarter 4 figures show a decline in the number of processing minor and other planning applications within target, the final cumulative figures for both of these have narrowly missed the overall target for the year. Since quarter 1, notable quarterly improvements have been achieved with an increase from 74% to 77% in processing minor planning applications and an increase from 81% to 84% in processing other planning applications.
- \*\* The % of standard searches carried out in 10 working days is showing an amber status. However, this has improved from a red status since the previous quarter, evidencing that the issues experienced in quarter 1 have largely been resolved. The individual quarterly figures have seen significant and continued improvement from 55.7% in quarter 1 to 99.3% in quarter 4, which is an encouraging statistic to take forward into quarter 1 of the new financial year 2022/23.

<p><b>We want people to live in high quality, safe and sustainable homes. We will promote the highest standards of construction and work in partnership to improve energy efficiency and achieve carbon reduction. We will work with landlords to ensure rental accommodation, in particular houses in multiple occupation, comply with the law and follow best practice.</b></p>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"> <li>• Quarter 4 saw the commencement of work on the Homes for Ukraine Scheme, with the Council working alongside partners at NYCC and in the wider community to coordinate the actions required, including allocation of visits to assess suitability of accommodation. Visits are due to commence from 01 April 2022.</li> <li>• At the end of March 2022, a Ryedale fuel poverty alleviation project won the Energy Management Project of the Year award at the Sustainability Leaders Awards. The North Yorkshire Warm Homes Fund, managed by our partners YES Energy Solutions, provided funding for vulnerable householders to have improvements made to their heating systems. A total of 19 citizens across Ryedale have been helped by the scheme, with each one receiving fully funded A-rated central heating and, in some cases, improvements to home insulation.</li> <li>• Ryedale District Council currently offers a number of schemes to eligible citizens including the North Yorkshire Warm Homes Scheme, Ryedale Energy Saver Scheme and Green Homes Grant Scheme. In March 2022, the Council celebrated the huge achievement of being shortlisted at the Yorkshire and Humberside Energy Efficiency Awards for its work on fuel poverty. The winner of the awards will be announced at an awards ceremony on Thursday 07 April 2022.</li> </ul>
---	--

## Our economy; harnessing Ryedale's unique economy to deliver growth, homes and jobs

### Open for business

<p><b>We want entrepreneurship to flourish across our district. We will promote and support micro, small and medium sized businesses by exploring the introduction of a competitive grants scheme for start-ups and offering advice as we recognise the long term success of this sector is essential to Ryedale's future success.</b></p>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"><li>• Launched in quarter 3, Ryedale's Small Business Development Grant provides help with start-up costs for new businesses, or to assist established businesses to grow and strengthen their market position. In quarter 4, 79 applications were received with project values totalling £243,373.64 and Ryedale District Council allocated £68,554.17 to 25 small businesses in Ryedale.</li><li>• Distribution of the Council's full Covid Additional Restrictions Grant allocation of £154,738 to 51 Ryedale businesses took place, providing support to businesses who were not eligible for the previous Hospitality &amp; Leisure Grant.</li></ul>
<p><b>We will work with Government, industry and businesses to bring new investment to the area, expanding the commercial space on offer within the district in a sustainable way. We will develop the council's role in providing workshop, incubator and scale-up space for small start-up businesses and facilitate the expansion of business parks.</b></p>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"><li>• Stanley Harrison House was identified as a potential Business Centre for use as a small scale start up office space, with further development of proposals expected to take place.</li><li>• Ryedale District Council joined the Inward Investment Forum led by the York &amp; North Yorkshire Local Enterprise Partnership (NYLEP). This initiative was established by the NYLEP working collaboratively with local authorities and partners to attract inward investment to Yorkshire.</li></ul>
<p><b>We want young people to believe that Ryedale is a place to build their future.</b></p> <p><b>To retain our young people in the district, we will offer information, training and opportunities to meet the needs of our modern economy. We will work with partners to support their start up ideas and build relationships with higher and further education institutions, focusing upon future skills needs e.g. engineering, green construction and clean energy.</b></p>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"><li>• The Council considered tenders and awarded a contract to the North Yorkshire Business and Education Partnership (NYBEP Ltd) for the provision of careers advice, employment choices and guidance activities for young people in Ryedale. Funding of £10,000 has been awarded for two years with an optional third year.</li><li>• Quarter 4 saw Ryedale District Council join the Apprenticeship Hub Steering Group, which was set up by the Apprenticeship Service in collaboration with local authorities and training providers to identify gaps in the market and find collaborative solutions.</li></ul>

