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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>24 NOVEMBER 2022</b>
<b>REPORT OF THE</b>	<b>PROGRAMME DIRECTOR PEOPLE AND RESOURCES MARGARET WALLACE</b>
<b>TITLE OF REPORT:</b>	<b>DELIVERING THE COUNCIL PLAN QUARTER 1 AND QUARTER 2 UPDATE</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 The purpose of this report is to update Overview and Scrutiny Committee on the Councils performance with a focus on the indicators flagged as out of target in Q1 and the progress made on them into Q2.

### **2.0 RECOMMENDATION**

- 2.1 It is recommended that:

- (i) Overview and Scrutiny Committee note the Q1 and Q2 performance reports.

### **3.0 REASON FOR RECOMMENDATION**

- 3.1 Previously the full Q1 performance report was presented to Policy and Resources Committee in September where actions taken to address areas performing outside of target were discussed. This report provides an update on the progress made in relation to these indicators alongside presenting the Q2 performance report and demonstrates the good work being undertaken across the Council.

### **4.0 SIGNIFICANT RISKS**

- 4.1 Poor performance can contribute to a number of risks:

- Lead to non-compliance in statutory areas
- Reduce customer satisfaction
- Have significant reputational implications
- Impact on staff morale and engagement

- 4.2 By managing performance and identifying appropriate actions it is likely these risks can be managed effectively.

## **5.0 POLICY CONTEXT AND CONSULTATION**

- 5.1 Across the Council a number of strategies and action plans exist that help contribute to the identification of key performance indicators; in addition the Council has also undertaken a significant service planning exercise this year that has helped consolidate any statutory returns into its performance reporting to allow for greater transparency and evaluation of performance.

## **REPORT**

### **6.0 REPORT DETAILS**

- 6.1 In the Q1 performance report three indicators were flagged as falling outside of target. These were
- Prevention of homelessness through advice and proactive intervention
  - No. of empty homes brought back in to use
  - Standard searches completed in 5 working days.
- 6.2 In the case of the prevention of homelessness the Housing Team had seen a heavy workload reported during the period coupled with a degree of staffing change that had required the appointment of two new officers.
- 6.3 There is little difference between the findings for Q1 and Q2 in relation to the number of cases where homelessness has been prevented which is largely driven by the number of cases supported which the Council cannot control therefore this indicator is now monitored as a data only indicator.
- 6.4 With regard to the number of empty homes brought back in to use one was reported against a target of 6 across the year. Whilst this remains a cumulative indicator it does not record the actual work undertaken by officers as it only captures cases where there has been a significant involvement from the Council in bringing back homes that have been empty for 6 months or more back in to use; for example the actual number of properties that meet this criteria has fallen from 388 in quarter 4 of 2021/22 to 360 for quarter 1 2022/23. The Council continues to perform well in this area with the advice and guidance it provides to landlords and homeowners despite the KPI is shown as being out of target.
- 6.5 This indicator has been reviewed and tracking will now take place against the number of empty homes across the district as opposed to just those with significant investment from RDC. This provides a greater insight into any challenges facing the local housing market and the number of properties that are empty.
- 6.6 The final indicator that is out of target is that of the % of standard searches completed in 5 working days which is due to significant workloads coupled with a large piece of work being undertaken to support the Land Registry. Future reporting will continue to track the performance of standard searches completed in 10 working days is ahead of target: with the team performing at 100% against a target of 90% which is considered a more appropriate and realistic indicator of performance.

- 6.7 The performance report also contains a few amber indicators that are slightly outside of target and therefore should be considered as 'ones to watch'. These are:
- % of household waste recycled
  - Residual household waste – kg per household
- 6.8 In the case of % of household waste recycled this is a highly seasonal indicator and Q1 is typically for the time of the year. In Q2 the performance has increased slightly to be within target and is therefore performing as expected given the seasonality of the indicator. In addition the indicator concerned with residual waste has also increased to be within target. These indicators both require verification from external sources and may be subject to some revision.
- 6.9 The Q2 report highlights the following as outside target but within tolerance levels:
- % of household waste composted
  - % of household waste sent for reuse, recycling and composting
- 6.10 Both of these indicators highlight the impact of a very hot, dry summer which has led to the variance.
- 6.11 A number of areas have continued to deliver sustained levels of high performance. In particular the processing of council tax and housing benefit. In all cases performance continues to well exceed target and the authority remains a top performer regionally in these areas.
- 6.12 The processing of planning applications has also remained high with a notable increase of 5% recorded in relation to the 8 week target for the processing of minor applications.
- 6.13 Whilst the number of complaints has increased compared to the same period last year they have all been responded to in target time. In many ways this reflects the success of the revised complaints policy that launched during the 2021/22 making it easier to lodge complaints but also demonstrates the cultural shift that has taken place around learning from complaints and the Council responding quickly to this feedback.
- 6.14 In light of the current cost of living crisis it is also worth noting the ongoing success the Council is experiencing in delivering energy efficiency interventions. Against its annual target of supporting 10 households it has already delivered 16 interventions this year. This reflects the ongoing importance the Council has placed on finding ways to improve the energy efficiency of homes but also acknowledges that this will play a considerable role in delivering the Councils Energy Efficiency Strategy.

## **7.0 IMPLICATIONS**

- 7.1 The following implications have been identified:
- a) Financial
    - There are no financial implications associated with the report.
  - b) Legal
    - There are legal implications associated with the report.

- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
  - There are no other implications associated with the report however capacity to address specific performance issues will continue to be monitored.

**Margaret Wallace**  
**Programme Director – People and Resources**

**Author:** Richard Mair – Service Manager Corporate Resources - People  
**Telephone No:** 07435 934954  
**E-Mail Address:** [richard.mair@ryedale.gov.uk](mailto:richard.mair@ryedale.gov.uk)

**Background Papers:**

Appendix A – Delivering The Council Plan Q1 Performance Report  
Appendix B – Delivering The Council Plan Q2 Performance Report