












# Policy & Resources Committee Performance Report

## Quarter 1 June 2008
















### Generated on: 17 July 2008



Rows are sorted by PI Sort Code.

| Status  |  | Long Term Trends  |  | Short Term Trends   |   |
|---|--|---|--|---|---|
|  | This PI is significantly below target. |  | The value of this PI has improved in the long term.    |  | The value of this PI has improved in the short term.    |
|  | This PI is slightly below target.      |  | The value of this PI has worsened in the long term.    |  | The value of this PI has worsened in the short term.    |
|  | This PI is on target.                  |  | The value of this PI has not changed in the long term. |  | The value of this PI has not changed in the short term. |
|  | This PI cannot be calculated.          |   |  |   |   |
|  | This PI is a data -only PI.            |   |  |   |   |

#### Theme: Diverse and Vibrant Communities

| PI Code        | Short Name   | 2007/08 | Q1 2008/09    |        | Note   | Date         | Monitored By   | Short Term Trend Arrow  | Long Term Trend Arrow   | Traffic Light Icon  |
|----------------|--|---------|---------------|--------|--|--------------|----------------|---|---|---|
|                |  | Value   | Value         | Target |  |              |                |   |   |   |
| BV2a pmf08/09  | Equality Standard for Local Government                         | Level 2 | Not Collected |        | Audit of our achievements and progress to date being undertaken to inform KLOE and to regain momentum towards achievement of level 3 | 13 May 2008  | Clare Slater   |    |    |    |
| BV2b pmf08/09  | Duty to Promote Race Equality                                  | 100%    | Not Collected |        |  |              | Clare Slater   |  |  |   |
| BV16a pmf08/09 | Percentage of Employees with a Disability                      | 2.06%   | 1.88%         | 5.00%  |  |              | Louise Sandall |  |  |  |
| BV16b pmf08/09 | Percentage of Economically Active People who have a Disability | 11.83%  | 11.83%        |        | Estimate 07-08   | 11 June 2008 | Louise Sandall |  |  |  |
| BV17a pmf08/09 | Ethnic Minority representation in the workforce - employees    | 0.7%    | 1.2%          | 1.0%   |  |              | Louise Sandall |  |  |  |

### Theme: Environment

| PI Code         | Short Name                                   | 2007/08 | Q1 2008/09    |        | Note  | Date         | Monitored By | Short Term Trend Arrow | Long Term Trend Arrow | Traffic Light Icon |
|-----------------|--|---------|---------------|--------|---|--------------|--------------|------------------------|-----------------------|--------------------|
|                 |  | Value   | Value         | Target |   |              |              |                        |                       |                    |
| BV106 pmf08/09  | New homes built on previously developed land |         | Not Collected |        | Figure is being calculated and should be available in July 08   |              | Julian Rudd  |                        |                       |                    |
| BV200b pmf08/09 | Plan-making: Milestones Met?                 | Yes     | Not Collected |        | Current LDS agreed by Government office in January 2008. The milestones are not yet due to be completed. As at 31st March 2008 there are no milestones currently outstanding, so result is yes. | 07 May 2008  | Julian Rudd  |                        |                       |                    |
| BV204 pmf08/09  | Planning appeals allowed                     | 35.3%   | 72.7%         | 33.0%  | 8/11  | 08 July 2008 | Gary Housden |                        |                       |                    |

### Theme: High Quality, Accessible Services

| PI Code            | Short Name  | 2007/08       | Q1 2008/09       |               | Note  | Date            | Monitored By                    | Short Term Trend Arrow | Long Term Trend Arrow | Traffic Light Icon |
|--------------------|---|---------------|------------------|---------------|---|-----------------|---------------------------------|------------------------|-----------------------|--------------------|
|                    |   | Value         | Value            | Target        |   |                 |                                 |                        |                       |                    |
| BV9 pmf08/09       | Council Tax collected % (98.60% Annual Tgt)   | 99.10%        | 29.82%           | 29.72%        |   |                 | Clive Key                       |                        |                       |                    |
| BV10 pmf08/09      | Percentage of Non-domestic Rates Collected (99.36% Annual Tgt)  | 99.30%        | 34.67%           | 34.13%        |   |                 | Clive Key                       |                        |                       |                    |
| BV12 pmf08/09      | Working Days Lost Due to Sickness Absence (7.50 days target, result is projected until Year End actual) | 8.99 wkg days | 8.31 wkg days    | 7.50 wkg days | The figure has decreased from January. Long Term sickness has dramatically decreased, it is at its lowest since May 2006. | 10 March 2008   | Louise Sandall                  |                        |                       |                    |
| BV76d pmf08/09     | Housing Benefits Security number of prosecutions & sanctions (Annual Target 7)                          | 1.50          | No data returned |               |   |                 | Debbie Armitage and Lynne Bayes |                        |                       |                    |
| BV78a poss pmf     | Speed of processing - new HB/CTB claims   | 26.6 days     | No data returned |               | Unable currently to retrieve data but should be available shortly   |                 | Debbie Armitage and Lynne Bayes |                        |                       |                    |
| BV78b poss pmf     | Speed of processing - changes of circumstances for HB/CTB claims  | 3.9 days      | No data returned |               |   |                 | Debbie Armitage and Lynne Bayes |                        |                       |                    |
| LPI 6 RDC pmf0809  | % overall of RDC completing Staff Development Reviews Annual Target 90%                                 | 66%           | 14%              | 22%           | Jan 08 - Audit and Bldg Control removed after Dec figures calculated.   | 14 January 2008 | Louise Sandall                  |                        |                       |                    |
| LPI 10 RDC pmf0809 | % of letters answered in 7 days RDC   | 94%           | 95%              | 95%           | Commercial Services & Legal not included due to annual leave & sickness. April - June 3439/3631                           | 08 July 2008    | Phil Hancock                    |                        |                       |                    |
| LPI 35 pmf08/09    | Press releases issued that are used by the media - %  | 100%          | 100%             | 95%           |   |                 | Customer Support Mngr           |                        |                       |                    |