**Our environment; a sustainable, safe and clean place**

*A safe place to live*

	Description	Value/ Baseline	Q1	Q2	Q3	Q4
<b>Ryedale is a low crime area, but not without its problems. We will tackle anti-social behaviour by working closely with North Yorkshire Police and other partners. We will also empower communities to identify effective solutions to tackle speeding.</b>	Number of ASB cases (MAPS)	Data Only	11	12	24	19
	Number of prevention campaigns	Data Only	4	1	2	2

**Achievements in Quarter 4**

- The Council acts on reports of speeding concerns to help the police determine which areas in particular to monitor. A number of locations across Malton and Norton have been targeted for Police Speeding Monitoring due to reports of excessive traffic speeds. Community Team Officers attend these sessions to gather information, to respond to the concerns of residents and to develop an effective working relationship with the Neighbourhood Policing Team as part of the Multi Agency Community Safety Hub. As a result of one session which took place in March 2022, eight speeding letters and two summons were issued.
- During quarter 4, Community Team Officers assisted with Mini Police sessions at Malton, Norton and St Mary’s primary schools, led by North Yorkshire Police. The Mini Police sessions involve 10 children per term at each school and they learn about crimes such as littering and motoring offences, and also conduct a mock trial.
- As part of the Council’s preventative approach to environmental crimes, a Waste Duty of Care campaign commenced in quarter 4 and saw the production of material explaining households’ responsibilities when disposing of waste, including information on legislation, organising waste disposal and how to report fly tipping. This information will be displayed on banners and leaflets at community events and a social media campaign to support the initiative will peak in May.

**Achievements in Quarter 4**

**We want to reduce flooding risk by investing in flooding alleviation measures and working with partners to provide an emergency response.**

- In February 2022, Full Council approved a contribution towards a Yorkshire Water permanent solution for Norton. This will be included in the 2022-23 capital programme, covering up to 20% of the total scheme costs to a maximum of £152,000.
- The Council secured a £52,000 funding contribution from Yorkshire Water towards replacement of portable pumps. These are deployed during a flood response to protect properties at risk of flooding, forming part of the Malton, Norton and Old Malton Flood Alleviation Scheme.
- Delayed delivery of flood gates prevented property-level resilience works from being completed during quarter 4. However, 43 properties out of 134 have had all works completed.

We will work in partnership to uphold the highest standards of animal welfare, train staff to deal with issues and hold public information events.	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Number of stray dogs collected	Data Only	4	9	7	13

**Our environment; a sustainable, safe and clean place**  
*Clean and attractive streets*

We want to keep the streets clean. We will improve our Streetscene operations and support communities to do more.	Description	Value/ Baseline	Q1	Q2	Q3	Q4
	Number of community litter picking groups/individuals supported	Data Only	30	30	30	30

**Achievements in Quarter 4**

- The Council has continued to support 30 community litter picking groups and individuals by supplying equipment (gloves, bags, high-visibility waistcoats and litter-picking sticks), maintaining the same collection amount of 153 bags of waste in quarter 4, as in quarter 3.
- Quarter 4 saw the approval of the Council's application to work in partnership with Keep Britain Tidy and some of Ryedale's community litter picking groups on an exciting new litter research pilot.
- In February 2022, the Council celebrated the huge achievement of a Ryedale District Council Community Enforcement Officer, Martyn Barker, when he won a national award from environmental charity Keep Britain Tidy. The Excellence in Enforcement Award honours an individual who stands out from the crowd and has excelled at Keep Britain Tidy's Enforcement Academy.

**Our environment; a sustainable, safe and clean place**  
*Sustainability into the future*

<b>We will take ambitious steps to reduce our carbon footprint through regional and local initiatives. This includes implementing our Climate Change Action Plan.</b>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"> <li>• Using the NYLEP Greenhouse Gas Accounting Tool, the Council has continued to make progress in reaching a final accounting assessment by the end of May 2022, aiming for a target of a 5% carbon emissions reduction per year.</li> </ul>
---	---

<p><b>We will work collaboratively with industry, businesses, communities and others to deliver local and community led energy solutions that fulfil the ambition to deliver carbon neutrality.</b></p>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"> <li>• The Council has continued to support Third Energy’s Ryedale Geothermal Energy Project and awarded funding of £50,250 to Third Energy for phase 1 feasibility. Progress has been made with the completion of initial fluid level testing at well sites and the award of a contract to an external communications organisation to support communication, public engagement and information dissemination. The aim of this project is to enable assessment of the feasibility of utilising geothermal heat from existing well sites and its potential uses within the community, agriculture and in local businesses.</li> </ul>
---	--

<p><b>We will build the case for installation of income-generating, energy-efficient and renewable technologies at council-owned buildings. We will replace our street lights with energy-efficient LEDs, procure more energy-efficient vehicles when replacing our fleet, and facilitate more tree planting. We will encourage others to do the same by maximising the impact of our supply chain, partnerships and plans.</b></p>	<p><b>Achievements in Quarter 4</b></p> <ul style="list-style-type: none"> <li>• The Phase 2 installation of Ryedale’s Street light upgrade programme to LEDs commenced, with Helmsley, Kirkbymoorside and Pickering areas highlighted for upgrade in 2022.</li> </ul>
---	--

<p><b>We will increase recycling rate in line with emerging national policy, including by promoting recycling awareness, investing in our mini-recycling centres, exploring the possibility of recycling a wider range of materials and working with more trade and garden waste collection customers. We will also work with partners to expand ‘circular economy’ schemes across the district.</b></p>	<p><b>Description</b></p>	<p><b>RDC Target</b></p>	<p><b>Q1</b></p>	<p><b>Q2</b></p>	<p><b>Q3</b></p>	<p><b>Q4</b></p>	<p><b>Current cumulative figure</b></p>	<p><b>RAG Status</b></p>
	<p>% of household waste sent for reuse, recycling and composting</p>	<p>50%</p>	<p>51%</p>	<p>51.2%</p>	<p>44.39%</p>	<p>38.27%<sup>1</sup></p>	<p>46.51%</p>	<p>*see notes</p>

<sup>1</sup>Not adjusted for seasonal variation. Awaiting data validation by DEFRA.

#### Achievements in Quarter 4

- In March 2022, the Hovingham Repair Café opened with a team of volunteers ready to do their best to mend, share skills or provide advice, free of charge, to bring items back to life and prevent unnecessary waste. 45 people attended, and the Council supported the event by providing recycling leaflets and equipment. Of the 15 items brought in for fixing, 10 were repaired on the day and another three people left with advice about how to repair their items, with the result that 13 broken items were saved from becoming waste.

#### Notes

\* The % of household waste recycled, composted and re-used has not reached the target due to an increase in bulky waste collections and residual waste tonnes collected due to an increased number of residents continuing to work from home. In line with the Council's Cleaner Streets priority, due to a higher level of activity in the deployment of the mechanical street sweeper, quarter 4 also saw an increase in street sweeping waste tonnages. Further recycling awareness campaigns are planned for 2022-23 and the Council is considering the implementation of recycling reward schemes to further promote recycling. The service is awaiting outcomes from the Government's consultation into consistent collections nationally before making any changes to the kerbside collection scheme.

### Our organisation; an innovative, enterprising council

#### Accessible to all

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4
<b>We will transform customer service, using new ways of working to improve responsiveness. We will revamp our website, increase our social media presence and introduce digital systems for you to report issues and receive information. We will support those who are digitally excluded or need support to access online services. We will bring partners into Ryedale House and provide options for a 'one-stop' Public Services Hub.</b>	Number of complaints received	38 for 2020/21	N/A	14	4	7	11
	% of stage 1 of complaints closed within target timescale	Data Only	< 10 days	85.7%	75%	100%	82%
	% of stage 2 complaints closed within target timescale	Data Only	< 20 days	100%	100%	100%	100%
	Number of compliments received	Data Only	N/A	16	24	28	21

**Achievements in Quarter 4**

- The number of complaints received increased by 4 to 11 in quarter 4, compared to 7 in quarter 3. The Council received 21 compliments during this quarter, which is a small decrease of 7 compared to quarter 3 and equates to 31% of all compliments received during the financial year 2021/22.
- During this quarter, 7 complaints were completed within the stage 1 target timescale (10 days), 2 complaints were given an extension with agreement by the complainants due to the complex nature of the complaints, and all the extension timescales were met. However, one stage 1 complaint is ongoing due to a delay in the response from the relevant department.
- Five stage 2 complaints were received and resolved within the 20 day target timescale.