| Theme: High Quality, Accessible Services |   |         |       |            |   |              |      |                       |                        |                       |                    |
|--|---|---------|-------|------------|---|--------------|------|-----------------------|------------------------|-----------------------|--------------------|
| PI Code                                  | Short Name  | 2007/08 |       | Q1 2008/09 |   | Note         | Date | Monitored By          | Short Term Trend Arrow | Long Term Trend Arrow | Traffic Light Icon |
|  |   | Value   | Value | Value      | Target  |              |      |                       |                        |                       |                    |
| LPI 46 pmf08/09                          | Full Plans approved/rejected within statutory time period 2 mnths - Building Control (Same as BV 3) | 99%     | 100%  | 100%       |   |              |      | Les Chapman           |                        |                       |                    |
| LPI 47 pmf08/09                          | Building notices processed within 2 days (Same as BC 2)   | 84%     | 80%   | 93%        |   |              |      | Les Chapman           |                        |                       |                    |
| LPI 66RDCpmf0809                         | Service enquiries resolved at first point of contact (telephone)                                    | 40%     | 42%   | 12%        | Targets Changed May 07(as per SDP) to: 2007-08 from 50% to 20%, 2008-09 from 80% to 50% | 16 May 2007  |      | Customer Support Mngr |                        |                       |                    |
| LPI 67a pmf08/09                         | Payments made using electronic channels (66% AT, aim to increase) (Year figure is average)          | 64%     | 79%   | 66%        | Annual figure is an average for the year  | 20 May 2008  |      | Mick Phythian         |                        |                       |                    |
| LPI 73 pmf08/09                          | RDC Website - Minutes uploaded within 10 working days   | 98%     | 91%   | 100%       | 21/23 to end of June  | 23 July 2008 |      | Lynda Carter          |                        |                       |                    |

### Theme: Housing and Employment

| PI Code          | Short Name   | 2007/08 |       | Q1 2008/09    |        | Note  | Date         | Monitored By | Short Term Trend Arrow | Long Term Trend Arrow | Traffic Light Icon |
|------------------|--|---------|-------|---------------|--------|---|--------------|--------------|------------------------|-----------------------|--------------------|
|                  |  | Value   | Value | Value         | Target |   |              |              |                        |                       |                    |
| LPI 55a pmf08/09 | No. of community based projects implemented in Helmsley        | 4       |       |               |        | Result amended 18 June 08 to include all projects completed - Mixed Use Development Site Masterplan, Arts Centre car park improvements, Sports and Community Centre Feasibility, Old Railway Line conservation area | 18 June 2008 | Julian Rudd  |                        |                       |                    |
| LPI 55b pmf08/09 | No. of community based projects implemented in Kirkbymoorside  | 3       |       | Not Collected |        | Result amended 18 June 08 to include all completed projects - Town Centre Improvements – hanging baskets, A170 roundabout improvements, Mosaics for Ryedale View play area.   | 18 June 2008 | Julian Rudd  |                        |                       |                    |
| LPI 55c pmf08/09 | No. of community based projects implemented in Malton & Norton | 0       |       | Not Collected |        | Castle Gardens project underway will be completed in 2008/09  | 18 June 2008 | Julian Rudd  |                        |                       |                    |
| LPI 55d pmf08/09 | No. of community based projects implemented in Pickering       | 1       |       | Not Collected |        | Amended to include all projects - Castle Paths completed  | 18 June 2008 | Julian Rudd  |                        |                       |                    |
| NI 155           | Number of affordable homes delivered (gross)                   | 44      |       | Not Collected |        |   |              | Julian Rudd  |                        |                       |                    |