**We will improve our engagement with you, asking for your views, and using your feedback. We will ensure decisions are taken in the most effective way, by consulting with those affected and strengthening the voice of councillors at ward level.**

**Achievements in Quarter 4**

- Community Multi Agency Partnership meetings (a subgroup of the community connect partnership) involve attendees such as Town and Parish Council representatives, North Yorkshire Police, Fire, and District Council Officers, as well as residents from communities in the district meeting to discuss and address any community tensions. Specific progress made during quarter 4 has seen North Yorkshire Police provide further patrols in hotspots highlighted as a concern at the meetings, which the Police would otherwise have been unaware of. This is a positive step forward in addressing the concerns of residents and showing a proactive, intelligence-led approach to problem-solving within the local community.

**We will be open, honest and transparent by publishing key policies and financial information and responding promptly to freedom of information requests.**

**Achievements in Quarter 4**

- The Council published [the Financial Strategy 2022-26](#) after approval from Council in February 2022.

**Our organisation; an innovative, enterprising council**

*Value for money*

	Description	RDC Target	Q1	Q2	Q3	Q4	RAG Status
<b>We will maintain strong finances into the future by delivering customer-focused and cost-effective core services.</b>	Budget/MTFS Strategy to be submitted to Full Council on time for approval	On Track – Yes/No	Yes	Yes	Yes	Yes <sup>1</sup>	
	Final accounts signed off by 31st July 2022 and 31st December 2022 with an unqualified audit opinion for RDC	On Track – Yes/No	Yes	Yes	Yes	Yes <sup>2</sup>	
	Pension pooling arrangements in place	On Track – Yes/No	Yes	Yes	Yes	Yes <sup>3</sup>	

<sup>1</sup>All on track. Timetable for the year set out by the Policy and Resources Committee. Agreed by Full Council on 17 February 2022.

<sup>2</sup>On track – subject to External Audit capacity. Draft accounts published on time and by the deadline.

<sup>3</sup>These are in place as a part of the North Yorkshire scheme.

**Achievements in Quarter 4**

- The Council’s 2022/23 budget was approved by Council on 17<sup>th</sup> February 2022.
- The Final Accounts were signed off by External Audit in January 2022.

**Our organisation; an innovative, enterprising council**

*A great place to work*

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4
<b>We will ensure the council is a great place to work by recruiting and retaining motivated, skilled employees.</b>	Staff turnover	13% annually all English authorities (Source: LGA workforce survey 2017/18)	Data Only	4.4%	4.1%	5.7%	5.3% <sup>1</sup>

<sup>1</sup>This information provides a snapshot of the organisation’s turnover rate and would not be used to predict annual trends. This will be supported with analysis of annual turnover and retention rates within the yearly workforce report.

	Description	Value/ Baseline	RDC Target	Q1	Q2	Q3	Q4
<b>We will empower staff to deliver ambitiously for Ryedale, promote wellbeing and publish the results of staff surveys.</b>	Sickness Average days lost per person	Quarter 4 2020/21: 1.17	Data Only	1.09	0.98	1.75	1.65
	Lost time rate (the percentage of total time available that has been lost to sickness during the noted time period)	Quarter 4 2020/21: 2%	Data Only	2.07%	1.66%	3%	3.21%

**Achievements in Quarter 4**

- The labour market is extremely challenging at the moment, and continued challenges in this area are not unique to the Council.
- Absence rates continue to be attributed to COVID-19 where again, the Council is reflective of the national workforce. The Council’s absence rates continue to be some of the lowest in the County.
- The Council continues to promote the various wellbeing initiatives and support mechanisms open to staff on a regular basis.

	Description	Value/baseline	Q1	Q2	Q3	Q4
<b>We will nurture talent through succession planning, recruiting graduate trainees and apprentices, implementing a work experience programme for care leavers, and ensuring that training and development opportunities are available for all employees.</b>	Training completion rates	Data Only	99.6%	95.9%	93.86%	93.86% <sup>1</sup>

<sup>1</sup>Average completion rate across the 11 essential training modules. New starters have one month to complete their mandatory training modules, and so this can explain the uncompleted modules.

**Achievements in Quarter 4**

- The Council's training offer continues to be expanded. In quarter 4, the Council worked in partnership with Inclusive Employers to deliver four training sessions on diversity and inclusion in the workplace. 24 members of staff attended the Inclusivity Champions sessions and another 20 completed manager-specific Diversity and Inclusion training.